Category	Question	Answer
Backups	Would CBCHP like on-site and cloud backups? Or just cloud backups? What is the total number of TB's that need to be backed up? How often would you like test restores conducted and to what degree? Validate data integrity or full-fledged DR testing?	We would like to collaborate with our MSP on a solution, but currently we would prefer a hybrid environment with on prem and cloud backups. The total number of estimated TB's would be 5TB's. Data backups and integrity should be tested and confirmed daily. Restoration should be performed at least annually. Validating data integrity vs full fledeged DR testing can be discussed and will be confirmed with recommendation of the selected MSP.
Backups	Are email backups required? What is the number of mailboxes?	Email backups will be needed for the approximately 75 users who are using Microsoft accounts. The rest of users utilize Gmail and have an email backup solution.
Contracts	Are there any long-term agreements that CBCHP is committed to for any third party services like EDR, MDR, Citrix? And are these anual agreements?	Yes, details on this can be found in the "Contracts Additional Information" section. We are looking to standardize our contracting at the newest renewal opportunity and to merge contracts if possible. Most agreements are annual but a few are month to month. Please review the contract table for details.
DUO	What level of Cisco DUO do we need? Essentials, Advantage or Premier?	We utilize Duo Essentials.
DUO	Will CBCHP stick with DUO or are we looking for a new 2FA?	It would be the preference of CBCHP to stay with DUO but it is not a deal breaker if the MSP would like to transition us to another 2FA. If you propose transitioning, please include an estimated cost in your proposal.
Endpoint Device and Security Management	Please clarify the endpoint device and security management services you are looking for the MSP to provide. It is listed as required in one area but optional in another.	Our apologies for the confusion. Endpoint device and security must be provided for all laptops and desktops and should be reflected in the proposal. The optional service that MSP applicants may choose to offer a proposal for relates to mobile devices such as cell phones and tablets.
Endpoint Device and Security Management	What is the number of mobile devices?	There are currently 205 mobile devices that are owned by the Network.
General	What are the service expectations and responsibilities and roles of the MSP?	CBCHP will maintain an in house IT team with 4 staff on the help desk. We maintain tier 1 and tier 2 help desk support for about 380 end users and an in-house (Google form based) ticketing system. We do workstation setups. Items to escalate to the MSP would be server maintenance or server issues, Citrix issues, some network issues, and firewall support. Escalation to MSP would be done by our IT team. We are open to the MSP providing a ticketing system.
General	For more technical questions, can MSPs submit in a transparent way questions in writing that can be followed up on?	Yes, we have created an email mspapplicants@cliffordbeerschp.org to facilitate communication.
General	How many workstations (laptops and desktops) need support? Does the PC count match the user count?	We support approximately 350 laptops and 10 desktops. The PC count does not exactly match the user count. There are approximately 10 users with multiple laptops and 30 devices that are shared across multiple users. This is based on specific use cases (e.g. laptops used in training or across multiple shifts).
General	Can vendors come on-site for an evaluation prior to June 27th?	We are unable to accommodate on site evaluations before 06/27, however we should be able to accommodate this before the extended 07/18 deadline. Please reach out to the mspapplicants@cliffordbeerschp.org email as soon as possible to schedule.

Category	Question	Answer
Licensing	For licensing, what are the expectations that the MSP would provide?	Details on this can be found in the "Contracts Additional Information" section. Items marked "negotiable" are open for either the MSP to manage or for CB to manage directly.
Licensing	Is the MSP responsible for server OS licensing?	Yes, our MSP is responsible for the Server OS licensing.
Licensing	Does CBCHP provide the licensing for DUO? Or would you want the MSP to do the licensing for DUO?	We would prefer to manage the license portion of DUO within CBCHP, however we would open to arrangements where this is managed through the MSP. Please clarify in your proposal whether you will be able to extend to CBCHP the ability for us to manage in house.
Networking	Are all the sites Meraki for firewall switches and wireless access points?	We have a mix of access points and firewalls across our sites but would like to eventually standardize those. We have Meraki, Forti Gates and Sonic Walls. Further details can be found in the "Contracts Additional Information" section.
Networking	Will documentation / diagrams be provided with details on current network segmenation and access controls?	Yes. Network diagrams can be found at the end of this document beginning on page 7.
Networking	Will a list be provided with current licensing expirations, models, approximate user count per location and circuit speed?	Current licensing expirations, models, and approximate user count can be found in the "Contracts Additional Information" section. Circuit speed and current vendors can be found in the "Circuit Speeds and ISPs" section.
Networking	Are there specific feature sets or use cases desired for the firewalls to drive business outcomes?	Specific features for desired firewalls would be secure SD-Wan, advanced threat protection, AI-driven security features, DPI, Logging, monitoring and access control.
Networking	How many firewalls need support?	Currently we need support for 8 firewalls. This may increase by at least 2 in the coming year as we upgrade firewalls for sites being renovated. More details can be found in the "Contracts Additional Information" section.
Networking	How many switches need support?	Currently we need support for 6 48 port switches. This may increase or decrease in the coming year as network needs fluctuate.
PCI Compliance	What are the PCI needs of the organization? Is a product or solution needed for quarterly PCI scanning and attestations?	Two of the Network affiliates maintain credit card readers for collection of client co-pays. At minimum our MSP must be able to provide the information needed in preparation for a PCI audit, such as providing information on network or server security. We would be interested in quarterly PCI scanning and attestations. If this is available, please provide this information as a separate line item in your proposal.
Security	Are you required to have a SIEM? If so, what are your retention requirements?	Yes, we required to have a SIEM. Our retention requirements should be 12-24 months.
Security	Is the MSP to provide tools to provide security and high availability? Or are tools currently in place and the intent is for the MSP to manage and identify potential new tools to help improve security and high availability?	We currently have several security tools in use, such as antivirus, email encryption, email threat protection, and 2FA. We currently do not have user education and testing services. More details on services needed can be found in the RFP. Our intention would be to transition with existing services if there is a contract in place, then to evaluate improved products with the MSP's guidance before renewal of existing products. Please see the "Contracts Additional Information" section for further details.

Category	Question	Answer
Servers	What is the current makeup of the server environment? Is the server currently virtual or cloud based and where is it hosted? Will documentation be shared with these details?	Our current server environment is hybrid. We have some virtual servers and cloud based servers. Our on prem data center is managed by our current MSP in a secure hardened building with 24/7 camera surveillance with access to selected pre approved employees.
Servers	Is hosting or cloud services needed and should these be included in the MSP fee structure?	Yes, our hosted and cloud services should be managed by the MSP and included in the fee structure.
Servers	For information regarding servers, for the RFP, can information be provided regarding what we are using them for, concurrent logins, how many servers, all applications used within Citrix wehterh they are web-based or application based?	Citrix was originally set up to increase user functionality, confidentiality and availability of the network and data. Citrix enables users to securely access their applications and data from any computer at any location. Citrix secures the organization's information therefore eliminating potential threats, and the need for any PHI to be stored locally on laptops or computers. In the event any device is stolen or lost, no PHI would be compromised. We are currently running 14 virtual Citrix servers. Please see the list of current Citrix applications in the "Citrix Applications" Section.
Servers	How many total servers need support? Please break this down by number of hosts, number of virtual servers and number of physical servers?	The number of current virtual servers would be 16. We are currently at 15 but at the completion of our current server project, we plan to have 16 total. No physical servers need to be supported at this time.

Contracts Additional Information

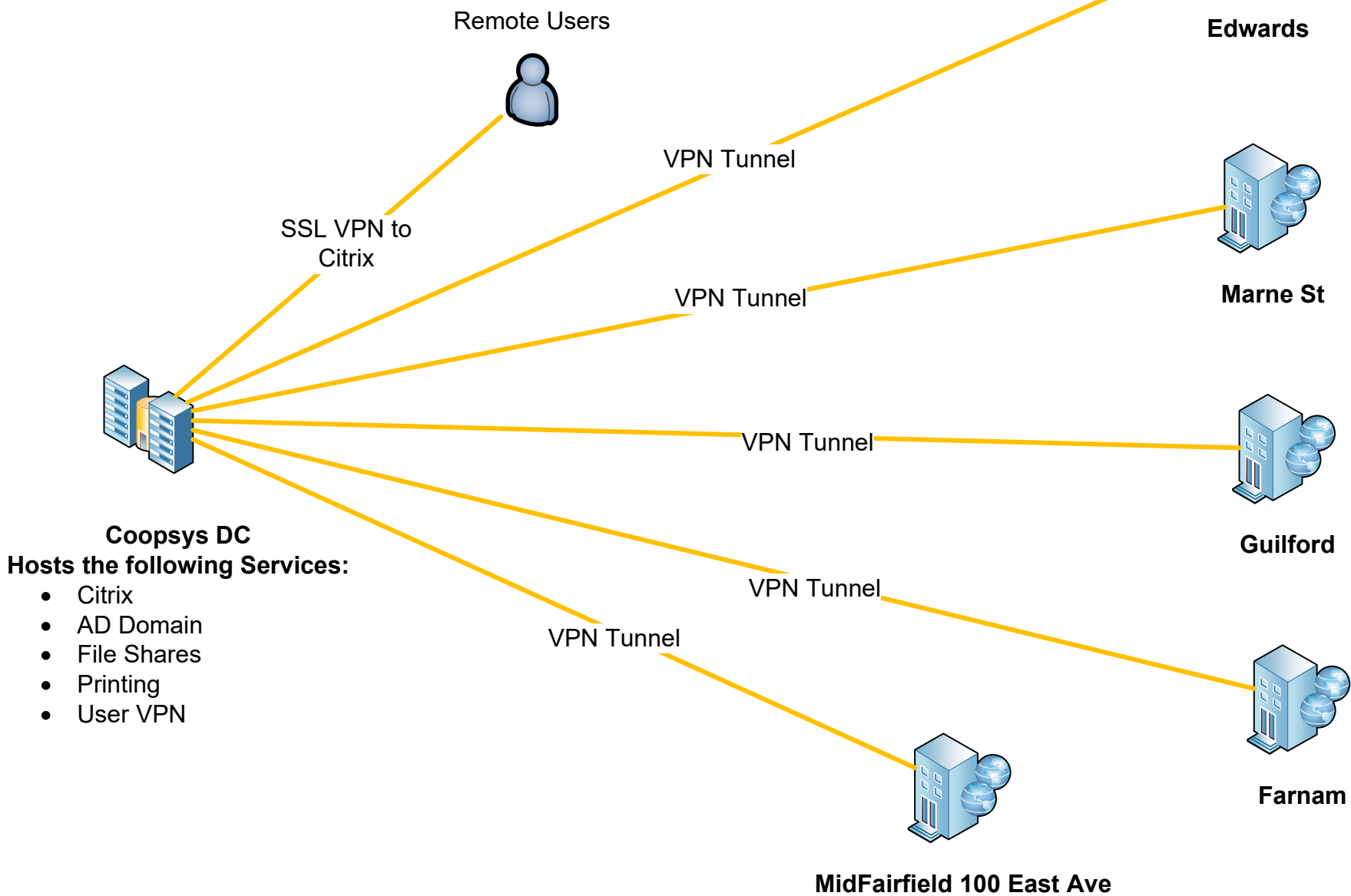| Type/Item	Organizations	Location, if applicable	Product	Approx # Users	MSP Expected to Manage?	Contract Terms and Notes
Server Management	CBCCC, CBCHP, MFCCC		Citrix Licensing	260	Yes	Month to month through current MSP
Firewall	CBCCC	Edwards Street	FORTIGATE-71G	75	Yes	3 year licensing ending July 2028 through current MSP
Firewall	CBCCC	Farnam	SonicWALL TZ 400	25	Yes	3 year licensing ending Aug 2026 through current MSP
Firewall	CBCCC	Dixwell Street	Fortinet FortiGate FG-80F	50	Yes	3 year licensing ending March 2028 through current MSP
Firewall	CBCCC, CBCHP	Marne Street	FORTIGATE-71G	65	Yes	3 year licensing ending July 2028 through current MSP
Firewall	MFCCC	East Street	SonicWALL TZ500	75	Yes	3 year licensing ending Oct 2026 through current MSP
Firewall	YC	Winthrop Avenue	Meraki MX75	15	Yes	3 year licensing ending Apr 2027 through current MSP
Access points	CBCCC	Edwards Street	EnGenius	75	Yes	3 Year License Validation Period ending 2027 through current MSP
Access points	CBCCC	Farnam	EnGenius	25	Yes	1 Year license Validation Period ending 2026 through current MSP
Access points	CBCCC	Dixwell Street	EnGenius	50	Yes	N/A
Access points	CBCCC, CBCHP	Marne Street	EnGenius	65	Yes	1 Year license Validation Period ending 2026 through current MSP
Access points	MFCCC	East Street	Meraki MR36	75	Yes	3 Year License Validation Period ending 2027 through current MSP
Access points	YC	Winthrop Avenue	EnGenius	15	Yes	N/A
Email Encryption	CBCCC, CBCHP		Entrusted Mail	235	Negotiable	1 year contract ending June 2026.
Email Encryption	MFCCC		Entrusted Mail	90	Negotiable	1 year contract ending April 2026.
Email Encryption	YC		Proofpoint	75	Negotiable	3 year contract ending in June 2027. Option for cancellation June 2026.
Email Protection	CBCCC, CBCHP, MFCCC		Entrusted Mail	235	Negotiable	Month to month
Email Protection	YC		Proofpoint	75	Negotiable	3 year contract ending in June 2027. Option for cancellation June 2026.
Antivirus	CBCCC, CBCHP, MFCCC		Bitdefender	300	Negotiable	3 year contracts on rolling basis, latest ending February 2027. We are open to converting before current license expiration.
Antivirus	YC		SentinelOne	35	Negotiable	3 year contract ending in June 2027. Option for cancellation June 2026.
Security Awareness Training	CBCCC, CBCHP, MFCCC		None	275	Yes	No current contract.
Security Awareness Training	YC		KnowB4	75	Yes	3 year contract ending in June 2027. Option for cancellation June 2026.
Multi-Factor Authentication	CBCCC, CBCHP, MFCCC		Duo 2FA Essentials	275	Negotiable	Month to month
Multi-Factor Authentication	YC		Duo 2FA Essentials	75	Negotiable	3 year contract ending in June 2027. Option for cancellation June 2026.
Microsoft Licensing	CBCCC, CBCHP, MFCCC		Microsoft Business Premium Licenses	299	No, managed internally	Annual contract ending in January 2026.
Microsoft Licensing	YC		Microsoft Business Basic	77	Negotiable	Month to month. We would like to convert YC to Business Premium Licenses.
Google Workspace	CBCCC, CBCHP, MFCCC		Email, Storage	275	No, managed internally	No contract, can be replaced at any time.
Adobe Licensing	CBCCC, CBCHP, MFCCC		Adobe Acrobat	100	No, managed internally	Annual contract ending in February 2026.
Ticketing System	All		Google Forms	380	Negotiable	No contract, can be replaced at any time.
Asset Management	All		Google Sheets	380	Negotiable	No contract, can be replaced at any time.

Circuit Speeds and ISPs

Organization	Location	Circuit Speed	Vendor Name
CBCCC	Edwards	Fiber 100/100mbps dedicated. Coax 100mbps/20mbps	Crown Castle (Primary Fiber)/ Comcast (Secondary)
CBCCC	Dixwell	Coax 800mbps/50/mbps	Comcast
CBCCC	Farnam: Fillmore	Coax 200 Mbps/20 Mbps	Comcast
CBCCC	Farnam: Maiden	Coax 200 Mbps / 20 Mbps	Comcast
CBCCC	Temple	Coax 500 Mbps / 35 Mbps	Comcast
CBCCC	Marne:	Fiber 100/100mbps dedicated. Coax 100mbps/15mbps	Crown Castle (Primary Fiber)/ Comcast (Secondary)
MFCCC	East: 100	Fiber 2GB	Optimum
YC	Winthrop	Coax 300Mbps / 30Mbps	Comcast
YC	Valley	Coax 600 Mbps / 35 Mbps	Comcast
YC	Bradley	Coax 500 Mbps / 35 Mbps	Comcast
YC	Grand: 943	800 Mbps / 35 Mbps	Comcast
YC	Winchester	Coax 300mbps/25mbps	Comcast

Citrix Applications	
Application Name	**Web or Application Based**
Adobe Acrobat	Application-based
Anaconda	Application-based
Carelogic	Web-based
Carelogic Report Designer-CBC/MFCGC	Application-based
Filezilla	Application-based
Financial Edge	Web-based
Firefox	Application-based
Google Chrome	Application-based
Insight AI	Web-based
Microsoft Edge	Application-based
Office Suite	Application-based
Python	Application-based
Raiser's Edge	Web-based
Sage 50	Application-based
ShareX	Application-based
Topaz	Application-based
VLC Media Player	Application-based
WinSCP	Application-based
YSoft Cloud	Application-based

**Clifford Beers
Current Site Connections and hosted services.**

Remote Users

Edwards

VPN Tunnel

SSL VPN to
Citrix

VPN Tunnel

Marne St

VPN Tunnel

Guilford

VPN Tunnel

**Coopsys DC
Hosts the following Services:**
- Citrix
- AD Domain
- File Shares
- Printing
- User VPN

VPN Tunnel

Farnam

MidFairfield 100 East Ave

Clifford Beers Clinic
Edwards St
Core Connectivity Detail

Voice

Comcast Site to Site Fiber
(All Traffic Routed via this link)

(X3) Guest WiFi Internet (Comcast Cable)

POE

Dell N2048P Switch

Dell N2048P Switch

Sonicwall X0 (LAN)

Dell PowerConnect 2724

Dell PowerConnect 2824

Dell PowerConnect 2848

Port 13 on SW02 -> PP1 #24 ->
RM209 PP1 #24 -> SW04 Port 48

**Clifford Beers Clinic
Switch Detail**

CBCEDWSW01

Ports 1-46 (Gendral)
Tagged: 2

Port 47
Tagged 11

Port 48
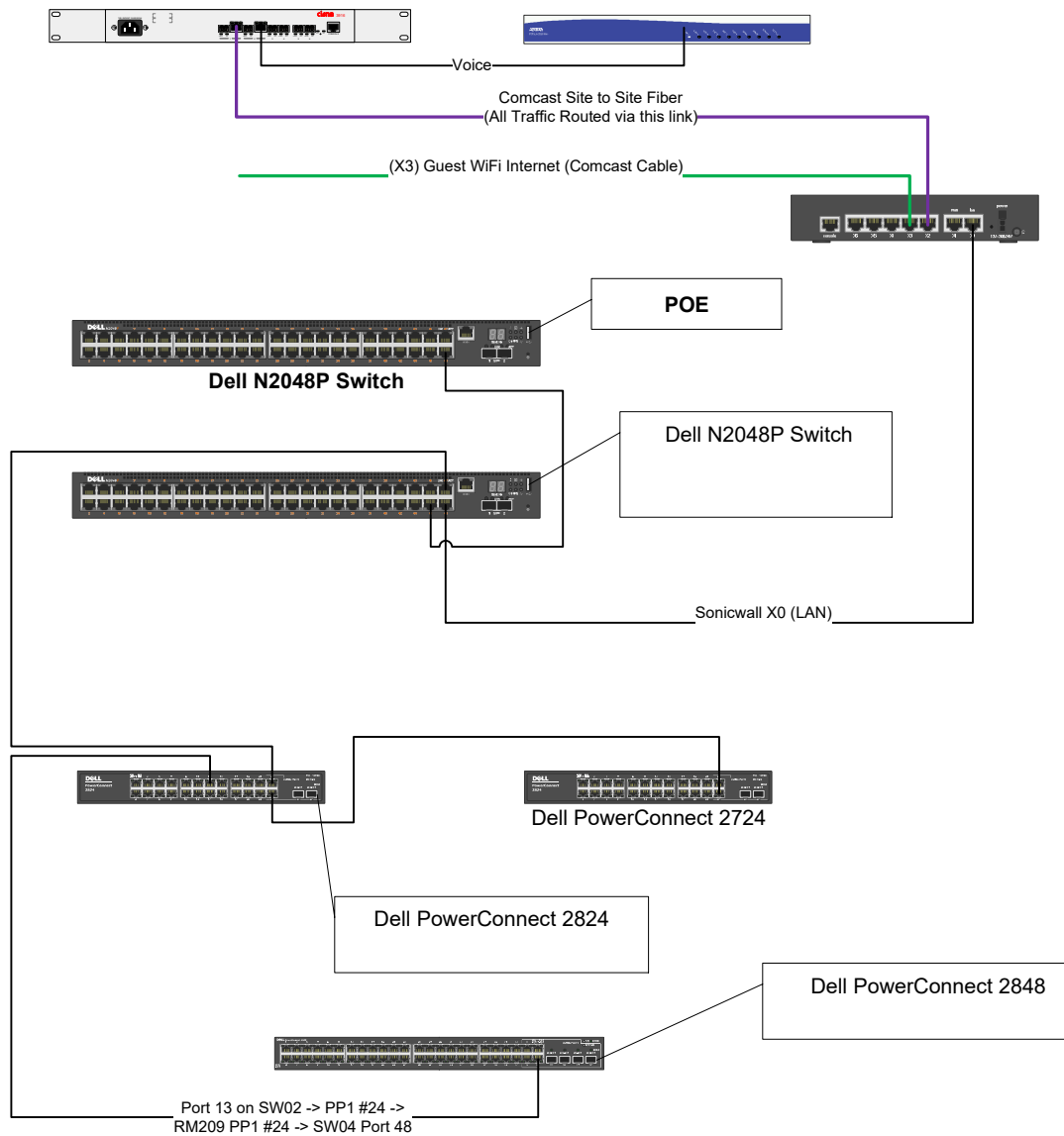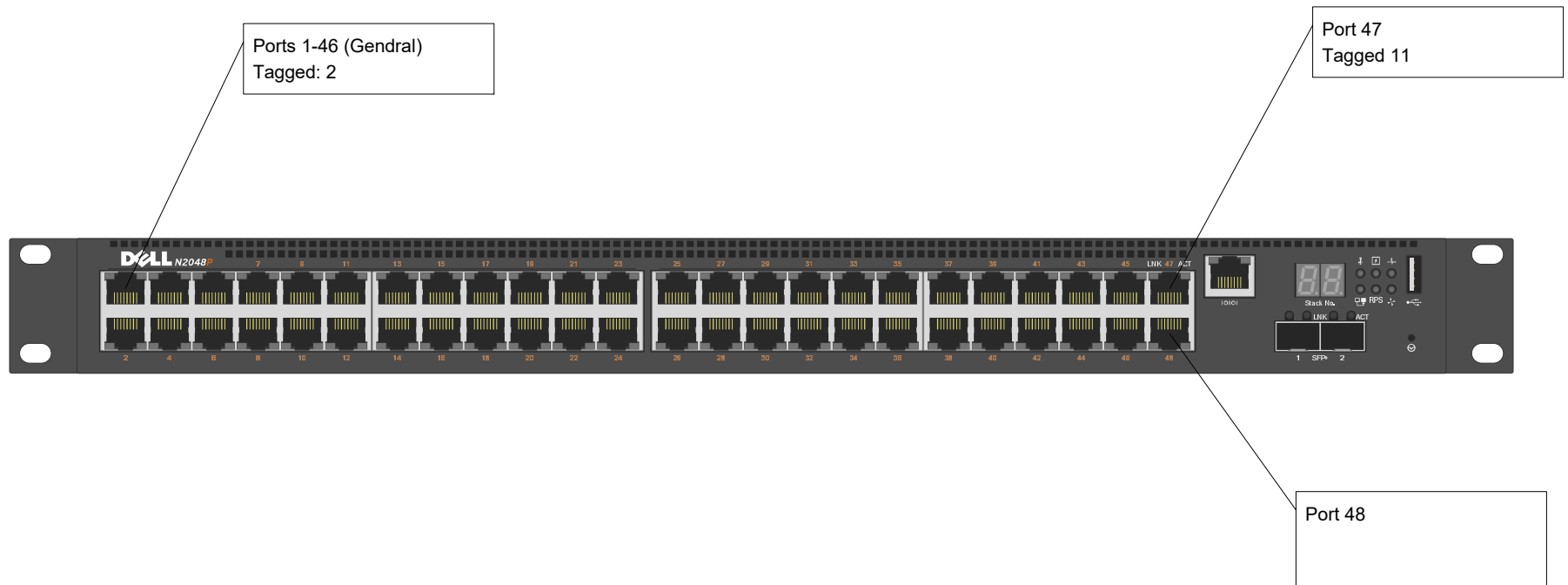
VLANS:
2 - VOIP
11- Telemed all ports

Clifford Beers Clinic
Switch Detail

CBCEDWSW02
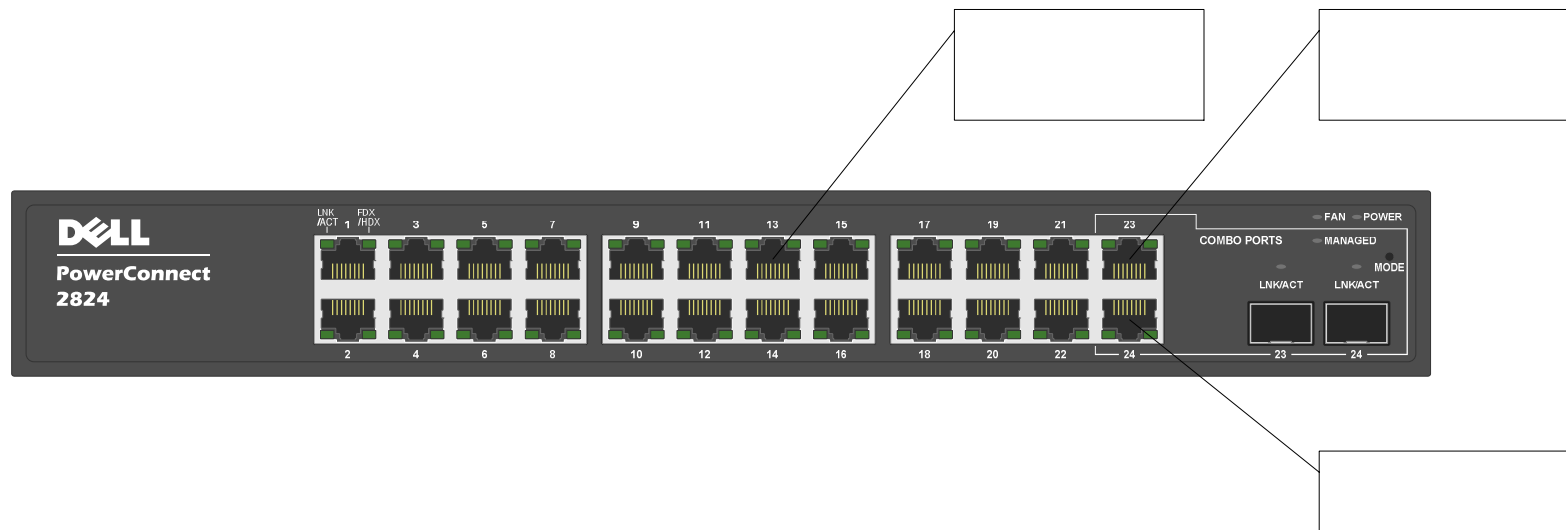
VLANS:
11- Telemed all ports
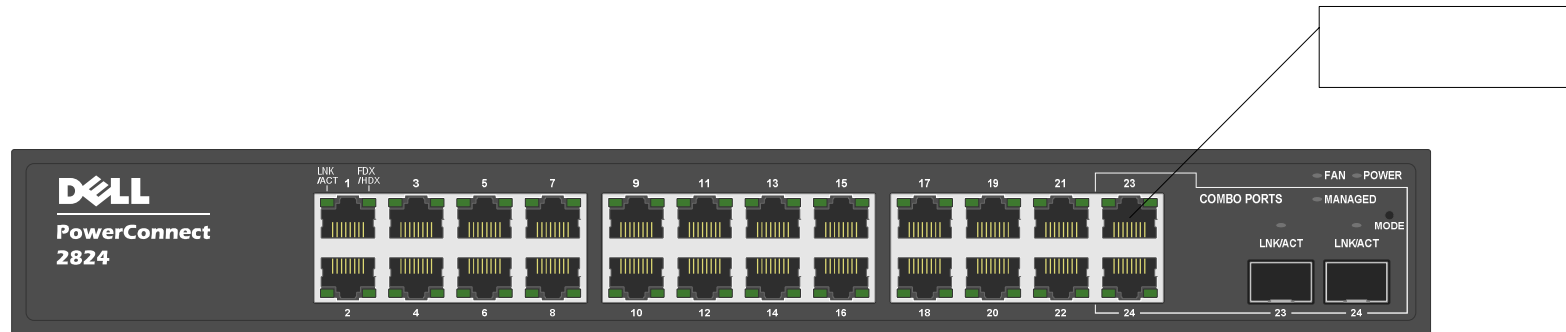
VLANS:
11- Telemed all ports
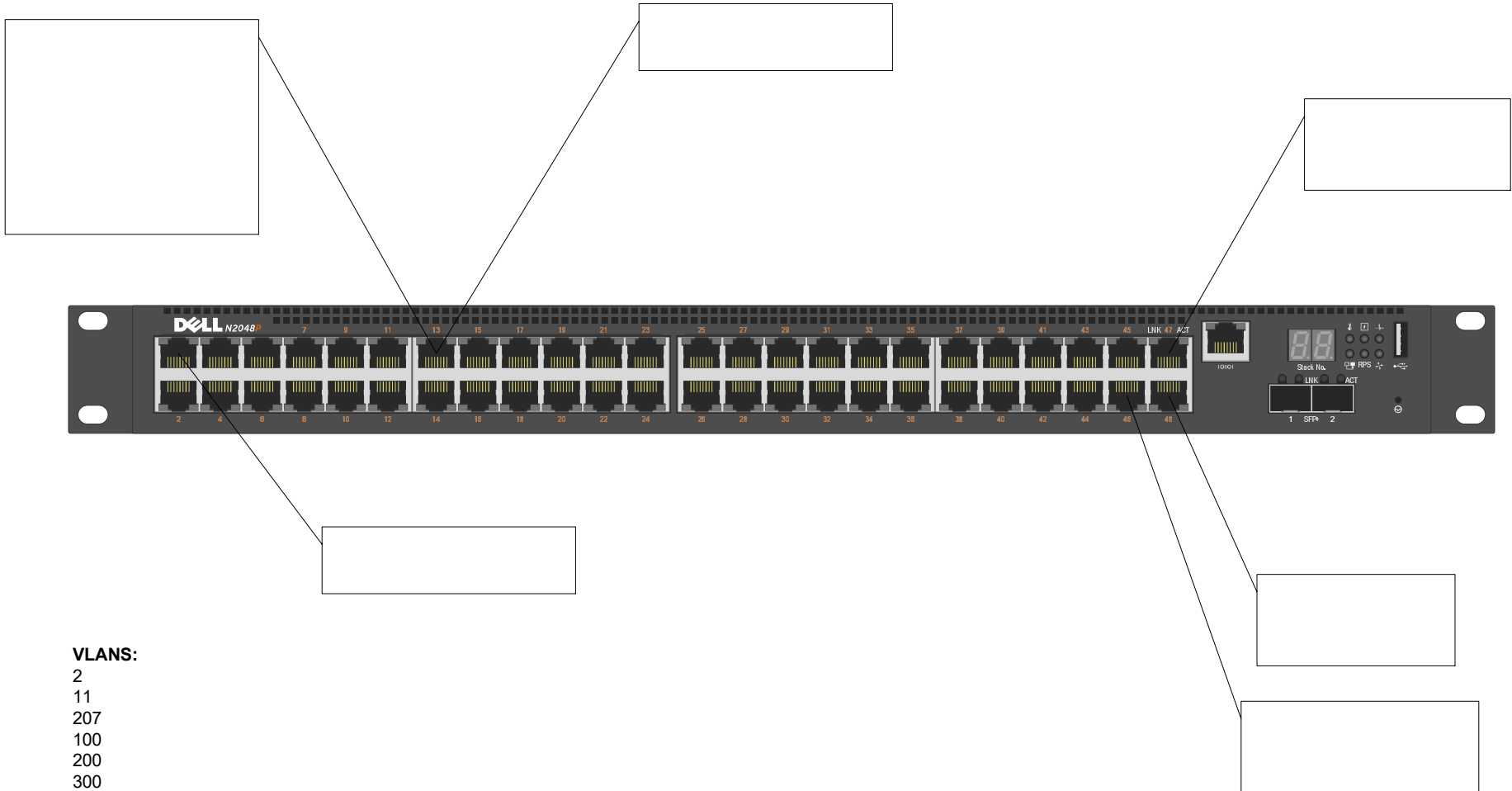
Clifford Beers Clinic
Switch Detail
CBCEDWSW04

Clifford Beers Clinic
Switch Detail
CBCEDWSW05

DELL N2048P

7   9   11   13   15   17   19   21   23   25   27   29   31   33   35   37   39   41   43   45   LNK 47 ACT

Stack No.   RPS

2   4   6   8   10   12   14   16   18   20   22   24   26   28   30   32   34   36   38   40   42   44   46   48   LNK   ACT

1   SFP+   2

VLANS:
2
11
207
100
200
300

013

Hall Rack Link

45 U

12 U

Hall Rack

CBC-MAR-SW4

CBC-MAR-SW1

CBC-MAR-SW2

Rear Rack Link

CBC-MAR-SW3

12 U

Rear Area
Rack

Sonicwall

1 U
1 U

Comcast
Top Fiber patch
Bottom Ciena Switch

Sonicwall

Phone Equipment Space

CBC-MAR-UPS1

3 U
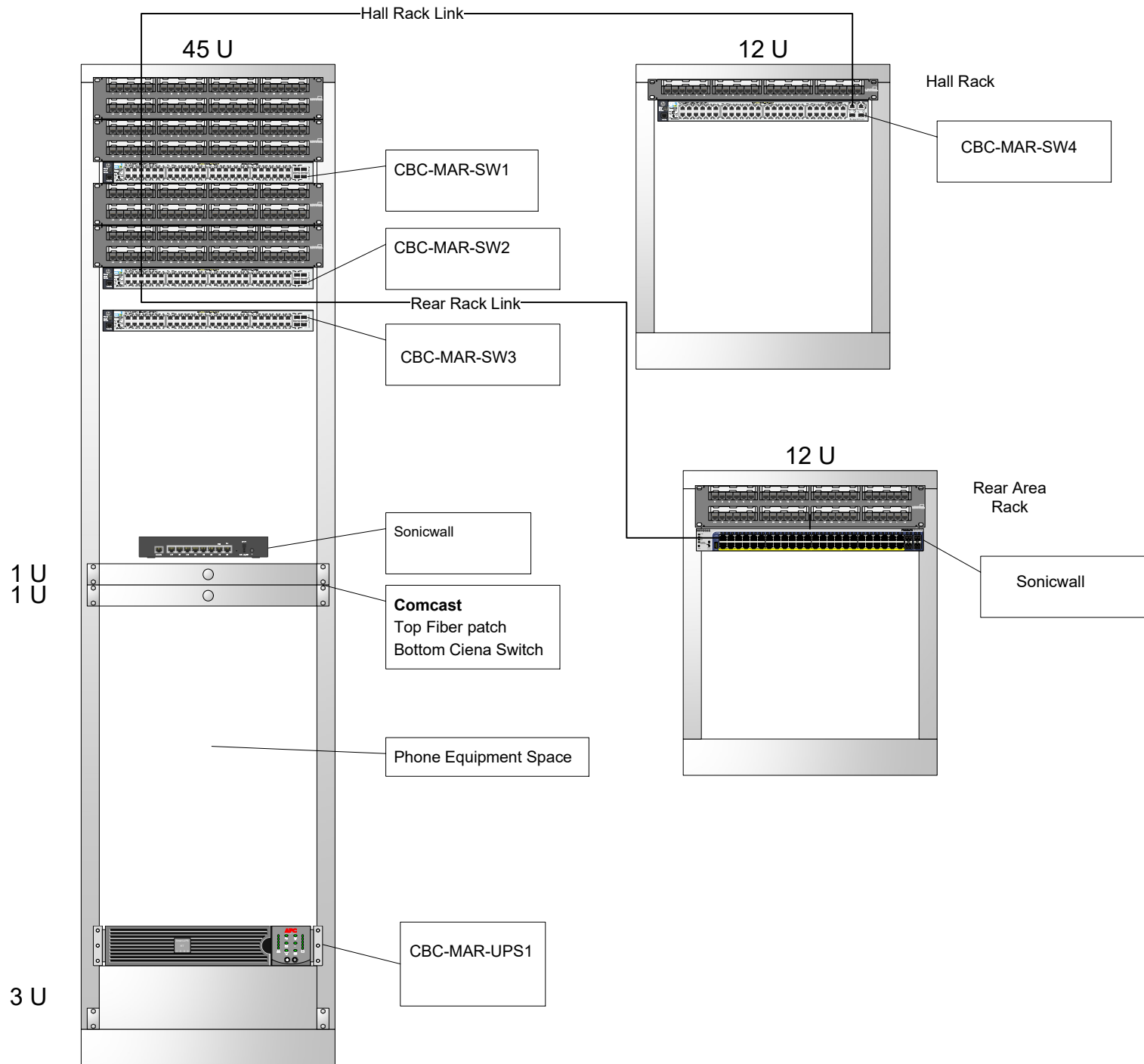
Clifford Beers Clinic
Marne St Sonicwall
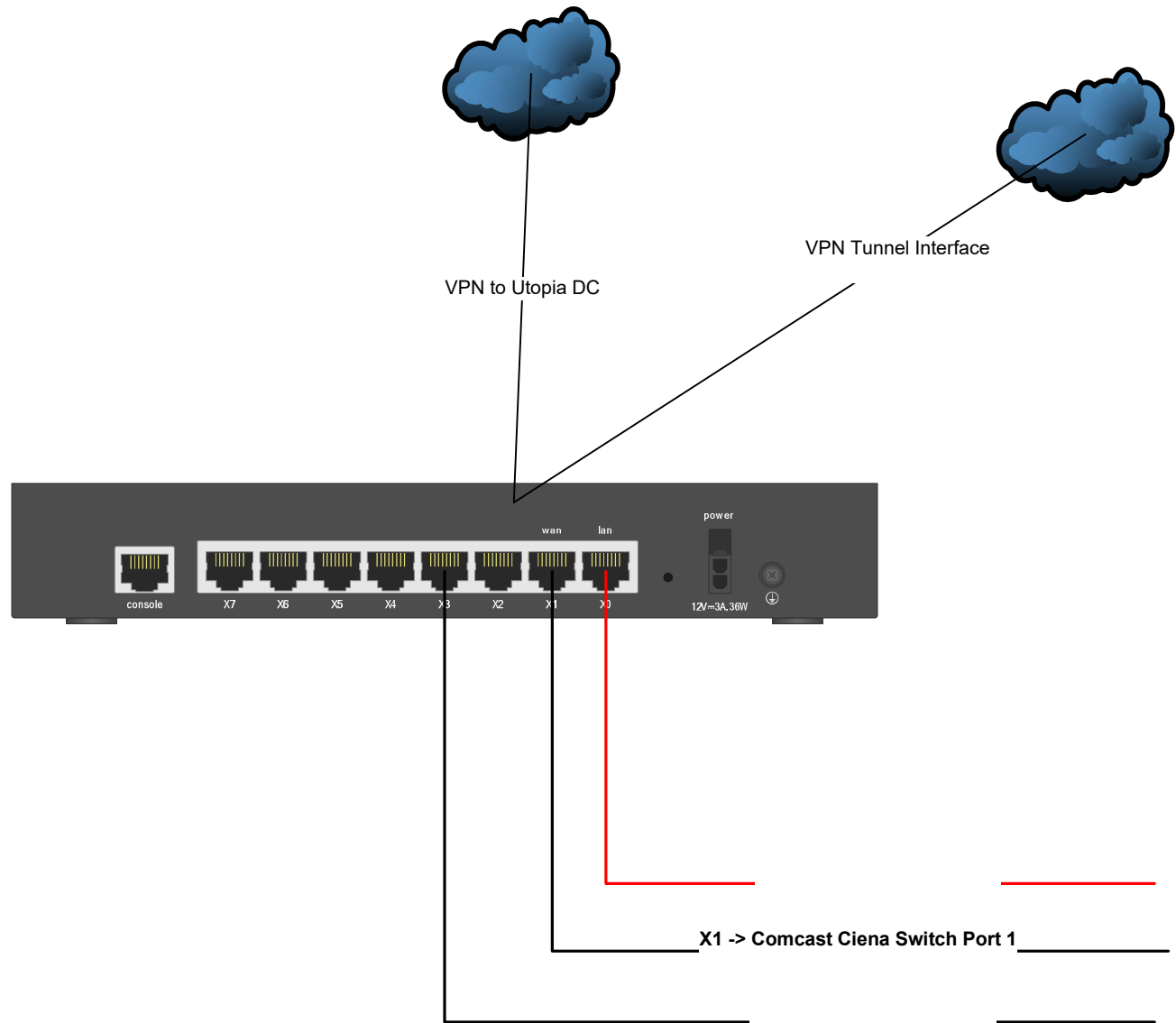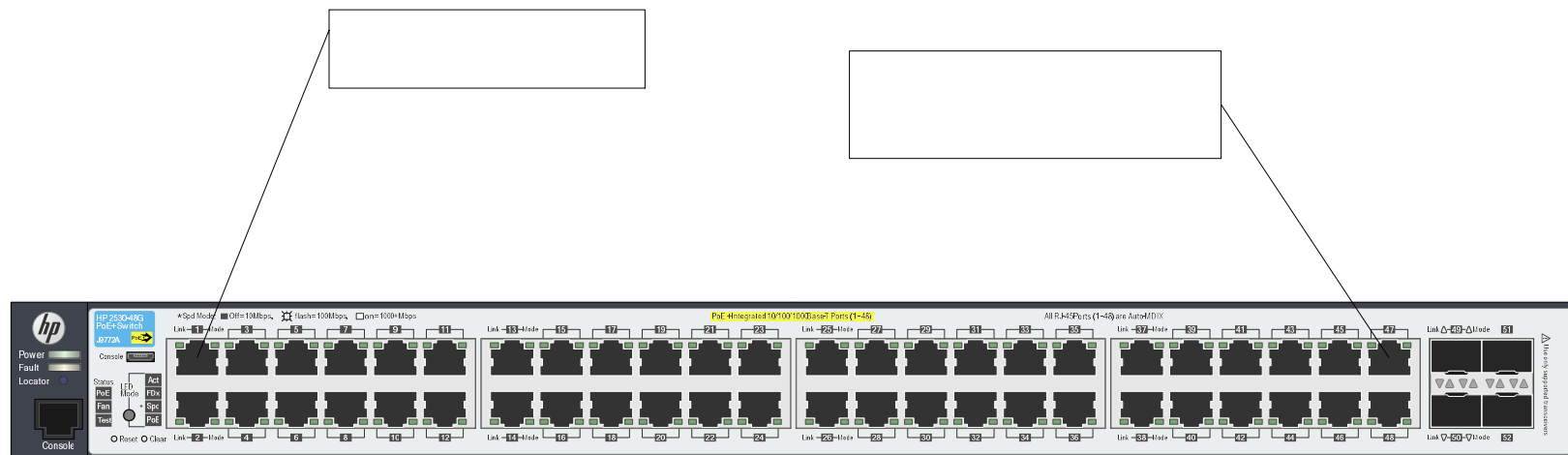
VPN Tunnel Interface

VPN to Utopia DC

power

wan   lan

console   X7   X6   X5   X4   X3   X2   X1   X0   12V⎓3A,36W

X1 -> Comcast Ciena Switch Port 1 _____

Switch Detail
CBC-MAR-SW1

HP 2530-48G
PoE+Switch
J9772A

VLANS:
2 – VOIP
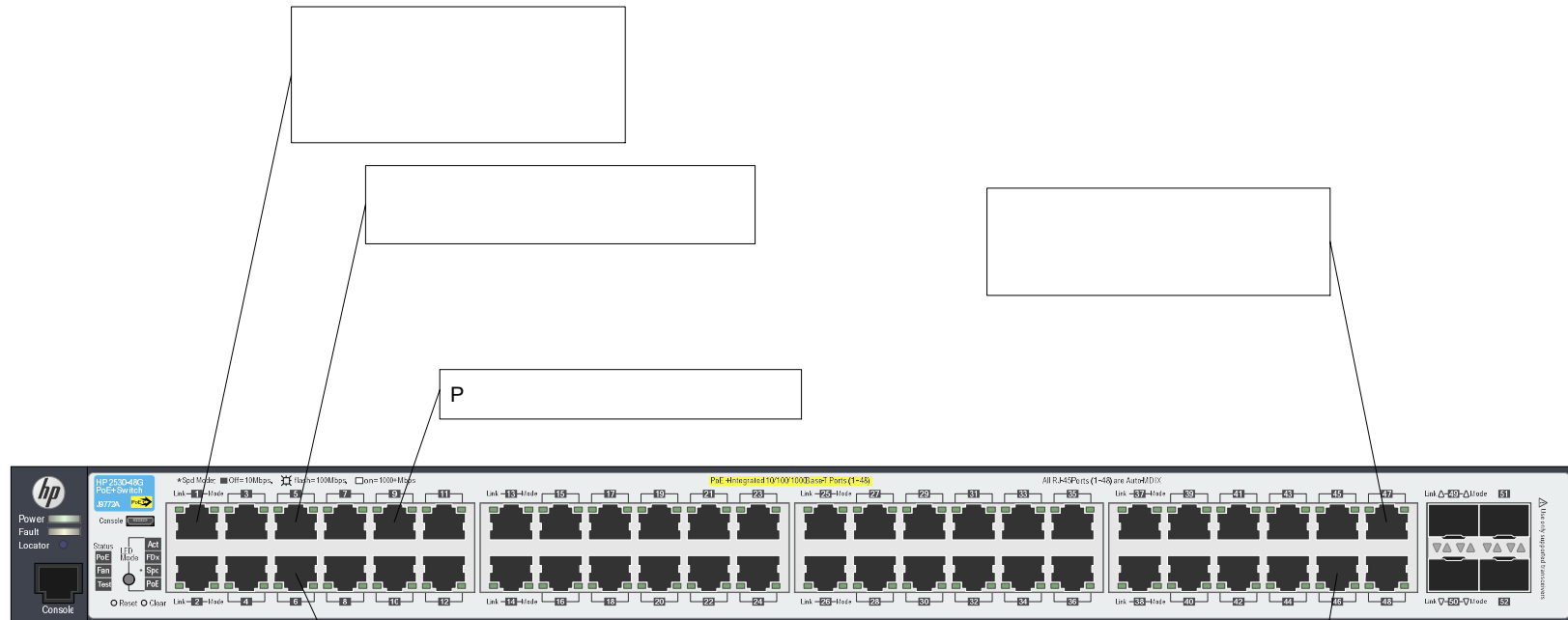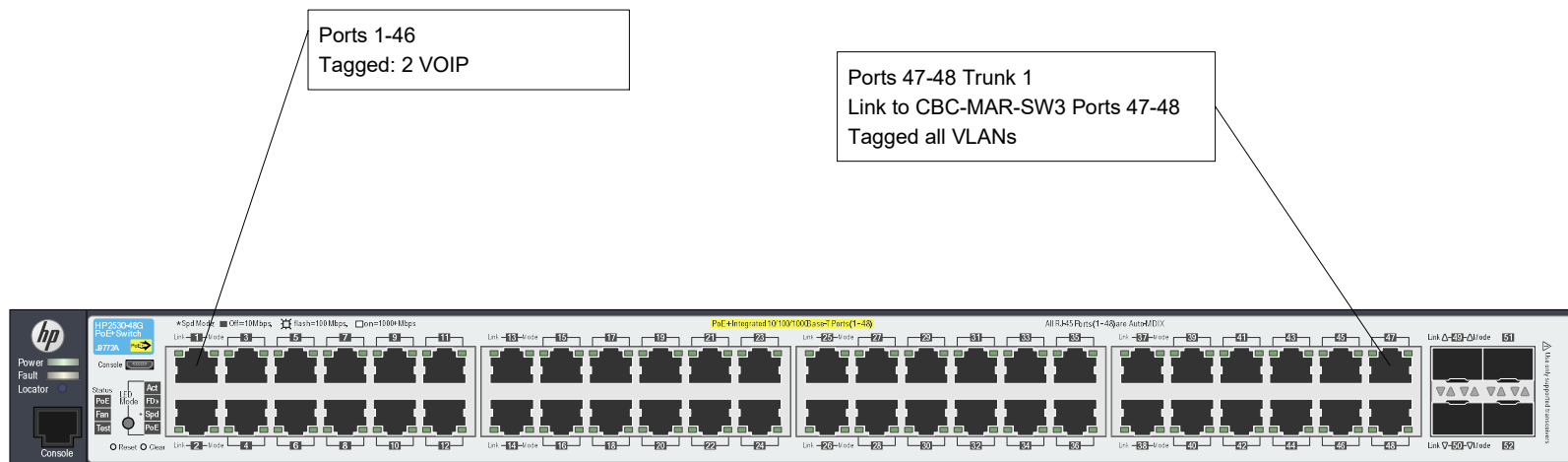100 – WiFi Management
200 – Guest WiFi
300 – Private WiFi
400 – DMZ

Switch Detail
CBC-MAR-SW2

P

VLANS:
2 – VOIP
100 – WiFi Management
200 – Guest WiFi
300 – Private WiFi
400 – DMZ

Switch Detail
CBC-MAR-SW3 @ 10.176.60.228
HP 2530-48G-PoEP Switch (J9772A)
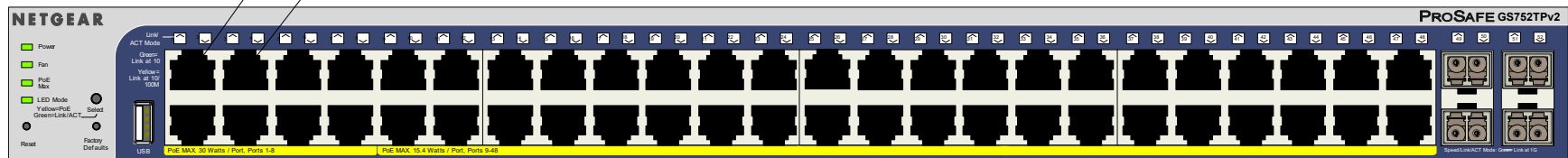SN#: CN7BFP36T1

Ports 1-46
Tagged: 2 VOIP

Ports 47-48 Trunk 1
Link to CBC-MAR-SW3 Ports 47-48
Tagged all VLANs

VLANS:
2 – VOIP
100 – WiFi Management
200 – Guest WiFi
300 – Private WiFi
400 – DMZ

Switch Detail
CBC-MAR-SW4

VLANS:
2 – VOIP
100 – WiFi Management
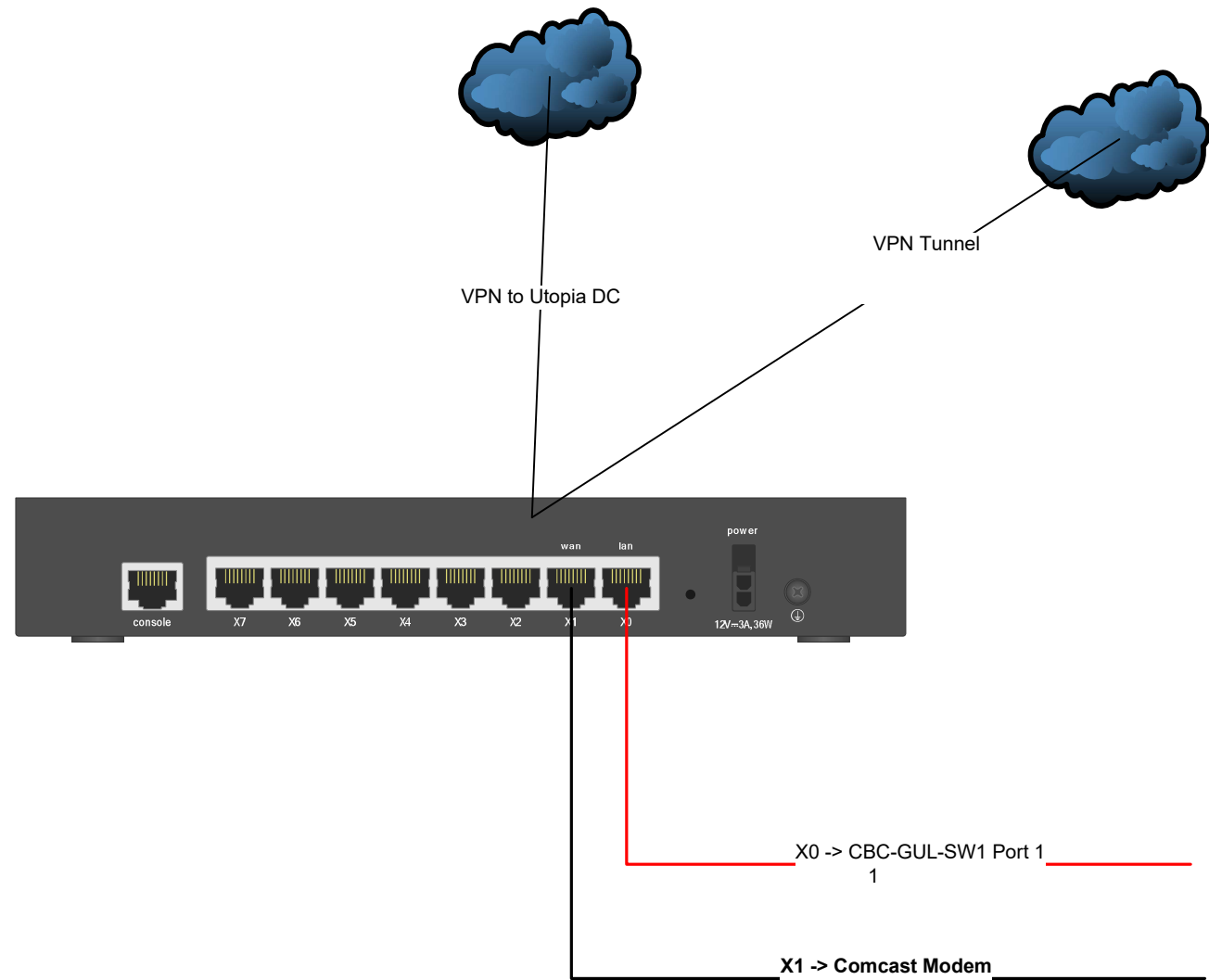200 – Guest WiFi
300 – Private WiFi
400 – DMZ
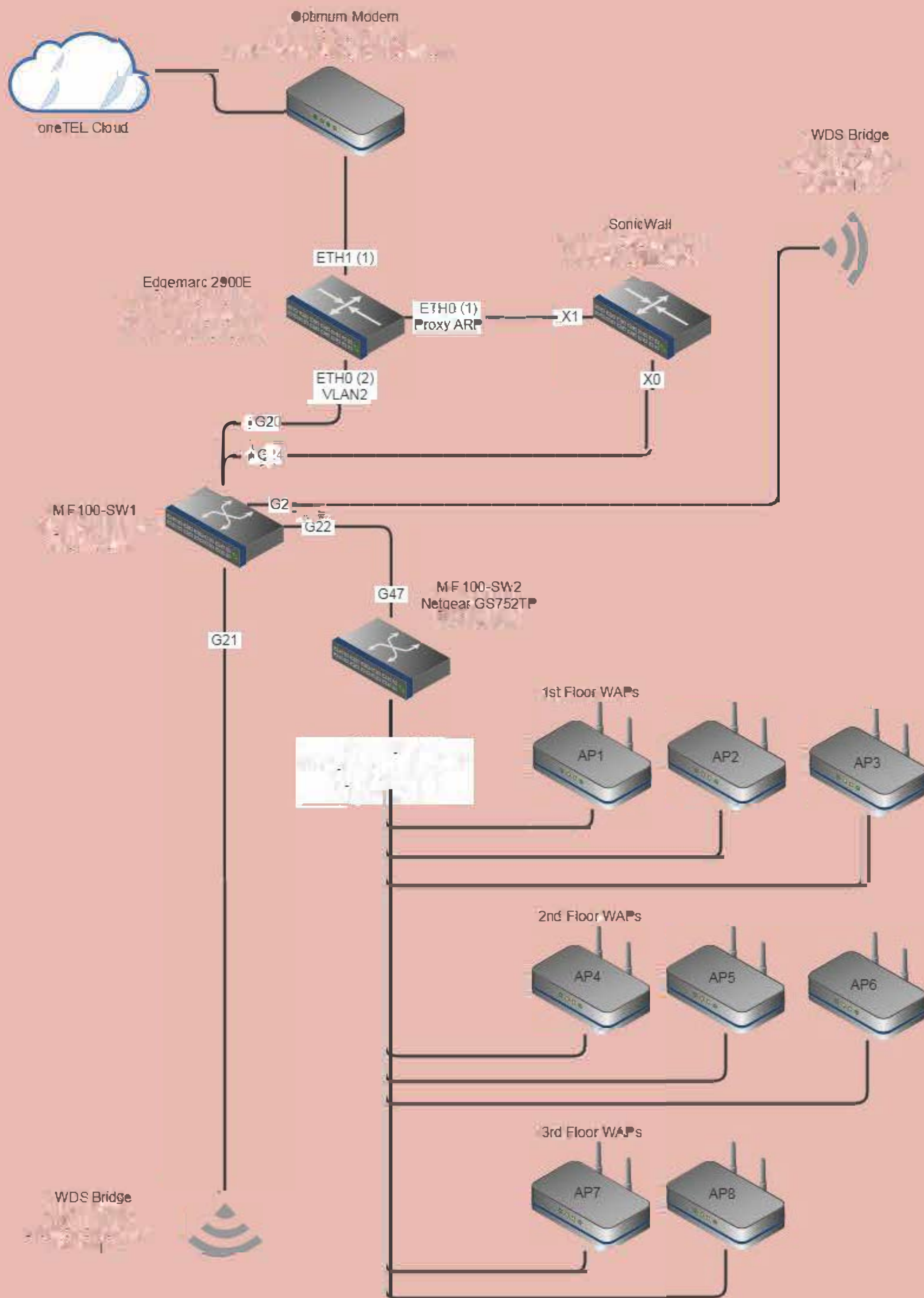
Switch Detail
CBC-MAR-SW5

NETGEAR   ProSafe GS752TPv2

VLANS:
2 – VOIP (Tagged all ports)
100 – WiFi Management
200 – Guest WiFi
300 – Private WiFi
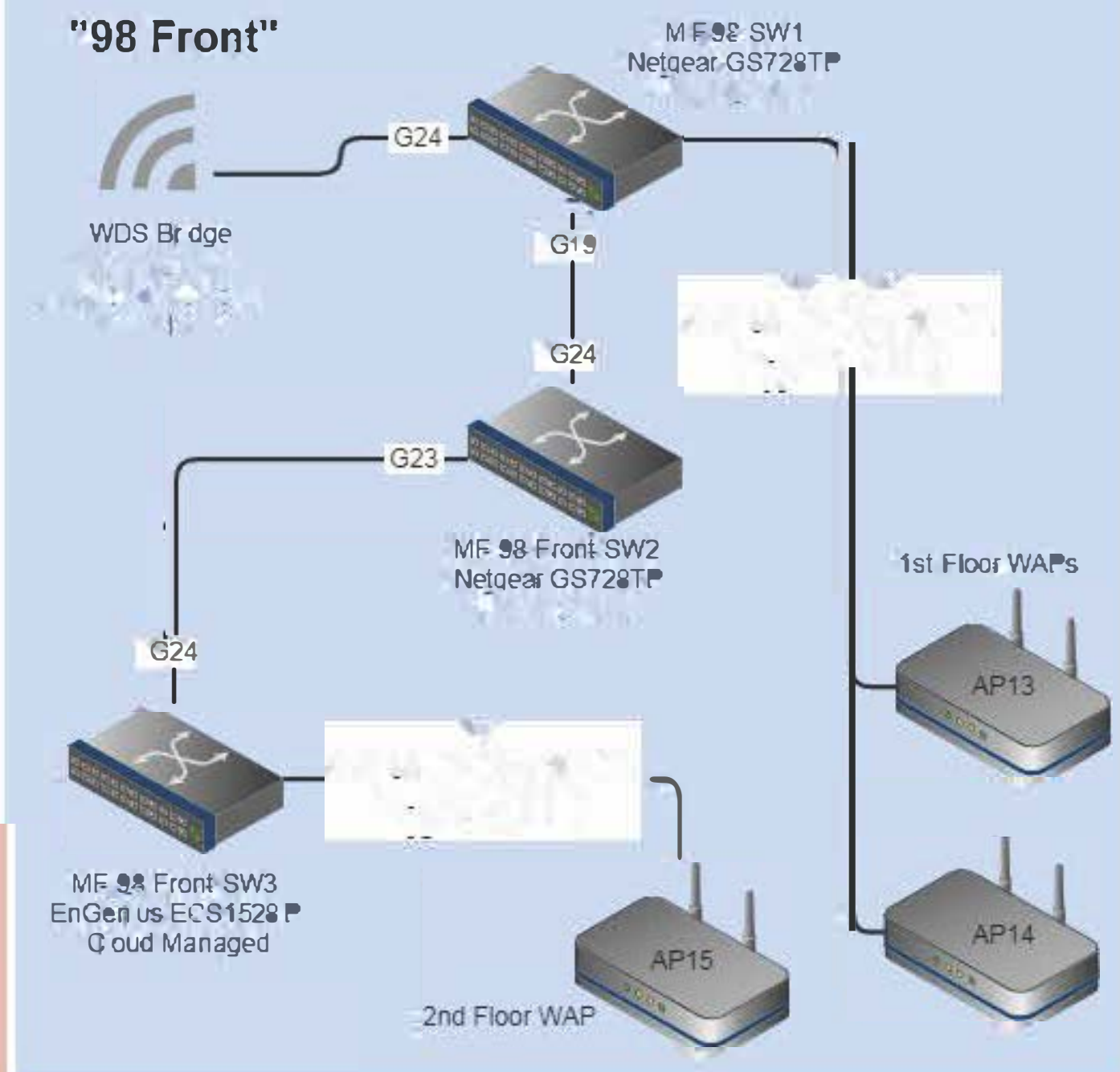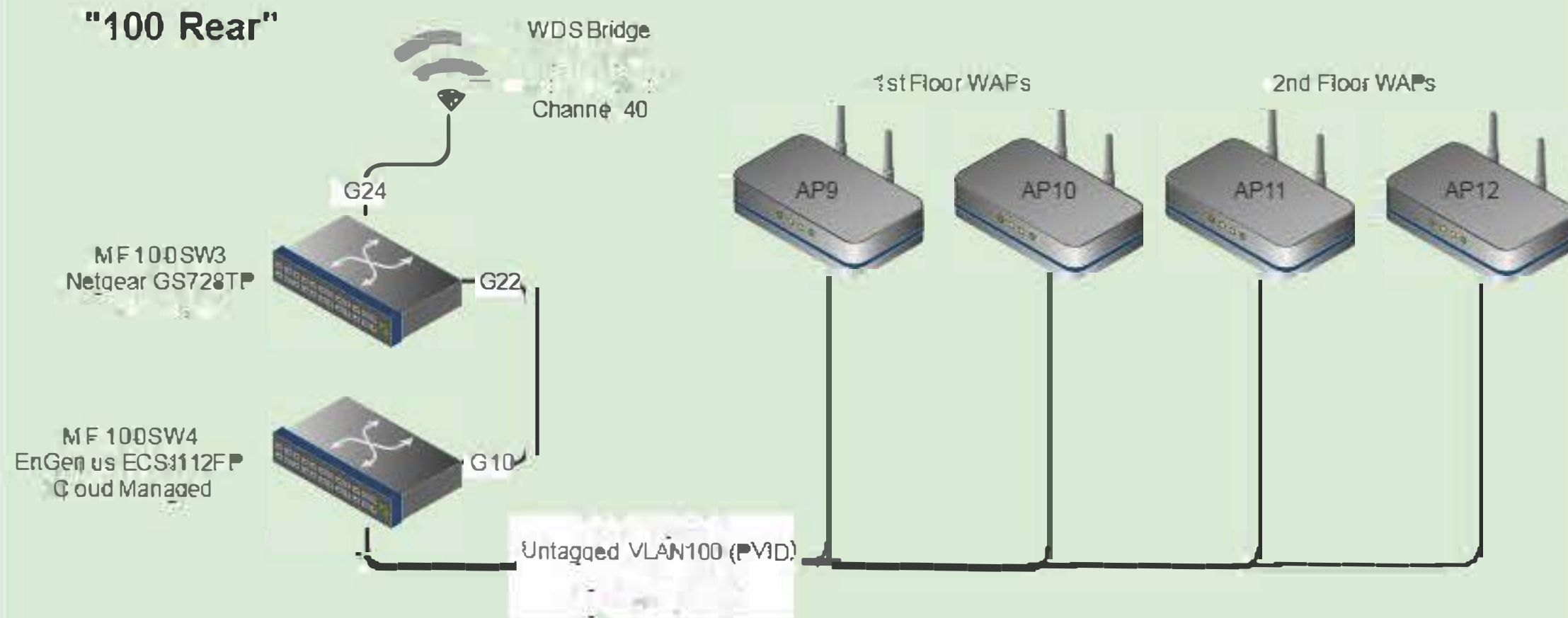400 – DMZ

Clifford Beers Clinic
Guilfordt Sonicwall

VPN Tunnel

VPN to Utopia DC

power

wan   lan

console   X7   X6   X5   X4   X3   X2   X1   X0

12V⎓3A,36W

X0 -> CBC-GUL-SW1 Port 1
1

X1 -> Comcast Modem

Mid Fairfield Community Care Center
100 & 98 East Avenue, Norwalk

"100 Front"

Optimum Modem

oneTEL Cloud

WDS Bridge

ETH1 (1)

Edgemarc 2900E

ETH0 (1) Proxy ARP — X1

SonicWall

ETH0 (2) VLAN2

X0

G20

G24

MF 100-SW1

G2

G22

G47 — MF 100-SW2 Netgear GS752TP

G21

1st Floor WAPs

AP1   AP2   AP3

2nd Floor WAPs

AP4   AP5   AP6

3rd Floor WAPs

AP7   AP8

WDS Bridge

"98 Rear"

MF 98 SW2 Netgear GS728TP

WDS Bridge

G24

G23

G24

MF 98 Rear SW2 Netgear GS728TP

AP16

AP17

"98 Front"

MF 98 SW1 Netgear GS728TP

G24

G19

WDS Bridge

G24

G23

MF 98 Front SW2 Netgear GS728TP

G24

MF 98 Front SW3 EnGenius ECS1528 P Cloud Managed

AP15

2nd Floor WAP

1st Floor WAPs

AP13

AP14

"100 Rear"

WDS Bridge

Channel 40

G24

MF 100 SW3 Netgear GS728TP

G22

MF 100 SW4 EnGenius ECS1112FP Cloud Managed

G10

1st Floor WAPs

AP9   AP10

2nd Floor WAPs

AP11   AP12

Untagged VLAN100 (PVID)

Mid Fairfield Child Guidance

Internet and Firewall
100 East Ave, Norwalk, CT
06851

Optimum Modem

Edgemark 2900E

Port2 ->
G20
(VOIP)V:2

Port 1 -> X1

GS728TP
MF100-SW1

Sonicwall TZ500
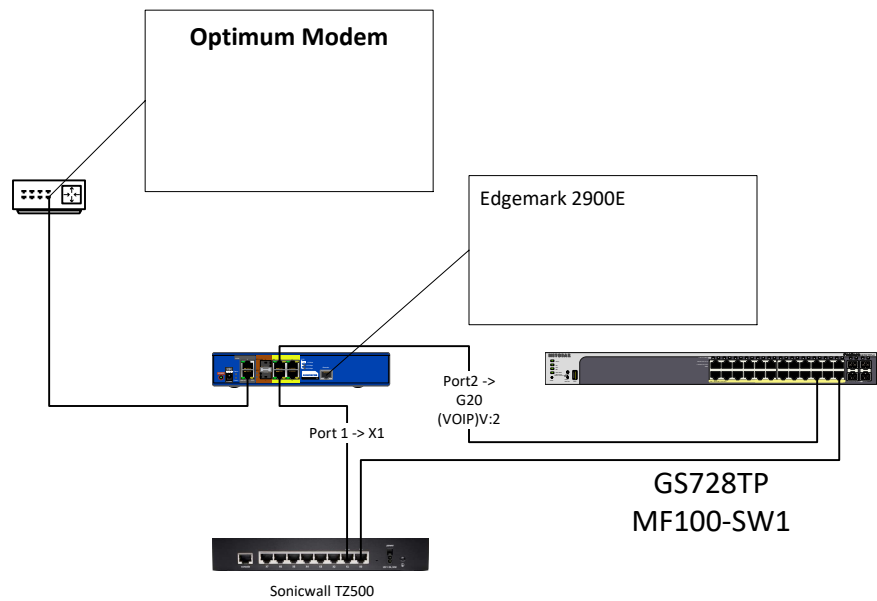
Mid Fairfield Child Guidance

MF100-SW1 Detail
100 East Ave, Norwalk, CT
06851
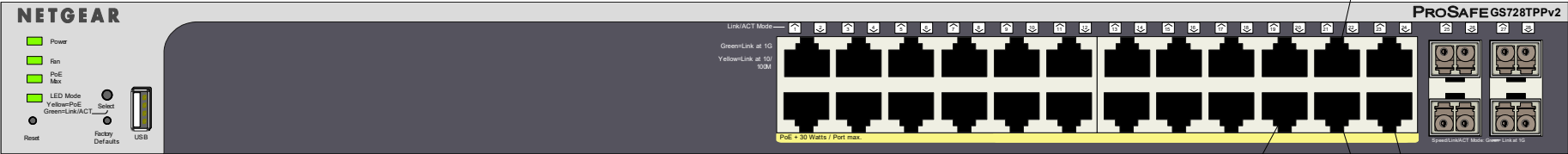
NETGEAR

Power

Fan

PoE
Max

LED Mode
Yellow=PoE
Green=Link/ACT

Select

Reset

Factory
Defaults

USB

Link/ACT Mode

Green=Link at 1G

Yellow=Link at 10/
100M

PoE + 30 Watts / Port max.

ProSafe GS728TPPv2

Speed/Link/ACT Mode: Green = Link at 1G

GS728TP
MF100-SW1

Ports 1-4 WiFi
UT: 100
T: 200,300
1: 1st Floor AP
2: 3rd Floor AP
3: 2nd Floor AP
4: 1st Floor Closet AP

Port 47
To MF100-SW1
Port 22
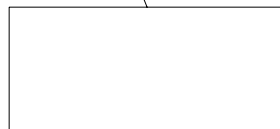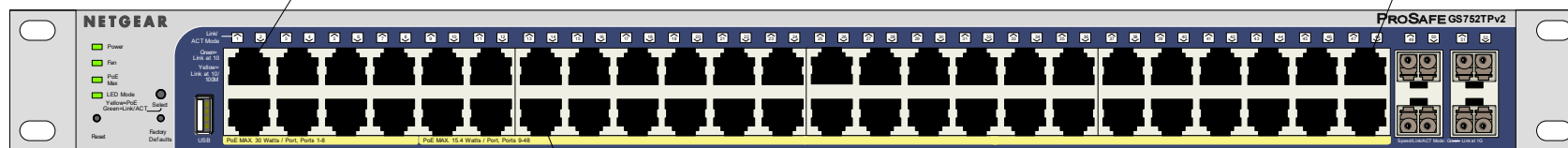
Mid Fairfield Child Guidance

MF100-SW3 Detail
100 East Ave, Norwalk, CT
06851
(Rear Building)

NETGEAR

Power
Fan
PoE
Max
LED Mode
Yellow=PoE
Green=Link/ACT
Reset

Select

Factory
Defaults

USB

ProSafe GS728TPPv2

Link/ACT Mode
Green=Link at 1G
Yellow=Link at 10/100M

PoE + 30 Watts / Port max.

Speed/Link/ACT Mode: Green= Link at 1G
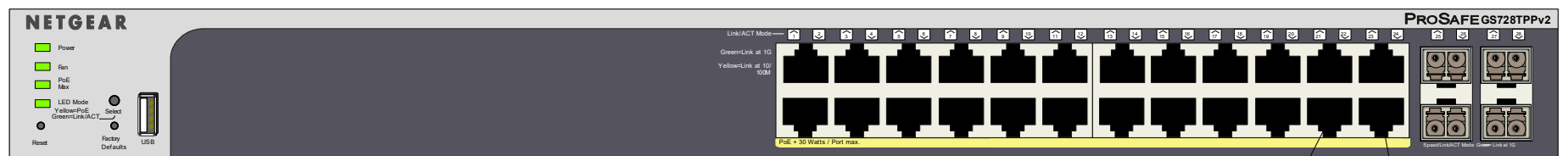
Ports 22-23 WiFi
UT: 100
T: 200,300
22: 2nd Floor AP
23: 1st Floor Hall

Mid Fairfield Child Guidance

MF98-SW1 Detail
98 East Ave, Norwalk, CT
06851

NETGEAR

PROSAFE GS728TPPv2

Power

Fan

PoE
Max

LED Mode
Yellow=PoE
Green=Link/ACT

Select

Reset

Factory
Defaults

USB

Link/ACT Mode

Green=Link at 1G

Yellow=Link at 10/
100M

PoE + 30 Watts / Port max.

Speed/Link/ACT Mode: Green= Link at 1G
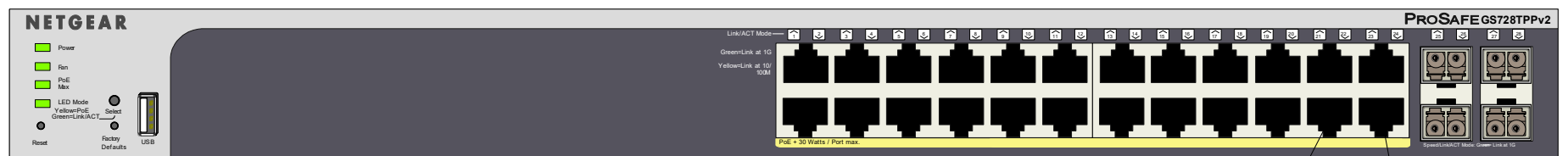
Ports 22-23 WiFi
UT: 100
T: 200,300
22: Closet AP
23: Front Hall AP

Mid Fairfield Child Guidance

MF98-SW2 Detail
98 East Ave, Norwalk, CT
06851

NETGEAR

Power
Fan
PoE
Max
LED Mode
Yellow=PoE
Green=Link/ACT
Select
Reset
Factory
Defaults
USB

Link/ACT Mode
Green=Link at 1G
Yellow=Link at 10/
100M

ProSafe GS728TPPv2

PoE + 30 Watts / Port max.

Speed/Link/ACT Mode Green = Link at 1G
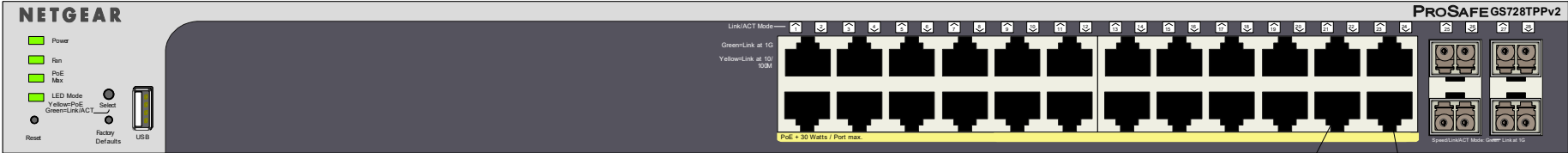
Ports 23 WiFi
UT: 100
T: 200,300
23: Main Area AP

Internet

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

Clifford Beers - Winthrop...

(P23) <-> (P10)

029