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By Linda Amerighi at 8:00 am, Nov 17, 2023

AGENDA

SHARON ARPA ADVISORY COMMITTEE

Tuesday, November 21, 2023 at 5pm

Hybrid Meeting In Person at Town Hall and On Zoom

<https://us02web.zoom.us/j/81767267189?pwd=OUU2UWNhaEpEVkdHYmNqQXBjU3EzZz09>

Meeting ID: 817 6726 7189

Passcode: 749868

- I. Call to Order
 - a. Agenda approval
 - b. Approval of Oct. 17 Minutes, previously circulated

- II. Public Comment
 - a. Additional public comment allowed on Agenda items when raised

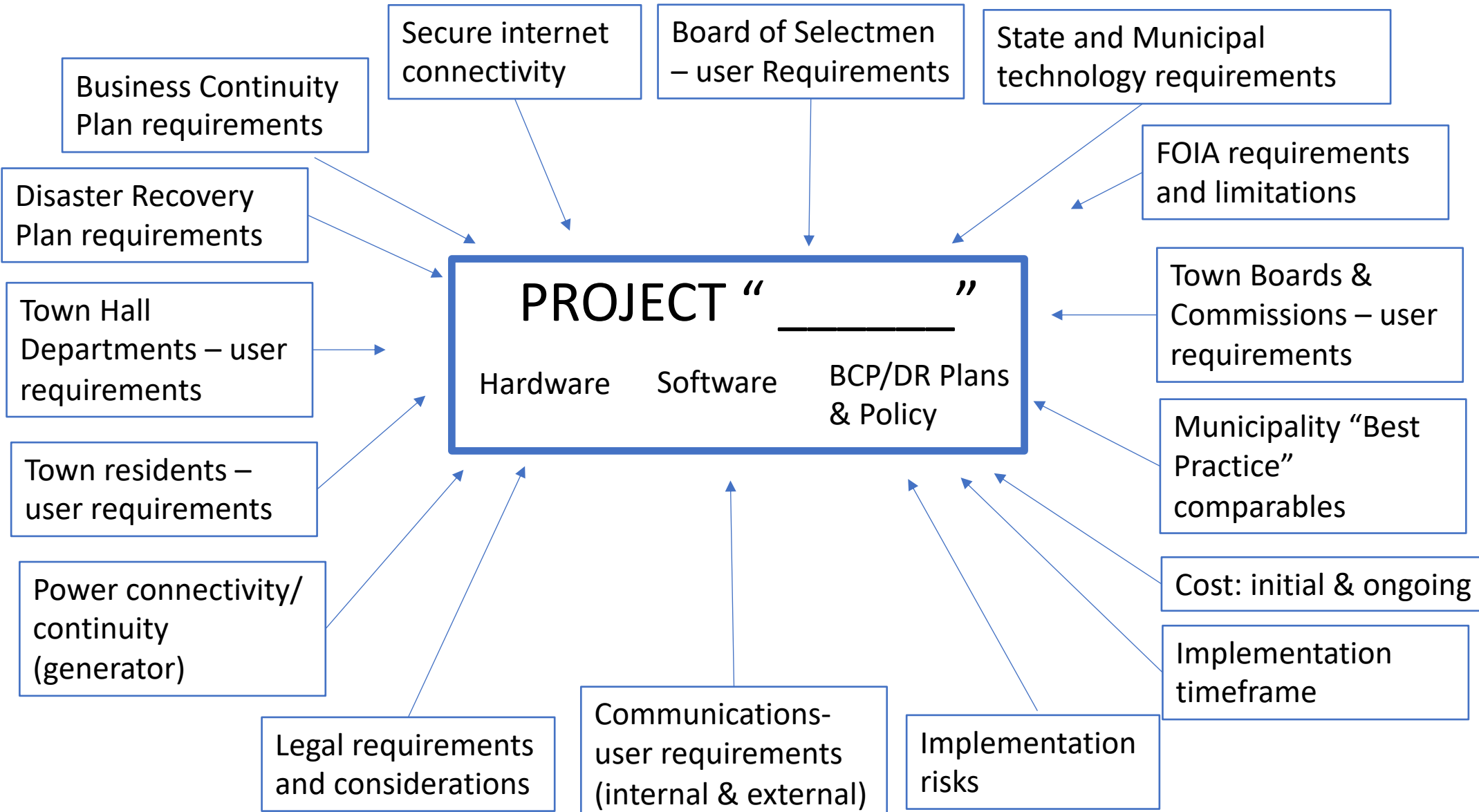
- III. New Applications
 - a. None

- IV. New business
 - a. Discuss how to move forward on Town Technology Infrastructure Upgrade

- V. Adjourn

NEXT MEETING: Tuesday, December 19 at 5pm (if needed)

Considerations for Town Hall Technology Upgrade



TOWN OF SHARON, CT

Request for Proposal

The Town of Sharon is requesting proposals for the following:

Infrastructure Modernization Assessment

All submissions must be made in accordance with the specifications supplied by:

The Town of Sharon
Attn: Brent M. Colley, First Selectman
Town Hall - 63 Main Street
PO Box 385
Sharon, CT 06069

Sealed proposals must be received before 4:00 pm EDT on 03/26/22

Brent M. Colley
First Selectman
Tel: 860-364-5789
Fax: 860-492-7021
Email: brent_c@sharon-ct.org

I. PROJECT SPECIFICATIONS

1. INTRODUCTION

The Town of Sharon seeks to engage a qualified Information Technology (IT) Consulting firm to conduct an overall IT assessment including, but not limited to, current personal computing and mobility infrastructure, productivity software suites, network infrastructure and topology, email and file sharing systems, cyber security infrastructure, a comprehensive change management and training program is requested to support the IT Modernization strategy including, but not limited to new systems training, future state process design, and a comprehensive governance framework, hereafter referred to as the “Assessment Phase”.

The selected firm shall have demonstrated previous experience in successful municipal technology modernization implementations with minimal disruption to ongoing municipal operations.

A successful response will include an estimate to assess the following areas as part of the Assessment Phase:

- Personal computing and mobility infrastructure;
- Productivity software suites;
- Network infrastructure and topology including both public & private networks;
- Email and file sharing systems;
- Cyber security infrastructure;
- Cloud migration readiness;
- Change management and training of staff

The deliverables for the Assessment Phase shall be:

- State & Local Government Cloud Recommendation - Azure vs Google Cloud Platform
- A detailed and resource loaded project plan and implementation roadmap
- Future state technical requirements
- Future state system architectures
- Future state functional requirements
- Detailed change management and training plan
- A business plan rationalizing the cost of implementation
- A fixed price cost estimate broken out by workstream

The analysis will guide the Town in deciding whether to invest in the IT Modernization Implementation.

2. BACKGROUND

The Town of Sharon is in the upper Northwest Corner of Connecticut. It is a sparsely populated rural area and is home to the regional hospital and a skilled nursing facility. There are two small business clusters within walking distance of each other at the Town center that include a grocery store, pharmacy, post office, gas station, three restaurants and a few other small businesses. The Town is served by volunteer fire and ambulance squads and shares a state trooper with other towns. It has one traffic light.

The COVID-19 pandemic as well as storm Isias exposed the need for the Town of Sharon to respond swiftly in a disaster situation, communicate clearly to residents and to continue business as usual in any situation. Sharon was not adequately prepared to enable Town Hall employees to closely follow State and CDC recommendations, or to facilitate town-wide communications and alerts. Work-at-home arrangements were not feasible for many Town Hall employees and the ability to conduct hybrid town meetings was limited at best. These areas of concern will need to be addressed as part of the Assessment Phase.

3. SCOPE OF SERVICES

The Town seeks to obtain the costs to modernize its IT infrastructure. It also needs to know the timetable and costs to implement the modernization strategy. The proposed analysis shall include but not be limited to the following items:

- Personal computing and mobility infrastructure;
 - Laptops
 - Mobile Phones and other Mobile Devices
 - Remote Server Access
 - Cellular
- Productivity software suites;
 - Email
 - Microsoft Office
 - Data management
 - Business Operations Applications
 - etc...
- Network infrastructure and topology including both public & private networks;
 - Servers
 - Firewalls
 - Routers
 - DNS
 - NAS/SAN

- etc...
- Email and file sharing systems;
 - File Storage servers
 - File/data retention policies
 - Email servers, status, versions
 - etc.
- Cybersecurity infrastructure;
 - Architecture and Policy
 - Data Loss Prevention
 - Governance, Risk and Compliance
 - Identity and Access Management
 - Incident Response and Forensic Analysis
 - Penetration Testing
- Change management and training of staff
 - Training needs
 - Communications needs
 - Timing dependencies / calendaring
 - Etc...

4. CURRENT INFRASTRUCTURE DETAILS

- **Microsoft Exchange Environment and Server Specifications:** Exchange 2010
- **Microsoft Office Productivity Suite:** Varies by department and age of computers. Multiple versions of Microsoft Office and Business
- **Current Operating System:** Window server 2016 as Hypervisor, Windows 2011 SBS server and Windows 10 Pro, Win 10 Pro x64, Win 11 pro x64
- **Current Network Topology and Infrastructure (both public & private):** Internal network has two main locations for wiring, a switch in the basement and one on the top floor, other smaller switches have been installed where wiring is bad or not available.
- **Current Personal/Workstation Computing Infrastructure:** There are Endpoints in place that are Desktops, Laptops and ones used for Remote Desktop Protocol via Remote web workplace.
- **Current Mobility Infrastructure (LTE hotspots; Mobile Device Management (MDM); Mobile Devices):** Two regular access points and no cellular hotspots.
- **Current File Storage and Sharing Systems:** Windows NT file system.
- **Current Cybersecurity Infrastructure:** Sonicwall with current Advanced security subscription.

5. PROJECT RFP SCHEDULE

The following is the proposed selection process schedule:

- Date for RFP issuance: **02/12/22**
- Date for submission of proposals: **03/26/22**

II. SUBMISSION REQUIREMENTS

1. Submission Due Date

Written, sealed proposals will be accepted by the Town of Sharon in person or by mail until **03/26/22**. Submissions received after that time will not be considered. Submissions may be withdrawn 90 days after opening if no award has been made.

2. Directions for Written Submission

Interested firms are required to submit the proposal, on paper and sealed in an inner envelope, to the First Selectman listed on the opening page of this RFP, no later than the date and time noted above. Submittals shall consist at a minimum of the following elements:

- a. A transmittal letter signed by the appropriate officer of the firm offering the set of proposals, certifying that the submittal and all information contained therein is accurate. The firm should also provide proof that it is insured and licensed to do business in Connecticut.
- b. A concise and complete description of the work to be performed, including an explanation of the firm's understanding of the project, its approach to the work, and the key issues to resolve. Also please include a detailed work program and timetable for each phase of the project, including milestones for periodic review of progress.
- c. A fee schedule for the services provided.

3. Questions about this RFP

If it becomes necessary to revise any part of this request or if additional information is necessary to interpret provisions of this document, revisions or addenda will be provided to all prospective firms who receive this document. Questions regarding this RFP should be addressed to the Sharon Connect Task Force at sharonctconnect@gmail.com or to the First Selectman listed on the first page. A summary of any questions and answers will be made available to each firm if they might influence the award of this contract.

4. Criteria for Award of this RFP

Selection of the awarded entity will be the responsibility of the Town's Board of Selectmen, advised by members of the Sharon Connect Task Force, which consists of Town-designated representatives. The evaluation will be based on the written submissions and, if necessary, selected interviews. The factors that will be evaluated (not necessarily listed in order of priority) include the following:

- The firm's knowledge of, and experience with municipal IT modernization projects;
- Responsiveness, quality, and completeness of submission;
- Capacity of the proposed team;
- The firm's proposed schedule, including process milestones;
- The proposed fee schedule.

Please note that evaluation and subsequent award of contract is primarily based on qualifications and not based on fee schedule. However, of course the costs are an important factor in the evaluation process. If your firm is selected for an interview, and as a result of the interview certain clarifications and adjustments need to be made to the fee schedule you submitted, your firm will be allowed to adjust your fees to meet the new elements.

Proposal Submission Form
TOWN OF SHARON, CT

IT MODERNIZATION ASSESSMENT

Due Date: 03/26/22

The Town of Sharon

Brent M. Colley, First Selectman
Town Hall - 63 Main Street
PO Box 385
Sharon, CT 06069

In accordance with the Town's requirements, the undersigned agrees to provide services as defined herein. The undersigned is familiar with the conditions surrounding this Request for Proposals and is aware that the Town reserves the right to reject any and all proposals.

Name Company

Representative Name, Title

Address Company

Address Contact Phone Number Contact Email