

Sudbury Water District
Sudbury, Massachusetts 01776
Request for Proposals (RFP) 27-13

INFORMATION TECHNOLOGY SUPPORT SERVICES

Notice to All Prospective Bidders

ADDENDUM #1 RELEASED June 30, 2026

Sudbury Water District has issued this addendum for clarification by prospective bidders before the deadline:

1. Q1. How many staff members at the Sudbury Water District require IT support, and how many end-user devices (desktops, laptops, tablets, mobile devices) are currently in service?

Response: Twelve staff members require IT support. The District uses six desktops, four laptops, and six tablets.

2. Q2. How many physical locations or facilities does the District operate, and will IT support services be required across all of them?

Response: One

3. Q3. Does the District currently have a managed IT services provider or in-house IT staff in place? If so, is this RFP intended to replace an existing vendor contract or to establish managed IT services where none currently exist?

Response: IT Service is completely outsourced by the District

4. Q4. Does the District use any other cloud-based platforms or SaaS applications beyond Microsoft 365 that the selected vendor would be expected to support or administer? For example, financial management software, permitting systems, public safety dispatch tools, or document management platforms?

Response: Yes, for its billing an GIS Services for data collection.

5. Q5. Water utilities commonly operate Supervisory Control and Data Acquisition (SCADA) or Industrial Control Systems (ICS) for pump stations, water treatment, and distribution monitoring. Does the Sudbury Water District operate SCADA or Operational Technology(OT) systems, and if so, will the selected IT vendor be expected to support, monitor, or maintain those systems?

Response: The District SCADA system is a separate stand-alone system and is not connected to the District's internal network system. The SCADA system is maintained under a separate agreement with a local provider.

6. Q6. Water utilities are designated as critical infrastructure and are subject to cybersecurity guidance from the EPA and CISA, including the America's Water Infrastructure Act (AWIA) requirements for risk and resilience assessments. Does the District have specific cybersecurity compliance requirements that the selected IT vendor must support, document, or help fulfill?

Response: No

7. Q7. Does the District currently have any cybersecurity tools in place — such as endpoint protection software, email filtering, or a firewall platform — that the incoming vendor would be expected to maintain, or is the district's starting from a minimal baseline and expecting the vendor to recommend and deploy new tools?

Response: Yes

8. Q8 The RFP specifies 24/7 IT support. Does this mean 24/7 helpdesk availability for all services, or does the after-hours coverage pertain specifically to critical infrastructure systems (e.g., network outages, server failures, SCADA connectivity issues) while routine end-user support is limited to business hours?

Response: the occurrences range from 12-18, service calls per year.

9. Q9. Does the District have defined or preferred response and resolution time expectations for critical vs. non-critical issues, or will the selected vendor be expected to propose this as part of their submission?

***Response: Non-critical response expectations are one week or less
Critical response should be less than an hour.***

10. Q10. What evaluation criteria and weighting will the District use to assess proposals?

Response: Evaluation criteria are listed in Section V, page 15 of the RFP

11. Q11. Are there specific vendor qualification requirements — for example, minimum years in business, required certifications (Microsoft, CompTIA, etc.), that must be demonstrated in the proposal?

Response: Minimum requirements are listed in Section II, page 9 of the RFP

12. Q12. The RFP requires a hard copy submitted by mail or hand delivery. Should proposals also include a digital copy (USB drive or CD), or are physical copies the only required format? Additionally, is there a page limit or required format for proposals?

13.

Response: Yes, the District is also requiring that a digital copy via a USB drive be included with the proposal submittal.

The above responses were prepared by or in consultation with:

Vincent Roy, Executive Director

The Sudbury Water District reserves the right to reject any and all proposals as determined to be in the best interests of the District and to waive minor informalities.