

Town of Winchester – City of Winsted

Winchester Town Hall
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Addendum #1 to Request for Proposals (RFP) for Municipal Information Technology (IT) Services

RFP Subject to Addendum:	Request for Proposals (RFP) for Municipal Information Technology (IT) Services
Addendum Date Issued:	Monday, September 8, 2025
RFP Primary Contact:	Don Murelli, Purchasing Agent

1. Questions and Answers

- Q: We observed that there are 80 Azure premium P2 licenses, typically these are tied to individual users, but the Microsoft Office 365 E3 license count is 94. Please confirm the total number of end users/staff.
- A: There are more users than there are staff. There are 80 end users, but 94 licenses are required.
- Q: In the introduction, it is stated that there are 3 physical servers and 4 virtual servers, but it is shown that there are 17 units of the "Sophos MTR Advanced – Server" licensing. Please confirm the total number of servers.
- A: There are seven active servers.
- Q: Are the endpoints Intune enrolled? What is your current Device management solution?
- A: We are not Intune enrolled. We use a third-party RMM software that monitors all devices.
- Q: What OS (version of Windows Server) is in use? Are there any Windows Server 2012 or below?
- A: There are no Windows Server 2012 or below. Windows Servers 2016 and 2022 are in use.
- Q: What Hypervisor is in use (hyper-v, vmware, etc.)?
- A: Hyper-V.
- Q: Are all 83 desktops running Windows 11? If not, are they supported by Microsoft to upgrade to Windows 11? If not, does the town have a replacement plan in place to upgrade all machines to Windows 11 due to the upcoming Windows 10 end of life date?
- A: No, not all devices are running Windows 11. A computer replacement project is ongoing which may require input from the selected firm.
- Q: Which ISP is in use at town hall? Does the town have a connection to the CT Education Network (CEN)? Which ISP is in use at each location? Are there any fiber connections between buildings?
- A: Charter-Spectrum Communications services Town Hall, Winsted Senior Center, Department of Public Works facility, the sewer plant, Crystal Lake Water Plant, and

recreation buildings. Additional services are provided by Frontier to various locations. There is a fiber connection to Town Hall and other buildings.

Q: Please confirm whether the endpoints in this environment are configured as Hybrid Azure AD Joined or Entra ID (Azure AD) joined.

A: They are not Entra ID joined, they are local domain joined but synced to Azure.

Q: How many locations, and what are the addresses of each location?

A: Town Hall – 338 Main Street
Winsted Senior Center – 80 Holabird Avenue
Department of Public Works – 189 Rowley Street
Sewer Plant – 470 North Main Street
Crystal Lake Water Plant – 338 Winchester Road
Recreation – 75 Rowley Street
Winsted Fire Department – 27 Elm Street
Emergency Management Center – 70 Waldron Street
Stowe Road Tank – Stowe Road

Q: If there are multiple locations, please list computer count by location.

A: Our current database provides organization-wide info, not by physical location.

Q: What is the model firewall by site?

A: All sites use various Sophos XGS firewall models.

Q: What operating system are the 3 physical servers using? (VMware, windows server, etc.)

A: They are using Windows Servers 2016 and Windows Servers 2022.

Q: Are the 3 physical servers only providing hypervisor services, or are they also hosting applications and data?

A: One is hosting an application, the other two have hypervisor services.

Q: If hosting apps or data, what apps or data are they hosting?

A: RedAlert for the Winchester Fire Department. Various applications on the other two.

Q: What are the roles of each of the 3 virtual machines?

A: Domain controller, sequel server, Vision, Accucom service, NexGen services, and others.

Q: How many GB's need to be protected by the BDR appliance?

A: About 2.5 TBs.

Q: What networking equipment do you have (firewalls, switches, etc.) and in what quantities?

A: Three 48-port switches and one firewall.

Q: Do you currently have a backup solution. If so, which one? What does your backup strategy look like currently? What is our level of engagement in this strategy?

- A: Yes, Datto BCDR backup. In case of an emergency, everything may be virtualized from the cloud.
- Q: Do you require compliance under a certain framework? CMMC level 2? Nist 800-53?
- A: Not currently.
- Q: Is there an incumbent? What are the biggest challenges you have with the current incumbent?
- A: Yes. It is always in our interest to issue a competitive bid to keep costs down.
- Q: What is the transition time?
- A: Ideally two weeks.
- Q: Do you receive Sophos vendor support?
- A: Yes, through our current IT provider.
- Q: Help desk support – is 24/7 coverage expected? What is the ticket volume?
- A: 24/7 help desk coverage should be expected. On average, there are 25 tickets per week.
- Q: Please elaborate on the On-site Presence. What frequency is on-site support needed? Will it be daily or can tickets be consolidated to one day of the week?
- A: A minimum of six hours of on-site presence is expected per week. Frequency fluctuates. The times and days of these six hours per week is negotiable.

2. Correspondence

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