



Addendum #1 to Request for Proposal No. 2011-052

The following are the questions and formal responses from the mandatory information meeting held at the Stratford Town Hall, Room 213, 2725 Main Street, on June 17, 2011 at 2:30 PM. The Town did not receive any follow-up or additional questions after this meeting as part of the “Proposal Inquiries” section of the RFP.

Question 1

Do you have a preference for the VMware version or platform?

Question 1 – Town of Stratford response

The Town has no preference for the recommended virtualization platform. The Town wants the responding vendors to recommend the best virtualization solution for the Town, based on architecture, hardware, software and budget. Although the Town is currently using Citrix within Public Safety, there is no preference for a virtualization solution (e.g., VMware, Hyper-V, etc.) but the vendor must provide reasons for why they are recommending their particular solution.

Question 2

Does the Town IT staff want to be trained to be self-supported?

Question 2 – Town of Stratford response

Yes. The overall goal of this project is for the vendor to implement the virtualization solution and transfer their support knowledge to the current IT staff.

Question 3

What is the budget for this project?

Question 3 – Town of Stratford response

Funds have been bonded for the virtualization project. There is approximately \$500,000 budgeted for capital costs. The operating costs are not included in this figure since they will be dependent upon the solution selected. The Town Council is very supportive of this project and as a result, the Town may be able to obtain additional funding if required.

Question 4

How many years of 24x7 support will the Town require?

Question 4 – Town of Stratford response

The Town will require three (3) years minimally of 24x7 support from the selected vendor.

Question 5

Should the cost of replacing monitors be included in the response?



Question 5 – Town of Stratford response

The Town needs to address the server infrastructure first, and then depending upon the costs involved with the server virtualization solution we may also be able to address the replacement of the PCs. Please include a cost schedule on how the Town could migrate from PCs to virtualized PCs over the next three (3) years.

Question 6

If the Public Safety building will be the new hub, where will the 2nd site for disaster recovery and failover be located?

Question 6 – Town of Stratford response

The Town has not included a 2nd disaster recovery site in the budget. We are looking to work with a vendor for redundancy capabilities and are considering cloud-based solutions. The Town needs to get the primary site up and operational first. If available, please identify a potential solution and cost for a disaster recovery/failover site. This could be a cloud-based solution.

Question 7

What is the radius in distance between the buildings?

Question 7 – Town of Stratford response

There is a 2-3 mile radius between the various Town buildings.

Question 8

What is the bandwidth used?

Question 8 – Town of Stratford response

The Town has provided Attachment A to confirm the various types of Internet access for each remote location. The project team also performed some basic bandwidth tests (using the www.speedtest.com site) at each remote location. Attachment E provides the speed test information captured for each remote location.

Question 9

How many police cruisers are there?

Question 9 – Town of Stratford response

The Town has 25 patrol cars.

Question 10

Is the Town replacing its CAD/RMS system?



Question 10 – Town of Stratford response

Yes, as part of a separate project the Town is planning to replace its Public Safety CAD/RMS system. There is a separate budget for the replacement of this system.

Question 11

How many users are there?

Question 11 – Town of Stratford response

The Town has approximately 550 users within the municipality. There are a total of 330 PCs. The Town does not anticipate a significant increase/decrease in either of these numbers.

Question 12

Will the current hardware infrastructure be replaced?

Question 12 – Town of Stratford response

The current servers, hubs/switches, firewalls, etc. have been in place for a significant number of years. We anticipate that all of this equipment will be replaced as part of this project.

Question 13

Why is an Aero interface required?

Question 13 – Town of Stratford response

This requirement is identified on page D.20 of the Functions and Features List in section I. Server Technology – General Requirements item number 2. An Aero interface is not required and as such please disregard this feature set.

Question 14

How many users of the 330 use the CAD system?

Question 14 – Town of Stratford response

There are approximately 25 concurrent users of the CAD system.

Question 15

Does the Town have a Microsoft agreement?

Question 15 – Town of Stratford response

No the Town does not have an agreement with Microsoft.

Question 16

Does the IT department package applications or are they manually installed?



Question 16 – Town of Stratford response

Presently, the Town’s IT department manually installs most applications on a PC by PC basis. However, as part of the virtualization solution, we want to be able to eliminate this process.

Question 17

What percentage of devices are off-line (i.e., not connected to the network)?

Question 17 – Town of Stratford response

The Town has approximately 10 devices that are off-line.

Question 18

How are regular applications updated?

Question 18 – Town of Stratford response

The Town manually updates most applications. Users can update some of their installed applications.

Question 19

Is the Town supporting multiple active directory domains?

Question 19 – Town of Stratford response

Yes, the Town has three (3) domains but would like as part of the new solution to have only one (1) domain.

Question 20

Does the Town have an active directory migration strategy?

Question 20 – Town of Stratford response

The Town plans to move to one domain with the implementation of the new virtualization solution. Please include a migration strategy (design is not necessary) with your response.

Question 21

Does the Town have a mechanism for patch management?

Question 21 – Town of Stratford response

Presently, the Town does not have a mechanism for patch management. Please include patch management as part of the virtualization solution.

Question 22

Has the Town conducted interviews with existing employees in the Town to determine needs?



Question 22 – Town of Stratford response

The Town has met with each Town department. As a result of these interview sessions, we have identified many network performance issues, data backup concerns, and IT support issues.

Question 23

Do the independent sites have servers?

Question 23 – Town of Stratford response

Yes, each of the remote sites has servers. Data backup is performed locally and independently. The Town's goal is to move to a single source of centralized backup.

Question 24

Is the total accumulated storage of one (1) terabyte (TB) sufficient?

Question 24 – Town of Stratford response

Yes, the Town will be growing overtime with the exception of the email limitation. Right now email and the financial system are cloud based, requiring no storage requirements on-site.

Question 25

Has the Town conducted a security audit?

Question 25 – Town of Stratford response

The Town has not conducted a security audit.

Question 26

Does the Town need to adhere to PCI standards?

Question 26 – Town of Stratford response

Yes, the Town does need to be PCI compliant but there has been no assessment to-date. Although credit cards are accepted as a form of payment, the Town does not store any credit card data or cardholder information electronically.

Question 27

Does the Town have a wireless network?

Question 27 – Town of Stratford response

The Town has independent wireless access points in some buildings around Town but is not looking to replace them as part of this project.

Question 28

What type of LAN wiring exists throughout the Town? Cat-5/5E?



Question 28 – Town of Stratford response

The Town has Cat-5 Ethernet cabling throughout each building. The wiring in Town Hall will need to be reviewed as part of this project.

Question 29

Does the Public Safety facility have adequate physical and environmental controls in place?

Question 29 – Town of Stratford response

The Public Safety building has the appropriate security and climate (i.e., HVAC) controls in place. In addition, the building has its own generator. Assume no costs are involved to secure the building. Please include the cost of uninterruptible power supply (UPS) device(s) as part of your solution.

Question 30

Will the Town be bringing email in-house or continue to outsource the solution?

Question 30 – Town of Stratford response

The Town is currently using a POP3 service and does not plan to bring the solution in-house.

Question 31

Will the smaller sites throughout the Town continue to house a server(s)?

Question 31 – Town of Stratford response

The Town is looking for a solution so that the smaller sites would no longer house server equipment in the future.

Question 32

Are there any budget challenges with a project of this magnitude? Have implementation costs been included?

Question 32 – Town of Stratford response

The costs of implementing the WAN have been included as part of the Town's bond.

Question 33

Does the Town plan to replace their phone system?

Question 33 – Town of Stratford response

The Town sees this as a futures project (i.e., within the next 3-5 years).



Question 34

What is the firewall/routing configuration in Town?

Question 34 – Town of Stratford response

Each site is using an ASA or PIX firewall/appliance. We have provided a diagram (see Attachment B) that easily identifies what is installed at each location.

Question 35

Does the Town plan to replace all devices?

Question 35 – Town of Stratford response

The Town plan to replace servers, hubs/switches and firewalls. Selected printers and PCs may be replaced. However, if the vendor has a better solution or recommendations to better handle this situation please include as part of your response.

Question 36

What is the Town using for internet filtering/content? Does the Town plan to continue with split tunneling?

Question 36 – Town of Stratford response

A barracuda appliance was installed in each of the Town buildings but it collapsed and is no longer in use. Although internet traffic is currently split-tunneled, the Town is not requiring split tunneling and is open to options/alternatives. Please provide your best solution in your response.

Question 37

Is the Town open to cloud-based services for filtering?

Question 37 – Town of Stratford response

Yes, the Town is open to cloud-based services.

Question 38

How is the Town's current internet performance? Does the Town have the funds to bring in fiber to DS-3 connections?

Question 38 – Town of Stratford response

The Town is looking for a practical implementable solution. In recent years, telecommunication costs have decreased. Please include the costs to upgrade lines as an option.

Question 39

Is the Town looking for zero-client computing for desktop PCs?



Question 39 – Town of Stratford response

Yes, the Town is looking to implement zero-client. However, depending on costs and available budgets, we may need to phase this in over the next several years.

Question 40

The Town is using AVG as their antivirus solution today. Does the Town want a recommendation for replacing this solution?

Question 40 – Town of Stratford response

Yes, please include a recommendation for an anti-virus solution in your response.

Question 41

How does the Town plan to handle offsite backup? Cloud-based?

Question 41 – Town of Stratford response

Please include your recommendation for a backup solution as an option in your response.

Question 42

How many years should a vendor include in their proposal for a License and Service Agreement?

Question 42 – Town of Stratford response

Please include three (3) years.

Question 43

How many Citrix licenses do you currently have?

Question 43 – Town of Stratford response

The Town has approximately fifteen (15) licenses.

Question 44

How much time did the Town spend investigating for this project? June 30 does not seem reasonable for a response. Will the Town consider a 2 week extension?

Question 44 – Town of Stratford response

The Town spent a lot of time meeting with each Town department to discuss needs and requirements. The due date of the proposal has been extended to Friday, July 15th at 2:00PM.

Question 45

What is the number of devices that connect to the network? What about printers? How many?



Question 45 – Town of Stratford response

Attachment C provides an inventory of equipment for the Town by Department.

Question 46

How many software packages that the Town currently owns are compatible with virtualization? Please provide the contact names for the products (include the version of the software).

Question 46 – Town of Stratford response

The vendor needs to do the research on each software package since the answer is dependent upon the virtualization platform selected. Please see Attachment D for a list of all software.

Question 47

What departments are located in Public Safety building?

Question 47 – Town of Stratford response

The Town's Fire and Dispatch departments are located in the Public Safety building. The Police department is located in a separate building.

Question 48

What are the dates for the test drive, award, onsite interviews (live demo)?

Question 48 – Town of Stratford response

Based on the change in the proposal due date, the key dates for this proposal are:

Task	Date
a) Proposal Responses Due	July 15, 2011
b) Selection of Finalists	August 1, 2011
c) Test Drive (onsite demos)	August 9-11, 2011
d) Proposal Award	September 9, 2011
e) Contracts Signed	September 30, 2011

The live onsite demo will give the selected vendor(s) an opportunity to demonstrate areas of comfort vs. those of concern for the proposed virtualization solution for the Town.

Question 49

Is a bid bond required?

Question 49 – Town of Stratford response

No, the Town is not requiring a bid bond.

Question 50

How does the Town plan to handle the migration?



Question 50 – Town of Stratford response

The Town will need the vendor’s support to perform the migration. Once the migration is complete, then the plan would be for the vendor to transfer knowledge to the Town’s IT department.

Question 51

For the Town’s Public Safety software platform, are there specific virtualization vendors that would not be included?

Question 51 – Town of Stratford response

The Town’s goal is to utilize virtualization as part of the Public Safety software solution as well. The Virtualization and Public Safety projects are running in parallel.

Question 52

Can the Town provide a network topology/diagram for Town that includes the number of users per building, closets, switchboard counts, etc.?

Question 52 – Town of Stratford response

We have provided a color copy of the network diagram (see Attachment B).

Question 53

Define routine system monitoring. Tools for IT to manage or managed services?

Question 53 – Town of Stratford response

The Town has defined routine system monitoring as the tools for IT to manage and oversee the network and infrastructure.

Question 54

Are there any financial parameters as to how the bond can be spent?

Question 54 – Town of Stratford response

The Town must spend bond monies on capital purchases.

Question 55

Does the Town plan to purchase or lease?

Question 55 – Town of Stratford response

The Town is planning to purchase outright.



Question 56

Is the data center required to be in the Public Safety building? There are only 16 users in that building.

Question 56 – Town of Stratford response

Since the Public Safety Building is new and has excess capacity, the Town’s plan is to utilize this building as the data center. If a vendor does not agree with this solution, they must provide substantial detail/information as to why the data center should be implemented in a different building.

Question 57

Does the Town plan to integrate the School District into the Virtualization plan? Will the School District be used as a redundant site?

Question 57 – Town of Stratford response

The answer to both questions is no.

Question 58

Will the Town solicit other technical expertise externally to assist in the decision making process?

Question 58 – Town of Stratford response

Yes, the Town is working with an outside vendor, BlumShapiro, on this project.

Question 59

Are there specific compliance requirements that the Town must adhere to?

Question 59 – Town of Stratford response

The Town’s software applications (public safety, tax assessor/collection) need to be secure.

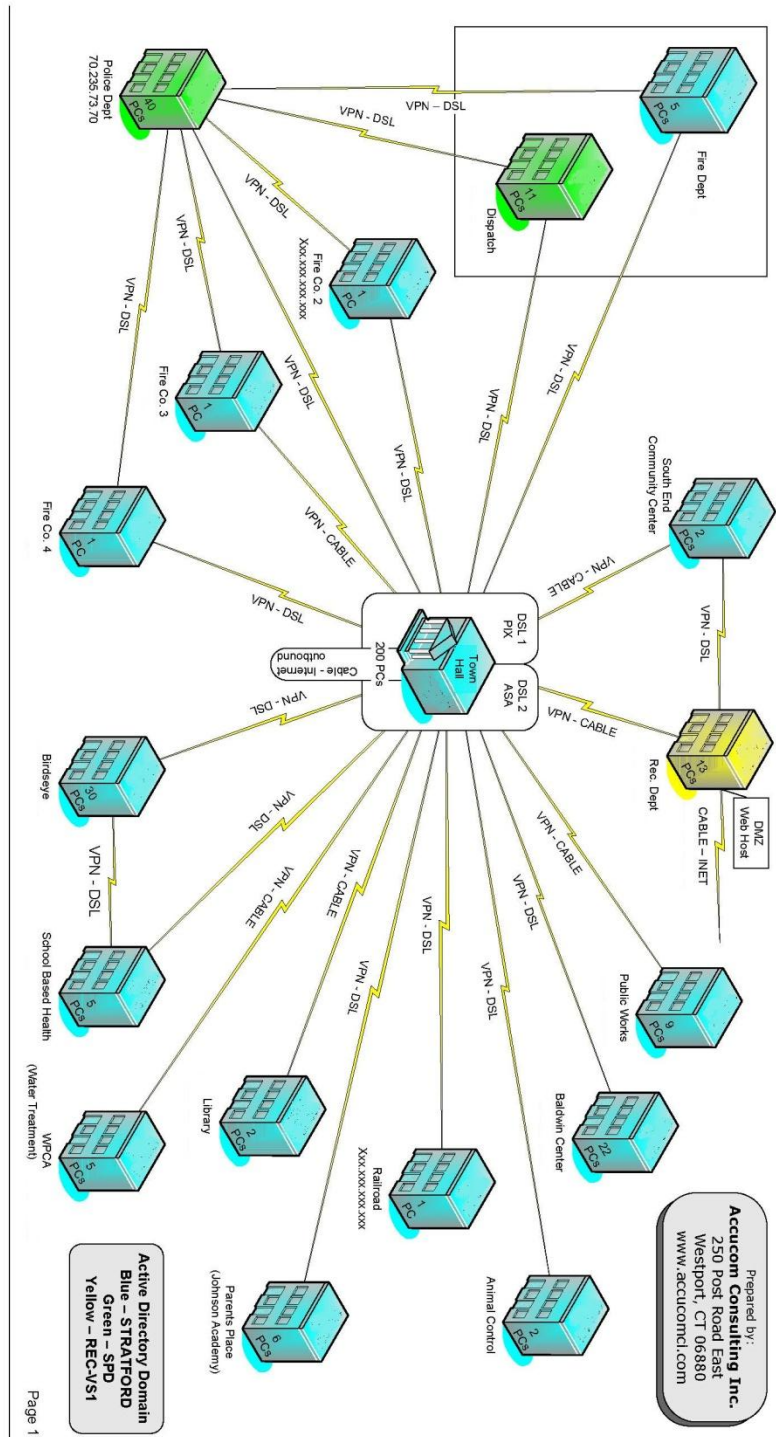


Attachment A – Wide Area Network Connection Information

Item	Building	Connection	# PCs
1.	Town Hall	VPN-DSL and Cable	200
2.	South End Community Center	VPN-Cable	2
3.	Recreation Department	VPN-Cable	13
4.	Public Works	VPN-Cable	9
5.	Baldwin Center	VPN-DSL	22
6.	Animal Control	VPN-DSL	4
7.	Railroad	VPN-DSL	0
8.	Parents Place	VPN-DSL	6
9.	Library	VPN-Cable	2
10.	WPCA	VPN-Cable	5
11.	School Based Health	VPN-DSL	5
12.	Birds Eye	VPN-DSL	30
13.	Fire Company-4	VPN-DSL	1
14.	Fire Company-3	VPN-DSL	1
15.	Fire Company-2	VPN-DSL	1
16.	Dispatch	VPN-DSL	11
17.	Fire Department	VPN-DSL	5
18.	Police Department	VPN-DSL	40



Attachment B – Wide Area Network Diagram



Town of Stratford – Municipal Offices WAN Topology Map



Attachment C – Hardware Inventory Information

Location	Configurations	Town Hospital	Police Dept	Nursing	Health	Birdseye Cust	Eeo Dep	Birdseye data room	Community Service	STFD Parents Place	WPC	Fire HQ	Fire Co2	Fire Co3	FireCo4	Animal Control	Dispatch	Rec	DPW	School Base Health	EMS	Baldwin	Town wide total	
Machine Type (desktops)																								
Asus Ecc																						3		6
Dell Dimention 1100	XPsp3,256mb,80gb		2	1													1							4
Dell Dimention 2350	Xp3,256mb,30gb			3																				3
Dell Dimention 2400	XPsp3,256mb,40gb		29	10	4	5	1		4	1	4	9	1	1	1			6	5	1	1	6		89
Dell Dimention 3000	XPsp3,512mb,80gb		20	46	3	2			6	3	1	5					2	3	4	3		3		101
Dell Dimention 3100			2																					2
Dell Dimention 5150			1																					1
Dell Dimention 8400			2																					2
Dell Optiplex 17DL			5																					5
Dell Optiplex 330	XPsp3, 1GB, 80gb		0	7																				7
Dell Optiplex 380	XPsp3,2gb,160gb							2																2
Dell Optiplex gx260	XPsp3, 512mb, 40gb		0	1																				1
Dell Optiplex gx270	XPsp3, 256mb, 40gb		0	5																	1			6
Dell Optiplex 740	XPsp3,1gb,160gb		0	1								2												3
Dell Optiplex 780	Win7,4gb,1TB		4																					4
Dell Precision 210			0	1																				1
Dell Precision 340			0	1																				1
Dell Precision 390			0								1													1
Dell Precision T3400			6	2					2															10
Dell Precision 7300			0																					0
Dell Vostro 220	XPsp3, 2gb, 80gb		0				2	2		1									1					6
Dell Vostro 420	XPsp3, 2gb, 150gb		0	1																				1
Dell Vostro 1520			0																					0
Inspiron 530			0	1																				1
Inspiron 8100			0	1																				1
HP Neoware			2								1						3							6
Machine Type (printers)																								
HPDJ 750			1																					1
HPDJ 845C			0	1																		1	2	
HPDJ 882C			1																					1
HPDJ F4180			0		1			1																2
HPDJ 5650			0	1													1							2
HPDJ 6540			0	1																				1
HPDJ 7260			0							1														1
HPLJ 5P			0	1																				1
HPLJ 6P			1			1																		2
HPLJ 300n			1																					1
HPLJ 1012			0	3						1														4
HPLJ 1020			0					5		1														6
HPLJ 1022n			3					1																4
HPLJ 1160-11			0	2					1															3
HPLJ 1200			1	1	1			1	2									1	1			1		9
HPLJ 1300n			1		1			1													1			4
HPLJ 1320n			5							1	1	1	1											9
HPLJ 1505N			1																					1
HPLJ 2100			2																					2
HPLJ 2100TN			1																					1
HPLJ 2420			1																					1
HPLJ 2430 N			0				1																	1
HPLJ 3015			1																					1
HPLJ 3600N			0														1							1
HPLJ 4000			0																					0
HPLJ 4050 TN			0	2														1						3
HPLJ 4100 N			1																					1



Attachment C – Hardware Inventory Information

Location	Police Dept	Nursing	Health	Birdseye Cust	Eeo Dep	Birdseye data room	Community Service	SFD Parents Place	WPC	Fire HQ	Fire Co2	Fire Co3	Fire Co4	Animal Control	Dispatch	Rec	DPW	School Base Health	EMS	Baldwin	Town wide total	
HPLJ 4200	1																					1
HPLJ 4250 TN	3																					3
HPLJ 4250 DLN	0	1																				1
HPLJ 5100	1																					1
HPLJ P1005	1																1					2
HPLJ P1102W	0														1							1
HPLJ P1401 N	1																					1
HPLJ P1505n	1		1			1																3
HPLJ P1606dn	1																					1
HPLJ CP2025	0									1					1							2
HPLJ P2035n	1																					1
HPLJ P2055n	1	1							1								1					4
HPLJ P3005	0														1							1
HPLJ M5200	0																					0
HPCLJ 2600N	0	1	1			1	1	1														5
HPCL 3500	0																					0
HPCL 3550	0					1																1
HPCL 3600n	2							1														3
HPCLJ 3700	2																					2
HPCJ 4650	1																					1
HPCLJ 4700N	0	1																				1
HPCLJ CP1215	0																2					2
HPCLJ CP1518NI	0	2				1																3
HPCLJ CM2320FXI	1																					1
HPCLJ CM2320NF	0	1																				1
HPOPL L7590	0	1																				1
HP Photosmart C3099m	0									1												1
HP Photosmart 7660	0									1												1
HP Mf9170c	0									1												1
HP Officejet 6500	0																		2			2
HP Officejet Pro 8000	0																1					1
HP Business LJ 1200n	0																			1		1
Ricoh FW780	1																					1
Brother HL2190	0																			1		1
Brother CL HL-4040CN	0																1					1
Brother MFC-6490C	2						1										1					4
Canon D660	0																			1		1
Canon PC1060	0	1																				1
Canon MF370dn	1																					1
Canon MF4300	0																					0
Canon MF4350	1																					1
Canon MF4370dn	1															1				1		3
Canon MF5770	1																		1			1
Canon MF8180	2			1										1								4
Canon MF9170c	0									1												1
Dell LJ	0	1																				1
Dell 511 cn	0							1														1
Dell 1100-11	0	1																				1
Savin 905b	1																					1
Savin 917	0	1																				1
Savin C9130	0	1																				1
Savin 2522	1																					1
Savin c2525	0	1																				1
Savin 2527	0							1														1
Savin 2545	1																					1



Attachment C – Hardware Inventory Information

Location	Configurations	Town Wide Total														Town wide total							
		Police Dept	Nursing	Health	Birdseye Cust	Eeo Dep	Birdseye data room	Community Service	S TFD Parents Place	WPC	Fire HQ	Fire Co2	Fire Co3	Fire Co4	Animal Control		Dispatch	Rec	DPW	School Base Health	EMS	Baldwin	
Savin 4027		0																					1
Savin 4035e		0																1					1
Savin 4075		0																					0
Savin 8030		0	1						1														2
Savin 8035e		1																					1
Savin 8045e		0																					0
Savin 9025b		0			1					1	1									1			4
Savin 9060		0	1														1						2
Savin 9070		1																					1
Savin 9922dp		1																					1
Savin 9927dp		1																					1
Savin 9965DP		0									1												1
Xerox Phaser 4510		0	1																				1
Xerox Phaser 6180MFP		0									1												1
Xerox Phaser 8560		0															1						1
Switch's																							
Cisco 4 Port		1																					1
Cisco 8 port		3								1													4
Cisco 16 port		1																					1
Cisco 24 Port		2																					2
Netgear 5 port		0	4						1									1					6
Netgear 8 port		0	1																				1
Netgear 24 port		1															1			1			3
Linksys 8 port		0																1	1				2
Linksys 16 port		0									1												1
Linksys 24 port		0									1												1
Linksys 48 port		0	1																				1
Procurve 48 port		0	3																				3
D-Link 24 Port Switch		0					2				2												4
Dell 12 port		1																					
Dell 24 port		3															1						4
CNET 8 port		0																			1		1
HP Procurve 24 port		5																			2		7
3com 24 port		1																					1
Server's																							
Dell Server PE750	Server 2003 sp2, 1gb, 111gb	2					1																3
Dell Server PE750	Server 2003 sp2, 2gb, 1Tb	0																					0
Dell Dimention 2400	XPsp3,2GB,40gb	0																1			1		2
Dell Dimention 3000		0																					0
Dell Poweredge T100	Server 2003, sp2, 1gb,80gb	0															1						1
Dell Poweredge 800		0															1						1
Dell Poweredge 1850 (file)	Server 2003 sp2, 256mb,80gb	1	1																				2
Dell Poweredge 2650	Server 2003 sp2, 1gb,36gb	1																					1
Dell Poweredge 1750	Server 2003 sp2, 2gb, 40gb	2																					2
Dell Powervault 725n	Server 2000, 3gb, 800 gb	1																					1
DELL Poweredge SC430	Server 2003, 512mb, 80gb	0															1						1
DELL Poweredge SC440 (app)	Server 2003, sp2, 4gb,250gb	0	1																				1
HP Proliant DL140 (PDC)	Server 2003 sp2, 512gb, 20gb	2	1																				3
HP Proliant DL140	Server 2003 sp2, 512gb, 80gb	1																					1
Hp Proliant DL360 (rsa)	Server 2003 sp2, 2gb, 80gb	0	1																				1
HP Proliant DL360 G5 (citrix)	Server 2003 sp2, 4gb,130gb	0	1																				1
Didital Priosis HX 600G Series		0																			1		1
Other																							
CITRIX ACCESS GATEWAY		0	1																				1
DELL POWERVAULT 124T		0	1																				1



Attachment C – Hardware Inventory Information

Location	Configurations	Town of Stratford														Town wide total							
		Police Dept	Nursing	Health	Birdseye Cust	Eco Dep	Birdseye data room	Community Service	STFD Parents Place	WPC	Fire HQ	Fire Co2.	Fire Co3.	Fire Co4.	Animal Control		Dispatch	Rec	DPW	School Base Health	EMS	Baldwin	
SONIC WALL		0	1																				1
Adtran Nanta 3200 Modem		0	1																				1
Cisco 1700 Router		0	1																				1
Cisco 2600																							
Communication																							
Scientific Atlanta		1																					1
cisco pix 501 firewall		0	1				1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	13
cisco pix 515e firewall		1																					1
Netopia Modem		1	1				1		1	1	1	1		1	1	1			1			11	
AT&T		1	1																				2
Cisco ASA 5505		1							1							1				1		4	
Cisco ASA 55010		1																				1	
Cisco 800		1								1	1		1									4	
Cisco 801		0																1				1	
Cisco 851		0														1				1		2	
Motorla Modem		0									1											1	
Arris Modem		0																		1		1	
Webstar		1																				1	
Total device's																						539	



Attachment D – Software Applications/Version Information

Software Name	Version	Web Site
HRS Pro		http://www.wagers.net/hrs/
Acrobat	8	http://www.adobe.com
EMS Manager		http://www.emsmanager.net
Web GIS	N/A	http://www.appgeo.com/
MCM Professional	N/A	http://www.asist.net/mcmpro.htm
MS4 Fieldstation Pro	N/A	http://www.asist.net/ms4pro.htm
AutoCAD	2006	http://usa.autodesk.com/autocad/
Civil 3D	2006	http://usa.autodesk.com/civil-3d/
AVG Anti-Virus	9	http://www.avg.com
System Manager	7.2.21	http://www.basny.com/
pdfMachine	14	http://www.pdfmachine.com
Taxwise 2010	2010	http://www.taxwise.com
Com Plus	1.0.9	http://www.complusdata.com
Corel Gallery		http://www.corel.com
Visual FoxPro Database	N/A	http://msdn.microsoft.com/en-us/vfoxpro/bb190225
Operator	10	
DropBox	N/A	https://www.dropbox.com/
Earth	N/A	http://www.google.com/earth
ArcReader	N/A	http://www.esri.com/
ArcGIS Desktop (Viewer, Editor)	N/A	http://www.esri.com/
Facet	N/A	http://www.facet-tech.com
Gas Boy		http://www.gasboy.com
Proclivity HMI/SCADA iFix		http://www.ge-ip.com/products/3311
Geoplan	5.0.178	http://www.geoplan.com/
Job Cal	2.0.3	http://www.hach.com/
QuickBooks	2008	http://www.quickbooks.com
LandXML Reporting 6	6	http://usa.autodesk.com
Office	2003/2007/2010	http://www.microsoft.com
Visio	2007	http://www.microsoft.com
National Electrical Code Handbook	2006	http://www.nfpa.org/
Pictometry	2.7 R11	http://www.pictometry.com
QAlert	Web based	http://www.qscend.com/
Assessor Software	3.0.160	http://www.qds.biz/
Blackberry Desktop Manager	N/A	http://www.rim.com
Crystal Reports	9	http://crystalreports.com/
PaperPort	10 and 11	http://www.nuance.com/
AccuWage	2010	
MUNIS	7	
COMcheck-EZ	2.2	http://www.energycodes.gov/comcheck/
AreaCalc	2.0 Release 1	http://www.energycodes.gov/rescheck/areacalc.stm
DNA Net ObserVer		
PCA32		
Prima-Dent		
Visi Tracker	N/A	
MCCheck	3.1	
GolfTrac	10.2	http://vermontsystems.com/web.wsc/index.htm
RecTrac	10.2	http://vermontsystems.com/web.wsc/index.htm
WebTrac	10.2	http://vermontsystems.com/web.wsc/index.htm
CAMA	6	http://www.visionappraisal.com
Vue	N/A	http://www.vuezone.com



Attachment E – Speed Test Diagram

Speed Test Results

	Department	Ping (ms)	Down (mbps)	Up (mbps)
1.	Coordinator, South End	15	16.1	7.98
1.a	<i>Computer Lab</i>	18	5.28	2.08
2.	Assessor	41	3.48	0.43
3.	Chief Administrator Office	41	4.1	0.56
4.	Recreation Department	41	14.07	4.82
5.	Community Services	57	2.45	0.39
6.	Building/Engineering	62	3.74	0.49
7.	Director of Health	64	1.99	0.57
8.	EMS	65	0.9	0.31
9.	Tax Collector	73	4.1	0.53
10.	Finance	96	4.29	0.54
11.	Town Clerk	112	4.14	0.54
12.	WPCPA		1.46	3.26
13.	Senior Services		2.5	0.42