

Town of Winchester – City of Winsted

Winchester Town Hall
338 Main Street
Winchester, CT 06098



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www.townofwinchester.org

Request for Proposals (RFP) for Municipal Information Technology (IT) Services

Date Issued:	Thursday, August 28, 2025
Question Deadline:	12:00pm EST, Thursday, September 4, 2025
Submission Deadline:	10:00am EST, Monday, September 15, 2025
RFP Opening:	10:00am EST, Monday, September 15, 2025
Primary Contact:	Don Murelli, Purchasing Agent
Send Proposals To:	Office of the Town Manager
(Sealed and marked as	Winchester Town Hall
“IT Services	338 Main Street
RFP Submission”)	Winsted, CT 06098

1. Introduction

The Town of Winchester is soliciting proposals from qualified firms for comprehensive Information Technology (IT) services to support municipal operations. The Town relies on secure, reliable, and efficient IT systems to carry out essential functions, maintain statutorily-required keeping of records, and deliver services to the public. Through this RFP, the Town seeks a professional IT services provider that can deliver cost-effective, proactive, and scalable solutions to ensure the continuity, security, and efficiency of its municipal operations.

2. Description of Existing Municipal IT Infrastructure

The Town of Winchester maintains an information technology environment that underpins all major municipal functions, from statutory record-keeping to day-to-day service delivery. The Town currently operates approximately 83 desktop and laptop computers along with 3 physical servers and 4 virtual servers. These systems require routine maintenance, proactive monitoring, and continuous protection to ensure they remain secure, reliable, and available when needed.

All devices identified during onboarding are tracked and monitored through a service request system. When alerts are triggered, issues are resolved within defined timeframes based on the severity of the problem. Backup jobs are conducted using Town-approved, compatible software, and their completion is monitored to ensure the integrity and recoverability of data. Antivirus software is installed on all servers and computers, and these protections are continuously monitored to maintain compliance with the Town’s cybersecurity insurance policy.

The Town also supports several primary line-of-business applications that are essential for municipal operations. These applications, identified during the onboarding process, are maintained to ensure they remain compatible and accessible for staff, boards, and commissions. Preventative maintenance is carried out through the deployment of Windows and other operating system updates for servers and computers.

The Town of Winchester is an Equal Opportunity Provider, Employer, and Lender.

To ensure system availability during regular Town Hall operating hours, invasive or responsive maintenance activities are planned and coordinated carefully. Technical issues that cannot be easily or quickly resolved through remote assistance are addressed with on-site support. Day-to-day needs of staff, servers, equipment, and end-users are supported through a remote help desk system, providing timely assistance and ensuring continuity of service.

The Town currently receives remote and in-person help with technical issues in a manner consistent with the following response times:

Problem Severity	Initial Response Time	Escalation	Expected Time to Resolution
Priority 1 – Critical Emergency	1 Hour	4 Hours	Worked on until completed
Priority 2 – Important	2 Hours	Next Business Day	Same day or next business day
Priority 3 – Normal Issue	8 Hours	Upon Request	Within one business week
Priority 4 – Not as Important	N/A	N/A	Non-priority, as determined by the nature of the event

In addition to on-site proactive and routine maintenance and help services, the Town is also subscribed to the following on a monthly basis:

Service Name	Number of Units
BDR Monthly Service	1 (covers Town system)
Azure AD Premium P2	80
Microsoft Office 365 E3	94
SaaS Protection for 365	100
Sophos Email Security Advanced	94
Sophos MTR Advanced - Desktop	81
Sophos MTR Advanced - Server	17
Sophos Firewall 25GB Reporting Block	6
Sophos Encryption Services	18
Sophos XG 107 Standard Protection	1
Sophos XG 115 Standard Protection	1
Sophos XG 135 Enterprise Guard	1
Sophos XG 210 Enterprise Guard	1
Planner Plan 1	1
Exchange Online (Plan 1)	4
Other Sophos Software(s) by Location	Varies

The Town has a variety of software that it uses in each department for different technical means, including ledger software in our Finance Department, body camera software in our Police Department, and more. The Town is comprised of the following municipal departments, in no particular order, some of which exist in facilities outside of Town Hall and all of which require varying levels of IT support:

- Police Department

- Fire Department
- Senior Center
- Department of Land Use and Development
- Department of Finance
 - Assessor's Office
 - Tax Collector's Office
 - Purchasing Department
- Department of Public Works
 - Street Department
 - Water & Sewer Departments
- Recreation Department
- Registrar of Voters' Office
- Town Clerk's Office
- Town Manager's Office

3. Scope of Services

The Town of Winchester is seeking proposals for the ongoing maintenance and support of its information technology systems. The selected provider must deliver services that ensure equal or greater levels of protection, efficiency, and support than those currently in place, as outlined in *Section 2 Description of Existing Municipal IT Infrastructure*. Proposals should demonstrate a clear ability to meet this minimum threshold.

The Town recognizes that firms may employ different software platforms, management tools, and approaches to service delivery. While it is not expected that all providers will rely on the exact software currently in use, proposals must address how transitions to any recommended new systems will be managed. Ease of transition, minimization of disruptions, and overall continuity of service will be important evaluation factors. The provider will also be expected to coordinate with third-party software vendors and oversight entities, including the State of Connecticut, to ensure the smooth operation of applications and compliance with applicable requirements.

Additional consideration will be given to proposals that include a dedicated on-site presence of no less than six (6) hours per week. The Town values consistent in-person availability of IT professionals within municipal offices for a defined number of hours each week, as this enhances responsiveness and fosters stronger support for staff, elected officials, and boards.

4. Cost Proposal

All interested firms must submit a comprehensive cost proposal that covers four (4) distinct components:

1. **Managed IT Services** – includes remote monitoring, help desk support, proactive maintenance, inventory management (desktops, laptops, servers, printers, phones, tablets, radios, other accessories, etc.), device configuration, device deactivation and disposal, backups, antivirus management, and related core services.
2. **Software and Licensing** – includes any required third-party software, security tools, or licensing necessary for the provision of services.

3. **On-Site Presence** – includes all costs associated with dedicating IT professionals to on-site service in Winchester municipal offices for no less than six (6) hours per week.
4. **Billable Hourly Project Work** – includes any work performed outside of the defined scope of services. Firms must list all relevant job position titles (Project Manager, Systems Engineer, Network Technician, etc.) that could reasonably be assigned to such work, along with their respective hourly rates. If hourly rates are subject to increases during the term of a contract, such increases must be clearly explained and justified, including the calculation method.

The cost proposal shall cover the contract term beginning October 1, 2025 and ending June 30, 2028, and must specify costs for each fiscal year of the agreement:

- **Year 1 (Remainder of FY 2026):** October 1, 2025 – June 30, 2026
- **Year 2 (FY 2027):** July 1, 2026 – June 30, 2027
- **Year 3 (FY 2028):** July 1, 2027 – June 30, 2028

Each of the four components listed above must be billable on a monthly basis, except for project work, which shall be billed at the agreed-upon hourly rates as incurred. If annual or multi-year cost increases are proposed for any item, they must be explicitly identified and accompanied by a clear explanation of both the rationale for the increase and the method of calculation. Proposals that do not provide sufficient detail regarding cost increases may be deemed non-responsive.

5. Insurance Requirements

The successful proposer shall, at its own expense and cost, obtain and maintain in force for the duration of its engagement with the Town the insurance coverage described below. This coverage shall apply to the proposer, its agents, employees, sub-consultants, and any other providers of services related to this RFP. The Town of Winchester and their respective employees and agents shall be named as Additional Insureds on a primary and non-contributory basis under the proposer's Commercial General Liability and Automobile Liability policies. These requirements must be clearly noted in the Remarks section of the proposer's Certificate of Insurance. Requirements shall include:

- a. Workers' Compensation Insurance
 - i. Statutory Coverage
 - ii. Employer's Liability with limits of \$1,000,000 each accident / \$1,000,000 disease – policy limit / \$1,000,000 disease – each employee
 - iii. A Waiver of Subrogation in favor of the Town and their employees and agents
- b. Commercial General Liability Insurance
 - i. Including coverage for Premises and Operations, Products and Completed Operations, Personal and Advertising Injury, Contractual Liability, and Independent Contractors
 - ii. Limit of Liability: \$1,000,000 per occurrence for Bodily Injury and Property Damage
 - iii. General Aggregate: \$2,000,000 (with the Aggregate Limit applying separately to each job)
 - iv. A Waiver of Subrogation in favor of the Town and their employees and agents
- c. Automobile Liability Insurance

- i. Coverage for all owned, hired, borrowed, and non-owned vehicles
 - ii. Combined Single Limit of Liability for Bodily Injury and Property Damage: \$1,000,000 per accident
 - iii. A Waiver of Subrogation in favor of the Town and their employees and agents
- d. Errors and Omissions Liability Insurance / Professional Services Liability Insurance
 - i. Minimum Limit of Liability: \$5,000,000 per occurrence or claim
 - ii. The proposer shall notify the Town in writing at least 30 days prior to the cancellation or non-renewal of any insurance policy
 - iii. The proposer agrees to maintain continuous professional liability coverage throughout the duration of the engagement and shall provide an Extended Reporting Period of seven (7) years following project completion

The successful proposer shall provide a Certificate of Insurance as evidence of required General Liability, Automobile Liability (including all owned, hired, borrowed, and non-owned vehicles), statutory Workers' Compensation and Employer's Liability, and Professional Liability coverages prior to the start of work under contract.

The proposer shall direct its insurer(s) to provide such certificate(s) to the Town of Winchester prior to commencement of any work. The certificate must reflect all required coverages, including Additional Insured status for the Town on the General Liability and Auto Liability policies, and Waiver of Subrogation on the General Liability, Auto Liability, and Workers' Compensation policies. Upon request, the proposer shall provide the Town with copies of any referenced insurance policies.

6. Submission Requirements

Firms must submit three (3) print copies of a complete bid package that includes the following components. Incomplete submissions or those that fail to follow the requested format may be deemed non-responsive:

- a. Transmittal Letter
 - i. A signed letter from a principal(s) of the firm summarizing the firm's interest in the proposed scope of work, identifying the primary point of contact, and confirming that the firm has the capacity and intent to perform the requested services.
- b. Scope of Services
 - i. Proposers must articulate, in clear and comprehensive detail, the full range of IT services they will provide to the Town of Winchester under the proposed contract. The description of services should specifically reference *Section 3 Scope of Services* of this RFP to ensure alignment with the Town's stated needs and expectations.
 - ii. Responses should demonstrate the proposer's ability to: 1) Address each item outlined in the Scope of Services with sufficient detail to show understanding and capability, 2) Describe the methods, tools, and resources that will be employed to fulfill the Scope of Services, 3) Identify any value-added services, innovations, or best practices that go beyond the requirements of Section 3, and

- 4) Provide examples, where applicable, of how the proposer has successfully delivered similar services to other municipalities or organizations.
- iii. The Town expects proposals to go beyond generalities and marketing language; proposers must present a concrete plan of action that reflects their technical expertise, staffing capacity, and approach to partnership.
- c. Cost Proposal
 - i. Proposers must submit a Cost Proposal in accordance with the outline provided in *Section 4 Cost Proposal* of this RFP. The proposal should clearly state the costs for services across the full contract term, beginning on the contract start date and running through June 30, 2028.
- d. Signed and Notarized Non-Collusion Affidavit
 - i. Each proposer must submit a signed and notarized Non-Collusion Affidavit as part of its proposal package. A fillable PDF form is provided at the end of this RFP. The completed and notarized affidavit must be included with the proposal at the time of submission.
- e. References
 - i. Contact information for three (3) to six (6) recent clients for whom the firm has performed similar work.

7. Additional Considerations

If any changes are made to this RFP, the Town will issue an addendum. Each addendum will be distributed via email to all individuals or firms on record as having requested the RFP. Additionally, all questions submitted prior to the question deadline will be addressed via addendum. It is the responsibility of each proposer to ensure they have received all issued addenda. Failure to receive an addendum shall not relieve any proposer from its requirements; all issued addenda shall become an official part of this RFP.

Proposers are cautioned that it is their sole responsibility to ensure that their bid package is received by the designated Town official at the location and by the deadline stated in this RFP. The Town is not responsible for delays caused by mail or delivery services of any kind. Late submissions will not be accepted, and extensions will not be granted to individual respondents unless the Town extends the submittal deadline for all proposers equally.

All submissions become the property of the Town of Winchester upon receipt and will be considered public records in accordance with the Connecticut General Statutes. The Town will not be liable for any costs incurred by respondents in the preparation or submission of bids, qualifications, or for participation in interviews, negotiations, or any other aspects of the RFP process.

Failure to comply with the submission requirements outlined in this RFP may be grounds for disqualification. Proposers are responsible for reviewing all RFP provisions and attachments prior to submission. Submissions that are incomplete, not properly signed, or otherwise noncompliant with the stated requirements may be rejected; however, incomplete submissions are not grounds for immediate disqualification and may still be considered at the discretion of the reviewing entity.

The Town reserves the right to conduct standard criminal and business background checks of any proposer. This may include contacting business references, verifying prior project performance, reviewing financial capacity, and confirming licensure or legal standing. By submitting a response to this RFP, the proposer consents to such inquiries and agrees to provide any requested documentation or references to support the Town's due diligence efforts.

The selected firm must provide a current Certificate of Insurance demonstrating coverage for professional liability, general liability, and any other applicable policies as outlined in *Section 5 Insurance Requirements*. A sample or current certificate may be submitted with the proposal; however, final insurance certificates meeting all contract requirements will be required prior to contract execution.

The selected firm will be required to enter into a formal contract with the Town of Winchester, subject to negotiation of terms and conditions. Additionally, if this project includes federal funding, the selected firm may be required to possess an active Unique Entity Identifier (UEI) registration through <https://sam.gov>. A firm that is suspended or debarred from federal contracting may be disqualified from participation in this project.

Any services not specifically mentioned in this RFP that are necessary to fully perform the described scope of work shall be included in the consultant's responsibilities. It is expected that all proposed services will be comprehensive and sufficient to meet the functional objectives of the project.

8. Correspondence

Questions regarding this Request for Proposals may be submitted in writing to Don Murelli, Purchasing Agent at dmurelli@townofwinchester.org.

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Purchasing Department

Non-Collusion Affidavit

State of _____, County of _____

I, _____, being first duly sworn, depose and state under oath as follows:

1. That I am the _____ of _____ (the "Bidder");
2. That I am fully informed with respect to the preparation and submission of the bid or proposal for _____, and all circumstances thereof;
3. That such bid or proposal is genuine and is not collusive or a sham bid;
4. That neither the Bidder nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest has in any way colluded, conspired, agreed, or arranged with any other bidder, firm, or person to submit a false or sham bid, or to refrain from bidding, or to secure through collusion, conspiracy, or unlawful agreement any advantage against the Town/City of _____ or any person interested in the proposed contract; and
5. That the Bidder, its affiliates, subsidiaries, officers, agents, and employees have not, directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the submitted bid.

Executed this _____ day of _____, 20_____.

Bidder: _____

Printed Name: _____

Title: _____

Signature: _____

Subscribed and sworn to before this _____ day of _____, 20_____.

Notary Printed Name: _____

Notary Signature: _____

My Commission Expires: _____ (Notary Seal)

Note: This document must be sworn before and sealed by a Notary Public. Only documents bearing a notary seal will be accepted.