



# Town of Colchester, Connecticut

127 Norwich Avenue, Colchester, Connecticut 06415

Mary Bylone, First Selectman

Board of Selectman Agenda  
Special Meeting  
Thursday, March 26, 2020 @ 4:30 PM  
Colchester Town Hall Via Conference Call  
Call in Phone Number – 605-475-4000  
Access Code Number – 398820#

1. CALL TO ORDER
2. CITIZEN'S COMMENTS
3. Approve Minutes of the March 14, 2020 Board of Selectmen Special Meeting
4. Discussion and Possible Action on Contract for IT services
5. COVID-19 Update
6. Budget process and schedule modifications related to COVID-19 and Governor's Executive Orders
7. CITIZEN'S COMMENTS
8. First Selectman's Report
9. ADJOURN

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Gayle Furman  
TOWN CLERK

## Consulting Projects 2020-2021

Quote #003346 v1

## Prepared For:

**Town of Colchester**

Mary Bylone  
127 Norwich Avenue  
Colchester, CT 06415

P: (860) 537-7200

E: selectman@colchesterct.gov

## Prepared By:

**Novus Insight, Inc**

Carl Fazzina  
222 Pitkin Street Suite 101  
East Hartford, CT 06108

P: (860) 282 - 4943

E: cfazzina@novusinsight.com

## Date Issued:

03.18.2020

## Expires:

05.02.2020

## Corporate Information

Novus Insight specializes in serving the technology needs of nonprofit, municipal, and education clients. Since 2009, Novus Insight has served hundreds of organizations and institutions as a "go-to" resource for technology.

Backed by state-of-the-art resources, Novus Insight is uniquely positioned with expert staffing, hardware, and network capabilities to enhance information technology infrastructure. Our services include:

- Technology Infrastructure strategy and planning
- On-premise virtual, hybrid, and cloud solution migrations, management, and ongoing support
- Hardware deployment and continuing support
- Network design, installation, management, and support
- Security assessments, remediation, and continuous monitoring
- Full backup and disaster recovery services
- Private cloud services including infrastructure-as-a-service and application hosting
- Custom application and web development

## Executive Summary

Novus Insight is pleased to present this proposal to guide and enhance the technology infrastructure for the Town of Colchester. It outlines in detail the services and resources that will be provided by Novus Insight. This proposal presents Consulting Projects, these project sections are one time projects to clean up and resolve issues in the environment.

## Infrastructure Consulting Summary

High priority but "low impact" recommendations:

- Office 365 Security project
- Patching project
- Remove old technology project
- Active Directory cleanup project
- Office 365 project:
  - Implement multifactor authentication with conditional access policies
  - Email encryption, DLP, portal branding, implement features to achieve a secure score target of 200+
  - Evaluate licenses and develop a plan to deal with any outliers
  - Address FOIA retention and e-discovery requirements
- Maintenance and Patching Project:
  - Update network infrastructure firmware
  - Replace battery backup units as necessary
  - Work with phone vendor to ensure phone system and supporting infrastructure is updated

- Establish an ongoing maintenance plan
- Replace the Cisco wireless system with a Ubiquity wireless equipment- 4 access points and a cloud key controller
- Establish a maintenance and replacement schedule for all IT assets (hardware, software, and cloud systems)
- Develop a patch schedule
- Active Directory cleanup project
- Remove old technology Project:
  - Inventory old domain, old servers, and old endpoints
  - Determine what is active versus inactive
  - Provide recommendations and plan for decommissioning nonactive servers and endpoints
  - (actual decommissioning on servers and endpoints will be performed in a future project)
- Contingency and Out of Scope
- Environment Documentation

Infrastructure Consulting		Price
CTIERIV19	<b>Consulting time with a Tier IV staff resource - Office 365, Patching, Decommissioning</b> 120 Hours, Tier IV (\$175.00/Hour) - Time & Materials	\$21,000.00
CTIERIV19	<b>Contingency and Out of Scope</b> 18 Hours, Tier IV (\$175.00/Hour) - Time & Materials	\$3,150.00
See Appendix B for more information on Infrastructure Consulting services. This agreement will be active for 12 months from execution.		
Subtotal		<b>\$24,150.00</b>

Summary of Recurring Monthly Fees	Amount
<b>One Time Group: One Time Standard Term</b>	
<b>Total of Payments</b>	<b>\$24,150.00</b>

Payment is due 30 days from invoice. Invoices will be submitted on a monthly basis.

Quote Summary	Total Amount
Infrastructure Consulting	\$24,150.00
<b>Total:</b>	<b>\$24,150.00</b>

Taxes, shipping, handling and other fees may apply. The full terms and conditions can be found at <https://novusinsight.com/master-services-terms-conditions/>. This proposal expires in 45 days from creation.

Acceptance

**Novus Insight, Inc**

**Town of Colchester**



**Daniel Salazar**

Signature / Name

03/18/2020

Date

Signature / Name

Initials

Date

PART 2

3

Managed Support 2020-2021

Quote #003345 v1

Prepared For:  
**Town of Colchester**  
 Mary Bylone  
 127 Norwich Avenue  
 Colchester, CT 06415

Prepared By:  
**Novus Insight, Inc**  
 Carl Fazzina  
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Corporate Information

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- Hardware deployment and continuing support
- Network design, installation, management, and support
- Security assessments, remediation, and continuous monitoring
- Full backup and disaster recovery services
- Private cloud services including infrastructure-as-a-service and application hosting
- Custom application and web development

Executive Summary

Novus Insight is pleased to present this proposal to guide, manage, and support the technology infrastructure for the Town of Colchester. It outlines in detail the services and resources that will be provided by Novus Insight. Managed Support is provided by a team of onsite and offsite Novus Insight technology staff. In addition, we would like to discover the size and footprint of your current infrastructure to properly price up a robust on-premise and cloud backup solution. This proposal is divided into Consulting Projects and Managed Support. The project sections are one time projects to clean up and resolve issues in the environment. Support is the day to day maintenance of the environment including proactive patching, updating, and optimization.

Consulting and Prep for Managed Support Summary

As part of working with and prior to fully supporting the Town of Colchesters IT systems, Novus Insight will perform a series of projects to ensure that the IT environment is ready for support. This includes:

- Full documentation of the general IT environment for support
- Deploying a enterprise grade backup and disaster recovery solution
- Deploying ConnectWise Remote Monitoring and Management Software on endpoints
- Deploying ESET antivirus on all endpoints
- and the option of replacing or upgrading any Windows 7 PCs discovered in the environment

Consulting and Prep for Managed Support		Price
CTIERIII19	<b>Documentation of network &amp; systems for support staff &amp; backup setup</b> 2 Day allocated for documentation (Required for Managed Support) - Fixed Fee - \$2,320.00	\$2,320.00
CTIERI19	<b>ConnectWise Automate deployment, ESET installation</b> 16 Hours, Tier I (\$95.00/Hour) - Time & Materials	\$1,520.00

Consulting and Prep for Managed Support		Price
CTIERI19	<b>Optional - Configure &amp; deploy Windows 10 workstations (assumes about 10 workstations)</b> 20 Hours, Tier I (\$95.00/Hour) - Time & Materials	\$1,900.00
CTIERIII19	<b>Remediation and Contingency (if necessary to address unknown issues with nonstandard configurations in environment)</b> 24 Hours (\$145.00/hour), Time & Materials	\$3,480.00
See Appendix B for more information on Infrastructure Consulting services. This agreement will be active from the date of client execution and continue for 6 months.		
Subtotal		<b>\$9,220.00</b>

Managed Support		Monthly Recurring
<b>MSS17</b>	<b>Managed Support Services</b>	<b>\$3,850.00</b>
MSSVCIO17	<b>Virtual Chief Information Officer</b> 2 formal meetings per year and 12 hours for research/planning	
MSSRSHELP17	<b>Remote Support</b> Remote Tier I/III support to resolve technology infrastructure issues	
MSSESCHELP17	<b>Escalation Support</b> Support provided by Tier II, III, or Tier IV resources to fix technology issues	
MSSI/IONSCH19	<b>Scheduled Onsite, Tier I/II</b> 24 hours scheduled onsite per month	
MSSCONTIN17	<b>Systems Monitoring Services</b> Monitoring of systems using available tools.	
MSSQUAL19	<b>Quality Assurance</b> Ongoing quality assurance program to ensure the application of best practices across the environment	
SLAB17A	<b>ConnectWise Automate Endpoint License</b> Remote Monitoring & Management (RMM) licensing for up to 50 devices. These agents are required for managed support by Novus Insight.	\$100.00
SESET17AS	<b>ESET Antivirus License, Endpoint</b> ESET Antivirus Licenses for up to 50 endpoints. Requires ConnectWise Automate agents for functionality.	\$80.00
SESET17ASWS	<b>ESET Antivirus License, Windows Server</b> ESET Antivirus Licenses for up to 15 Windows Servers. Requires ConnectWise Automate agents for functionality.	\$60.00

See Appendix D for more information on Managed Support Services.

This agreement will be valid from July 1, 2020 through June 30, 2021.

Recurring Subtotal	<b>\$4,090.00</b>
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Datacenter & Cloud Resources		Monthly Recurring
SVBDRS17	<b>Veeam Backup Services*</b> *estimated in this proposal, invoiced pricing will be based on actual requirements and usage	\$300.00

See Appendix E for more information on Datacenter & Cloud Resources services. The Datacenter & Cloud Resources services portion of this agreement will be valid from execution and deployment through June 30, 2021.

Recurring Subtotal	<b>\$300.00</b>
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Recurring Schedule	Payments	Interval	Amount
Monthly Terms Group			
<b>Monthly Support Terms</b>	<b>12</b>	<b>Monthly</b>	<b>\$4,390.00</b>

Summary of Recurring Monthly Fees		Amount
<b>Monthly Terms Group: Monthly Support Terms</b>		
Recurring Payment		\$4,390.00
<b>Total of Recurring Payments</b>		<b>\$52,680.00</b>

Payment is due 30 days from invoice. Invoices will be submitted on a monthly basis, and Client shall be responsible for such ongoing payment even past the expiration date until either Novus Insight's services are terminated or Client executes a renewal quote. See Section A.3. PAYMENT of Novus Insight's Master Services Agreement located at <https://novusinsight.com/master-services-terms-conditions/>.

Quote Summary	Total Recurring	Total One-Time
Consulting and Prep for Managed Support	\$0.00	\$9,220.00
Managed Support	\$49,080.00	\$0.00
Datacenter & Cloud Resources	\$3,600.00	\$0.00
<b>Total:</b>	<b>\$52,680.00</b>	<b>\$9,220.00</b>
<b>Combined Total:</b>		<b>\$61,900.00</b>

Taxes, shipping, handling and other fees may apply. The full terms and conditions can be found at <https://novusinsight.com/master-services-terms-conditions/>. This proposal expires in 45 days from creation.

## Acceptance

**Novus Insight, Inc**

**Town of Colchester**



Daniel Salazar

Signature / Name

03/18/2020

Date

Signature / Name

Initials

Date



## Appendix A - Rate Structure

Novus Insight's breadth of experience and knowledge is a valuable resource for our clients and Novus is always ready to take on additional challenges. Should our client request additional services or projects that fall outside the scope of this proposal Novus will be pleased to provide a separate proposal detailing the additional services and related cost based on our standard rates.

### Service Consultant Tiers and Rates:

There are 5 Tiers of IT staff selected based on the client's requirements in support of any project.

- Tier I staff handle desktop support, workstation installations, workstation software patches, workstation security updates, user password resets, printing issues, and day-to-day issues confronting most users in an organization. \$95/hr; \$142/emergency hr\*
- Tier II staff support users and smaller networks. They also can assist with technical projects that can impact small numbers of users, such as wireless controller configurations in small office environments. In addition, they can manage and maintain small networks that Tier III and Tier IV consultants have deployed. \$110/hr; \$165/emergency hr\*
- Tier III staff manage smaller networks, can perform basic server migrations, and can handle technical projects that can impact many users, such as a larger network's switching and firewalls. In addition, they can manage and maintain more complex networks that Tier IV consultants have deployed. \$145/hr; \$218/emergency hr\*
- Tier IV staff focus on larger technology deployments. Examples of Tier IV projects include setting up private cloud infrastructure, migrating environments to the cloud, virtualizing servers, virtualizing a desktop environment, and assessing the security profile of a network. Non-technical examples of Tier IV include strategic technology planning and consulting for smaller organizations. \$175/hr; \$262/emergency hr\*
- Tier V are senior advisors and are responsible for strategic consulting at the intersections of process, technology, strategy, and mission. While these professionals tend to not to work directly with technology, there may be examples of highly specialized technology engagements that would also fit into Tier V. \$205/hr; \$305/emergency hr\*

Tier of Professional	Standard Hourly Rate	Emergency Hourly Rate*
Tier I – Support Specialist	\$95	\$142
Tier II – Senior Support Specialist	\$110	\$165
Tier III – Junior Systems Administrator	\$145	\$218
Tier IV – Senior Systems Administrator	\$175	\$262
Tier V – Senior Advisor / CISO / VCIO	\$205	\$305

\*Emergency Support/Special Rates services apply to emergency and/or planned projects and activities performed outside normal support hours. Emergency support will have a 4-hour response time to begin diagnosis or initiate service.

## Appendix B - Infrastructure Consulting Details

### Time & Materials Project.

These consulting services are offered as a Time & Materials project. The fee is determined based on the estimated labor, travel, and expenses related to the performance of the tasks detailed in this proposal. Given the unknowns within the project, the final costs may vary from the estimates detailed in this proposal. The client will be billed the actual time, travel, and expenses related to the project.