



Town of

Sullivan's Island, SC

2056 Middle Street
Sullivan's Island, SC 29482

Phone: 843.883.3198
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sullivansisland.sc.gov

Request for Proposals
Information Technology Services
Addendum #1
April 25, 2023

A. NOTICE TO ALL POTENTIAL RESPONDANTS

This Request for Proposal (RFP) is modified as set forth in this Addendum. The original RFQ Documents remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this addendum into consideration when preparing and submitting its proposal.

B. PROPOSAL SUBMITTAL DEADLINE

The submittal deadline has been extended to Monday, May 8, 2023 by 2:00pm.

C. QUESTIONS AND ANSWERS

1. Question: Approximately how many users will be supported?

Answer: Approximately 65.

2. Question: Total number of desktop devices, laptop devices and tablet devices.

Answer: We currently have 45 desktop devices, 18 laptop devices and 15 Surface Pro devices. We have various iPads as well.

3. Question: How many departments/locations will be serviced?

Answer: Administration, Building Department, Municipal Court, Fire Department, Police Department, Maintenance Department and Water & Sewer Department. These departments are in 4 buildings on one campus.

4. Question: How old are each of the computer systems?

Answer: We typically have a 3-5 year rotation schedule for our devices, however, it can vary.

5. Question: What operating system do you use?

Answer: Windows OS for computers and apple/android for mobile.

6. Question: What email service do you use?

Answer: Microsoft 365



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7. Question: Total number of servers?

Answer: 2. Additionally, we have virtual servers.

8. Question: Manufacture of desk phone system and quantity?

Answer: Yeastar 100 and there are approximately 40 desk phones.

9. Question: Are there any emergency call boxes?

Answer: Yes. 1.

10. Question: What is your anti-virus program and monthly bill?

Answer: Vipre and we pay approximately \$250/month.

11. Question: How much is your monthly backup bill and the amount of data backed up?

Answer: Approximately \$365. We currently do not know how much data is backed up.

12. Question: Are phones/tablets currently managed by an MDM?

Answer: No.

13. Question: Is there currently encryption on all mobile devices, such as laptops, tablets or phones?

Answer: No.

14. Question: Do you have a current disaster recovery/business continuity plan?

Answer: The Town is currently in the process of reviewing our Disaster Recovery Plan.

15. Question: How is the Town receiving these services now?

Answer: Outsourced IT company.

16. Questions: Are there upcoming technology projects that Sullivan's Island has in the future?

Answer: Once we have IT Services in place we intend to do a comprehensive analysis of our system and plan to develop updates and maintenance for the future.

17. Question: What are you using for asset tracking currently?



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Answer: We currently used a fixed asset program through BS&A for tracking larger assets in the Town, but not for our computer technology. We would like to start tracking them.

18. Question: Do you have a set-aside budget for this project?

Answer: Yes. It is a budgeted line item.

19. Question: Is there someone within the Town of Sullivan's Island that can teach CJIS level 1 certification?

Answer: No.

20. Question: Is it possible to get an in-person?

Answer: Yes. Reach out to Mary Poole at mpoole@sullivansisland.sc.gov to schedule a walk through.