



TOWN OF WINCHESTER – CITY OF WINSTED

Town Hall – 338 Main Street

WINSTED, CONNECTICUT 06098

REQUEST FOR PROPOSALS (RFP)

For Municipal Information/Technology (IT) Services

Date Issued:	Monday, January 23, 2023
Questions Deadline:	Monday, February 27, 2023
Answers Issued by:	Monday, March 6, 2023
Submission Deadline:	9:00 AM EST on Monday, March 27, 2023
Primary Contact:	Joshua Steele Kelly, Town Manager townmanager@townofwinchester.org
Send Proposals To:	Winchester Town Hall
(Sealed and marked as RFP submission)	338 Main Street Winsted, CT 06098

I. Introduction & Background

The Town of Winchester/City of Winsted is requesting sealed proposals for information/technology (IT) services related to the administration of the municipal town government. The Town of Winchester, CT, is a municipal government overseeing a population of 10,217 in northwestern Connecticut. The government employs roughly 100 full-time equivalents at any point in time and has significant IT needs for those employees, volunteer boards and commission members, the statutorily-required keeping of records, and more. The Town issues this RFP in order to ensure that its government is receiving the best possible IT services at the lowest possible tax burden for its constituents.



II. Description of Town Technology Infrastructure

The Town of Winchester owns approximately 83 desktop and laptop computers and another 6 servers, all of which require routine and proactive maintenance and protection. Proactive services include the following:

- Monitoring of all devices discovered and agreed to in the onboarding process through a service request.
- Resolving alert issues within an agreed upon amount of time determined by severity.
- Monitoring backup jobs only with backup software that is compatible.

- Monitoring approved antivirus software on servers and computers.
- Delivering primary line-of-business software discovered in the onboarding process that is compatible.
- Pushing Windows and other operating systems updates for servers and computers as part of preventative maintenance.
- Advising on invasive-responsive work to ensure availability of servers during regular Town Hall operating hours.
- Providing on-site support for technical issues that cannot be easily or quickly resolved through help desk support.
- Supporting computers, servers, equipment, and users through the remote help desk support system.

The Town currently receives virtual and in-person help with technical issues in a manner consistent with the following rubric:

Problem Severity	Initial Response Time	Escalation	Expected Time to Resolution
Priority 1 – Critical Emergency	1 Hour	4 Hours	Determined by the nature of the event – issue is worked on until completed.
Priority 2 – Important	2 Hours	Next Business Day	Determined by the nature of the event – should be completed that day or the next business day.
Priority 3 – Normal Issue	8 Hours	Upon Request	Determined by the nature of the event – one business week.
Priority 4 – Not as Important	N/A	N/A	Determined by the nature of the event – non-priority.

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

Service Name	Number of Units
BDR Monthly Service	1 (covers whole Town system)
MS Azure Premium 2	72
MS O365 E1	3
MS O365 E3	71
SaaS Protection for 365	74

Sophos Email Security Advanced	74
Sophos MTR Advanced Desktop	78
Sophos MTR Advanced Server	11
Sophos XG 107 Standard Protection Monthly Subscription	1
Sophos XG 115 Standard Protection Monthly Subscription	1
Sophos XG 135 Enterprise Guard Monthly Subscription	1
Sophos XG 210 EnterpriseGuard Subscription	1

The Town has a variety of softwares 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 Social Services
- Department of Economic Development
- Department of Land Use
- Department of Finance
- Assessor's Office
- Tax Collector's Office
- Department of Public Works
 - Water & Sewer Division
 - Highway Division
- Recreation Department
- Town Clerk's Office
- Town Manager's Office
- Registrar of Voters' Office

III. Proposal Process & Schedule

**An asterisk denotes estimated dates.*

RFP Public Release/Posting	Monday, January 23, 2023
Deadline for submission of written questions about the RFP (sent by email to townmanager@townofwinchester.org)	Monday, February 27, 2023
Answers issued by	Monday, March 6, 2023
Deadline for Proposal Submission/Opening & Preliminary Review of Proposals	9:00 AM EST on Monday, March 27, 2023
Interview Submitting Firms (optional)*	By April 15, 2023
Completion of Evaluation/Scoring of Proposals*	By April 30, 2023
Select Winning Proposal & Public Announcement of Proposal Selection*	By May 15, 2023

Notices of the availability of this RFP will be placed on the Town website, in an advertisement in a locally-circulating newspaper, and in the Town's usual posting locations, both online and in print. A paper copy may be obtained during normal business hours by stopping into the Town Manager's Office at Winchester Town Hall, 338 Main Street, Winsted, CT 06098.

Proposal scope:

This RFP is seeking proposals for the ongoing maintenance and support of the Town of Winchester, CT's IT systems that will offer equal or greater levels of protection, system efficiency, and support as the Town currently receives (as described in Section II above). Submitters must be certain that their proposal will meet this minimum threshold. Please note that the Town does not expect each firm to necessarily use the same softwares and programs, but ease of transition from our current softwares and programs to new softwares and programs will be considered as part of the evaluation process, in the event that your firm recommends changes or additions. The proposer will need to interface with third-party software vendors and oversight groups including the State of Connecticut. Additional consideration will be given to proposals that dedicate IT professionals to be on-site in Winchester government offices for a dedicated number of hours each week. The proposal should cover at least a period of time ranging from July 1, 2023 through June 30, 2026, with a price proposal specified for each fiscal year.

Questions concerning this RFP:

Questions concerning this RFP must be submitted in writing to the Town Manager at townmanager@townofwinchester.org or mailed to the Town Manager's Office at 338 Main Street, Winsted, CT 06098. All questions must be received by the Town Manager's Office as indicated above. Written responses will then be posted as an appendix on the RFP document on the Town's website.

Proposal submission deadline:

Sealed proposals are due in writing or via digital/electronic copy saved on a USB (jump/thumb) drive at the Town Manager's Office, 338 Main Street, Winsted, CT 06098 by the time and date detailed above. Faxed or emailed submissions WILL NOT be accepted.

Proposals may be corrected, modified, or withdrawn prior to the deadline for submission of proposals by submitting the required number of copies of such correction, modification, withdrawal or a new submission, clearly marked on the outside envelope with the appropriate heading, by the submission deadline listed above.

No proposer may withdraw its proposal for a period of one hundred twenty (120) days after the due date for submission of the proposals to the Town.

The Town reserves the right to conduct background checks of each proposer which may include but is not limited to: contacting contractual business associates and practices, researching employment histories, conducting background checks with former colleagues or customers, and verifying a bidder's financial wherewithal. By submitting qualifications to the Town of Winchester, the submitter consents to such an inquiry and agrees to make available to the Town financial books, records, and references as the Town deems necessary to conduct the inquiry.

The Town may, at its option, interview submitters as part of this selection process. However, selection may take place without such interviews. Therefore, proposals should be complete as initially submitted.

The Town reserves the right to reject any and all proposals, to negotiate any and all nonmandatory contract terms with the successful proposer, or to cancel this process at any time if it is in the Town's best interest to do so.

IV. Goals of the Town of Winchester

A contract entered into by the Town of Winchester for IT services shall aim to accomplish the following goals:

1. Continue to provide services, protection, and routine maintenance to all IT systems.

The Town government has come to expect a certain level of support from its IT firm, which includes the provision of routine services and maintenance and the protection of the Town's IT systems from internal and external threats. Above all else, these services and protections must be maintained.

2. Provide high-quality, responsive service.

While we would like to at least maintain our current levels of service, the Town always seeks to improve the quality of the services it receives and offers and the efficiencies that can be found from such quality and responsiveness. The Town will seek to engage with the firm that can best show that quality, in-person assistance will be offered.

3. Keep cost burdens low.

Costs are rising for everyone, and municipalities are the first line of defense for taxpayers who are currently facing greatly increased burdens on their wallets. The Town will look favorably on proposals that are able to deliver quality services at an efficient price.

4. Select a bidder who has experience with similar service offerings, provides solid references, and is able to meet the terms of the contract consistently, reliably, and without failure.

V. Submission Requirements

Parties interested in responding to this RFP are invited to submit a proposal in accordance with the following terms and conditions. With submission of a response to this RFP, the proposer acknowledges that they have read and understand the requirements and conditions herein.

Each proposer shall submit three (3) paper copies of the proposal (one of which shall be the original) OR a digital/electronic copy saved on a USB (jump/thumb) drive, complete with all supporting materials, to the Office of the Town Manager, 338 Main St, Winsted, CT 06098, no later than the date and time as marked at the beginning of this RFP. The sealed proposal shall be marked "Proposal for IT Services."

Responses to the RFP must include all required documents, completed, and signed per the instructions and attached forms included in this RFP package. Emailed and faxed proposals will not be accepted and will be deemed non-responsive and will not be evaluated. No proposals submitted after the above-referenced deadline will be accepted.

All proposals must include the following materials:

1. **Cover Letter.** A letter signed by the proposer, or, if the proposer is an entity, principal(s) of the proposer who is authorized to submit its RFP response, including a statement of interest, the identity of the proposer, and the name, address, and contact information.
2. **Scope of Services.** Proposers must articulate, in great detail, the IT services that they will provide to the Town of Winchester under the proposed contract. Write-ups with more detail will score higher than those with less detail.
3. **Price Proposal.** Proposers must state the price they propose be paid in each fiscal year (July 1 through June 30) by the Town for the services they will provide.
4. **References.** Each proposer shall include the names, telephone numbers and email addresses of three to six (3 - 6) professional references who have either worked for or worked with the proposer to offer services who can speak to the quality of the services provided by said firm. Please state the relationship with each reference.
5. **Certifications.** Proposers are required to certify, in their submission, that they have not colluded with any other person submitting a proposal.
6. **Other.** The proposer should include in this section any other information which the proposer believes the Town should know in order to fully evaluate the proposal, or any special conditions to the proposal. If a proposal is missing any of the required materials, or the required materials are combined, the Town reserves the right to evaluate the

proposal if, in the sole discretion of the Town, the overall proposal is responsive to the evaluation criteria and required material.

Additional Instructions:

- If any changes are made to this RFP, an addendum will be issued. Each addendum will be emailed to all persons on record as having requested the RFP. Failure of any proposer to receive any such addendum or interpretation shall not relieve such proposer from the obligation to comply with the terms of such addenda. All addenda so issued shall become part of this RFP.
- At the time of the opening of bids each proposer will be presumed to have inspected the Premises and to have read and be thoroughly familiar with the RFP (including all addenda). The failure or omission of any proposer to examine any form, instrument, or document shall in no way relieve any proposer from any obligation to comply with the RFP.
- Proposers are cautioned that it is the responsibility of each individual proposer to assure that his/her proposal is in the possession of the responsible official or a designated alternate prior to the stated time and at the place of proposal by the due date. The Town is not responsible for proposals delayed by mail and/or delivery service of any nature. Late responses will not be accepted, nor will additional time be granted to individual respondents unless the Town extends the required submittal date for all proposers.
- All signatures must be handwritten and in ink by the person(s) seeking to purchase the Premises. All other words and figures submitted on the proposal shall be neatly written in ink or typed. Proposals that are conditional, obscure, or which contain additions not called for in the specifications, erasures, alteration, or irregularities may be rejected.
- All proposals become the property of the Town of Winchester and other member towns of the Northwest Region Paramedic Program. All proposals are deemed to be public records, excluding financial supporting documentation, under Connecticut General Statutes.
- The Town will not be liable for any costs incurred by any respondents in the preparation and presentation of responses to this RFP, or in the participation in views, interviews, negotiations, or any other aspect of this RFP process.
- Failure to meet the submittal requirements may be sufficient cause to reject a proposal. Proposers are solely responsible for reviewing all the provisions of this RFP and any attachments prior to submitting the proposal. Proposals that are incomplete, not properly endorsed, or are otherwise in conflict with the requirements of this RFP, may be rejected.

VI. Evaluation Criteria & Selection Process

The Town may, but is not required to, select a list of responders to invite to an interview. The use of an interview is dependent on the number and scope of the proposals submitted.

A. Evaluation Criteria:

CRITERION 1: Experience (of proposer)

- Has the proposer been in business for a reasonable period and had actual experience with similar service offerings?
- Does the proposer have examples of similar work and related materials?
- Has the proposer included at least 3 references for past offerings?
- Has the proposer demonstrated that they have a solid understanding of the technical and logistical aspects of the service offering?

CRITERION 2: Quality of the Proposed Service Offering

- Has the proposer demonstrated an understanding of the IT service needs of the Town of Winchester?
- Do they have sufficient staff and contractors/sub-contractors to carry out the terms of the contract for the full duration of the contract without additional changes to the terms of the contract?
- Is the proposer committed to providing reliable service?
- Is the proposer committed to providing this service for a minimum of three fiscal years (July 1, 2023 through June 30, 2026)?

CRITERION 3: Financial Costs

- Is the proposed cost of the service reasonable?
- Will the Town be able to afford the proposed costs?

CRITERION 4: Detailed Response

- Has the responder included all required components of the submission package?
- Has the responder been clear and detailed in their description of the services to be offered and the proposed price of those services?

B. All proposals submitted by the proposal filing deadline set forth at the top of this RFP will be opened in public and recorded. All information contained in the proposals is public.

C. Each proposer must include sufficient supporting material to allow a meaningful and comprehensive evaluation of its proposal. The Town of Winchester reserves the right to disqualify any proposal or response due to insufficient supporting or explanatory information, or to request additional supporting information. The Town may request additional information of one or more respondents relative to a proposal or qualifications. Requests shall be in writing with the expectation of a written response within a specified time.

- D. Following the receipt of any additional information requested of the proposers by the Town, if any, proposals will be evaluated and rated by the Town according to the comparative evaluation criteria set forth in this RFP. The Town and its partners will select the most advantageous proposal, taking into consideration all of the evaluation criteria set forth in this RFP.
- E. The proposer selected by the Town will be given exclusive rights to negotiate with the Town the terms of the contract. If, at any time, such negotiations are not proceeding to the satisfaction of the Town, in its reasonable discretion, then the Town and its partners may choose to terminate said negotiations. The Town may select another proposer with whom to initiate negotiations.

VII. Reservations & Disclaimers by the Town

- This RFP does not represent any obligation or agreement whatsoever on the part of the Town to sell the Premises described in this RFP.
- The Town reserves the right, in its sole discretion, to reject at any time any or all proposals, to withdraw the RFP, to select finalists to submit and negotiate a more fully developed response, to negotiate with one or more applicants, and/or negotiate and dispose of the Premises on terms that are not materially different from those set forth herein.
- The Town also reserves the right, at any time, to waive strict compliance with the terms and conditions of this RFP or to entertain reasonable modifications or additions to selected proposals provided the same are not materially different from the terms set forth herein.
- While the Town of Winchester believes that the information provided in this RFP, including all information and addenda, are accurate, the Town makes no representations or warranties, express or implied, as to the accuracy and/or completeness of the information provided in this RFP. This RFP (including all attachments, supplements and website links) is made subject to errors, omissions, withdrawal without prior notice, and changes to, additions to, and different interpretations of laws and regulations. Neither the Town nor any of its agents or representatives is responsible for representations made regarding the premises during the site visit or when answering questions.
- All determinations as to the completeness or compliance of any proposals, or as to the eligibility or qualification of any proposer, will be within the sole discretion of the Town.