

Attachment A – Town of Hillsborough IT RFP Q&A Responses: Expanded Project Descriptions

Note: The Town relies on the selected vendor to have the expertise and experience to perform the work. Below are the essential tasks associated with each project. The items listed are not meant to be inclusive of all the steps to complete but to help explain the necessary scope of the work.

	Project Name	Typical Scope
Desktop Replacement	Replace 10 PCs each fiscal year	<ul style="list-style-type: none"> • Work with Town staff to spec and recommend replacement computers • Assist staff with processing purchase (Town to purchase, vendor to provide three quotes) • Document the software and peripherals installed on the ten replacement computers to ensure all necessary software is reinstalled and • Prepare systems with Town base install and add necessary software • Contact staff to schedule install • Work with staff to ensure all software and peripherals work before leaving the workspace • Remove existing workstation and either (1) reimaging for placement (follow steps above for user as appropriate) at another location or prepare for disposal (removing data/destroy hard drive/recycle computer)
Server Replacement	Replace 3 Servers (VMWare Cluster)	<ul style="list-style-type: none"> • Work with Town staff to spec and recommend replacement servers • Assist staff with processing purchase (Town to purchase, vendor to provide three quotes) • Document the existing environment • Work with Town to develop schedule and communication plan not to impact the daily operations (or minimize impact) • Replace VMWare servers based on VMWare standards and recommendations • Ensure all hosts are functioning • Remove existing servers and prepare for disposal (removing data/destroy hard drive/recycle computer)
Mobile Computing	Up to 12 iPads, Surface Pros or hardened Tablets	<ul style="list-style-type: none"> • Work with Town staff to spec and recommend the appropriate hardware • Assist staff with processing purchase (Town to purchase, vendor to provide three quotes) • Document software installed to ensure the necessary software is restored to the device • Contact staff to schedule install • Work with staff to ensure all software and peripherals work before leaving the workspace • Remove existing devices and prepare for disposal (removing data/destroy hard drive/recycle computer)

Servers	Upgrade all servers to latest operating systems	<ul style="list-style-type: none"> • This task could be done over many months and in conjunction with hardware replacements where appropriate. • Evaluate servers (physical/hosts) to determine which system can be upgraded to the latest version (~20) • Create a plan to present to Town on how to upgrade, tentative schedule and identify any impact on operations • Perform the upgrade per Microsoft standards
Databases	Upgrade/migrate SQL databases to latest versions	<ul style="list-style-type: none"> • Evaluate servers (physical/hosts) to determine which system can be upgraded to the latest version (~3) • Create a plan to present to Town on how to upgrade, tentative schedule and identify any impact on operations • Perform the upgrade per Microsoft standards
Office365 One Drive	Assist with migration to One Drive for storage	<ul style="list-style-type: none"> • Describe the plan you would use to assist the Town in migrating current network shares to OneDrive and/or Sharepoint • The plan should address how to address authorizations/access and impact on day to day users • Describe the time impact on the end-user • Estimate time based on working with ~75 Users in 6 departments
Large File	Implement an FTP or similar solution to assist the Town	<ul style="list-style-type: none"> • Recommend an FTP solution and describe the process you would use to implement and estimate the hours/cost to complete
Third Party Software Upgrades	Assist the Town with 3rd party software upgrades (i.e., ArcGIS)	<ul style="list-style-type: none"> • Work with 3rd party vendors to understand the requirements to support their upgrade; for purposes of this response, use upgrading ArcGIS server. • Provide support during the upgrade as needed
Network Refresh	Replace existing network equipment / upgrade VLANS	<ul style="list-style-type: none"> • Work with Town staff to spec and recommend the appropriate hardware to replace network switches used in data closets • Assist staff with processing purchase (Town to purchase, vendor to provide three quotes) • Document the existing configurations • Create a plan to present to Town on how to upgrade, tentative schedule and identify any impact on operations • Perform upgrade per equipment vendor standards • Dispose of old equipment (removing configuration/recycle computer)

Cybersecurity	Upgrade WSUS to cloud based patch solution	<ul style="list-style-type: none"> • Recommend path to upgrade WSUS • Identify any costs associated and present to Town, assist as needed with any purchasing • Create a plan to present to Town on how to upgrade, tentative schedule and identify any impact on operations • Perform upgrade and if necessary, dispose of any equipment.
Firewall	Implement redundant firewall	<ul style="list-style-type: none"> • Work with Town staff to spec and recommend the appropriate hardware to create a redundant system. The Town redundant firewall should be the same brand (Palo Alto) • Identify any costs associated and present to Town, assist as needed with any purchasing • Create a plan to present to Town on how to upgrade, tentative schedule and identify any impact on operations • Perform work per Palo Alto specifications.