

EXHIBIT A

Proposed Scope of Services

This exhibit forms an integral part of the Agreement which provides for Information Technology (IT) Services by the Firm to the River to Sea Transportation Planning Organization (R2CTPO).

I. PURPOSE

The R2CTPO is seeking the services of a professional firm to provide information technology support and services. The purpose of this Request for Proposal (RFP) is to solicit responses from qualified consulting firms interested in the provision of the respective services. The Firm must possess technical proficiency in all aspects of IT service. Details on the RFP and the proposed scope of services can be found on the TPO's website at www.r2ctpo.org.

II. INTRODUCTION

The R2CTPO is an independent organization responsible for the planning and programming of all federal and state transportation funds for the entirety of Volusia County and portions of Flagler County inclusive of the cities of Flagler Beach, Beverly Beach, and portions of Palm Coast and Bunnell. The organization has a total of eight (8) employees.

III. NETWORK OVERVIEW AND IT ASSETS

This section contains an overview of the R2CTPO's network and IT assets. The R2CTPO does not have plans to expand or change our systems at the present time.

The network infrastructure environment at the R2CTPO consists of a Windows 2016 Hyper-V server housing two (2) virtual servers. Each virtual server is configured with specific roles to provide network services to the R2CTPO users. Virtual server DC02 is a Windows 2016 providing Active Directory, DHCP, DNS and File server services. Virtual server RD01 is a Windows 2016 Remote Desktop Server providing desktop sessions to users for remote connectivity. The server is located in a climate and access controlled environment. The room that houses the server has a separate air conditioning unit and requires a unique passcode to open the door.

The local area network runs on Gigabit network switches and is protected by a Watchguard XTM 515 firewall appliance. Internet connectivity is accomplished by a Spectrum Networks Business Internet Static IP 5. There are two wireless networks configured via two wireless access points. One is used for internal corporate use and the other is a guest wireless network.

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The wireless traffic is securely encrypted using WPA/WPA2 encryption. At present, there are ten (10) workstations on the TPO's network located at 2570 W. International Speedway Blvd. Suite 100, Daytona Beach, FL.

The ten (10) workstations include:

- One (1) workstation operating a Dell Latitude 7490 (laptop) with a Windows 10 Operating System that was purchased April 2019.
- One (1) workstation that operating a Surface Pro 6 with a Windows Operating System 10 that was purchased February 2019.
- One (1) workstation operating a Dell PowerEdge R640 (server) with a Server 2016 Operating System that was purchased June 2018.
- Two (2) workstations operating Dell Precision 7720 (laptops) with a Windows Operating System 10 that were purchased July 2017.
- One (1) workstation operating a Dell Latitude E7470 (laptop) with a Windows Operating System 7 that was purchased July 2016.
- One (1) workstation operating a Dell Precision M6800 (laptop) with a Windows Operating System 7 that was purchased September 2015. This machine is within the R2CTPO's proposed FY2020 Annual Budget to be replaced in FY2020.
- Two (2) workstations operating Dell Precision T1700 (desktops) with a Windows Operating System 7 that were purchased June 2015. These machines are within the R2CTPO's proposed FY2020 Annual Budget to be replaced in FY2020.
- One (1) workstation operating a Dell Precision M6600 (laptop) with a Windows Operating System 7 that was purchased June 2012. This workstation is assigned to the conference room where the R2CTPO holds public meetings and is connected to projectors to present PowerPoint presentations. This laptop will be replaced upon replacement of the Dell Precision M6800. The Dell Precision M6800 will become the new laptop for use within the conference room.

Employees have the need to work remotely and need full access to materials available on the server.

All of the R2CTPO's server and desktop software is genuine and licensed through our existing IT vendor. Licenses, subscriptions and software include:

- SSL Certificate for mail.r2ctpo.org – This certificate is used to secure/ encrypt communications between a remote user and the Remote Desktop Server (RD01). This is renewed annually.

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- Watchguard Access Point Subscription – This is an annual subscription to receive updates and warranty coverage on the Watchguard wireless access points.
- Watchguard firewall software that is an annual subscription.
- Microsoft Windows Remote Desktop Services – User CAL – These licenses are required to allow the users to remote connect to the Remote Desktop Server (RD01). These licenses are renewed annually.
- Microsoft Windows Server Standard Edition – License and Software Assurance – 16 Cores. These licenses are required for the servers (HV01, DC02, and RD01). These licenses are renewed annually.
- Microsoft Core CAL – License & Software Assurance – Enterprise – User CAL. These are the licenses required to allow users to access the servers. These licenses are renewed annually.
- Microsoft Office Professional Plus, License & Software Assurance (three year agreement paid annually). These are the licenses required to allow the use of Microsoft Professional.
- Microsoft Exchange Office 365 for email hosting.
- Adobe Acrobat subscription licenses that are renewed annually.
- Backup software (Veeam) being used as part of the R2CTPO's IT vendor.
- Offsite storage back-up that are paid monthly on a per gigabyte basis.

The R2CTPO uses Veeam software to back-up data to the Synology hardware (NAS). The R2CTPO transfers data to offsite storage offered by Amazon. Based on the most recent billing, the R2CTPO uses approximately 346 gigabytes of offsite storage.

The antivirus system the R2CTPO currently operates is: ESET Endpoint Protection. All of the ten (10) work stations have the latest Microsoft Critical updates installed. As of April 23, 2019, the R2CTPO's server had patch is 2019-03 Cumulative Update for Windows Server 2016 for x64-based Systems (KB4489889) release on March 19, 2019 installed. As of April 23, 2019, the R2CTPO's laptops and desktops had patch is 2019-04 Security Monthly Quality Rollup for Windows 7 for x64-based Systems (KB4493472) released on April 9, 2019 installed.

The R2CTPO also uses Sharp MX-3070v and MX-6070v printers/copiers that are leased through Advanced Document Solutions. These machines are connected into the R2CTPO's network and workstation computers print to these machines.

The R2CTPO uses accounting software called Grants Management System (GMS). This system is a Microsoft Access-based system. While the software does provide some level of technical support there are times where the IT Firm may need to assist with system updates or installation issues.

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The R2CTPO also uses programs such as GIS, SAP (Crystal Reports), and CUBE. While the R2CTPO may use the technical assistance of these service providers to help with issues, the IT Firm may need to assist from time-to-time on any installation issues that may arise.

The R2CTPO has a separate contract with a different service provider to the delivery of the website. The R2CTPO's website maintenance and design is not part of this agreement.

IV. IT FIRM EXPECTATIONS

It is critical that the R2CTPO's network is up and running at all times, and users are able to continue work with minimal impacts from IT issues. The R2CTPO's expectations of the IT firm include:

- **IT Management**
 - Manage computer systems and network and associated hardware, software, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system;
 - Anticipate and prevent IT-related issues before they occur;
 - Ensure proactive and scheduled preventive maintenance for equipment is properly and promptly performed;
 - Manage data backup processes;
 - Test software updates and patch issues prior to updates being installed;
 - Ensure software licenses are current and up-to-date (R2CTPO will pay for the cost of licenses separately and as needed);
 - Setup new users and edit or remove existing users on server;
 - Maintain the ability for employees to work remotely while out of the office on R2CTPO business;
 - Host and manage the email system;
 - Server performance and capacity management services with reporting when specified thresholds are reached;
 - Configure R2CTPO system to enable remote access in a secure environment and provide remote access administration as requested by designated TPO personnel; and
 - Install new servers, software and hardware and transfer data when acquired.
- **Wireless Network Management**
 - Management of wireless networks for the use of internal employees and guests of the R2CTPO.

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- **Network and IT Security**

- IT security and maintenance of virus detection programs on TPO server, email and all other computers and laptops; and
- Perform security audits as requested.

- **IT Planning, Budgeting and Purchasing**

- Maintain the maintenance records on the equipment;
- Provide recommendations for future purchasing and technology needs; and
- Assist with the procurement of technology needs which includes various licenses for software and new hardware purchases.

- **Helpdesk Services**

- Ability to log service requests and obtain reports to determine when and the timeframe issues are resolved;
- Ability to provide off-site support to troubleshoot issues that minimize impacts to R2CTPO productivity;
- The below table includes the R2CTPO's ideal response times to IT-related issues:

| Service Request | Impact Scope | Priority | Response Time | Onsite ¹ |
|------------------------|---|----------|---------------|---------------------|
| High | Major functions ³ are unavailable/inoperable or critical business ⁴ processes are unavailable/inoperable. | 1 | 30 minutes | 1.5 hours |
| Medium | General business ⁵ process are unavailable/inoperable, critical business processes are still operable | 2 | 4 hours | 5.5 hours |
| Low | Administrative questions or issues. General business processes are available. | 3 | 24 hours | 72 hours |
| Scheduled ² | Activity that needs to be scheduled to correspond with and in support of another scheduled event | 4 | special | special |

¹ Plus travel time if distance is >10 miles or 30 minutes from the office from which the engineer is dispatched.

² Scheduled service requests need to be submitted 72 hours prior to the scheduled event

³ Examples of major functions include, but are not limited to:

- Email
- The ability to access certain files or programs that are critical to a job function

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⁴Examples of critical business processes include, but are not limited to:

- Deadlines established in R2CTPO Bylaws for distribution of agendas for various board or committee meetings;
- Deadlines for meeting public records requests or access to public records under Florida Sunshine laws; and
- Payroll, grant reporting or other time sensitive financial activities

⁵General business processes include situations that are not core to an employee's job functions and productivity is not impacted. The employee can still perform job-related functions.

- **Strategic Planning**

- Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems;
 - Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc.
- Provide technical leadership for server technology issues;
- Strategic planning, design, and installation/upgrade of core network systems; examples include major network upgrades, provider changes, IP schema redesign, installation of "core" network devices, etc; and
- Develop operations, administrative, and quality assurance back-up plans and procedural documentation.