

1. Can IT services, such as helpdesk, network support, and cybersecurity, be provided remotely, or is an on-site presence mandatory?  
**Remote Work is permitted however; please see the timliness section of the RFP**
2. Are there any restrictions on outsourcing some IT support functions (such as helpdesk or security monitoring) to offshore teams in India? **See Qualifications sections of RFP**
3. If remote or offshore work is allowed, what security requirements must be met (e.g., VPN, MFA, data residency restrictions)? **See Qualifications section of RFP**
4. What are the minimum on-site support requirements, and can they be scheduled as needed or on a fixed schedule? **as-Needed, however see the Timeliness section of RFP**
5. What are the expected response times for critical vs. non-critical IT issues, and does remote resolution count toward these SLAs? **See Timliness of RFP Page 7**
6. Will the Town cover travel expenses for on-site visits, or should they be included in the pricing?  
**See Cost proposal page 7**
7. Are there specific compliance standards required for vendors (e.g., SOC 2, HIPAA, NIST 800-171, CJIS)? **Yes**
8. Are background checks required for all IT personnel, including offshore or remote employees?  
**No**
9. What cybersecurity measures are required for remote access (e.g., encrypted connections, geo-fencing, endpoint protection)? **We currently use MFE**
10. Does the Town require vendors to carry specific cyber liability insurance, and what are the coverage limits? **Yes, see page 9 of RFP**
11. Does the contract allow for a hybrid pricing model (fixed cost for core services and time/materials for additional projects)? **See cost proposal page 7**
12. Is hardware/software procurement included in the contract, or will the Town handle purchases separately? **Town will purchase equip, but may request price quotes from vendor**
13. What is the contract renewal and extension process? Will there be performance-based evaluations? **3-year term**
14. What are the primary selection criteria (e.g., experience, cost, local presence, compliance)? **Each are important and will be considered**
15. Is municipal IT experience preferred, or will general IT service experience be equally considered?  
**Municipal experience is preferred**