



Town of Foster
Est. 1781

Town of Foster
181 Howard Hill Road
Foster, RI 02825
(401) 392-9207

February 1, 2011

Dear Council Members:

We respectfully request a waiver of the Town of Foster's Bidding policy as stated in the Town Charter Section 14.02, Bidding, which allows the Council, in an emergency, to make purchases without the necessity of bidding. Under R.I. General Law 45-55-8, the purchasing agent may make or authorize others to make emergency procurements when the procurement will be in the best interest of the city as established by the promulgated rules and regulations. A written determination of the basis for the emergency, and for the selection of the particular contractor, shall be included in the contract file.

Please see the attached letter prepared by Steven Gorriaran, President of Genesys Consulting Associates, detailing the condition of our server and the precarious situation surrounding the safekeeping of the Town's records. Genesys has consulted with the Town of Foster for several years and coordinated various hardware and software purchases and updates. They have significant knowledge of our hardware and software requirements, as well as state law requirements surrounding the segregation and safekeeping of police and town records, and have proven themselves to be both reliable and highly competent. They have worked extensively with municipalities and large corporations/network systems, including but not limited to Tiverton, Gloucester, North Providence, Smithfield, East Greenwich, Taunton, Rehoboth, Lisbon, Technic, Inc., and Tri-State, Inc.

During the 2011 budget cycle, a request for an upgrade of our server to a virtual server was presented to the Planning Board and Town Council and approved. If this upgrade is waived from the bidding requirements, we would ask Genesys to submit a complete, detailed proposal of the hardware/software needed and work to be performed. It is estimated that the project can be completed within two weeks of approval which would include the purchasing of the hardware needed. The majority of the set-up would be completed over a weekend to lessen the disruption of normal operations. We believe this would save at least 3 months time and allow for the safeguarding of Town's documents and continued operations.

Genesys is unique in the fact that they have complete knowledge of our specific system and our ongoing needs, communicate directly with many of our software providers when necessary to facilitate problem resolutions, and have the certification necessary to work with VM Ware, which is necessary for virtual servers. To ensure the fairness and reasonableness of the quote we will take steps by testing against other available creditors, if possible.

Sincerely,

Tina W. Freeman

Kelli M. Russ

Chief Robert Coyne

January 31, 2011

Ms. Kelli Russ
Treasurer
Town of Foster
181 Howard Hill Road
Foster, Rhode Island 02825

Dear Kelli:

I am writing to you to put in writing my professional opinion of the state of the existing server being used by the Town Hall. The existing network server runs 24x7x365 and has done so for many years now in a very reliable way. Now the server has started having many issues which are due to the C: drive being ~97% full. The C: drive is where the operating system for the server resides as well as many utility programs that are used by the server.

The performance and reliability of the server are being negatively impacted due to the C: drive being very close to capacity. Antivirus updates, which are managed by the server for all network computers, are continually failing to be applied due to space limitations on the server drive. The offsite backup of the server requires 5% free disk space on the C: drive to function properly. As such, there is no reliable backup of the server presently.

Should your server fail prior these issues being resolved, you will have no backup to recover from. Should a file become corrupt and need to be restored, it will not be possible. This is a very serious situation.

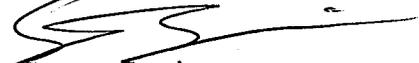
Genesys Consulting Associates
Box 603224
Providence, RI 02906
401-351-0050
info@genesysca.com
www.genesysca.com

If the issues are not corrected you will almost certainly have data loss. Please understand that this includes, and is not limited to, all Town records and database information stored on the server such as: tax payments, accounts receivables, accounts payables, etc.

For the last month we have been removing non-critical files from the server's C: drive manually to maintain server operation. We have reached a point where there are no more data files that we can safely remove without stopping server functionality. I strongly recommend that you replace your server immediately to avoid data loss and restore server functionality and reliability to the levels you had previously.

I cannot overstress the severity of this situation. I strongly recommend that you rectify the problem immediately.

Sincerely yours,



Steven Gorriaran

President

January 31, 2011

Ms. Kelli Russ
Treasurer
Town of Foster
181 Howard Hill Road
Foster, Rhode Island 02825

Dear Kelli:

I am writing to you to put in writing my professional opinion of the state of the existing server being used by the Police Department. The Police server was recently setup by an outside vendor as a simple workgroup peer-to-peer style server. The previous Police server was configured as a domain controller in a much more sophisticated setup. A domain controller allows for much greater security controls of both network users and network computers. Sophisticated policies can be easily implemented to control access to information stored on the server.

The backup system, while free, is completely inadequate for a police department. The backup simply copies the prior day's data to another disk drive overwriting the previous backup with the current daily backup. This allows for a restore from only the previous day's data. Should you ever need data from 2 or more days ago, which is very common, it will be impossible. For example if you discover a file was damaged or corrupted 2 days ago, you will not be able to restore from a previous time to the corruption. Also, the backup is stored on the same server and physical location as the original data. Should anything happen to that location all your data will be lost.

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There is no antivirus software installed on the server to protect the server and all the data stored on it. It's amazing to put a system into place without any protection from computer viruses given the state of modern systems.

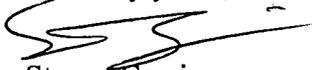
There are no individual user's setup on the network with the new system and all users access the server with the same security credentials. This results in a situation of no accountability or tracking of which users did what to the server. You cannot track who made changes or deletions to files on the system.

Another security concern with the new system configuration is that all users have all rights to all data on the server. The folders containing information are accessible by all users without security limitations. Even the "forms" folder is not read only and could be modified or deleted by any user, which of course cannot be tracked too.

This server should be reconfigured in a manner to operate in a Police environment, with all the proper security settings in place. I recommend the server be virtualized rather than installed directly on a physical box as it allows for easier changes and/or rebuild in the case of a disaster. It is significantly faster and easier to restore a virtual server than a physical server. Also the virtual server hardware is more reliable and flexible.

The PC that runs the IMC switch is extremely old and seems to be ready to fail. The power supply failed on the PC in the last 2 weeks and while we were able to repair the PC very quickly it seems likely to fail again. This machine is critical to Police communications. We should virtualize this PC also to provide all the same fault tolerance that a server would have to the IMC switch machine.

Sincerely yours,



Steven Gorriaran

President