



RFQ 2023-1-IT, IT MANAGED SERVICES

November 21, 2023
VC3
315 W Ponce de Leon Ave #150
Decatur, GA 30030
813.738.6210
Kevin.Maloney@vc3.com



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Tab 1: Statement of Qualification Letter

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Dear City of Cooper City:

VC3, Inc. respectfully submits the enclosed response for the RFQ 2023-1-IT, IT MANAGED SERVICES. We certify that VC3 is authorized to operate contractually and sell within the State of Florida, and this response fully addresses all areas of the RFQ.

As a company with over 28 years of IT experience and over 1,100 municipal government clients, VC3 is well positioned to ensure the solutions and services we provide will exceed your expectations. Our goal in every client relationship is to be a valuable partner, helping you get the greatest value from your IT dollars.

Our key contact for this RFQ is:

Kevin Maloney, Senior Account Executive
(813) 738-6210
Kevin.Maloney@vc3.com

VC3 is headquartered at 1301 Gervais St, Suite 1800 Columbia, SC 29201 and will be operating out of our Decatur, GA office.

VC3 appreciates the opportunity to submit this proposal. Should there be any questions, or you need additional information, please contact VC3 at your convenience.

VC3 Qualifications

VC3 can support the full scope of services outlined in the RFQ for the Cooper City and has provided similar solutions and projects to other municipal clients without the need for a joint venture or outside consultants.

Additional Business Information

- Incorporated in 1994
- State of Incorporation: Delaware
- Federal Tax ID: 57-0993240
- Average number of employees the past 3 years- 575
- NAICS Code: 541512 - Computer Systems Design Services



Brief History of VC3

VC3 has been on the leading edge of Information Technology since 1994, providing client-oriented solutions with a predominant focus on small and medium municipalities. We design and implement IT solutions that can provide above average returns on investment, significantly enhance productivity, increase reliability and availability, and lower technology ownership costs. VC3's active customer base of over 1,100 municipalities and local governments has some of the most stringent and demanding expectations of their technology partners; VC3 has answered their call.

VC3 has been consistently recognized as a leader in developing cloud and premise-based technology solutions for local government and remains committed to incorporating the latest technological advances that profoundly impact our customers.

Solution Focus:

- IT Managed Services
- Cybersecurity Solutions & Services
- CJIS Related Solutions & Services (Police)
- Cloud Based IT Services
- Cloud Based Backup and Disaster Recover Solutions
- Website Design & Hosting
- VoIP Phone Solutions
- SharePoint Consulting
- Business Intelligence Solutions
- Application Development

VC3's breadth of solutions and depth of technical expertise coupled with our commitment to the local government sector enable us to build solid, long-term relationships with our clients. We look forward to the possible opportunity of providing Cooper City with the highest quality solutions.

VC3 Solution Methodology

Our experience delivering local government services spans all aspects of the IT environment, as represented by the ITIL (Information Technology Infrastructure Library) 4-Boxes diagram below. If Cooper City expects to achieve a high value, cost effective, and predictable IT



experience for their staff and citizens, then they must be sure each of the 4 Boxes is appropriately covered.



CJIS Compliance:

VC3 is committed to providing the necessary trained resources to properly support the local government sector. As a condition of employment, ALL VC3 municipal support staff i.e., Engineers, Account Managers, Project Managers, and VCIOs have completed the Criminal Justice Information System’s (CJIS) Security and Awareness Training and are certified as completing the Level 4 CJIS Security Training. This training was completed under the VENDOR section on-line at <https://www.cjisonline.com/> and can be accessed by all agencies to review the list of certified employees and download their certificates. VC3 also maintains signed Federal Bureau of Investigation Criminal Justice Information Services Security Addendums for each approved employee. These individuals are approved to access networks that connect to the Federal Bureau of Investigation’s (FBI) National Crime Information Center (NCIC) Systems.



Support Services:

VC3 holds itself to a high standard of client satisfaction, incident response time, incidents resolution, and more. VC3 consistently exceeds the national industry averages as reported by Zen Desk.

- **Client Satisfaction:** VC3 averages **96%** satisfaction compared to the industry average of 84%.
- **Incidents per Client Employee:** VC3 averages **0.5** per month per employee compared to the industry average of 3.9 per month per employee.

One of the most fundamental components of VC3's support process is centered on identifying issues in a timely manner, properly triaging, and prioritizing these issues, and then engaging the appropriate technical resource to quickly work the issue to resolution.

The Help Desk engineers are appropriately skilled to directly **handle >75% of the trouble calls within 20 minutes**, or the call is escalated to an advanced engineer. VC3's robust suite of always-on remote monitoring tools allow many issues that may arise to be resolved remotely. When appropriate, VC3 will provide 7x24x365 on-site support by VC3 engineers. Scheduling of on-site engineering support is based on the problem severity and level of business disruption to the city's operations.

VC3's Help Desk support is provided 7x24x365 and is staffed with actual VC3 engineers on all three shifts.

Here are 3 municipal projects of similar size for which the firm is presently under contract:

- City of Laurinburg, NC
- City of Lancaster, SC
- City of Arcadia, FL



Tab 2: Firm Qualifications

- a. State whether your organization is national, regional, or local.

VC3 is a National Organization with local resources in each State that we operate.

- b. State the location of the office from which your work is to be performed.

VC3
315 W Ponce de Leon Ave #150
Decatur, GA 30030

VC3 maintains multiple technical and executive staff in Florida. Staff performing work for City of Cooper City would report to VC3's office in Decatur, GA.

- c. Describe the firm, including the size, range of activities, etc. Particular emphasis should be given as to how the firm-wide experience and expertise in the area addressed by this Request for Proposal, will be brought to bear on the proposed work.

About VC3

Since VC3's beginning in 1994, we have intentionally focused on municipal government. The public sector is underserved and often overlooked by IT providers. We remedy this problem by developing long-term partnerships with municipalities seeking to unlock the full potential of outstanding IT.

With over 1,100 municipal customers in North America, no other vendor has close to our knowledge of local government business processes. Our interaction with the industry and knowledge of emerging technologies is unparalleled. We are unique in our ability to evaluate new technologies and implement them in a municipality. VC3 provides timely attention and a strong commitment to providing the best IT and Cybersecurity services to fit the needs of our clients. We know that IT done right benefits everyone.



Municipal League/Association Endorsements and Partnerships

VC3 is proud to be endorsed by nine (9) state Municipal leagues and leagues of cities. More information on these partnerships is available upon request.

VC3 Great Place to Work

With over 600 people working from a mix of onsite and remote locations, VC3 employees have strong ties to their regional teams while having access to all of the capabilities of their coworkers across North America. At the same time, clients appreciate having a local IT team and recognize the benefits that come from being part of a larger entity.

Dedicated Project Management Function

A dedication to excellent client service is the key ingredient in our partnerships. Your local VC3 team will be led by a highly skilled Virtual Chief Information Officer (VCIO) who understands your goals, advocates for your organization, and provides IT guidance.

- **Strategic Planning:** The vCIO/Strategic Advisor will recommend technology solutions as well as provide roadmaps that support key business processes to help the client leverage technology appropriately. The vCIO will collaborate with the client as part of the annual planning process to understand the current business drivers and goals and make recommendations targeted toward maximizing the effectiveness of the client's technology investment.
- **Analyze IT Health Data:** The vCIO will perform a periodic analysis of the data collected by VC3's monitoring systems to proactively resolve issues and assess potential risks within the environment. The vCIO will make this analysis available to key stakeholders and provide direction on business decisions regarding the level of investment.
- **Hardware and Software Recommendations:** The vCIO will provide support in developing specifications for new equipment, hardware, software, and assist in identifying appropriate hardware or software solutions, including preparing quotes for purchase.
- **Budgeting:** The vCIO will collaborate with the client to develop an annual technology budget for recurring expense items and new capital requirements in alignment with organizational goals.

Additionally, an Account Manager, Service Manager, and engineers will provide you with comprehensive IT service.



VC3's Director of the Project Services team oversees all projects for every VC3 client. Not only is the Director behind the scenes planning and structuring every detail of a project, but also participates in onsite deployments, providing excellent customer service and ensuring that projects are completed smoothly and efficiently. The Director brings over 20 years of experience in customer relationship and project management, sales support, marketing, and sales management. The Director is proficient in time management and is highly knowledgeable about the time and resources necessary to ensure all projects are completed at an above satisfactory level.

The VC3 Project Services team utilizes the guidelines set forth by the Project Management Body of Knowledge (PMBOK®) (PMBOK®) best practices, which is an internationally recognized standard. PMBOK® provides the fundamentals of project management as they apply to a wide range of projects. By following these guidelines (Initiating, Planning, Executing, Monitoring & Controlling, and Closing), the Project Services Team can successfully accomplish project objectives and ensure client satisfaction by delivering a quality solution.

Hours of Operation for Help Desk Support

VC3's Help Desk support is provided 7x24x365 and is staffed with actual VC3 engineers on all three shifts. Help Desk Operations provides support for all covered items which includes troubleshooting, remediation, and escalation. VC3 provides a team of advanced engineers that will manage any escalations from the Help Desk.

Monitoring, Alerting, and Management Tools

For network, server, and workstation monitoring, VC3 uses industry leading professional services tools for 7x24x365 Remote Monitoring and Management (RMM).

These RMM tools allow VC3 to monitor the health and performance of the entire network, as well as allowing VC3 to proactively stay on top of whitelisted updates and patches, perform maintenance tasks, and address performance issues before they become larger problems.

VC3 also leverages monitoring services to provide an inventory of the equipment on the network, monitor and troubleshoot hundreds of services that run on the client's infrastructure, perform scheduled system updates, install security patches, and remotely support the monitored IT systems and infrastructure.

For internet and network monitoring, VC3 utilizes separate tools that have been vetted by industry experts and align with best practices. These are monitoring tools that periodically query your network equipment to alert us of any service fluctuations, internet outages, or hardware failures.



[VC3 approach to RFQ project](#)

With VC3, Cooper City's internal IT can excel at their strengths. We work as a team on complex technical, planning, and design issues while taking routine but critically important tasks of your IT's plate so they can handle end-user support. IT and Cooper City can rest easy when Cooper City's IT Staff takes a vacation or sick day knowing VC3 has your back.

- 24x7x365 Server + Network Support
- Proactive patching and overall IT Health Management
- Strategic IT Planning- vCIO
- Microsoft 365 License Management
- Dedicated Procurement Team
- Endpoint Detection & Response 24x7x365 backed by an in-house Security Operations Center (SOC)

Since all tickets are tracked centrally, Cooper City will have transparency into work being done and a seamless way to share tickets and information.

- d. Provide a list and description of similar municipal engagements satisfactorily performed within the past three (3) years. For each engagement listed, include the name, email, fax and telephone number of a representative for whom the engagement was undertaken who can verify satisfactory performance.

- City of Laurinburg, NC
Charles Nichols III, MBA- City Manager
cnichols@laurinburg.org
Office 910.291.1727
Fax 910.276.0354
- City of Arcadia, FL
Terry Stewart, City Manager
tstewart@arcadia-fl.gov
Office 863.494.4114
Fax 863.494.4712
- City of Lancaster, SC
Melissa Izzard IT Director
Mizzard@lancastercitysc.com
Office 803.289.1660
Fax 803.286.9690



- e. Have you been involved in litigation within the last five (5) years or is there any pending litigation arising out of your performance?

VC3, Inc. has not had any litigation in which the company was involved during the past five (5) years, nor any pending litigation arising out of performance.

- f. Please include resume/qualifications, a reference list of agencies for which you have provided similar services, and your general availability for completing the services.

VC3 has provided similar services for over 1,100 municipalities throughout the country. Below is a sample list of clients with similar deployments. VC3 maintains continuous availability on a 24x7x365 basis to provide services, as well as availability each month to onboard additional municipal clients.

- | | |
|-----------------------------------|----------------------------------|
| <i>City of Arcadia, FL</i> | <i>City of Waycross, GA</i> |
| <i>City of Laurinburg, NC</i> | <i>Town of Pineville, NC</i> |
| <i>City of Lancaster, SC</i> | <i>Newberry County, SC</i> |
| <i>City of Warner Robins, GA</i> | <i>Town of Morehead City, NC</i> |
| <i>City of Sunter, SC</i> | <i>City of Boulder City, NV</i> |
| <i>City of Hendersonville, NC</i> | |

Summary of Consultant's Qualifications.

- a. Identify the project manager and each individual who will work as part of the engagement. Include resumes for each person to be assigned. The resumes may be included as an appendix.

Erica Almendarez and Ryan Cadenhead are local VC3 staff in Florida and will be providing support for the City of Cooper City, they will be main points of contact and highly visible throughout the process. An exhaustive list of numerous other VC3 staff will be involved throughout the process.

Erica Almendarez (Onboarding Project Manager) – Resume in appendix

Erica Almendarez is a seasoned professional with a 15-year track record in Account Management and Onboarding Success, currently excelling as an Onboarding Project Manager at VC3. Her career showcases a proactive approach to achieving team goals and ensuring timely project completion. Erica's strengths lie in relationship management, project communication, and team collaboration, evident from her role as the primary contact for onboarding projects and her responsibilities in maintaining executive-level relationships and KPI tracking. Erica has certifications in Customer Success Management and a skill set encompassing onboarding, client experience, and communication.



Ryan Cadenhead (Onboarding Analyst II) – Resume in appendix

Ryan Cadenhead is a talented Onboarding Analyst with over a decade of expertise in technology systems development and troubleshooting. With a knack for translating intricate technical jargon into understandable terms for non-technical individuals, Ryan excels in maintaining, updating, and deploying software, managing inventory, and overseeing seamless operations across diverse systems. His experience spans successfully onboarding new clients at VC3, ensuring smooth transitions to new technologies while documenting networks and managing project progress. Ryan's proficiency extends to roles as a System Administrator and PC Network Technician, where he upheld optimal performance within educational institutions, diagnosing and resolving technical issues for students and staff. With a strong educational background in IT and Communication, along with certifications including CompTIA A+, Ryan combines hands-on expertise with a proactive and detail-oriented approach, consistently delivering high-quality service to end-users.

- b. Describe the experience in conducting similar projects for each of the consultants assigned to the engagement. Describe the relevant educational background of each individual.

The Onboarding team is dedicated to and specialized in bringing new clients into VC3's services. We take pride in knowing we are setting up both your team and our own for success by learning all we can about you and your IT infrastructure, and making sure our teams are up to speed at the time we start taking your staff's calls. Our Onboarding team consists of 20 team members who collaborate closely with each other to ensure each individual Onboarding project includes the top expertise.

See summaries in subject A above. Resumes attached in Appendix.

- c. Describe the organization of the proposed project team, detailing the level of involvement, field of expertise and estimated hours for each member of the team.

Erica Almendez (Onboarding Project Manager) and Ryan Cadenhead (Onboarding Analyst II) will be the primary team members involved in running your Onboarding project. The total estimated hours for both their involvement is 250-275 hours.

Onboarding Project Manager - The Onboarding Project Manager will be responsible for preparing Cooper City for IT support with VC3. The Onboarding Project Manager is responsible for the project scheduling, time management, ensuring Cooper City understands the project objectives, communications, identifying Critical Risks, assisting the Client Strategy team, and will provide a top tier customer experience.

Onboarding Analyst II – The Onboarding Analyst will be responsible for completing the IT discovery and documentation that VC3 requires to successfully provide Co-Managed Support for



Cooper City. The Onboarding Analyst will also be responsible for completing the Protect Shield deployment for Cooper City.

Client Strategy – you will be assigned Client Strategy team members that will work with you both during the Onboarding process and throughout your journey with VC3. We expect Client Strategy to devote 7-10 hours to your Onboarding project.

Interim Onboarding PMO Lead – Chris Tymko. Chris will be involved in the background to support Erica in her Project Management role. He has been with VC3 for 3 years as an Onboarding Project Manager and is currently filling in as Interim Onboarding PMO Lead. We expect Chris to devote 2-4 hours to your Onboarding project.

Onboarding Analyst Manager – Jordan McMillan. Jordan will be involved in the background to support Ryan in his Onboarding Analyst role. Jordan oversees all our Onboarding Analysts who complete the technical tool deployment, discovery and documentation during your Onboarding project. We expect Jordan to devote 2-4 hours to your Onboarding project.

Senior Manager of Onboarding and Alignment – Andrea Henry. Andrea will also be involved in the background to support the Onboarding team as a whole. We expect Andrea to devote 1-2 hours to your Onboarding project.

d. Describe what municipal staff support you anticipate for the project.

Primary Contact(s)/Internal IT can expect to join us for:

- 15 minute intro call upon signing.
- 60 minute Kickoff presentation
- 30-60 minutes with our Onboarding Analyst remotely before we come onsite.
- Onsite time can vary – there is for sure a quick intro when we arrive onsite, we will need a tour of the office/facility, and a 30 minute sit down meeting towards the end of the day.
- Depending on the information we gather, more time will be needed to help us discover your network.
- 30 minute End User Training on how to contact our Service Desk.

General Staff:

- Depending on the current setup, we should be able to deploy some of our tools via script, which will decrease the amount of time needed from your general staff. However, there could be 30 minutes needed to connect to each machine.
- 30 minute End User Training on how to contact our Service Desk.

Co-Managed Support consists of:

- 24x7x365 Server and Network Maintenance, Monitoring, and Remote Support
- Endpoint Detection and Response (EDR), Includes 24x7x365 SOC
- Onsite Support (as required), Strategic Planning



- Vulnerability and Patch Management
- Hardware, Software, Domain, and License Procurement / Renewals

From a day-to-day perspective not much changes from an end user process perspective to get IT assistance. All tickets are centrally tracked, and the internal IT of Cooper City can escalate specific ones to VC3 as needed. Any proactive work VC3 is doing is also tracked in the ticketing system for full transparency into the work being done.

Tab 3 - Project Experience

Contractor is required to have extensive experience in IT MANAGED SERVICES Solutions. The City requires that the contractor or principals have at least five (5) years of IT MANAGED SERVICES Solutions with specific experience in public sector environment and that the proposed project manager assigned to the work have a minimum of three (3) years of experience in IT MANAGED SERVICES Solutions in a public sector environment, and have served as project manager on similar projects in complexity and size on a minimum of three previous occasions.

With over 28 years of experience, VC3 has been dedicated to serving municipal governments since its establishment in 1994, recognizing the underserved nature of the public sector in the realm of IT services. Focused on forging enduring partnerships, we aim to unleash the full potential of exceptional IT solutions for municipalities. With a substantial base of over 1,100 municipal clients across North America, our unparalleled understanding of local government processes and emerging technologies sets us apart.

Erica Almendarez and Ryan Cadenhead are local VC3 staff in Florida and will be providing support for the City of Cooper City, they will be main points of contact and highly visible throughout the process. An exhaustive list of numerous other VC3 staff will be involved throughout the process.

Erica Almendarez (Onboarding Project Manager) – Resume in appendix

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Ryan Cadenhead (Onboarding Analyst II) – Resume in appendix

Ryan Cadenhead is a talented Onboarding Analyst with over a decade of expertise in technology systems development and troubleshooting. With a knack for translating intricate technical jargon into understandable terms for non-technical individuals, Ryan excels in maintaining, updating, and deploying



software, managing inventory, and overseeing seamless operations across diverse systems. His experience spans successfully onboarding new clients at VC3, ensuring smooth transitions to new technologies while documenting networks and managing project progress. Ryan's proficiency extends to roles as a System Administrator and PC Network Technician, where he upheld optimal performance within educational institutions, diagnosing and resolving technical issues for students and staff. With a strong educational background in IT and Communication, along with certifications including CompTIA A+, Ryan combines hands-on expertise with a proactive and detail-oriented approach, consistently delivering high-quality service to end-users.

- Service Provider will coordinate, communicate and follow industry best practices relative to the scheduling of maintenance, updates and patches, and conduct of technical support services;

One of the most fundamental components of VC3's support process is centered on identifying issues in a timely manner, properly triaging, and prioritizing these issues, and then engaging the appropriate technical resource to quickly work the issue to resolution. The Help Desk engineers are appropriately skilled to directly handle >75% of the trouble calls within 20 minutes, or the call is escalated to an advanced engineer. VC3's robust suite of always-on remote monitoring tools allow many issues that may arise to be resolved remotely.

- Propose and implement a transition plan for the transition of technical support services from the current technical support services provider to service provider(s) awarded contract(s) as a result of this RFQ, if required;

VC3 complies with this requirement and will propose and implement a transition plan for the transition of technical support services from the current technical support services provider to service provider(s) awarded contract(s) as a result of this RFQ, if required

- Service Provider will meet weekly with the City Point of Contact (POC) to review progress, outstanding issues, and prioritized requests for all areas of contractual support;

VC3 will meet weekly with the City Point of Contact (POC) throughout the onboarding process. As onboarding continues and support services go live, communication rhythms will be adjusted based on the city's needs over time.

- Service provider shall escalate urgent issues to the City POC;

VC3 complies and will escalate urgent issues to the City POC

- Service Provider will participate in planning exercises such as periodic emergency operations drills including system shut down and server rack relocation. The City estimates this task to require no more than 20 hours per year of technical support;



Support will be available to the City for emergency operations drills. The City's main Point of Contact with VC3 will coordinate with City staff to prepare and plan for these drills. Upon further understanding on the City's needs for these drills, if any support necessary falls outside of the scope of VC3's service agreement with the City, VC3 will inform the City and arrange support on an agreed-upon fixed-fee basis or on an hourly basis per the rates agreed upon in a Master Services Agreement.

- Service Provider will support emergency operations on an as-needed basis, at the Service Provider's specified rate for off-hours support;

VC3 complies and will support emergency operations on an as-needed basis at specified VC3 rate for off-hours support. Most service agreements with VC3 have no additional charges for off-hours support.

- Service Provider will recommend and perform approved improvements to the IT component of the emergency operations plan;

VC3 will review the emergency operations plan as part of the virtual CIO or Strategic Advisor portion of its agreement. VC3 maintains the expertise and skill to provide the consulting and execution of the described work. Emergency operations plans include many facets. Some facets of that type of work fall outside of a typical IT services support agreement. Any improvements performed that fall within the scope of an existing service agreement will be included at no charge. Any agreed-upon improvements that might fall out of the scope of the service agreement can be performed at a rate or fee agreed to between the City and VC3.

- Service Provider will partner with the City to plan for infrastructure and technical operational improvements; and

VC3 complies. VC3 uses industry leading professional services automation tools for 7x24x365 Remote Monitoring and Management (RMM). VC3 will make proactive hardware, software and other technology recommendations based on the City's needs and budget.

- Service Provider will proactively monitor the technical environment and user needs to plan and recommend changes in advance of critical thresholds or points of failure.

VC3 complies. VC3's RMM tools allow VC3 to monitor the health and performance of the entire network, as well as allowing VC3 to proactively stay on top of whitelisted updates and patches, perform maintenance tasks, and address performance issues before they become larger problems.

VC3 also utilized proprietary automations to minimize downtime. For instance, if certain types of IT hardware begin showing behavior that alerts imminent failure, VC3 installs automations that will reboot that piece of hardware before it incurs any downtime. By proactively rebooting hardware, end-users experience only a very brief disruption in connection that is likely imperceptible as downtime, but it prevents true downtime or disruptive outages.



Tab 4 - Technical Proposal Format and Content

Executive Summary

Limit this section to a brief narrative not to exceed four (4) pages describing the proposed solution and why the CITY should select your firm. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include any pricing details.

VC3's offices serve over 1,100 satisfied local government clients in more than 29 states. We have the breadth of experience and depth of talent to form a rewarding partnership with City of Cooper City, FL and provide the information technology (IT) managed services outlined in this RFQ.

VC3 has extensive experience working with municipalities, like City of Cooper City, who have internal IT. We have a long track record of promoting the success of those IT departments while providing meaningful advisory to non-technical city leaders.

Our strategic partnerships with and endorsements by nine state leagues of municipalities, our relationships with multiple state municipal risks pools, and our involvement with organizations like FLC Legislative Policy Committee give us unique insights and valuable insights to pass down to our clients that no other MSP can provide.

Our service offerings and financial models are built around meeting the needs of municipal fiscal years and supporting the many diverse departments that the City operates to provide services to its residents.

Since VC3's beginning in 1994, we have intentionally focused on municipal government. The public sector is underserved and often overlooked by IT providers. We remedy this problem by developing long-term partnerships with municipalities seeking to unlock the full potential of outstanding IT. Our team creates dependable, secure, and powerful technology solutions with a client experience that feels like we are right down the hall.

VC3 is a North American based company and does not utilize any employees, call centers, etc, outside of North America which is a requirement to maintain CJIS compliance.

Our unique strength lies in evaluating and implementing cutting-edge technologies within municipal frameworks, ensuring a seamless and progressive IT infrastructure. We excel at delivering timely, top-tier IT and Cybersecurity services, recognizing the transformative impact of effective IT deployment.



At VC3, over 600 employees operate across North America, fostering strong regional ties while leveraging collective capabilities. Our clients benefit from both local IT support and the advantages of being part of a larger, interconnected entity. Our client-centric approach is underpinned by a dedicated team led by a highly skilled Virtual Chief Information Officer (VCIO), overseeing strategic planning, IT health analysis, hardware/software recommendations, and budgeting aligned with organizational goals. An Account Manager, Service Manager, and engineers collaborate to provide comprehensive IT services.

The Project Services team, led by an experienced Director, ensures meticulous planning, customer service excellence, and adherence to international project management standards (PMBOK®). Help Desk support, operational 24/7, is staffed by VC3 engineers, managing troubleshooting, remediation, and escalation. Leveraging industry-leading tools, VC3 ensures proactive network monitoring, system updates, security patches, and remote support, guaranteeing uninterrupted operations for our clients.

1. The company's background briefly describing history, company size, and long-term stability.

VC3, founded in 1994, is a leading Municipal IT & Cybersecurity Company. With over 600 employees and 1,100 municipal clients, our average client tenure is 11 years.

VC3 is a national company with local resources.

2. If your firm is including subcontractors to perform any aspect of this project, please provide Subcontractor Profile data on each firm.

VC3 will not be utilizing any subcontractors.

1. Multi-lingual Capabilities: List and describe the available foreign languages in your solution's help desk portal.

VC3 provides English speaking support and has resources available for Spanish-only speakers if the need arises.

Project Approach

Project Management Approach Provide an overall description of the project management approach your firm will pursue for this project.

Implementation Methodology

1. Describe the key factors for success in this type of project.
2. Describe your implementation methodology.



Implementation

To have a great relationship the implementation phase of the project needs to be smooth. The VC3 philosophy is to start off with a methodical onboarding process. When there is a complete and thorough onboarding process, implementation goes smoothly, our clients are grateful, and it leads to our industry best average client tenure of 11 years.

Onboarding Process

Upon execution of an agreement, VC3 will follow this process to begin onboarding.

- Introduction call with the City of Cooper City's POC & applicable staff; upon signing.
- Kickoff meeting- *Discuss scope of project, technical needs, outcomes*
- Onboarding Analyst Meeting to work remotely with POC
- VC3's onboarding team will spend time onsite before implementation *to meet, tour, and more documentation*
- VC3 will review and schedule implementation

VC3's Director of the Project Services team oversees all projects for every VC3 client. Not only is the Director behind the scenes planning and structuring every detail of a project, but also participates in onsite deployments, providing excellent customer service and ensuring that projects are completed smoothly and efficiently. The Director brings over 20 years of experience in customer relationship and project management, sales support, marketing, and sales management. The Director is proficient in time management and is highly knowledgeable about the time and resources necessary to ensure all projects are completed at an above satisfactory level.

The VC3 Project Services team utilizes the guidelines set forth by the Project Management Body of Knowledge (PMBOK®) (PMBOK®) best practices, which is an internationally recognized standard. PMBOK® provides the fundamentals of project management as they apply to a wide range of projects. By following these guidelines (Initiating, Planning, Executing, Monitoring & Controlling, and Closing), the Project Services Team can successfully accomplish project objectives and ensure client satisfaction by delivering a quality solution

Implementation

VC3 will provide the City of Cooper City with the following services and support items as requested in this RFQ Section.

- 7x24x365 Monitoring & Alerts



- 7x24x365 Incident Response Services
- Performance Data Collection and Reporting
- Managed Anti-Virus/Anti-Spam
- Endpoint Detection and Response solution
- Virus incident reporting
- Backup Monitoring and Management
- Malware Filtering
- Managed and Monitored Security Patches applied as needed from Microsoft. Patch both PC's and Servers.

Managed Services

VC3 can provide the City of Cooper City with the following services and support items as requested in this RFQ Section.

- IT Director Services
- Single Point of Contact for all IT Issues
- Managed Server Support
- Managed Network Support
- 7x24x365 Remote Support
- Onsite Support availability
- 3rd Party Vendor Management
- Managed PC Support
- Remote/Mobile Access for all staff
- Manage Cloud Backups
- Managed Cloud Disaster Recovery Services
- Office365

Risk Management Approach Describe the approach to risk management, including:

1. Specifically address how the proposer secures their systems to prevent hacking and intrusion into the city's network

Upon onboarding, VC3 will provide a complete assessment of the City's environment to create documentation and provide advisory to align the City with best practices, including security. VC3 will also work with the City's existing security tools to maximize your return on existing investments.

Rather than installing something at one point in time and trusting it to perform its task, VC3 has an in-house security team that evaluates the performance of our current security stack against the evolving threat landscape.



VC3 will not disclose specifics in this response that could compromise the effectiveness of VC3's security offering. That said, VC3 follows the NIST framework to ensure that the City will have adequate measures of protection, detection, and response in place.

Any elements that the City is lacking adequate security in will be addressed via roadmap developed by VC3 by which we provide a long-term plan for upgrades.

2. Specific activities the Respondent will regularly perform to identify, qualify, quantify, prioritize, and manage risks;

VC3 Provides Endpoint Detection and Response (EDR) software for all workstations and servers in the environment as part of the standard support package.

VC3 Provides Security Information and Event Management for Microsoft 365 with each user seat as part of the standard support offering.

VC3 has optional enhanced security offerings including:

Dark Web Monitoring
Web Filtering
Email Phishing Protection
Cyber Security Awareness Training

This multi-tiered defense is all monitored by VC3's 24x7 Security Operations Center (SOC)

VC3's Onboarding assessment will review the current edge security and make recommendations for any "perimeter" security adjustments and work with the city for further adjustments to their security posture.

3. Frequency of risk management activities and status reporting;

VC3 to provide 24x7 Incident response services for all security events and incidents generated by the EDR tool for applicable devices. All events and incidents will be prioritized and processed per the 'Priority' guidelines outlined below

4. Actions to be taken to avoid, mitigate, or accept each risk impact. Staffing Plan Detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include resumes for all personnel that will be assigned to the project to include the following information:



Erica Almendarez (Onboarding Project Manager) and Ryan Cadenhead (Onboarding Analyst II) will be the primary team members involved in running your Onboarding project. The total estimated hours for both their involvement is 250-275 hours.

Onboarding Project Manager - The Onboarding Project Manager will be responsible for preparing Cooper City for IT support with VC3. The Onboarding Project Manager is responsible for the project scheduling, time management, ensuring Cooper City understands the project objectives, communications, identifying Critical Risks, assisting the Client Strategy team, and will provide a top tier customer experience.

Onboarding Analyst II – The Onboarding Analyst will be responsible for completing the IT discovery and documentation that VC3 requires to successfully provide Co-Managed Support for Cooper City. The Onboarding Analyst will also be responsible for completing the Protect Shield deployment for Cooper City.

Client Strategy – you will be assigned Client Strategy team members that will work with you both during the Onboarding process and throughout your journey with VC3. We expect Client Strategy to devote 7-10 hours to your Onboarding project.

Interim Onboarding PMO Lead – Chris Tymko. Chris will be involved in the background to support Erica in her Project Management role. He has been with VC3 for 3 years as an Onboarding Project Manager and is currently filling in as Interim Onboarding PMO Lead. We expect Chris to devote 2-4 hours to your Onboarding project.

Onboarding Analyst Manager – Jordan McMillan. Jordan will be involved in the background to support Ryan in his Onboarding Analyst role. Jordan oversees all our Onboarding Analysts who complete the technical tool deployment, discovery and documentation during your Onboarding project. We expect Jordan to devote 2-4 hours to your Onboarding project.

Senior Manager of Onboarding and Alignment – Andrea Henry. Andrea will also be involved in the background to support the Onboarding team as a whole. We expect Andrea to devote 1-2 hours to your Onboarding project.

Erica Almendarez and Ryan Cadenhead are local VC3 staff in Florida and will be providing support for the City of Cooper City, they will be main points of contact and highly visible throughout the process. An exhaustive list of numerous other VC3 staff will be involved throughout the process.

1. Role on the project

Erica Almendarez (Onboarding Project Manager)
Ryan Cadenhead (Onboarding Analyst II)
Andrea Henry (Senior Manager, Onboarding and Alignment)



2. Educational background

Erica Almendarez- Riverside Community College
Ryan Cadenhead: Bachelor of Science- IT Macon State College; Bachelor of Arts- Communications- Columbus State University
Andrea Henry- Gustavus Adolphus College- Mathematics; The College of St. Scholastica Bachelor of Arts Mathematics and Computer Science

3. Number of years employed at your company

Erica Almendarez 6 years
Ryan Cadenhead <1 years
Andrea Henry 12 years

4. Number of years employed in their proposed role on the project

Erica Almendarez 6 years
Ryan Cadenhead <1 year
Andrea Henry 12 years

5. Relevant previous project experience

Erica Almendarez 6 years
Ryan Cadenhead 3 years
Andrea Henry 12 years

6. Two CITY references for each proposed project team member

Erica has experience with 34 Municipalities but due to strict NDA we cannot disclose that information at this time.
Ryan Cadenhead- City of Royston, GA, City of Douglas, GA
Andrea Henry – City of Decatur, TX and Pilot Point, TX

Interface Approach Provide detailed information on your interface approach. (HelpDesk) Issue Management and Escalation Approach Describe your process for monitoring, escalating, and resolving issues that will arise during the project. Quality Assurance Describe your standard approach to achieving quality assurance throughout the entire implementation.

[Hours of Operation for Help Desk Support](#)

VC3's Help Desk support is provided 7x24x365 and is staffed with actual VC3 engineers on all three shifts. Help Desk Operations provides support for all covered items which includes



troubleshooting, remediation, and escalation. VC3 provides a team of advanced engineers that will manage any escalations from the Help Desk.

Monitoring, Alerting, and Management Tools

For network, server, and workstation monitoring, VC3 uses industry leading professional services automation tools called for 7x24x365 Remote Monitoring and Management (RMM) tool.

VC3 will monitor the health and performance of the entire network, as well as allowing VC3 to proactively stay on top of whitelisted updates and patches and perform maintenance tasks.

VC3 uses monitoring services to provide an inventory of the equipment on the network, monitor and troubleshoot hundreds of services that run on the client's infrastructure, perform scheduled system updates, install security patches, and remotely support the monitored IT systems and infrastructure.

For internet and network monitoring our monitoring tools periodically query your network equipment to alert us of any service fluctuations, internet outages, or hardware failures.

Support and Maintenance Specify support options including:

1. Telephone support - Include the minimum response times.

24x7 Support: Priority 1 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

Priority 1: System/device/service down causing work to cease and critical impact to the organization or a whole department; no workaround available; Client is in danger of or is experiencing a financial loss or the ability to make strategic business decisions is impaired; begin resolution activities immediately.

24x7 Support: Priority 2 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

Priority 2: System/device/service down causing work to cease and potential business impact for an individual user; no workaround available.

- *Level of service degraded causing impact to the organization or a whole department; no workaround available.*

Business Hours Support: Priority 3 incidents will be addressed during normal



business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

Priority 3: Level of service degraded causing impact to an individual user; no work around available.

- *Operational impact to the organization or a whole department though work continues as a result of implementing a workaround or use of other system/device/service.*
- *A request to enable or configure a system/device/service within 2 business days.*
- *Incidents related to Backup system failures.*

Business Hours Support: Priority 4 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

Priority 4: Operational impact to the organization, department or user exists though work continues as a result of implementing a workaround or use of another system/device/service.

- *A request to enable or configure a system/device/service within 5 business days.*

Business Hours Support: Priority 5 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

Priority 5: Operational impact to the organization, department or user is minimal or is mitigated by a reliable workaround.

- *A request to enable or configure a system/device/service beyond 5 business days from the date of the request.*
- *Requests that have longer lead times to implement than possible within 5 business days.*

Call Priority	Initial Client Contact Guidelines	Initial Client Contact %
1	60 Min	95%
2	2 business hours	95%
3	4 business hours	95%
4	8 business hours	95%
5	n/a	n/a

2. Delivery method of future upgrades and product enhancements.

Delivery method of future upgrades and product enhancements is discussed on an individual basis based on the nature of said upgrades and/or enhancements. VC3 will coordinate with City POC to determine the least disruptive and most efficient manner available to the City for deployment.



3. Frequency of upgrades.

Upgrades are deployed as needed.

4. Availability of user groups.

VC3 commonly creates internal steering committees for their municipal clients. These steering committees provide stakeholders an opportunity to collaborate with peers and subject

5. Additional methods of support.

VC3 provides 4 methods of support: phone, email, live chat, and helpdesk tray icon.

CUSTOMER REFERENCES Include complete contact information for at least (3) municipal governments with whom the Respondent has implemented in the last three (3) years that are similar in size and complexity to the CITY. (The CITY reserves the right to contact any customer of a proposer regardless of whether or not the customer is included by contractors as reference)

- City of Laurinburg, NC
Charles Nichols III, MBA- City Manager
cnichols@laurinburg.org
Office 910.291.1727
Fax 910.276.0354

126 Seats, 11 Servers, G3/EOP1 Licenses, Advanced E-Mail Security w/ Archiving, Cloud Protect/
Cloud Data Recovery

June 2020- July 2023- Original Contract- July 2023- Renewal-36 mo

- City of Arcadia, FL
Terry Stewart, City Manager
tstewart@arcadia-fl.gov
Office 863.494.4114
Fax 863.494.4712

33 Seats, Advanced Email Security, EDR, Data Loss Prevention, Cyber Awareness/Phish Testing

August 2019-Present

- City of Lancaster, SC
Melissa Izzard IT Director
mizzard@lancastercitysc.com
Office 803.289.1660



Fax 803.286.9690

140 seats, G3/EOP1 licenses, Advanced E-Mail Security
August 2020-Present

ADDITIONAL INFORMATION Include any additional information the Respondent believes the CITY should be aware of as part of the evaluation.

Drug Free Workplace

VC3's Drug-Free Workplace policy prohibits the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs and alcohol on its property or as a part of any activities by employees regardless of permanent or temporary status, pursuant to state and federal law. This policy is implemented in compliance with the South Carolina Drug-Free Workplace Act of 1990. All VC3 employees sign this agreement as a part of their new employee orientation.

VC3 Employee Background Checks

VC3 provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, pregnancy, national origin, age disability, status as a veteran, or any other protected status. VC3 complies with applicable federal, state, and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. E-Verify (Federal Program for Employment Verification) VC3 has participated in E-Verify since June 2010. VC3's E-Verify Company ID Number is 336262.

All VC3 employment offer letters are contingent upon completion of credit, criminal, and Department of Motor Vehicle (DMV) background checks.



CJIS

VC3 has over 140 Engineers, Account Managers, Project Managers, and VCIOs that have completed the Criminal Justice Information System's (CJIS) Security and Awareness Training and are certified as completing the Level 4 CJIS Security Training. This training was completed under the 'Vendor' section on-line at <https://www.cjisonline.com/> and can be accessed by all agencies to review the list of certified employees and download their certificates. VC3 also maintains signed Federal Bureau of Investigation Criminal Justice Information Services Security Addendums for each approved employee. These individuals are approved to access networks that connect to the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) Systems, therefore meeting the requirements needed for local law enforcement audits.

ATTACHMENT A
(Page 3 of 4)

Specific questions related to the Scope of Services requested shall be directed in writing to the City of Cooper City Purchasing Division. Questions must be emailed to Purchasing@CooperCity.gov, who may respond in kind with copies to all Proposers. **The deadline for submission of questions is 5:00 PM EST, Tuesday, November 14, 2023.**

The successful Proposer shall be required to execute a City contract covering the scope of services to be provided and setting forth the duties, rights and responsibilities of the parties. This contract must be executed by the successful Proposer prior to recommendation of award and presentation to the City Commission.

6. Summary of Documents to be submitted with Bid

- Bid Form
- References
- Public Entity Crimes (PEC) Form
- ADA Affidavit
- Business Entity Affidavit
- Proposer's Foreign (Non-Florida) Corporate Statement (if applicable)
- W-9, Request for Taxpayer Identification Number
- Proof of Workers' compensation Insurance or Exemption
- Proof of Liability Insurance
- Ownership Disclosure Affidavit
- Drug-Free Workplace Certificate
- Employee Background Verification Affidavit
- Scrutinized Companies Affidavit
- Non-Conflict of Interest Statement
- E-Verify Form

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.

ATTACHMENT A
(Page 4 of 4)

Bidder's Contact Information

Name of Company: VC3, Inc

Address: 1301 Gervais St Suite 1800 Columbia SC 29201

Type of Business: Information Technologies & Managed Services


Company's Website: www.vc3.com

Authorized Signatory Contact: Jill Menhart

Title: Chief Administrative Officer

Tel: 803-733-7333 Mobile: _____

Email Address (Required): Jill.Menhart@vc3.com

Primary Contact: Kevin Maloney 

Title: Sr. Account Executive

Tel: 813.738.6210 Mobile: 603.851.2354

Email Address (Required): Kevin.Maloney@VC3.com

Additional Contact & Title: Erica Almendarez On-boarding Project Manager

Tel: 909-755-6273 Mobile: _____

Email Address (Required): Erica.Almendarez@VC3.com

Remit to Address: 19815 Wellington Manor Blvd
Lutz, FL 32549

Remit to Contact: Name: Kevin Maloney Tel: 813-738-6210

ATTACHMENT B

REFERENCES

All references shall be from entities/companies regularly engaged in the business of providing the goods and/or services as described in this solicitation. CITY OF COOPER CITY STAFF SHALL NOT BE USED AS A CLIENT REFERENCE.

1. ENTITY/COMPANY NAME: City of Arcadia, FL
ADDRESS: 121 W Hickory St Arcadia, FL 34266
CONTACT NAME: Terry Stewart
CONTACT'S TITLE: City Manager
TELEPHONE: 863-494-4114
E-MAIL (REQUIRED): tstewart@arcadia-fl.gov
CONTRACT PERIOD: FROM: August 2019 TO: Present

2. ENTITY/COMPANY NAME: City of Laurinburg, NC
ADDRESS: 303 West Church St Laurinburg, NC 28352
CONTACT NAME: Charles Nichols III
CONTACT'S TITLE: City Manager
TELEPHONE: 910-291-1727
E-MAIL (REQUIRED): cnichols@laurinburg.org
CONTRACT PERIOD: FROM: June 2020 TO: Present

3. ENTITY/COMPANY NAME: City of Lancaster, SC
ADDRESS: 216 S Catawba St, Lancaster, SC 29720
CONTACT NAME: Melissa Izzard
CONTACT'S TITLE: IT Director
TELEPHONE: 803-289-1660
E-MAIL (REQUIRED): mizzard@lancastercitysc.com
CONTRACT PERIOD: FROM: August 2020 TO: Present

This page shall be completed IN FULL and submitted with your bid.

ATTACHMENT C
(Page 1 of 2)

**SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A
NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to the CITY OF COOPER CITY, FLORIDA

by: Jill Menhart
(print individual's name and title)

for: VC3, Inc.
(print name of entity submitting sworn statement)

whose business address is: 1301 Gervais St., Suite 1800, Columbia, SC 29201

and (if applicable) its Federal Employer Identification Number (FEIN) is: 57-0993240.

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____ - _____).

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentations.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means:

- a) A predecessor or successor of a person convicted of a public entity crime; or
- b) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which submittals or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

ATTACHMENT C
(Page 2 of 2)

6. Based on information and belief, the statement that I have marked below is true in relation to the entity submitting this sworn statement. (Indicate which statement applies).

Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, not any affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

This entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the final order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.



Signature

ATTACHMENT E

BUSINESS ENTITY AFFIDAVIT

I, Jill Menhart, being first duly sworn state:

The full legal name and business address of the person(s) or entity proposing to contract or transact business with the City of Cooper City ("City") are (Post Office addresses are not acceptable), as follows:

57-0993240

Federal Employer Identification Number (FEIN) (If none, Social Security Number)

VC3, Inc.

Name of Entity, Individual, Partners or Corporation

Doing Business As (If same as above, leave blank)

1301 Gervais St Suite 1800 Columbia SC 29201
Street Address Suite City State

Delaware (originally incorporated in South Carolina) 02/25/1994
State and Date of Incorporation:



Signature of Affiant

11/07/2023

Date

Jill Menhart

Print Name

ATTACHMENT F

FOREIGN (NON-FLORIDA) CORPORATION MUST COMPLETE THIS FORM
DEPARTMENT OF STATE CORPORATE CHARTER NO. _____

If your corporation is exempt from the requirements of Section 607.1501, Florida Statutes, YOU MUST CHECK BELOW the reason(s) for the exemption. Please contact the Department of State, Division of Corporations at (850) 245-6051 for assistance with corporate registration or exemptions. 607.1501 Authority of foreign corporation to transact business required.

- (1) A foreign corporation may not transact business in this state until it obtains a certificate of authority form the Department of State.
- (2) The following activities, among others, do not constitute transacting business within the meaning of subsection one (1):
 - _____ (a) Maintaining, defending, or settling any proceedings.
 - _____ (b) Holding meetings of the board of directors or shareholders or carrying on other activities concerning internal corporate affairs.
 - _____ (c) Maintaining bank accounts.
 - _____ (d) Maintaining officers of agencies for the transfer, exchange, and registration of the corporation's own securities or maintaining trustees or depositories with respect to those securities.
 - _____ (e) Selling through independent contractors.
 - _____ (f) Soliciting or obtaining orders, whether by mail or through employees, agents or otherwise, if the orders
 - _____ (g) Creating or acquiring indebtedness, mortgages, and security interests in real or personal property.
 - _____ (h) Securing or collecting debts or enforcing mortgages and security interests in property securing the debts.
 - _____ (i) Transacting business in interstate commerce.
 - _____ (j) Conducting an isolated transaction that is completed within 30 days and that is not one in the course of repeated transactions of a like nature.
 - _____ (k) Owning and controlling a subsidiary corporation incorporated in or transacting business within this state or voting the stock of any corporation which it has lawfully acquired.
 - _____ (l) Owning a limited partnership interest in a limited partnership that is doing business within this state, unless such limited partner manages or controls the partnership or exercises the powers and duties of a general partner.
 - _____ (m) Owning, without more, real or personal property.

The list of activities of subsection (2) is not exhaustive.

- (3) This section has no application to the question of whether any foreign corporation is subject to service of process and suit in this state under any law of this state.

Please check one of the following if your firm in NOT a corporation:

- (I) _____ Partnership, Joint Venture, Estate or Trust
- (II) _____ Sole Proprieties of Self Employed

NOTE: This sheet **MUST** be enclosed with your bid if you claim an exemption or have checked I or II above, your firm will be considered a corporation and subject to all requirements listed herein.

SIGNATURE OF AUTHORIZED AGENT OF PROPOSER

BIDDER'S LEGAL NAME

ATTACHMENT G

Form W-9 (Rev. October 2018) Department of the Treasury Internal Revenue Service	<h2 style="margin:0;">Request for Taxpayer Identification Number and Certification</h2> <p style="margin:0;">▶ Go to www.irs.gov/FormW9 for instructions and the latest information.</p>	Give Form to the requester. Do not send to the IRS.
--	--	---

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your Income tax return). Name is required on this line; do not leave this line blank. VC3, Inc.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ <small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small> <input type="checkbox"/> Other (see Instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
	5 Address (number, street, and apt. or suite no.) See instructions. 1301 Gervais St, Suite 1800	Requester's name and address (optional)
	6 City, state, and ZIP code Columbia, SC 29201	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number										
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5	7	-	0	9	9	3	2	4	0	

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶ 11/07/2023
------------------	----------------------------	--------------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

ATTACHMENT H

**REQUEST FOR PROOF OF
WORKERS' COMPENSATION INSURANCE OR EXEMPTION**

Dear Provider of Services or Goods:

In order to provide services or goods to City of Cooper City, we require that you provide us either proof of workers' compensation coverage or proof of exemption.

Workers' compensation insurance is required of all employers in Florida that employ 4 or more part or full time employees. In the event that you are an employer in the construction industry, you are required to have workers' compensation insurance if you employ one or more workers. Corporate officers and sole proprietors are included when calculating the number of employees. Note: Corporate officers may claim exemption from workers' compensation coverage on themselves only, by filing *Form DWC 250, Notice of Election to Be Exempt*. This form can be found at <https://www.floridawc.com/workers-comp-insurance/flwc/2011/04/exemptionform.pdf>

If you meet the above criteria to be exempt, you MUST provide us with one of the following:

- If your business is a sole proprietorship or unincorporated business: provide us a Verification of Automatic Exempt Certificate. This verification is a letter that is issued by the State of Florida Department of Financial Services. To receive a letter from the State, complete the following directions: 1) Call the National Council of Compensation Insurance 1-800-622-4123, Option 5, and ask them for the class code for your type of business. 2) Once you have received this code, call the Department of Financial Services at 1-850-413-1601 and provide them your business name, class code, mailing address, and contact phone number. They will send you the Verification of Automatic Exempt Certificate. 3) Provide us a copy of the Verification of Automatic Exempt Certificate.
- If your business is a corporation (including a professional association or limited liability company), and you are not required to have workers' compensation insurance as per the requirements as outlined above, you must complete the attached Workers' compensation Exemption Affidavit, have it notarized, and return the original to us.

If you are an employer that meets the requirements of workers' compensation and need to obtain coverage, contact your current business insurance agent, or you may use the following resources to locate an agent: www.faia.com, www.piafl.org, or call (850) 893-8245.

Please be reminded that the furnishing of this information to City of Cooper City is a non-negotiable requirement to perform services for us. Failure to provide this information in a timely manner may result in either termination of your services or delay of payment for services. Your workers' compensation Certificate of Coverage, Workers' Compensation Exemption Affidavit, or Verification of Automatic Exempt Certificate must be delivered or mailed to the Purchasing Division located at City Hall, 9090 SW 50 Place, Cooper City, Florida 33328, or emailed to Purchasing@CooperCityFL.org.

ATTACHMENT I


OWNERSHIP DISCLOSURE AFFIDAVIT

1. If the contact or business transaction is with a corporation, the full legal name and business address shall be provided for each officer and director and each stockholder who holds directly or indirectly five percent (5%) or more of the corporation's stock. If the contract or business transaction is with a trust, the full legal name and address shall be provided for each trustee and each beneficiary. All such names and addresses are (Post Office addresses are not acceptable), as follows:

<u>Full Legal Name</u>	<u>Address</u>	<u>Ownership</u>
Please see attachment.		%
		%
		%

2. The full legal names and business address of any other individual (other than subcontractors, materialmen, suppliers, laborers, or lenders) who have, or will have, any interest (legal, equitable, beneficial or otherwise) in the contract or business transaction with the City are (Post Office addresses are not acceptable), as follows:

Please see attachment.



Signature of Affiant

Jill Menhart

Print Name

11/07/2023

Date


ATTACHMENT J

DRUG FREE WORKPLACE CERTIFICATE

I, the undersigned, in accordance with Florida Statute 287.087, hereby certify that, **(print or type name of firm)**

- Publishes a written statement notifying that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace named above, and specifying actions that will be taken against violations of such prohibition.
- Informs employees about the dangers of drug abuse in the work place, the firm's policy of maintaining a drug free working environment, and available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug use violations.
- Gives each employee engaged in providing commodities or contractual services that are under bid or proposal, a copy of the statement specified above.
- Notifies the employees that as a condition of working on the commodities or contractual services that are under bid or proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, pleas of guilty or nolo contendere to, any violation of Chapter 1893, or of any controlled substance law of the State of Florida or the United States, for a violation occurring in the work place, no later than five (5) days after such conviction, and requires employees to sign copies of such written (*) statement to acknowledge their receipt.
- Imposes a sanction on, or requires the satisfactory participation in, a drug abuse assistance or rehabilitation program, if such is available in the employee's community, by any employee who is so convicted.
- Makes a good faith effort to continue to maintain a drug free work place through the implementation of the drug free workplace program.

"As a person authorized to sign this statement, I certify that the above named business, firm or corporation complies fully with the requirements set forth herein".



Signature of Affiant

Jill Menhart

Print Name

11/07/2023


Date

ATTACHMENT K

EMPLOYEE BACKGROUND VERIFICATION AFFIDAVIT

I, Jill Menhart of VC3, Inc., attest that all personnel used in
(Print Name) (Company Name)

the performance of this work have had a criminal background check with a passing grade ~~and have~~
~~been drug tested with a passing grade~~ and are legally documented to work in the United States.



Signature of Affiant

Jill Menhart

Print Name

11/07/2023

Date

ATTACHMENT L

SCRUTINIZED COMPANIES AFFIDAVIT
Certification pursuant to Florida Statute § 287.135

I, Jill Menhart, Chief Administrative Officer, on behalf of VC3, Inc.,
Print Name and Title **Company Name**

certify that VC3, Inc. does not:
Company Name

1. Participate in a boycott of Israel; and
2. Is not on the Scrutinized Companies that Boycott Israel List; and
3. Is not on the Scrutinized Companies with Activities in Sudan List; and
4. Is not on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; and
5. Has not engaged in business operations in Syria.

Submitting a false certification shall be deemed a material breach of contract. The City shall provide notice, in writing, to the contractor of the City's determination concerning the false certification. The contractor shall have ninety (90) days following receipt of the notice to respond in writing and demonstrate that the determination of false certification was made in error. If the contractor does not demonstrate that the City's determination of false certification was made in error then the City shall have the right to terminate the contract and seek civil remedies pursuant to Florida Statute § 287.135.

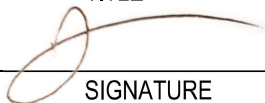
Section 287.135, Florida Statutes, prohibits the City from: 1) Contracting with companies for goods or services in any amount if at the time of bidding on, submitting a proposal for, or entering into or renewing a contract if the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, F.S. or is engaged in a boycott of Israel; and

2) Contracting with companies, for goods or services over \$1,000,000.00 that are on either the Scrutinized Companies with activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473, or are engaged in business operations in Syria.

As the person authorized to sign on behalf of the contractor, I hereby certify that the company identified above in the section entitled "Contractor Name" does not participate in any boycott of Israel, is not listed on the Scrutinized Companies that Boycott Israel List, is not listed on either the Scrutinized Companies with activities in the Iran Petroleum Energy Sector List, and is not engaged in business operations in Syria. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject the company to civil penalties, attorney's fees, and/or costs. I further understand that any contract with the City for goods or services may be terminated at the option of the City if the company is found to have submitted a false certification or has been placed on the Scrutinized Companies with Activities in Sudan list or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

VC3, Inc.
COMPANY NAME

Jill Menhart
PRINT NAME
Chief Administrative Officer

TITLE

SIGNATURE

ATTACHMENT N
(Page 1 of 2)

E-VERIFY FORM UNDER SECTION 448.095, FLORIDA STATUTES
TO BE RETURNED WITH PROPOSAL

Project Name: City of Cooper City, Florida - IT Managed Services

Project No.: RFQ 2023-1-IT, IT Managed Services

1. Definitions:

“Contractor” means a person or entity that has entered or is attempting to enter into a contract with a public employer to provide labor, supplies, or services to such employer in exchange for salary, wages, or other remuneration. “Contractor” includes, but is not limited to, a vendor or consultant.

“Subcontractor” means a person or entity that provides labor, supplies, or services to or for a contractor or another subcontractor in exchange for salary, wages, or other remuneration.

“E-Verify system” means an Internet-based system operated by the United States Department of Homeland Security that allows participating employers to electronically verify the employment eligibility of newly hired employees.

2. Effective January 1, 2021, Contractors, shall register with and use the E-verify system in order to verify the work authorization status of all newly hired employees. Contractor shall register for and utilize the U.S. Department of Homeland Security’s E-Verify System to verify the employment eligibility of:

- a) All persons employed by a Contractor to perform employment duties within Florida during the term of the contract; and
- b) All persons (including sub vendors/subconsultants/subcontractors) assigned by Contractor to perform work pursuant to the contract with the City of Cooper City. The Contractor acknowledges and agrees that registration and use of the U.S. Department of Homeland Security’s E-Verify System during the term of the contract is a condition of the contract with the City of Cooper City; and
- c) Should vendor become the successful Contractor awarded for the above-named project, by entering into the contract, the Contractor shall comply with the provisions of Section 448.095, Fla. Stat., "Employment Eligibility," as amended from time to time. This includes, but is not limited to registration and utilization of the E-Verify System to verify the work authorization status of all newly hired employees. Contractor shall also require all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien. The Contractor shall maintain a copy of such affidavit for the duration of the contract.

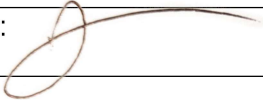
3. Contract Termination

- a) If the City has a good faith belief that a person or entity with which it is contracting has knowingly violated s. 448.09 (1) Fla. Stat., the contract shall be terminated.
- b) If the City has a good faith belief that a subcontractor knowingly violated s. 448.095 (2), but the Contractor otherwise complied with s. 448.095 (2) Fla. Stat., shall promptly notify the Contractor and order the Contractor to immediately terminate the contract with the subcontractor.
- c) A contract terminated under subparagraph a) or b) is not a breach of contract and may not be considered as such.

ATTACHMENT N
(Page 2 of 2)

d) Any challenge to termination under this provision must be filed in the Circuit Court no later than 20 calendar days after the date of termination.

e) If the contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of 1 year after the date of termination.

Company Name:	VC3, Inc.	E-verify Company ID Number - 336262, June 2010
Authorized Signature:		
Print Name:	Jill Menhart	
Title	Chief Administrative Officer	
Date:	11/07/2023	
Phone:	803-733-7333	

City of Cooper City, Florida

RFQ 2023-1-IT, IT Manage Services

Attachment I: OWNERSHIP DISCLOSURE AFFIDAVIT

Page 47 of 53

Response to Question 1.:

VC3 Holdings Company, LLC - Shareholders

- 1) Nautic Partners, LLC
50 Kennedy Plaza
Providence, RI 02903
(401) 278-6770
Total Nautic ownership: 77.26% (65.74% fully diluted)

All other ownership percentages are less than 5% fully diluted for an individual shareholder.

Response to Question 2.:

VC3 Holdings Company, LLC – Officers

- 1) Ryan Vestby, CEO
VC3, Inc.
1301 Gervais Street, Suite 1800
Columbia, SC 29201
(803) 733-7333
- 2) Jill Menhart, Secretary
VC3, Inc.
1301 Gervais Street, Suite 1800
Columbia, SC 29201
(803) 733-7333
- 3) Russ Klein, CFO
VC3, Inc.
1301 Gervais Street, Suite 1800
Columbia, SC 29201
(803) 733-7333

VC3 Holdings Company, LLC – Directors

- 1) Gary Pica, Nautic Advisor
751 Mill Street
Moorestown, NJ 08057
(215) 429-7291
- 2) James Lippie, Nautic Advisor

20 Oak Grove Ave, #216
Melrose, MA 02176
(617) 905-8635

- 3) Chris Esemplare, Nautic Advisor
40 Old Wagon Road
Ridgefield, CT 06877
(914) 954-4401
- 4) Michael Chaput, Nautic Advisor
1105 Danville Blvd
Alamo, CA 94507
(510) 684-8662
- 5) Mark Perlberg, Managing Director
Nautic Partners
4400 PGA Boulevard, Suite #306
Palm Beach Gardens, FL 33410
(561) 537-3746
- 6) Shahan Zafar, Managing Director
Nautic Partners
50 Kennedy Plaza, 17th Floor
Providence, RI 02903
(401) 278-6770
- 7) Johannes Essl, Senior Associate
Nautic Partners
50 Kennedy Plaza, 17th Floor
Providence, RI 02903
(401) 278-6770
- 8) Sandy Reeser, Chairman of the Board
VC3, Inc.
1301 Gervais St, Suite 1800
Columbia, SC 29201
(803) 467-9100



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/7/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Cross Insurance - Portland, ME 2331 Congress Street Portland, ME 04102 www.crossagency.com	CONTACT NAME: Cross Insurance - Portland, ME PHONE (A/C, No, Ext): 207-780-1677 E-MAIL ADDRESS: portland.coi@crossagency.com	FAX (A/C, No): 207-780-6377
	INSURER(S) AFFORDING COVERAGE	
INSURED VC3, Inc, DBA: MasterIT, Mimsware dba Sophicity; Accent Computer Solutions, Inc 1301 Gervais Street, Suite 1800 Columbia SC 29201	INSURER A: Hartford Fire Ins Co NAIC # 19682	
	INSURER B: Hartford Casualty Ins Co 29424	
	INSURER C: Sentinel Ins Co LTD 11000	
	INSURER D: AIG Specialty Insurance Co.	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER: 77110210

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			04 UUN EK7826	10/11/2023	10/11/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Employee Benefits \$ 1,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			04 UEN EK7388	10/11/2023	10/11/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured Motorist \$ 1,000,000
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$0			04 XHU EI8616	10/11/2023	10/11/2024	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input type="checkbox"/> N/A			04 WE AU3PA9	10/11/2023	10/11/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Professional Liability			01-615-20-04	10/11/2023	10/11/2024	5,000,000 Each Occurrence 5,000,000 General Aggregate 100,000 Retention

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Proof of Coverage

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Vincent Thorne

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ACORD 25 (2016/03)

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ADDITIONAL REMARKS SCHEDULE

AGENCY Cross Insurance - Portland, ME		NAMED INSURED VC3, Inc, DBA: MasterIT, Mimsware dba Sophicity; Accent Computer Solutions, Inc 1301 Gervais Street, Suite 1800 Columbia SC 29201	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability (03/16)

HOLDER: Proof of Coverage

ADDRESS:

Berkley Assurance Company \$5,000,000 x \$5,000,000 Professional Liability
 Steadfast Insurance Company \$5,000,000 x \$10,000,000 Professional Liability

ERICA ALMENDAREZ

◆ (909) 755-6273 ◆ erica.almendarez@vc3.com

PROFESSIONAL SUMMARY

Talented Team Contributor offering a 15-year background with progressive advancement in Account Management and Onboarding Success. Focused on achieving team goals, and delivering consistent, on-time project completion. Strong builder of team vision to meet benchmarks in Customer Support and Project Management. Eager to contribute to team success through hard work, attention to detail and excellent organizational and communication skills. Experience geared towards professionally improving department's overall success rates and performance standards.

ACCOMPLISHMENTS

- Collaborated with Client Success Department to successfully implement “Voice of the Customer Campaign” and improved overall customer engagement by 50%.
- Collaborated with Project Management Team to develop automation for new client introduction delivery and milestone tracking.
- Developed US West Client Health Score tracking which enabled the Strategy Department to have visibility on Client Health Scores and Meeting Outcomes.
- Successful track record for building and maintaining partnership relationships that comprise of trust, integrity and a commitment in retained business valued around \$400K in MRR.

CERTIFICATIONS

- Certified Customer Success Manager L1 & L2, Success Hackers, 2020 - 2024

SKILLS

- | | |
|--|---------------------|
| • Relationship Management | • Onboarding |
| • Project Milestones and Communication | • Communication |
| • Team Collaboration and Support | • Client Experience |

WORK HISTORY

Onboarding Project Manager

VC3 – Onboarding & Alignment, 10/2023 to Current

- Serving as the primary point of contact for onboarding project planning and ongoing communication
- Work with Stakeholders to establish and prioritize problem areas
- Coordinating and executing kickoff and project charter presentations
- Organizing end-to-end Onboarding Deployment and Handoff Phases
- Mitigating risks, managing change control, and providing regular status report updates

Sr. Client Relationship Manager, 02/2017 to 10/2023

VC3 – US West Strategy

- Responsible for building Executive level relationships and communicating internally and directly to our customers on reporting, tools implementation, next steps, support overviews and ITR/SBR meetings.
- KPI tracking and client action item follow through as it pertains to success metrics and client satisfaction.
- Continuously illustrating the vision of VC3's mission and goals while training/mentoring employees in reaching objectives aligned with company core values.
- Served as the central point of contact for new clients throughout the onboarding process and provided regular updates from multiple teams to the client Point of Contact. Provided client feedback to internal teams to improve onboarding processes and eliminate friction.
- Ongoing Account Management of 45+ accounts daily including leading huddles, client touch base cadence calls and onboarding introductory calls and ongoing onboarding sync ups.
- Created and responsible for processing Client Escalations Procedure which led to better documentation of risk tracking for US West.
- Conduct Support Services meeting to new clients, KnowBe4 trainings and implementations as well as developed CMMC Risk Awareness training program for US West.
- Ongoing training and coaching client accounts on specific platforms implemented through signed and completed projects.

Account Executive /Consultant, 06/2014 to 02/2017

Act 1 Group – Riverside, CA

- Provided outstanding service to clients in maintaining and extending relationships for future business opportunities.
- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.
- Created detailed roadmaps of action items and project goals and provided reporting and analysis to inform budgeting and planning.
- Conducted multiple recruiting events to grow passive talent pipeline to prepare for future hiring needs.

Senior Admissions Representative, 10/2010 to 06/2014


Corinthian Colleges – San Bernardino, CA


- Set appointments for individuals to visit campus and conducted facility tours.
- Maintained current knowledge of institutional policies and program offerings.
- Spoke to groups of prospective students about enrollment, institution benefits and features during information sessions.
- Collaborated with various departmental staff to organize activities, presentations, and meetings for potential enrollees.
- Led numerous campus tours to potential students to showcase features including program details, school amenities, and financial aid support.

RYAN CADENHEAD

ONBOARDING ANALYST

CONTACT

 478-235-7000

 Cadenheadr04@gmail.com



linkedin.com/in/ryan-cadenhead-98463733/

PROFILE

With 10+ years of experience in building and troubleshooting technology systems, this professional excels in communicating complex technical concepts to non-technical employees. He possesses expertise in maintaining and updating computer systems, deploying software, and managing inventory, and has successfully managed teams and executed technology projects. An effective problem solver, he ensures seamless operations of all systems with a proactive and detail-oriented approach to delivering high-quality service to end-users.

SKILLS

- MICROSOFT IOS & APPLICATIONS EXPERTISE
- HARDWARE/SOFTWARE CONFIGURATIONS
- VIDEO EDITING AND ADOBE PRODUCT LINES
- NETWORKING
- HTML, XHTML, CSS

EDUCATION

Bachelor of Science - IT

2011

Macon State College
Summa Cum Laude, President's List Scholar

Bachelor of Arts - Communication

2008

Columbus State University

Certificates: Comptia A+ (2022)

EXPERIENCE

Onboarding Analyst II

VC3, September 2023 - Present

As an Onboarding Analyst, he has successfully brought new clients into the VC3 family through documenting client's networks, installing VC3's software and communicating with the clients and VC3 project managers the current state of each project as they have progressed, ensuring a smooth transition from previous technology methods to VC3's way.

System Administrator II & PC Network Technician II

Bibb County Schools, September 2020 - September 2023

In roles as both System Administrator II and PC Network Technician II, he has built and deployed computer images, maintained databases, and resolved helpdesk tickets with a focus on ensuring optimal performance and smooth functioning of technology systems. With strong diagnostic skills, he has identified device issues for students and staff and maintained school technology at an optimal level, ensuring seamless operations within the school district.

Store Technician – Quickstop Computers

November 2018 – September 2020

Diagnosed and repaired customer computers and phones, managed store inventory and customer tickets using RepairShopr software.

Equipment Manager & Computer Technician

Houston County Schools, February 2013—November 2018

Managed equipment inventory and service, troubleshooted technology issues for staff and maintain systems through regular maintenance schedules. Developed and implemented technology projects to improve efficiency and assist with school events and meetings as needed.

PC/LAN Technician

Georgia Military College – June 2011 – February 2013

Troubleshooted and resolved helpdesk tickets for end-users, updated and maintained university web pages, created digital versions of paper forms for student and faculty use, and traveled to other campuses for regular maintenance and troubleshooting.



DRUG-FREE WORKPLACE POLICY

I UNDERSTAND THAT THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE COMPANY AND ME AND THAT MY EMPLOYMENT IS AT WILL MEANING I CAN RESIGN AT ANY TIME FOR ANY OR NO REASON AND VC3 CAN TERMINATE MY EMPLOYMENT AT ANY TIME FOR ANY OR NO REASON.

1. VC3 is committed to protecting the safety, health and well-being of all employees and other individuals who work for us. VC3 also strives to maintain a workforce free from the influences of illegal drugs and substance abuse, recognizing that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment. This policy is implemented in compliance with the South Carolina Drug-Free Workplace Act of 1990 and applies to all employees and contracted-employees
2. This policy prohibits the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs while on VC3 property, while performing any services for VC3, or while representing VC3 to clients or the public. This policy also prohibits the intentional misuse and/or abuse of prescription medications.
3. The use of alcohol is not permitted at the workplace or while performing services for VC3 or its clients unless it is at a company or client-sponsored event or marketing opportunity. Employees are expected to always act responsibly and to not drink alcohol in excess or drive while impaired.
4. Violation of this policy by employees, regardless of status, will lead to disciplinary action, up to and including termination and may have legal consequences. Violation of this policy by contractors could lead to cancellation of their contract.
5. A copy of the policy will be made available to each employee at the time of their orientation and is accessible anytime on the VC3 HR SharePoint Site.
6. Employees and contract employees are required to notify Human Resources of any criminal drug statute arrest or conviction for a violation occurring in the workplace or while performing services for the Company no later than five days after such event.
7. By entering VC3 property, employees are consenting to searches and inspections. If an individual is suspected of violating this policy, the individual may be asked to submit to a search or inspection at any time.
8. VC3 recognizes drug and/or alcohol dependence as treatable illnesses. Employees are encouraged to seek assistance for drug and/or alcohol problems before there is an incident that would cause VC3 to impose sanctions. Assistance may be sought through VC3's Employee Assistance Program and through

other programs and/or treatment facilities licensed by the state in which the program and/or treatment facility is located.

- a. Referrals to such programs may be self-referrals or supervisory referrals. If a supervisory referral is made which includes satisfactory participation in a rehabilitation program as a condition of continued employment, the referral must be made through Human Resources.
 - b. Referrals and records of referrals will be handled with the same degree of confidentiality as for medical records.
9. VC3 has established this drug-free awareness policy to inform employees about the dangers of alcohol and/or drug abuse in the workplace, available drug counseling, rehabilitation, and employee assistance information. Employees can access information related to penalties that may be imposed for alcohol and/or drug abuse violations through their appropriate state agencies.

Alcohol and Drug Resources

Employee Assistance Program Information –Employees needing Employee Assistance Program (EAP) services may contact First Sun's EAP at 1-800-968-8143 or on the web at <https://firstsuneap.com/>. For more information contact Human Resources.

SAMHSA (Substance Abuse and Mental Health Services Administration) – is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities. SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders. Contact their Helpline at 1-800-662-HELP (4357) or on the web at <https://www.samhsa.gov/>.

AA (Alcoholics Anonymous) – A 12-step program for those who have a desire to stop drinking. Please visit their web page at <https://aa.org/> to find local resources.

NA (Narcotics Anonymous) – A 12-step program for recovery from drug addiction. Please visit their web page at <https://www.na.org/> to find local resources.

I have read, understand, and will adhere to the above policy.

City of Cooper City, Florida
RFQ 2023-1-IT, IT Managed Services
Addendum #2 - Clarifications



Addendum #2 - CLARIFICATIONS

(Issued Wednesday, November 21, 2023)

RFQ 2023-1-IT, IT Managed Services

This addendum is issued to make the following change(s)/correction(s)/clarification(s) to:

Prospective respondents should read and familiarize themselves with Section VI, CONSIDERATION OF AWARD/AWARD PROCEDURES, of the Request for Qualification (RFQu) document. Of particular importance is the following pertaining to process and procedures of award.

- A. The City Manager (CM) shall appoint an Evaluation Committee (EC) composed of three to five members who will review and evaluate all statement of qualifications received on time. The EC, at its discretion, may also invite firms to make presentations to further evaluate the qualifications of the firms.***
- B. The EC will recommend to the City Commission in order of preference (ranking), up to three (3) firms deemed to be most highly qualified to perform the requested services.***
- C. The CM or designee will negotiate with the most qualified firm (top ranked firm) for the proposed services at compensation which the CM determines is fair, competitive, and reasonable for said services.***

Many of the questions asked by respondents request information and documentation which the city has determined to be confidential and not subject to disclosure at this point in the process, in accordance with Florida statute 282.318(5)

-
- 1. Question 1: How many users are on Office 365? What license do they have? Provide a license count.***
Answer 1: 110 G1 GCC and 15 G3 GCC
 - 2. Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?***
Answer 2: Previously purchased through a Microsoft Partner
 - 3. Do you currently use Microsoft Teams and/or Microsoft SharePoint?***
Answer 3: Yes
 - 4. Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?***
Answer 4: Yes, Endpoint Central
 - 5. How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?***
Answer 5: Quarterly
 - 6. Do you have employees working remotely that use a company device?***
Answer 6: No, but they can if needed

City of Cooper City, Florida
RFQ 2023-1-IT, IT Managed Services
Addendum #2 - Clarifications

7. *Do you offer Bring Your Own Device (BYOD) to employees?*

Answer 7: No

8. *Is there a Mobile Device Management (MDM) solution deployed?*

Answer 8: Yes

9. *How many desktops/laptops/mobile devices are you supporting?*

Answer 9: About 250

10. *Which version of Windows are the desktops/laptops running on?*

Answer 10: Windows 10

11. *Are user devices being backed up? If so, how often, and do you have retention policies in place?*

Answer 11: Not at this time

12. *Are the servers on-site or on the cloud? Hybrid?*

Answer 12: On-site

13. *If you have a cloud environment, is it Azure/AWS/other?*

Answer 13: N/A

14. *How many servers do you have? What operating system are they on?*

Answer 14: 25, Windows Server 2012 R2, Linux,

15. *Do you have any Windows Server 2012/2012R2? Any Linux Servers?*

Answer 15: Yes, Yes

16. *Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?*

Answer 16: Yes, Cloud

17. *How many databases are you using? Please specify which ones.*

Answer 17: 3 SQL Databases

18. *What are some of the critical applications being used today? Any ERP applications?*

Answer 18: RecTrac, BSA, Docuware

19. *Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details.*

Answer 19: Plan is to work with the vendor who is awarded this RFQ

20. *What is the network topology currently used, and how are these locations communicating to each other?*

Answer 20: EPL from two sites to main site, All communications going through Firewall

21. *Is there a VPN in place for remote access? Is there a firewall?*

Answer 21: Yes, Yes

22. *What is the speed of the network connection to the internet?*

Answer 22: Main Site 500mb

23. *Do you have a backup connection?*

Answer 23: Yes

City of Cooper City, Florida
RFQ 2023-1-IT, IT Managed Services
Addendum #2 - Clarifications

24. *How many Routers, Switches, and Firewalls are in your network?*

Answer 24: *About 6 Routers, 15 Switches, 8 Firewalls*

25. *How many buildings/locations?*

Answer 24: *8*

26. *Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?*

Answer 26: *No*

27. *Do you have any major projects in progress?*

Answer 27: *The City has many IT related projects*

28. *How big is your current IT department, if any?*

Answer 28: *Currently 1 Senior IT Technician*

29. *Please provide the brand for the switches, network devices, laptops, desktops, and printers. Dell Hardware for Laptops,*

Answer 29: *Desktops, Switches, Unifi APs, Multiple brand of printers*

30. *Do you have any cameras to support?*

Answer 30: *Yes*

31. *Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?*

Answer 31: *Yes, Ringcentral, VVX250 and VVX450, 100*

32. *Do you have ticketing system in place? Estimate of tickets per month/quarter?*

Answer 32: *No*

33. *Do you require someone to be on-site all the time?*

Answer 33: *No*

34. *Is this a multi-vendor or single vendor award?*

Answer 34: *The City Commission of the City of Cooper City reserves the right, for any reason, to reject any and all submittals and to make awards in the best interest of the City.*

35. *Is there Change Management system in place?*

Answer 35: *No*

36. *Is there an Information Technology Asset Management (ITAM) solution in place?*

Answer 36: *Yes*

37. *What applications are currently in use?*

Answer 37: *20 non IT Related applications and 23 IT Related Applications*

38. *For us to quote this accurately are you able to provide a device list with quantity? We can sign an NDA if you have one available.*

Answer 38: *Please be reminded that this initial RFQ is not to provide pricing. Once the City ranks the qualified firms, the city enters negotiations with the first ranked qualified firm. Proposers to the RFQ need to have a general idea of what the city needs, which is detailed in the RFQ documents. The details of the network, structure and City IT operations is not necessary at this point in the process.*

City of Cooper City, Florida
RFQ 2023-1-IT, IT Managed Services
Addendum #2 - Clarifications

39. *Can you please give a list of expected or known Services that would be covered under this award and relevant number of users to support in each area.*
Answer 39: Please see Section 5.1
40. *What is their budget annually for this service?*
Answer 40: The City feels we have sufficient funding for these services and to that end has budgeted funds towards a solution.
41. *Is E-Verify with a third party is acceptable since we conduct e-verify through such third party for all employees instead of direct registration with E-verify.*
Answer 41: See ATTACHMENT N – E-VERIFY FORM UNDER SECTION 448.095, FLORIDA STATUTES
42. *I hope you are doing well. We are very interested in placing a bid for this project and would like to know whether qualified vendors must use the NASPO or other type of State contract. Please advise. Your prompt request is greatly appreciated.*
Answer 42: No.
43. *Will you please extend the due date to 12/8/2023? Q&A submittals due on 11/14, publishing the responses will leave little time for respondents to prepare/modify responses by 11/21. In addition, many resources will be out-of-office for the holidays.*
Answer 43: Please refer to the Addendum #1.
44. *Are all Statements in Section III and IV to be considered the Terms and Conditions for the final RFP or do they apply to this RFQ?*
Answer 44: This solicitation is a RFQ, not a RFP. Please review all Sections contained in the solicitation docs as they make reference to the terms and conditions of this solicitation.
45. *Some of the statements appear to be written for a single contractor, with others being written for a Service Provider Team. Please define the preferred approach.*
Answer 45: SEE Q&A – 35
46. *Tab 2 – Firm Qualifications, Summary of Consultant’s Qualifications (a-c)*
Please provide an overview of the Network, Operating Systems, and software. Without this information, and the request for resumes for each team member; without specifics about the systems used by the City, it would be impossible to provide resumes detailing their specific skill sets.
Answer 46: The previously answered questions may aide with this one.
47. *Please describe the current Help Desk and tools being used today.*
Answer 47: Helpdesk not established
48. *Please provide a current IT staffing position chart, no names, just position names and duties. This would help possible vendors understand the chain-of-command.*
Answer 48: Senior IT Technician, IT is under the Finance Department, Finance has a CFO and Assistant Finance Director
49. *In numerous sections, the RFQ refers to the vendor providing a Project Manager. Is the City looking for a PMP certified Project Manager or a Lead Engineering Manager?*
Answer 49: No, anything that the awarded vendor can offer will always be considered
50. *Are Attachments A through N included in the 50page limit count?*
Answer 50: No
51. *What does the City of Cooper City define as endpoints in the RFQ? How many endpoints are there and how many of each type?*

City of Cooper City, Florida
RFQ 2023-1-IT, IT Managed Services
Addendum #2 - Clarifications

Answer 51: Endpoint is any City issued Device, About 250, Laptops/Computers, IPads, iPhones

52. In the Staffing Plan section, can you please further define the statement "Two CITY references for each proposed project team member"?

Answer 52: Two references in the public sector environment for each proposed project team member.

53. Due to the Thanksgiving holiday a few of our team members are out of the office. If possible, we would like to request a two week extension.

Answer 53: Please refer to Addendum #1

54. Are any other security platforms or applications involved other than firewalls?

Answer 54: EDR

55. Quality Assurance Section - Can you please define this section further? If our solution or services proposed does not apply to our response can we answer as "Not Applicable to our solution".

Answer 55: The city will not advise a potential respondent how to respond to any portion of this RFQ. How does the proposer assure that services being provided by employees and sub-contractors meet the quality standards of the proposer? Before the proposer advises a client as to how to move forward on a certain project, is there a protocol in place to assure the advise meets best practices in the industry.

- Ensure that the service meets established quality standards and customer requirements.*
- Ensure the service is a best fit for its intended purpose and the client*
- Ensure the service meets or exceeds customer expectations.*

56. Is the Resume Appendix included in the 50page limit count?

Answer 56: No

Acknowledgment of Addendum #2

City of Cooper City, Florida
RFQ 2023-1-IT, IT Managed Services
Addendum #2 - Clarifications

Bidders hereby acknowledges that he/she has received and understands the information contained in this Addendum. Bidders further acknowledges that this page **MUST** be signed and returned with its Bid, along with any revised Bid Forms, if applicable.

Acknowledged by:	<u>Hunter Lindsay</u>	Company:	<u>VC3, Inc</u>
Print Name:	<u>Hunter Lindsay</u>	Date:	<u>Dec 04 2023</u>



IT Evaluation for Cooper City, FL

▶ JANUARY 17TH, 2024



Serve as a force multiplier for Cooper City, FL by:

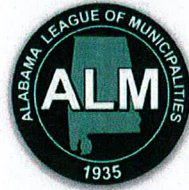
- Maximizing internal staff's strengths**
- Harnessing VC3's resources, leadership, and municipal expertise.**

VC3 IS THE #1 PROVIDER OF MUNICIPAL IT IN THE UNITED STATES

Firm Qualifications

- ▶ 1,100+ Local Government Clients across the United States
- ▶ Deep bench:
 - ▶ CCIE
 - ▶ Certified Government CIO
 - ▶ Project Management Professional
- ▶ 9 Municipal League Partners
- ▶ Strategic Partnership with National League of Cities
- ▶ National authority and thought leader on cybersecurity, municipal IT budgeting, and helping municipalities achieve cyber liability insurance requirements





VC3 IS THE #1 PROVIDER OF MUNICIPAL IT IN THE UNITED STATES

Project Experience

- ▶ Municipal Clients Ranging from 100 Population to 260,000 population
- ▶ 25 years of tailoring offerings to the Municipal space
- ▶ Operationally geared to help Clients comply with Federal compliance and State regulations
 - ▶ For Example:
 - ▶ Records Retention
 - ▶ Policy Creation
 - ▶ Etc.



Managed Services



Managed Services



Managed IT Services



Managed IT Services



Data Backup + Disaster Recovery



Voiceover IP (VoIP)

Cybersecurity



Cybersecurity



Managed Security



Cybersecurity Assessments



Security Awareness Training

Technology Enablement



Technology Enablement



Business Intelligence + Reporting



SharePoint Consulting + Records Mgmt



Website Design + Hosting



Application Development



VC3 IS THE #1 PROVIDER OF MUNICIPAL IT IN THE UNITED STATES

Project Approach

- ▶ 324 Service Support Staff
- ▶ 100 Staff in Client Strategy
- ▶ Dedicated Onboarding Team
- ▶ Dedicated Strategic Advisor
- ▶ Proprietary Automations to Reduce Downtime and Support Requests

- ▶ *VC3's Average Client Initiated Support Request: 0.5 per month*
- ▶ *Industry Average Client Initiated Support Request: 2.0 per month*



NIST
National Institute of
Standards and Technology

ITIL®


Project Management Institute

AICPA
SOC
aicpa.org/soc4so
SOC for Service Organizations | Service Organizations



VC3 IS THE #1 PROVIDER OF MUNICIPAL IT IN THE UNITED STATES

Past Performance

- ▶ 30 years in business – Founded in 1994
- ▶ First Municipal Account in 1998
- ▶ Developed Cloud Desktop Offering for Coastal Municipal Clients in 2009
- ▶ Average Client Tenure: 11 years



WORKING WITH VC3

Co-Managed IT: Onboarding

- ▶ **Step One:** Assign Dedicated Project Manager, Document Everything
- ▶ **Step Two:** Implement Best Practices, Perform a Comprehensive IT Assessment
- ▶ **Step Three:** Train IT Staff on Working with VC3, Equip the City to Hold VC3 Accountable
- ▶ **Step Four:** Build an IT Roadmap



VC3 Co-Managed IT

WORKING ALONGSIDE YOUR INTERNAL IT TEAM TO FUEL ORGANIZATIONAL GOALS



Internal IT Team continues to support your end users.



24x7x365 Server + Network Support



Proactive patching and overall IT health management



Strategic IT Planning



Microsoft 365 License Management



Dedicated Procurement Team



Vendor Co-ordination



Endpoint Detection & Response + 24x7x365 SOC



VC3 Co-Managed IT

WORKING ALONGSIDE YOUR INTERNAL IT TEAM TO FUEL ORGANIZATIONAL GOALS

Other Items Included in Co-Managed IT:

- ▶ Warranty Management
- ▶ Third-Party Vendor Management
- ▶ Hardware Lifecycle Refresh Management
- ▶ Budget Creation each Fiscal Year





Serve as a force multiplier for Cooper City, FL by:

- Maximizing internal staff's strengths**
- Harnessing VC3's resources, leadership, and municipal expertise.**



Thank you!