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Beaufort County School District

Response to RFP for Temporary Information Technology (IT) Professional Services

September 5, 2019
2 copies submitted
(1 USB and 1 original)



Table of Contents

1 EXECUTIVE OVERVIEW 3

1.1 Scope of Services – See RFP Document titled ” 20008 IFB Temporary Information Technology Services” 3

2 COVER LETTER 4

2.1 Cover Letter 4

2.1.1 General Information 5

2.1.2 Capability 5

2.1.3 Resource Resumes 6

2.1.4 Project Approach 13

2.1.5 Subcontractors 14

2.1.6 Fee Structure 14

2.1.7 eGroup RFP Exceptions 17

1 Executive Overview

Beaufort County School District (BCSD) is seeking engineering services for various asset classes which are represented in the BCSD RFP document titled ”20008 IFB Temporary Information Technology Services”.

Faced with the challenge of providing undisrupted access to IT services that support demanding operations, BCSD is seeking engineering services to support Software Applications & associated integrations, Server Hardware, Storage, Security Systems, Backup & Recovery Systems, LAN/WAN infrastructure etc.

Through a strategic, local, trusted consultation, support & partnership, eGroup is thrilled to continue to bring a fact-based, business-focused approach to mapping technical capabilities to the needs of BCSD.

Beginning with a thorough identification and analysis of the service level requirements of each business function, eGroup will use a process-oriented approach to ensuring requirements and expectations are met for BCSD. The scope of services and priorities for BCSD will be evaluated for each business function in quantitative terms, and, in turn, will guide the definition of the service levels that must be provided by supporting systems. These service level objectives will then be translated into functional requirements and, ultimately, a detailed specification of the technology architecture and systems that are required to provide the desired level of service.

1.1 Scope of Services – See RFP Document titled “20008 IFB Temporary Information Technology Services”

2 Cover Letter

2.1 Cover Letter

BCSD RFP for Temporary Information Technology (IT) Professional Services

09/05/2019

Kaylee Yinger

Procurement Coordinator

Beaufort County School District

P. O. Box 309

Beaufort, SC 29901

Office – (843) 322-2349

Fax – (843) 322-0793

Kaylee.yinger@beaufort.k12.sc.us

eGroup Transmittal Letter

Dear Ms. Yinger:

I submit this Transmittal Letter to notify the Beaufort County School District of eGroup's intent to submit a proposal for the RFP for Temporary Information Technology (IT) Professional Services.

Our team has reviewed the scope of work to be performed and we have a clear understanding of the intent. eGroup meets the appropriate state licensing requirements in SC.

I, Chad Lanman (eGroup Account Executive), will be our primary point of contact for the purposes of the RFP process and can be reached at:

- Chad.Lanman@eGroup-us.com
- 843-758-3636
- 482 Wando Park Blvd Mt. Pleasant, SC 29464

Thank you for this opportunity to participate in the BCSD RFP Process.

Sincerely,

Chad Lanman
Account Executive | eGroup
(o) 843.513.1611 | (c) 843.758.3636 | Chad.Lanman@eGroup-us.com

2.1.1 General Information

A. Official name of the firm, including address and phone number(s).
   a. eGroup Holding Company LLC
   b. 482 Wando Park Blvd Mt. Pleasant, SC 29464
   c. 1-877-eGroup1 / 843-758-3636

B. Address:
   a. 482 Wando Park Blvd Mt. Pleasant, SC 29464

C. Federal ID number
   a. 46-4020783

2.1.2 Capability

Headquartered in Mt. Pleasant, S.C., with offices in Columbia, SC and Charlotte, NC, eGroup provides innovative data center services, cloud services and managed services to organizations across the U.S.. One of the region's fastest growing companies and winner of the 2019 CRN "Tech Elite 250," eGroup's solutions drive customer revenue while reducing cost to maintain IT infrastructures. The company's four-phase project methodology – consultation, design, deployment, support – incorporates industry best practices and knowledge transfer processes which ensure successful outcomes for the customer.

eGroup believes that all organizations have the opportunity to consistently improve their competitive advantage by leveraging a Faster, Better, Cheaper improvement methodology. We accomplish this by providing world-class information technology solutions and highly skilled professional services personnel. We also accomplish this by NOT selling our customer products but instead complete solutions that are designed to achieve an agreed upon value. We believe that a project can only be deemed successful once the expected value of the project is realized by the customer. eGroup will go to extensive lengths to ensure that value is realized as anticipated.





2.1.3 Resource Resumes

Solutions Architect (SA1)

Virtualization, Networking, and Data Center Services

Background:

Technical architect specializing in the design and implementation of highly available server and desktop virtualization environments based on VMware vSphere and Horizon technologies and residing on server, storage, and networking infrastructure from leading manufacturers.

Throughout his 18-year career in Information Technology, he has served in a number of roles as an administrator, manager, consultant, and architect – delivering and administering solutions in a variety of public and private vertical markets, including emergency dispatch application infrastructures.

In addition to a focus on core virtualization infrastructure, he is also actively engaged in the evaluation, design, and deployment of technologies, including hyper-converged systems, like Nutanix, and all-flash array technologies, such as EMC XtremIO and Pure Storage.

As a complement to his infrastructure skills, he has developed proficiency in a wide range of application disciplines, including Microsoft and Oracle database administration.

Certifications and Accreditations:

- VMware Certified Professional – Datacenter
- VMware Certified Professional – Desktop
- VMware Technical Sales Professional
- CCNA – DataCenter
- CCNP- DataCenter
- CMWA – Certified Meraki Wireless Associate
- Citrix Certified Administrator
- Citrix Certified Advance Administrator
- Citrix Certified Associate – Virtualization
- Citrix Certified Professional – Virtualization
- Microsoft O365 and Azure Certified

Related Experience:

Solutions Architect, eGroup

- Provides technical leadership of engineering teams in the design and deployment of enterprise-class network and virtualization infrastructures for a diverse set of client environments
- Provides technical leadership on complex services projects involving large-scale data center moves, data migration, and disaster recovery implementation and testing
- Contributes to corporate product and services strategy and go-to-market plan development for emerging solutions
- Defines services delivery standards and contributes to the development of deliverable templates

Education:

Master of Science Degree in Information Systems
Bachelor of Science Degree in Information Systems

Technologies:

Virtualization
VDI
Storage
Data Protection
Networking
Network Security
Database (SQL/Oracle)
JBoss Application Server, IIS
Unix/Linux knowledge – IBM AIX, HP HP-UX, Red Hat Enterprise Linux, Oracle Linux

Data Center Engineer (DCE1)

Data Center Virtualization

Background:

Technical consultant specializing in the design, implementation, and support of desktop and server virtualization solutions employing technologies from VMware and Citrix.

Throughout his 15-year career in Information Technology, he has delivered and administered solutions for organizations in both the public and private sectors, including financial services, insurance, healthcare, and legal services.

In addition to his significant virtualization expertise, he is proficient in the deployment and support of a broad range infrastructure and security technologies from leading vendors.

Certifications and Accreditations:

- VMware Certified Professional
- Citrix Certified Professional - Virtualization
- Microsoft Certified Solutions Expert – Private Cloud
- Microsoft Certified Solutions Associate
- Microsoft O365/Azure
- Citrix Certified Administrator – XenApp/XenDesktop

Education:

Bachelor of Science Degree in Information Sciences

Related Experience:

Customer Success Engineer, eGroup

- Designs, implements, and supports Citrix XenApp, XenDesktop, and VMware Horizon View virtual desktop environments supporting 5-10,000+ users
- Designs and implements virtual computing environments built on VMware and shared storage systems

Related Experience (continued):

Enterprise Software Delivery Architect, Financial

- Administered HCI, Converged Infrastructure, Data Protection, and XenApp infrastructures
- Upgraded Active Directory forest from Windows Sever 2012R2 to Windows Server 2016R2
- Implemented McAfee ePO for centralized virus scanning administration and SIEM for enterprise log management

Distributed Support Engineering Lead, Insurance

- Administered a 30,000 seat Citrix XenDesktop VDI environment host on a VMware vSphere ESXi nfrastructure
- Provided level 3 support for a 500-server Citrix XenApp environment spanning multiple geographic locations

Desktop Support, Insurance

- Provided level 2 support to off-shore users and on-shore contractors for Citrix XenApp and XenDesktop virtualization solutions
- Trained new hires for IT Staff

Technologies:

Virtualiation
VDI
Data Protection
Microsoft AD, Windows Server and Desktop OS
Intel-based servers from Cisco, Dell, HP
McAfee ePO, SIEM
RSA Authentication Manager
Dell KACE

Data Center Engineer (DCE2)

Data Center Virtualization

Background:

Technical consultant with over 18-years delivering infrastructure and virtualization solutions, specializing in collaborative relationships with clients to ensure correct, environment-appropriate, value-rich solutions.

Throughout his career in Information Technology, he has delivered and administered solutions for organizations in both the public and private sectors, including financial services, healthcare, legal services, federal agencies, and county governments

He is proficient in applying leading technologies to support a broad range of services, including server and desktop virtualization and industry-specific healthcare and legal applications.

Certifications and Accreditations:

- CCNA DC
- Security+
- Citrix CCIA/CCEE
- MCSE
- U.S. Security Clearance

Related Experience:

Customer Success Engineer, eGroup

- Implement server and desktop virtualization infrastructures using VMware and Citrix solutions
- Implement and manage data center storage and data protection solutions
- Perform cloud deployments for PaaS, IaaS

Sr. Systems Engineer, Federal

- Provided architectural /deployment engineering from global infrastructure solutions to virtual desktop
- Implemented VMware and XenServer infrastructures and global Netscaler/Citrix solutions

Related Experience (continued):

Network Engineer /Systems Administrator, Federal

- Maintained production, stage, development and co-location VMware environments
- Developed BC/DR policy and procedures
- Maintained production environment with over 1 million weekly unique site visits

Network Administrator, Legal

- Implemented firewall refresh and provided router and switch management
- Performed migration of Office 365 for 15,000+ mailboxes

Consultant, Self-Employed

- Provided network and system support for small business

Technologies:

VMware vSphere, Horizon, SRM
Microsoft Exchange / SQL / SCOM / IIS
Microsoft SharePoint
EMC VNX, Avamar, Networker, Data Domain
Intel Servers from Dell, HP, Cisco
Zerto
Veeam
Apache
Symantec Enterprise Suite
TrendMicro and McAfee Anti-Virus
LANDesk
Solarwinds
Microsoft Azure/O365
BMC
Military Health Suite
GE Medical
Interwoven
Summation iBlaze

Data Center Engineer (DCE3)

Networking and Security

Background:

Technical consultant specializing in the design and implementation of network routing, switching, and security infrastructures and wireless networks employing Cisco technologies and integrating with myriad other network services and equipment.

Throughout his 11-year career in Information Technology, he has delivered and administered solutions in the public and private sectors, including insurance providers, county governments, and higher education.

Having spent over 5 years as an engineer with large network carriers and service providers, he has acquired unique insight into wide area and wireless networking disciplines and developed proficiency with a wide range of technologies from Cisco, Brocade, Juniper, and others.

Certifications and Accreditations:

- Cisco CCNP Routing & Switching
- Cisco CCNA Wireless
- Cisco CCNA Security
- Meraki CMNA
- CWNA
- Ekahau ECSE
- INFOSEC Professional Recognition - NSA National and the Committee on National Security Systems (CNSS)

Education:

Bachelor of Science in Network and Systems Administration

Related Experience:

Customer Success Engineer, eGroup

- Designs and implements enterprise network routing, switching solutions composed of Cisco technology and serves as subject matter expert in carrier services
- Designs and deploys wireless solutions consisting of technologies from Cisco and Meraki
- Deploys Cisco next generation firewall, intrusion prevention, URL filtering, and anti-malware solutions

Related Experience (continued):

Senior Engineer/Manager, Networking Provider

- Designed layout of client sites that included wired and wireless internet, TV, security cameras, firewalls, and other devices
- Served as the highest level of network support for over 100 client locations across the U.S.

Network Infrastructure Engineer, Contract

- Served as a network design engineer for a large health insurance firm and provided network integration services for applications and infrastructure
- Ensured the compliance of the Medicare network with federal security guidelines

Network Engineer, Communication Services Provider

- Served as one of four members of the engineering team responsible for entire South Carolina network (1,000,000+ customers)

Network Analyst, Communication Services Provider

- Supported WAN, routing/switching, VoIP, ISDN, and fiber services for provider's entire portfolio of communications services
- Served as global administrator of VoIP system

Technologies:

Cisco IOS, IOS XR routers and switches
Cisco VXR, UBR cable modem services
Cisco firewalls
Cisco, Cisco Meraki, Ruckus, Unifi wireless
Ekahau, and AirMagnet
Alcatel, Brocade, Juniper, Dell, Adtran, Linksys
DSL, ATM, Frame Relay, MetroEthernet, MPLS
Sonet, ROADM, DWDM, CWDM
Windows Server and Desktop OS

Senior Project Manager (PM1)

Customer Success Team

Background:

Technical project manager specializing in the coordination of large and complex infrastructure deployments for mission-critical data center environments.

Throughout his 12-year career in Information Technology, he has delivered and coordinated projects for organizations in both the public and private sectors, including healthcare, financial servers, and county government.

Before becoming a project manager, he spent many years delivering and supporting IT infrastructure solutions, including those from EMC, VMware, and Cisco. He routinely employs this experienced-based perspective to guide projects to success.

Certifications and Accreditations:

- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified Solutions Expert (MCSE)
- Microsoft Certified Solutions Associate (MCSA)
- VMware Certified Professional (VCP)
- Cisco Certified Network Associate (CCNA)
- Citrix Certified Administrator (CCA)
- EMC Implementation Engineer - Networker Backup and Recovery Specialist (EMCIE)
- Security+

Education:

Bachelor of Business Administration

Related Experience:

Technical Operations Executive, eGroup

- Manages the delivery of data center projects, preparing project plans, assigning tasks, and coordinating activities with eGroup and client resources
- Serves as the primary liaison to clients during project execution, providing regular updates and ensuring quality delivery

Related Experience (continued):

Systems Engineer, eGroup

- Implemented virtual infrastructures
- Deployed backup and recovery infrastructures
- Implemented Citrix XenApp desktop virtualization

Customer Support Engineer, eGroup

- Resolved network, server, and storage issues and conducted proactive health checks of client environments

Data Security / E-Commerce Administrator, Financial Services

- Maintained the security infrastructure protecting financial data
- Researched, developed, and introduced new E-Commerce technology initiatives

PC Technical Specialist, Financial Services

- Provided level 2 desktop support for corporate users and twenty-three (23) branches

Support Technician, Software Vendor

- Supported desktops, desktop applications and VPN services and created application installation documents

2.1.3.1 Recent Public Sector Clients

Listed below in Table 1-1, are public sector and higher education clients in South Carolina for whom eGroup has deployed technology or services within the last five (5) years.

Abbeville County School District	Palmetto Electric Coop
Beaufort County School District	Palmetto Railways
Beaufort Jasper Water and Sewer Authority	Palmetto Rural Telephone Coop
Charleston County Park and Recreation Commission	Piedmont Municipal Power Agency
City of Charleston	SC Criminal Justice Academy
City of North Charleston	South Carolina Administrative Law
City of North Myrtle Beach	South Carolina Army National Guard
City of Orangeburg	South Carolina Department of Employment and Workforce
College of Charleston	South Carolina Department of Transportation (SCDOT)
Colleton County	South Carolina Judicial Department (SCJD)
County of Clarendon	South Carolina Law Enforcement Division (SLED)
Dillon County School District 3	South Carolina Legislative Printing
Farmers Telephone Cooperative	South Carolina Ports Authority
Florence County Government	South Carolina Public Employee Authority (SCPEBA)
Grand Strand Water and Sewer Authority	South Carolina Research Authority (SCRA)
Greenville Technical College	South Carolina Technical College
Horry Electric Cooperative	Spartanburg Community College
Medical University Hospital Authority (MUHA)	The Citadel
Medical University of South Carolina (MUSC)	Town of Hilton Head
Mount Pleasant Water Works	University of South Carolina
North Charleston Sewer District	

Table 1-1: Recent Public Sector and Higher Education Clients in South Carolina

2.1.4 Project Approach

A. eGroup shall provide project management services to lead the services delivery from inception to completion. The tasks to be performed by the eGroup project manager are as follows:
   a. Secure resources and schedule to complete the project tasks assigned to eGroup within time & budget.
   b. Coordinate all eGroup-provided services throughout the course of the project, including detailed documentation and knowledge transfer of the work delivered.
   c. Serve as the central contact for project communication, escalation, and issue resolution.
   d. Build and maintain the master project plan and meet project milestones, as scoped.
   e. Provide periodic status updates to designated customer contacts and project participants with at least weekly frequency. The project manager will also inquire candid feedback from the customer throughout the project delivery to ensure quality assurance and customer satisfaction.

B. Please provide any special techniques, strategies and capabilities you will use. Your understanding and approach to this project concept is very important.
   a. Beginning with the conceptual design, eGroup is capable of bringing a solution to fruition through detailed planning, design and implementation. With extensive experience in a number of leading technologies, eGroup is especially well equipped to ensure that the conceptual vision is translated into a tangible solution.
   b. eGroup employs a systematic methodology that melds the best practices of the industry with decades of experience in computing and networking environments. This methodology is broken down into four distinct phases: Consultation, Design, Deployment, and Support, as depicted below in Figure 2-1.



Figure 2-1: eGroup's Project Execution Methodology

With this methodology, eGroup seeks to first understand the client's requirements and project goals, then, utilizing our best practices approach, design and implement a solution that specifically meets the client's needs in a way that ensures a successful outcome.

Throughout execution of each project, customer service and satisfaction top the list of eGroup's priorities. eGroup values the quality of its work and is committed to meeting the client's expectations.

Phase 1: Consultation

- Determine specific goals for project
- Define project parameters
- Document current computing environment and infrastructure

Phase 2: Design

- Site Discovery and Assessment
- Determine potential system design configurations
- Conduct capacity planning analysis
- Develop project time lines with clear, quantifiable milestones
- Proof-of-Concept Operability Lab – test the system, processes, and assumptions before deploying on the network

Phase 3: Deployment

- Pilot implementation – test the actual system and procedures on a relatively small group of users to optimize the implementation process.
- Full-scale implementation – commence full implementation of system (including end-user training)

Phase 4: Support

- Resolve open issues
- Conduct full knowledge transfer
- Complete documentation
- Ensure that all project requirements have been met to mutual satisfaction

2.1.5 Subcontractors

A. Indicate any and all anticipated use of sub-contractors and specify what work the sub-contractor will perform.
    a. eGroup does not anticipate the use of sub-contractors.
B. Subcontractors include all firms you will use to complete this project that are not employed by the principal firm signing this statement.

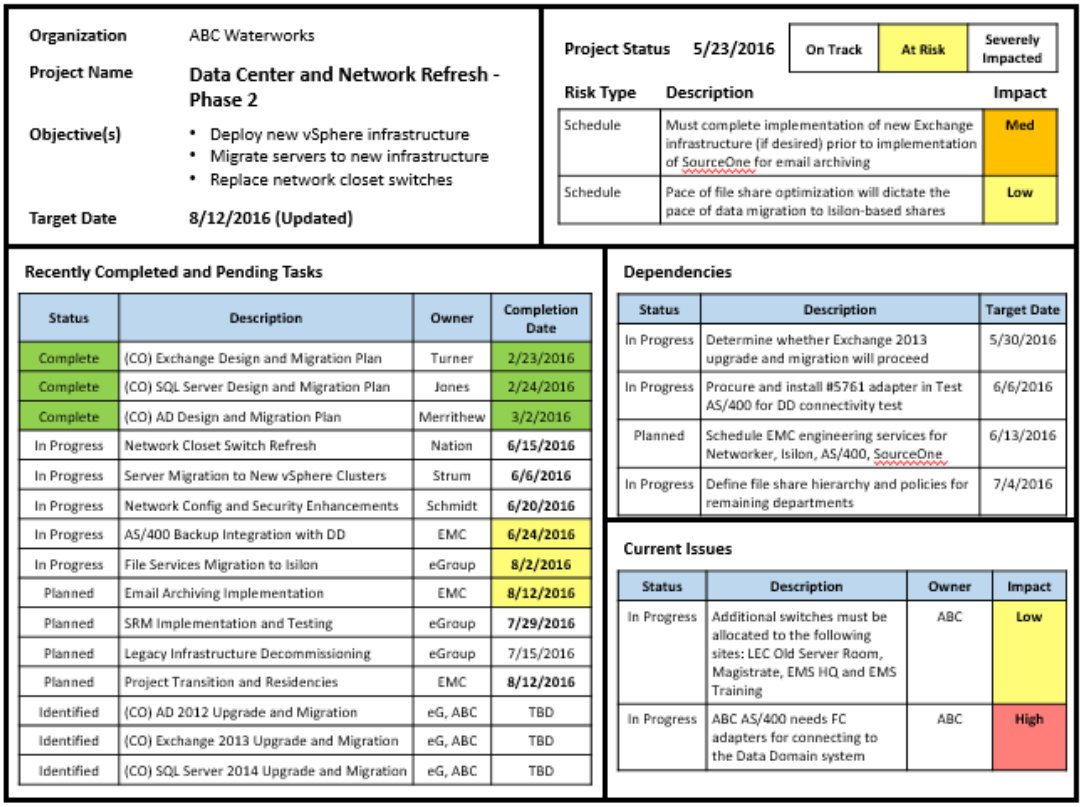
2.1.6 Fee Structure

The Consulting Services associated with this project are being provided on a Time & Material basis. BCSD will only be invoiced for the time consumed. eGroup requires a minimum of 15% Project Management Services to accommodate all Professional Services engagements at a rate of $200/hour. This is negotiable depending upon the hourly rate accepted for the engineering resource.

Terms of payment are due upon receipt, and late fees will be applied on invoices greater than 60 days from the date invoiced, as described in “Terms and Conditions.” If required, travel expenses are charged for on-site services for engineers traveling more than thirty-five (35) miles from their base office, and are billed at actual cost. Travel expenses may include mileage, meals, hotel stay, and other associated expenses as applicable. Actual travel expenses shall be billed separately on a weekly basis, as incurred.

2.1.6.1 Performance Measurement

One recommendation for measuring performance would be to leverage the eGroup Project Management and Pre-Sales Engineering Team to assist with scoping specific deliverables on a monthly or bi-weekly basis for the eGroup Engineer/Architect. The extended team will review and measure the outcomes delivered compared to the milestone deliverables that were scoped the month prior to determine success rate. eGroup Project Management can deliver a "Stoplight Report" to keep everyone apprised on progress/status. Figure 3-1 below shows an example.



Organization	ABC Waterworks
Project Name	**Data Center and Network Refresh - Phase 2**
Objective(s)	• Deploy new vSphere infrastructure • Migrate servers to new infrastructure • Replace network closet switches
Target Date	**8/12/2016 (Updated)**

Project Status 5/23/2016 — On Track | At Risk | Severely Impacted

Risk Type	Description	Impact
Schedule	Must complete implementation of new Exchange infrastructure (if desired) prior to implementation of SourceOne for email archiving	Med
Schedule	Pace of file share optimization will dictate the pace of data migration to Isilon-based shares	Low

Recently Completed and Pending Tasks

Status	Description	Owner	Completion Date
Complete	(CO) Exchange Design and Migration Plan	Turner	2/23/2016
Complete	(CO) SQL Server Design and Migration Plan	Jones	2/24/2016
Complete	(CO) AD Design and Migration Plan	Merrithew	3/2/2016
In Progress	Network Closet Switch Refresh	Nation	6/15/2016
In Progress	Server Migration to New vSphere Clusters	Strum	6/6/2016
In Progress	Network Config and Security Enhancements	Schmidt	6/20/2016
In Progress	AS/400 Backup Integration with DD	EMC	6/24/2016
In Progress	File Services Migration to Isilon	eGroup	8/2/2016
Planned	Email Archiving Implementation	EMC	8/12/2016
Planned	SRM Implementation and Testing	eGroup	7/29/2016
Planned	Legacy Infrastructure Decommissioning	eGroup	7/15/2016
Planned	Project Transition and Residencies	EMC	8/12/2016
Identified	(CO) AD 2012 Upgrade and Migration	eG, ABC	TBD
Identified	(CO) Exchange 2013 Upgrade and Migration	eG, ABC	TBD
Identified	(CO) SQL Server 2014 Upgrade and Migration	eG, ABC	TBD

Dependencies

Status	Description	Target Date
In Progress	Determine whether Exchange 2013 upgrade and migration will proceed	5/30/2016
In Progress	Procure and install #5761 adapter in Test AS/400 for DD connectivity test	6/6/2016
Planned	Schedule EMC engineering services for Networker, Isilon, AS/400, SourceOne	6/13/2016
In Progress	Define file share hierarchy and policies for remaining departments	7/4/2016

Current Issues

Status	Description	Owner	Impact
In Progress	Additional switches must be allocated to the following sites: LEC Old Server Room, Magistrate, EMS HQ and EMS Training	ABC	Low
In Progress	ABC AS/400 needs FC adapters for connecting to the Data Domain system	ABC	High

Figure 3-1: Hourly Rate Schedule for eGroup Resources v3

2.1.6.2 Contacting eGroup Professional Services

Approved BCSD contacts have direct access to a team of certified Technical Services Engineers that can be reached in any of the following ways:

- Email: techops@egroup-us.com
- Phone: 1-877-347-6871

2.1.6.3 Coverage Hours

eGroup Technical Services Standard support hours are Monday through Friday from 8:00 A.M. to 6:00 P.M. Eastern Time. Extended Support and Weekend/Holiday Support are provided as follows:

- Extended Support
  - Monday through Thursday from 6:00 P.M. to 8:00 A.M. Eastern Time
  - Hours shall be consumed at 1.5 times (1.5x) the standard hourly rate
- Weekend and Holiday Support
  - From 6:00 P.M. Eastern Time on Friday to 8:00 A.M. Eastern Time on Monday
  - Hours consumed at twice (2x) the standard hourly rate

2.1.6.4 Support Requests

The tables below Requests for support are immediately documented in the form of a service ticket, and placed in a queue for response. These tickets, which are available for review in the Customer Portal on the eGroup website, will also include all related research, communication, and ultimately, resolution relating to the issue.

Once a new support ticket is created, the requestor will receive an email confirming the support request has been received, that a ticket has been created, and listing the service ticket number associated with the request. BCSD can refer to this ticket number when contacting Technical Services, or can provide updates on the ticket through the Customer Portal on the eGroup website.

For new questions or issues, please contact Technical Services, rather than an individual Engineer. This will ensure the most expedited response.

2.1.6.5 Response Times

When contacting Technical Services, BCSD should accurately specify the severity of the issue from among the severity categories described below. This will ensure that eGroup can respond to the incident in a timely manner:

Severity Level	Impact Level	Definition	Response Time	Response Method(s)
Severity 1	Critical	• Issue affects entire organization • Major business processes are stopped	30 minutes	Phone Email
Severity 2	High	• Issue affects departments or large groups of users • Business is degraded with a major impact on job performance	1 hour	Phone Email
Severity 3	Medium	• Issue affects one user or a small group of users • Business is degraded but a viable workaround is available	2 hours	Phone Email
Severity 4	Low	• Basic question or request with no impact to business	24 hours	Phone Email

2.1.7 eGroup RFP Exceptions

2.1.7.1 Exception 1

Section 3.0.3 SCOPE OF WORK/SPECIFICATIONS:

11) BCSD may elect to permanently hire at no additional cost to BCSD, any individual provided by the supplier under this IT staffing contract after at least 240 hours of service by the individual

- eGroup does not agree to BCSD's ability to hire eGroup resources. Standard Terms include a "No-Hire" clause.

2.1.7.2 Exception 2

Section 3.0.3 SCOPE OF WORK/SPECIFICATIONS:

4) **Time Requirement**. If requested by BCSD, the vendor must process a request and have an IT professional available within 72 hours of making a professional services request. BCSD has the option to interview an applicant before making a selection.

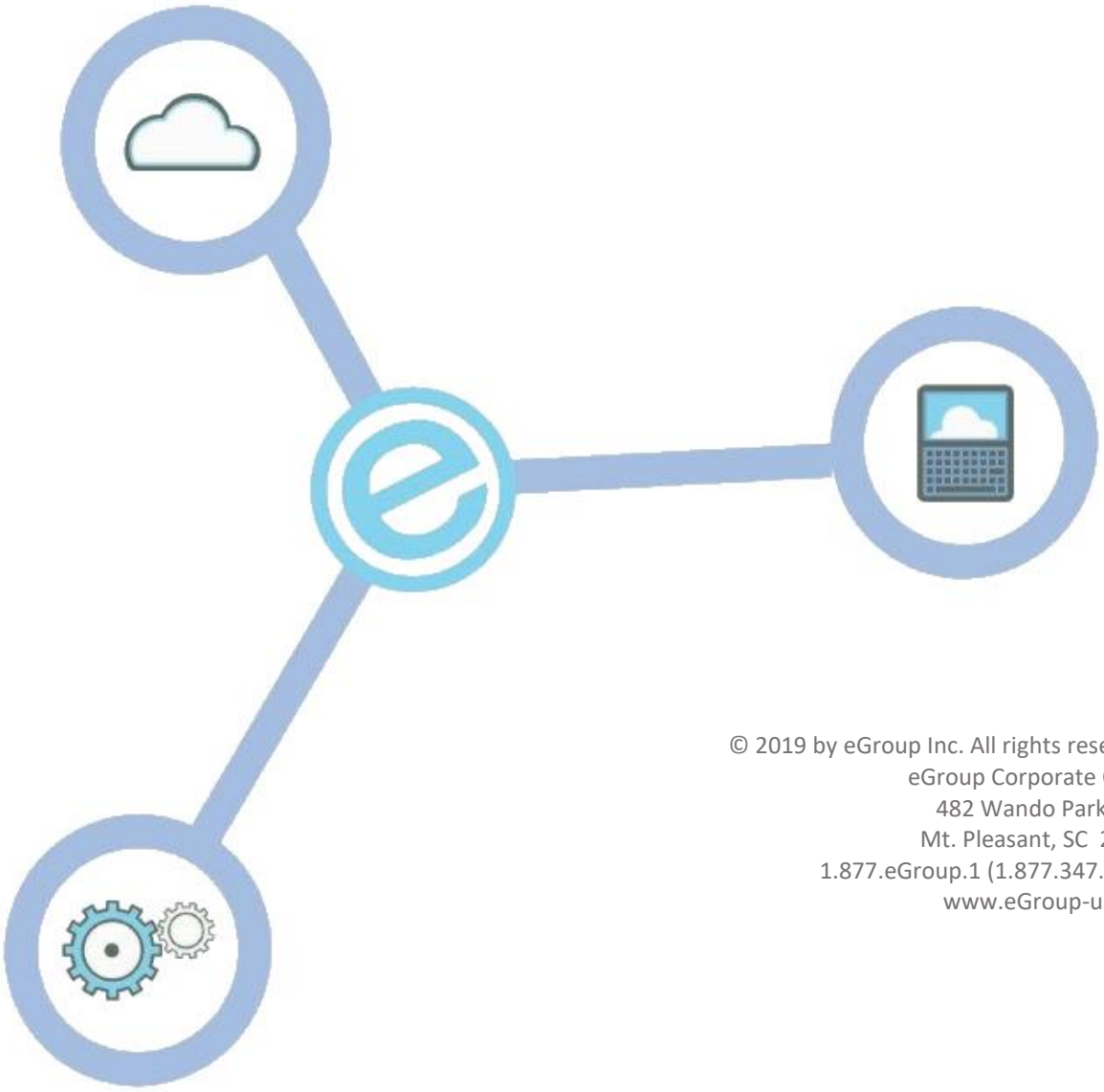
- eGroup requires BCSD schedule a minimum of 8-hours professional services if the resource is required to be onsite for the work delivered.

2.1.7.3 Exception 3

Section 3.0.3 SCOPE OF WORK/SPECIFICATIONS:

1) **Fixed Rates for Service Categories and Category Descriptions.** Hourly rates for each service category are given in **Exhibit A** and correspond to stated levels for each job description. BCSD and the provider determine which job description (level) is appropriate for the work being considered.
BCSD will not pay any extra costs for IT temporary professional services (i.e., benefits, insurance, room and board, and any other additional costs). BCSD will not pay travel costs to the designated workplace for the contracted IT temporary professionals.

- eGroup requires a minimum of 15% Project Management Services to accommodate all Professional Services engagements at a rate of $200/hour. This is negotiable depending upon the hourly rate accepted for the engineering resource.



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