

City of Framingham 5 Year Capital Improvement Program FY2026-FY2030
Capital Project Request Form for FY2026 Projects

FY2026 Project requests must meet the definition of a Capital Project

A capital project is a major, nonrecurring expenditure that meets one or more of the following criteria:

The capital improvement is a tangible asset or project estimated to cost over \$25,000 and to have or to extend five or more years of useful life.

The community would legally be allowed to borrow for the expense under M.G.L. c. 44, § 7 and M.G.L. c. 44, § 8.

The expenditure is for real property acquisitions, construction, and long-life capital equipment.

The project is for improvements to physical infrastructure (e.g., streets, sidewalks, and stormwater drains) and renovations of existing capital items that extend their useful lifespans.

The purchase or long-term capital lease is for vehicles or heavy equipment that have an expected useful life of 5 or more years.

The expenditure is to pay for the planning, engineering, or design services required for a construction or renewal project that itself qualifies as a capital expenditure.

The purchase is for bulk purchases of similar items, like software, furniture, or radios with an expected useful life of three or more years that, when aggregated, have total costs exceeding \$25,000.

Project Name Police and Fire Data Storage and Virtual Environment Upgrade

Project Status _____

Department Technology Services

Project Lead Name Carly Melo

Email address cp@framinghamma.gov Phone x4555

Project Fiscal Year 2026 Department Priority # 1

Priority - Select the appropriate priority level based on the definitions below:

Urgent - addresses an imminent risk to the safety of the public or municipal personnel, and/or prevents the imminent destruction or collapse of public infrastructure or loss of assets.

High - necessary to ensure consistent, level service for the upcoming fiscal year. This priority type includes systems that are likely to fail, e.g., replacement of old or worn-out equipment, dramatically rehabilitate aging facilities, or facilitate a department's ability to meet increased service demands.

Moderate - either replaces assets that have outlived their useful life, enhances a benefit to the community over and above the existing level of service, results in cost savings or other efficiencies, or directly supports the community's economic base by increasing property values.

Low - provides additions or improvements to services or programs having social, cultural, historic, economic, or aesthetic value, but does not require immediate approval and implementation.

____ CPA

____ Grant

____ Other Type of Loan

____ Other

____ Matching Requirements

Additional explanation/information related to funding source(s)

Project Description

Provide a basic description of the proposed project or equipment purchase, including:

- Location (if a building)
- Type of building
- Intended use(s)
- Whether land acquisition will be necessary (if a building)
- Discussion of primary cost drivers
- Stakeholders involved
- Narrative description of qualification for specific funding source (e.g., grants, CPA)

This project will replace the data file storage and virtual environments at Police and Fire Headquarters to ensure continuous and proper operation of Police and Fire dispatch abilities and to also ensure the isolation of the Police and Fire Dispatch networks in compliance with CJIS requirements.

Project Justification

Provide justification for the project. Highlight the specific benefits that will directly result from completing the project. These details may depend on the chosen priority level and purpose. For instance, if the priority level is “Moderate” and purpose is “Service Enhancement,” describe any and all new benefits the project offers, including any cost savings or efficiencies. Additionally, state how the project will benefit community and administrative stakeholders and explain any negative impacts or potential consequences of not approving the project. This information is particularly important for projects classified as “Urgent/Compliance with Law” and “Ensure Public Safety”.

The Police and Fire storage and virtual environments are at the end of their manufacturer support. To ensure continuous and proper operation of Police and Fire dispatch abilities, the hardware needs to be replaced with new, state of the art manufacturer supported equipment. This also ensures the continued isolation of the Police and Fire Dispatch networks in compliance with CJIS requirements. The equipment has been out of warranty and manufacturer support since January 2024; additionally, the file storage is almost at maximum capacity and does not have room for growth. We have purchased 3rd party hardware support to continue public safety operations until a replacement can be purchased and installed. We understand that consolidated regional dispatch is coming, however this project meets the needs of Public Safety today and cannot be delayed any further; the equipment purchased will continue

If project is phased over several years indicate how many phases are complete _____

Which phase of project is requested? _____

Purpose of Project - check all that apply and include detail on what is being replaced or requested as new

____ Replace existing infrastructure _____

____ Replace existing capital asset _____

____ Replace existing vehicle _____

Replace existing equipment **UCS systems and storage at both police and fire** _____

____ New infrastructure _____

____ New capital asset _____

____ New vehicle _____

____ New equipment _____

____ Strategic/Comprehensive/Master Plan

Project Type - check all that apply

____ Land acquisition _____

____ Planning/Feasibility Study _____

____ Design _____

____ Construction _____

Equipment _____

____ Vehicle _____

____ Contingency _____

____ Other _____

Asset Type

____ Land

____ Municipal Building

____ School Building

____ Water/Sewer Infrastructure

- Roadway Infrastructure
- Traffic/Streetlight Infrastructure/Equipment
- Waterway/Beach
- Recreation Trail
- Bridge
- Park/Playground/Athletic Field
- Vehicle
- Equipment
- Software/Technology
- Refuge/Recycling Center
- Other _____

Project Community Impact

- Health & Safety
This equipment provides police and fire dispatch capabilities

Education

Aesthetics/Historic preservation

Environmental sustainability

Economic development

Cultural/Recreational opportunity

Service Improvement

Level Service Maintenance

Impact to Operating/Enterprise Budgets - explain the project's temporary and/or long-term impact on the operating budget. For example, capital construction projects can result in increased operating costs. Costs may increase during the project's duration (e.g., increased use of one building while another is demolished and reconstructed) or be longer lasting, such as new a building resulting in increased utility costs or the hiring of additional maintenance personnel.

Increase/Decrease to Personnel \$ _____

Explanation _____

Increase/Decrease to Operating \$ Unknown - approx. \$25,000

Explanation Although we will no longer will need 3rd party hardware support for out of warranty support (\$6,500 reduction), at this point it is unknown what the cost increase for VMWare licensing due to the aquisition of VMWare by Broadcom. They are changing VMWare licensing structure from perpetual to subscription model and have not provided a quote as requested.

Additional Information

Checklist for completion

FY2026 Project Request PDF file includes form, updated vendor memos/quote/pricing, photos.

Save each FY2026 project request as separate PDF file (Department name/Project Name) to T Drive/Finance/CIP 26-30/Department Folder



Customer Name: CITY OF FRAMINGHAM
Quote No: 23209861
Quote Name: FY25 PD Project
 Equipment
Quotation Date: 09/10/2024

Sales Support Contact: Russ Gavlak
Sales Support Phone: 6032633506
Sales Support Email: rgavlak@eplus.com
Account Executive: G HASTINGS
Account Executive Phone: 7816151344
Account Executive Email: g Hastings@eplus.com

Customer PO No:
Order No:
Expiration Date: 10/10/2024

ePlus Technology inc, 13595 Dulles Technology Drive, Herndon, VA, 20171

External Notes:ST of MA contract# ITT72

"The following terms from Cisco apply to Customer's use of the products and services on this quote (the "Licensed Services"): the Cisco General Terms and any applicable Supplemental End User License Agreements and Offer Descriptions at <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html> or such other terms as agreed between Cisco and Customer. By purchasing the Licensed Services through ePlus or its affiliates, Customer consents to ePlus, its affiliates and Cisco sharing Customer data with each other to the extent required to provide the Licensed Services."

Line No.	Part Number	MFG	Description/Line Notes	QTY	Unit Price	Ext Price
Pure Storage Array's						
001	FA-X20R4-ETH-22TB-10X2.2TB	PURE STORAGE	PURE STORAGEFLASHARRAYX20R4-ETH-22TB-10X2.2TB	1	48,255.88	48,255.88
002	FA-X20R4-22TB, 1MO,PRM,FVR	PURE STORAGE	EVERGREEN FOREVER SUBSCRIPTION, 4 HOUR DELIVERY, 2 4/7 SUPPORT, DSE	36	1,295.06	46,622.16
003	FA-25G-ETH/TCP 4-PORT ADD	PURE STORAGE	HBA, PCIE- GEN4 X16, 25GBE 4-PORT SFP28, P425G	2	662.36	1,324.72
004	PS-FLASHARRAY-INSTALL	PURE STORAGE	FLASH ARRAY INSTALL SERVICE	1	4,600.00	4,600.00
005	FA-X20R4-ETH-22TB-10X2.2TB	PURE STORAGE	PURE STORAGEFLASHARRAYX20R4-ETH-22TB-10X2.2TB	1	48,255.88	48,255.88
006	FA-X20R4-22TB, 1MO,PRM,FVR	PURE STORAGE	EVERGREEN FOREVER SUBSCRIPTION, 4 HOUR DELIVERY, 2 4/7 SUPPORT, DSE	36	1,295.06	46,622.16
007	FA-25G-ETH/TCP 4-PORT ADD	PURE STORAGE	HBA, PCIE- GEN4 X16, 25GBE 4-PORT SFP28, P425G	2	662.36	1,324.72
008	PS-FLASHARRAY-INSTALL	PURE STORAGE	FLASH ARRAY INSTALL SERVICE	1	4,600.00	4,600.00
Servers						
009	UCS-M7-MLB	CISCO	UCS M7 RACK MLB	1	0.00	0.00
010	DC-MGT-SAAS	CISCO	CISCO INTERSIGHT SAAS Line Note: Initial Term - 12.00 Months Auto Renewal Term - 0 Months Billing Model - Prepaid Term Requested Start Date - 6-Dec-2024 Requested End Date - 5-Dec-2025 Advance Drawdown -	12	0.00	0.00

			0			
011	DC-MGT-IS-SAAS-ES	CISCO	INFRASTRUCTURE SERVICES SAAS/CVA - ESSENTIALS QTY- 3	12	82.58	990.96
012	SVS-DCM-SUPT-BAS	CISCO	BASIC SUPPORT FOR DCM QTY- 1	12	0.00	0.00
013	DC-MGT-UCSC-1S	CISCO	UCS CENTRAL PER SERVER - 1 SERVER LICENSE	3	0.00	0.00
014	DC-MGT-ADOPT-BAS	CISCO	INTERSIGHT - 3 VIRTUAL ADOPTION SESSIONS - HTTP://CS.CO/CSS	1	0.00	0.00
015	UCSC-C220-M7S	CISCO	UCS C220 M7 RACK W/OCPU, MEM, DRV, 1U WSFF HDD/SSD BACKPLANE	3	2,863.40	8,590.20
016	CON-PSJ1-UCSCUC27	CISCO	UCS SUPP PSS 8X5XNBD UCS C220 M7 RACK W/OCPU, MEM, DRV, 1U W	3	1,441.27	4,323.81
017	UCSX-TPM-002C-D	CISCO	TPM 2.0, TCG, FIPS140-2, CC EAL4+ CERTIFIED, FOR S ERVERS	3	29.28	87.84
018	UCSC-RAIL-D	CISCO	BALL BEARING RAIL KIT FOR C220 & C240 M7 RACK SERV ERS	3	119.01	357.03
019	CIMC-LATEST-D	CISCO	IMC SW (RECOMMENDED) LATEST RELEASE FOR C-SERIES S ERVERS.	3	0.00	0.00
020	UCSC-HSLP-C220M7	CISCO	UCS C220 M7 HEATSINK FOR & C240 GPU HEATSINK	6	0.00	0.00
021	UCSC-BBLKD-M7	CISCO	UCS C-SERIES M7 SFF DRIVE BLANKING PANEL	24	0.00	0.00
022	UCS-DDR5-BLK	CISCO	UCS DDR5 DIMM BLANKS	72	0.00	0.00
023	CBL-SAS-C220M7	CISCO	C220M7 SAS CABLE; MB CPU1 P-1 TO PB	3	0.00	0.00
024	UCSC-RDBKT-22XM7	CISCO	UCS C-SERIES M7 1U RAID/HBA CONTROLLER BRACKET	3	0.00	0.00
025	UCSC-FBRS-C220-D	CISCO	C220M7 HH RISER3 BLANK	3	0.00	0.00
026	CBL-SCAP-C220-D	CISCO	C220/C240M7 1U/2U SUPER CAP CABLE	3	0.00	0.00
027	UCS-SCAP-D	CISCO	M7 / M8 SUPERCAP	3	0.00	0.00
028	UCS-CPU-I6442Y	CISCO	INTEL I6442Y 2.6GHZ/225W 24C/60MB DDR5 4800MT/S	6	4,463.46	26,780.76
029	UCS-MRX64G2RE1	CISCO	64GB DDR5-4800 RDIMM 2RX4 (16GB)	24	1,525.19	36,604.56
030	UCSC-RIS1B-22XM7	CISCO	UCS C-SERIES M7 1U RISER 1B PCIE GEN5 X16 HH	3	289.95	869.85
031	UCSC-RIS2B-22XM7	CISCO	UCS C-SERIES M7 1U RISER 2B PCIE GEN5 X16 HH	3	274.54	823.62

032	UCSC-RAID-T-D	CISCO	CISCO M7 12G SAS RAID CONTROLLER WITH4GB FBWC (16D RIVES)	3	1,393.49	4,180.47
033	R2XX-RAID1D	CISCO	ENABLE RAID 1 SETTING	3	0.56	1.68
034	UCS-HD600G10KJ4-D	CISCO	600GB 12G SAS 10K RPM SFF HDD	6	398.94	2,393.64
035	UCSC-PCIEIQ10GF-D	CISCO	INTEL X710 QUAD-PORT 10G SFP+ NIC	3	839.26	2,517.78
036	UCSC-PCIEIQ10GF-D	CISCO	INTEL X710 QUAD-PORT 10G SFP+ NIC	3	839.26	2,517.78
037	UCSC-PSU1-1200W-D	CISCO	1200W AC TITANIUM POWER SUPPLY FOR C-SERIES RACK S ERVERS	6	285.99	1,715.94
038	CAB-9K12A-NA	CISCO	POWER CORD, 125VAC 13A NEMA 5-15 PLUG, NORTH AMERI CA	6	0.00	0.00
039	UCS-SID-INFR-OI-D	CISCO	OTHER INFRASTRUCTURE	3	0.00	0.00
040	UCS-SID-WKL-OW-D	CISCO	OTHER WORKLOAD	3	0.00	0.00
Professional Services						
041	SERVICES- CITY OF FRAMINGHAM	EPLUS	SERVER-STORAGE SERVICES	1	22,250.00	22,250.00

Totals 316,611.44

Shipping: Packing:	Sub Total (USD):	316,611.44
	Est. Tax (USD):	TBD if Applicable
	Shp&Hnd (USD):	0.00
Total (USD):		316,611.44

All orders are governed by your organization's signed agreement with ePlus or applicable public sector contract; if there is no such agreement the Customer Terms and Conditions for Products and/or Services located at www.ePlus.com govern. No additional or contrary terms in a purchase order shall apply, and ePlus' performance shall not be deemed acceptance of any preprinted PO terms. Use of software, subscription services or other products resold by ePlus is subject to manufacturer/publisher end user agreements or subscription terms. Any periodic payment obligations for specific offerings, along with customer-incurred overages, consumption fees, add-ons, quantity adjustments and automatic renewals are non-cancelable for any reason except by public sector customers required by law to terminate due to non-appropriation of funds.

PLEASE NOTE: Recent supply chain disruption and tariffs on certain imports are causing price increases for many IT products, with little or no notice, and beyond ePlus' control. As a result, this quote is subject to change without notice, even before the expiration date reflected above. Related manufacturer policy changes may result in orders being non-cancelable and products non-returnable except in accordance with the manufacturer warranty. Please confirm pricing and other restrictions prior to order placement. Unless freight amount is indicated, or is zero, freight will be added to the invoice. Unless Bill-To company is exempt from Sales Tax, it will be added to the invoice. Recognizing that the global pandemic has disrupted operations for many organizations, ePlus will ship products for delivery in accordance with customer's written ship-to instructions and products will be deemed delivered notwithstanding any failure of customer personnel to sign for receipt due to facility closing or otherwise.

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Customer Acceptance	Bill To	Ship To
Signature: _____	CITY OF FRAMINGHAM	CITY OF FRAMINGHAM
Name: _____	MEMORIAL BUILDING BASEMENT	
Title: _____	150 CONCORD ST	UNITED STATES
Date: _____	FRAMINGHAM MA 01702	
Customer PO #: _____	UNITED STATES	
	TECHNOLOGY SERVICES R	

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*NGDC P2 4.1.1.6

City of Framingham 5 Year Capital Improvement Program FY2026-FY2030
Capital Project Request Form for FY2026 Projects

FY2026 Project requests must meet the definition of a Capital Project

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The community would legally be allowed to borrow for the expense under M.G.L. c. 44, § 7 and M.G.L. c. 44, § 8.

The expenditure is for real property acquisitions, construction, and long-life capital equipment.

The project is for improvements to physical infrastructure (e.g., streets, sidewalks, and stormwater drains) and renovations of existing capital items that extend their useful lifespans.

The purchase or long-term capital lease is for vehicles or heavy equipment that have an expected useful life of 5 or more years.

The expenditure is to pay for the planning, engineering, or design services required for a construction or renewal project that itself qualifies as a capital expenditure.

The purchase is for bulk purchases of similar items, like software, furniture, or radios with an expected useful life of three or more years that, when aggregated, have total costs exceeding \$25,000.

Project Name Network Infrastructure Upgrade

Project Status _____

Department Technology Services

Project Lead Name Jamie Schiavone

Email address jvs@framinghamma.gov Phone x4888

Project Fiscal Year 2026 Department Priority # 2

Priority - Select the appropriate priority level based on the definitions below:

Urgent - addresses an imminent risk to the safety of the public or municipal personnel, and/or prevents the imminent destruction or collapse of public infrastructure or loss of assets.

High - necessary to ensure consistent, level service for the upcoming fiscal year. This priority type includes systems that are likely to fail, e.g., replacement of old or worn-out equipment, dramatically rehabilitate aging facilities, or facilitate a department's ability to meet increased service demands.

Moderate - either replaces assets that have outlived their useful life, enhances a benefit to the community over and above the existing level of service, results in cost savings or other efficiencies, or directly supports the community's economic base by increasing property values.

Low - provides additions or improvements to services or programs having social, cultural, historic, economic, or aesthetic value, but does not require immediate approval and implementation.

Physical location/address of project/equipment

Various throughout the City, including 150 Concord Street, 10 Nichols Road, Police HQ, Fire HQ, fire stations, etc.

Project Status - Select the appropriate priority level based on the definitions below:

New - first time submission

Recurring - a routine project that must be completed annually or periodically, such as upgrading a pumping station's infrastructure or rehabilitating athletic fields.

Resubmission - a project was submitted in a previous year but not approved.

Revision/Upgrade to Previous Project - the scope of this project has changed or requires additional resources.

Project Financing

Estimated Project Cost –Enter the estimated cost of the project or asset. You are required to attach any quotes or other documentation to support the cost.

Amount Requested \$ 1,600,866.12

Life Expectancy - provide the number of years the asset is expected to last 7-10 years

Estimated timeframe to complete project or to receive asset - in months or years, estimate the duration of the project or the timeframe for delivery of equipment or asset. For example, if a new ambulance requires a build out and delivery time of 1 year, enter 1 year. 1 year

Estimated date for completion or delivery 6/30/26

Timeframe - Additional Explanation

Proposed Funding Sources - Provide (if applicable) any potential grants, donations, or other available funds to supplement the regular financing of capital projects and assets. Attach documentation of possible grant opportunities, along with the community’s funding requirements for acceptance. Describe and provide documentation for available discounts or cost reductions, such as trade in value.

Bond General Fund

Bond Enterprise Fund

Free Cash/Retained Earnings

____ CPA

____ Grant

____ Other Type of Loan

____ Other

____ Matching Requirements

Additional explanation/information related to funding source(s)

Project Description

Provide a basic description of the proposed project or equipment purchase, including:

- Location (if a building)
- Type of building
- Intended use(s)
- Whether land acquisition will be necessary (if a building)
- Discussion of primary cost drivers
- Stakeholders involved
- Narrative description of qualification for specific funding source (e.g., grants, CPA)

Replace network switches, Core switch and wireless access points throughout all City buildings. At the time of this project, the existing equipment will be 10 years old. This equipment has a lifecycle of 7-10 years. This project also includes redundant core switches to facilitate an uptime of 99.999%.

Project Justification

Provide justification for the project. Highlight the specific benefits that will directly result from completing the project. These details may depend on the chosen priority level and purpose. For instance, if the priority level is “Moderate” and purpose is “Service Enhancement,” describe any and all new benefits the project offers, including any cost savings or efficiencies. Additionally, state how the project will benefit community and administrative stakeholders and explain any negative impacts or potential consequences of not approving the project. This information is particularly important for projects classified as “Urgent/Compliance with Law” and “Ensure Public Safety”.

Our current network infrastructure is outdated and no longer meets the growing demands of the City's needs. Replacing it with a new, state-of-the-art system will address performance issues, enhance security, and support future growth and supportability. The existing hardware is close to a decade old. Our core components are reaching end of life/end of support from the manufacturer, this also include software releases to address vulnerabilities. Outdated security protocols and patches increase the risk of data breaches and cyberattacks. The current system cannot easily scale to accommodate growing business needs. We propose an investment of \$1.6 million to overhaul the network infrastructure. This project will significantly improve network performance, reduce risks, and provide long-term cost savings, making it a critical step for our organization's continued success. Benefits of Replacement include: enhanced performance capacity and scalability; increased security and reduced vulnerabilities; cost efficiency as there will be lower maintenance costs as new hardware requires less maintenance and is covered by longer warranties, reducing ongoing expenses. Also, new, modern equipment is more energy-efficient, leading to lower utility costs.

If project is phased over several years indicate how many phases are complete _____

Which phase of project is requested? _____

Purpose of Project - check all that apply and include detail on what is being replaced or requested as new

____ Replace existing infrastructure _____

____ Replace existing capital asset _____

____ Replace existing vehicle _____

Replace existing equipment **Replacing network equipment at all City buildings** _____

____ New infrastructure _____

____ New capital asset _____

____ New vehicle _____

New equipment **adding secondary core switch** _____

____ Strategic/Comprehensive/Master Plan _____

Project Type - check all that apply

____ Land acquisition _____

____ Planning/Feasibility Study _____

____ Design _____

____ Construction _____

Equipment _____

____ Vehicle _____

____ Contingency _____

____ Other _____

Asset Type

____ Land

____ Municipal Building

____ School Building

____ Water/Sewer Infrastructure

- Roadway Infrastructure
- Traffic/Streetlight Infrastructure/Equipment
- Waterway/Beach
- Recreation Trail
- Bridge
- Park/Playground/Athletic Field
- Vehicle
- Equipment
- Software/Technology
- Refuge/Recycling Center
- Other _____

Project Community Impact

Health & Safety

Education

Aesthetics/Historic preservation

Environmental sustainability

Economic development

Cultural/Recreational opportunity

Service Improvement

Level Service Maintenance

Impact to Operating/Enterprise Budgets - explain the project's temporary and/or long-term impact on the operating budget. For example, capital construction projects can result in increased operating costs. Costs may increase during the project's duration (e.g., increased use of one building while another is demolished and reconstructed) or be longer lasting, such as new a building resulting in increased utility costs or the hiring of additional maintenance personnel.

Increase/Decrease to Personnel \$ _____

Explanation _____

Increase/Decrease to Operating \$ 16,000 decrease/year/3 years _____

Explanation Equipment will be purchased with 3 year warranties, that amount will be removed from operating budget _____

Additional Information

Checklist for completion

FY2026 Project Request PDF file includes form, updated vendor memos/quote/pricing, photos.

Save each FY2026 project request as separate PDF file (Department name/Project Name) to T Drive/Finance/CIP 26-30/Department Folder



Customer Name: CITY OF FRAMINGHAM
Quote No: 23209809
Quote Name: Network 3yr Core w/Add'l Switches Opt# 1 Lease Project
Quotation Date: 09/10/2024

Sales Support Contact: Russ Gavlak
Sales Support Phone: 6032633506
Sales Support Email: rgavlak@eplus.com
Account Executive: Abi McLaughlin
Account Executive Phone: 6032633517
Account Executive Email: Abi.McLaughlin@eplus.com

Customer PO No:
Order No:
Expiration Date: 10/10/2024

ePlus Technology inc, 13595 Dulles Technology Drive, Herndon, VA, 20171

External Notes:ST of MA contract# ITT72

Line No.	Part Number	MFG	Description/Line Notes	QTY	Unit Price	Ext Price
Wireless						
001	CW9166I-MR	CISCO	CATALYST 9166I AP (W6E, TRI-BAND 4X4) W/MERAKI	177	1,002.99	177,529.23
002	MR86-HW	CISCO	MERAKI MR86 WI-FI 6 OUTDOOR AP	9	1,593.94	14,345.46
003	LIC-ENT-3YR	CISCO	MERAKI MR ENTERPRISE LICENSE, 3YR	186	225.79	41,996.94
Professional Services						
004	SERVICES- CITY OF FRAMINGHAM	EPLUS	WIRELESS SERVICES	1	51,483.93	51,483.93
Sub-Total (USD)						285,355.56
9300L Switches						
005	C9300L-48P-4X-E	CISCO	CATALYST 9300L 48P POE, NETWORK ESSENTIALS ,4X10G UPLINK	54	3,639.53	196,534.62
006	C9300L-DNA-E-48	CISCO	C9300L CISCO DNA ESSENTIALS, 48-PORT LICENSE	54	0.00	0.00
007	C9300L-DNA-E-48-3Y	CISCO	C9300L CISCO DNA ESSENTIALS, 48-PORT, 3 YEAR TERM LICENSE	54	702.16	37,916.64
008	S9300LUK9-1712	CISCO	CISCO CATALYST 9300L XE 17.12 UNIVERSAL	54	0.00	0.00
009	C9300L-NW-E-48	CISCO	C9300L NETWORK ESSENTIALS, 48-PORT LICENSE	54	0.00	0.00
010	FAN-T2	CISCO	CISCO TYPE 2 FAN MODULE	162	0.00	0.00
011	PWR-C1-715WAC-P	CISCO	715W AC 80+ PLATINUM CONFIG 1 POWER SUPPLY	54	0.00	0.00
012	PWR-C1-715WAC-P/2	CISCO	715W AC 80+ PLATINUM CONFIG 1 SECONDARYPOWER SUPPL Y	54	813.24	43,914.96

013	CAB-TA-NA	CISCO	NORTH AMERICA AC TYPE A POWER CABLE	108	0.00	0.00
014	C9300L-SSD-NONE	CISCO	NO SSD CARD SELECTED	54	0.00	0.00
015	C9K-ACC-SCR-4	CISCO	12-24 AND 10-32 SCREWS FOR RACK INSTALLATION, QTY 4	54	0.00	0.00
016	C9300L-STACK-KIT	CISCO	CISCO CATALYST 9300L STACKING KIT	54	617.47	33,343.38
017	C9300L-STACK	CISCO	CATALYST 9300L STACK MODULE	108	0.00	0.00
018	STACK-T3-50CM	CISCO	50CM TYPE 3 STACKING CABLE FOR C9300L	54	0.00	0.00
019	NETWORK-PNP-LIC	CISCO	NETWORK PLUG-N-PLAY CONNECT FOR ZERO-TOUCH DEVICE DEPLOYMENT	54	0.00	0.00
020	STACK-T3-1M=	CISCO	1M TYPE 3 STACKING CABLE, SPARE FOR C9300L	10	149.63	1,496.30
Professional Services						
021	SERVICES- CITY OF FRAMINGHAM	EPLUS	NETWORK SERVICES	1	103,437.50	103,437.50
					<u>Sub-Total (USD)</u>	<u>416,643.40</u>
9200CX Switches						
022	C9200CX-12P-2X2G-E	CISCO	CATALYST 9000 COMPACT SWITCH 12-PORT POE+, 240W, ESSENTIALS	29	1,231.57	35,715.53
023	C9200CX-DNA-E-12	CISCO	C9200CX CISCO DNA ESSENTIALS, 12-PORT TERM LICENSE S	29	0.00	0.00
024	C9200CX-DNAE12-5Y	CISCO	C9200CX CISCO DNA ESSENTIALS, 5Y TERM LICENSE, 12P	29	331.10	9,601.90
025	C9200CX-NW-E-12	CISCO	C9200CX NETWORK ESSENTIALS, 12-PORT LICENSE	29	0.00	0.00
026	CAB-TA-NA	CISCO	NORTH AMERICA AC TYPE A POWER CABLE	29	0.00	0.00
027	SCAT9200CXUK9-1712	CISCO	CISCO CATALYST 9200CX XE 17.12 UNIVERSAL	29	0.00	0.00
028	NETWORK-PNP-LIC	CISCO	NETWORK PLUG-N-PLAY CONNECT FOR ZERO-TOUCH DEVICE DEPLOYMENT	29	0.00	0.00
029	RACKMNT-19-CMPACT	CISCO	19 IN RACKMOUNT FOR 9200CX SWITCHES	29	48.80	1,415.20
Professional Services						
030	SERVICES- CITY OF FRAMINGHAM	EPLUS	NETWORK SERVICES	1	53,187.50	53,187.50

Sub-Total (USD) 99,920.13

IE3200 Switches

031	IE-3200-8T2S-E	CISCO	CATALYST IE3200 W/ 8 GE COPPER & 2 GE SFP, FIXED SYSTEM, NE	8	1,560.48	12,483.84
032	IE3200-DNA-E	CISCO	CISCO DNA ESSENTIALS LICENSE FOR IE3200 SERIES	8	0.00	0.00
033	IE3200-DNA-E-3Y	CISCO	IE 3200 DNA ESSENTIALS, 3 YEAR TERM LICENSE	8	109.30	874.40
034	PWR-IE240W-PCAC-L	CISCO	240W AC POWER SUPPLY (LITE)	8	819.74	6,557.92
035	DIGITAL-DL-CODE	CISCO	DIGITAL DOWNLOAD CODE FOR SOFTWARE LICENSE	8	0.00	0.00
036	IOT-ENTERPRISE	CISCO	IOT FOR EXTENDED ENTERPRISE SOLUTIONS. FOR TRACKING ONLY.	8	0.00	0.00
037	IOT-EXT-ENTERPRISE	CISCO	IOT EXTENDED ENTERPRISE. FOR TRACKING ONLY.	8	0.00	0.00
038	IE3X00_SW	CISCO	SOFTWARE FOR CATALYST IE3X00 RUGGED SERIES	8	0.00	0.00

Professional Services

039	SERVICES- CITY OF FRAMINGHAM	EPLUS	NETWORK SERVICES	1	10,812.50	10,812.50
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Sub-Total (USD) 30,728.66

Nexus Switches

040	N9K-C9508	CISCO	NEXUS 9508 CHASSIS WITH 8 LINECARD SLOTS	2	10,169.88	20,339.76
041	CON-PSUT-N9508	CISCO	PRTNR SUP 8X5XNBD NEXUS 9508 CHASSIS W	2	38,728.20	77,456.40
042	MODE-NXOS	CISCO	MODE SELECTION BETWEEN ACI AND NXOS	2	0.00	0.00
043	NXOS-MSLL-10.4.2F	CISCO	NEXUS 9500, 9300 NX-OS SOFTWARE 10.4.2 (64BIT) MERCHANT SILICON	2	0.00	0.00
044	N9K-SC-A	CISCO	SYSTEM CONTROLLER FOR NEXUS 9500	4	0.00	0.00
045	N9K-C9508-FM-R	CISCO	FABRIC MODULE FOR N9508R WITH BUFFER SUPPORT, NXOS	8	12,413.84	99,310.72
046	N9K-C9500-RMK	CISCO	NEXUS 9500 RACK MOUNT KIT	2	0.00	0.00
047	N9K-C9500-ACK	CISCO	NEXUS 9500 ACCESSORY KIT	2	0.00	0.00
048	N9K-PUV-3000W-B	CISCO	NEXUS 9500 3000W UNIVERSAL PS, PORT-SIDE INTAKE	12	2,626.00	31,512.00

049	N9K-C9508-FAN	CISCO	FAN TRAY FOR NEXUS 9508 CHASSIS, PORT-SIDE INTAKE	6	0.00	0.00
050	N9K-C9500-LC-CV	CISCO	NEXUS 9500 LINECARD SLOT COVER	6	0.00	0.00
051	N9K-C9500-P-CV	CISCO	NEXUS 9500 POWER SUPPLY SLOT COVER	4	0.00	0.00
052	N9K-C9508-FM-CV	CISCO	NEXUS 9508 FABRIC MODULE SLOT COVER	4	0.00	0.00
053	NXOS-SLP-INFO-9K	CISCO	INFO PID FOR SMART LICENSING USING POLICY FOR N9K	2	0.00	0.00
054	N9K-SUP-B+	CISCO	SUPERVISOR B+ FOR NEXUS 9500	2	9,549.11	19,098.22
055	N9K-SUP-B+	CISCO	SUPERVISOR B+ FOR NEXUS 9500	2	9,549.11	19,098.22
056	N9K-X96136YC-R	CISCO	NEXUS 9500 R-SERIES LINECARD, 16X10G + 32X10/25G + 4X100G	10	17,379.38	173,793.80
057	SVS-B-N9K-ESS-M816	CISCO	EMBEDDED SOLN SUPPORT SWSS FOR NEXUS 9K	2	0.00	0.00
058	CAB-AC-20A-SG-US	CISCO	N. AMERICA STRAIGHT BLADE, NEMA 5-20P/SAF-D-GRID 1 10VAC 20A	12	0.00	0.00
059	C1E1TN9500M816-3Y	CISCO	DCN ESSENTIALS TERM N9500 M8/M16, 3Y	2	20,135.52	40,271.04
SFP's						
060	GLC-BX-U=	CISCO	1000BASE-BX SFP, 1310NM	15	606.26	9,093.90
061	GLC-BX-D=	CISCO	1000BASE-BX SFP, 1490NM	15	606.26	9,093.90
Professional Services						
062	SERVICES- CITY OF FRAMINGHAM	EPLUS	NETWORK SERVICES	1	45,875.00	45,875.00
					<u>Sub-Total (USD)</u>	<u>544,942.96</u>
9200 Switches						
063	C9200L-24P-4X-E	CISCO	CATALYST 9200L 24-PORT POE+, 4 X 10G, NETWORK ESSENTIALS	23	1,529.85	35,186.55
064	C9200L-DNA-E-24	CISCO	C9200L CISCO DNA ESSENTIALS, 24-PORT TERM LICENSE	23	0.00	0.00
065	C9200L-DNA-E-24-3Y	CISCO	C9200L CISCO DNA ESSENTIALS, 24-PORT, 3 YEAR TERM LICENSE	23	382.44	8,796.12
066	C9200L-NW-E-24	CISCO	C9200L NETWORK ESSENTIALS, 24-PORT LICENSE	23	0.00	0.00
067	CAB-TA-NA	CISCO	NORTH AMERICA AC TYPE A POWER CABLE	23	0.00	0.00

068	PWR-C5-BLANK	CISCO	CONFIG 5 POWER SUPPLY BLANK	23	0.00	0.00
069	C9K-ACC-SCR-4	CISCO	12-24 AND 10-32 SCREWS FOR RACK INSTALLATION, QTY 4	23	0.00	0.00
070	C9200L-STACK-KIT	CISCO	CISCO CATALYST 9200L STACK MODULE	23	770.24	17,715.52
071	C9200-STACK	CISCO	CATALYST 9200 STACK MODULE	46	0.00	0.00
072	STACK-T4-50CM	CISCO	50CM TYPE 4 STACKING CABLE	23	0.00	0.00
073	NETWORK-PNP-NONE	CISCO	NETWORK PLUG-N-PLAY OPT OUT SKU	23	0.00	0.00
Professional Services						
074	SERVICES- CITY OF FRAMINGHAM	EPLUS	NETWORK SERVICES	1	43,375.00	43,375.00
					<u>Sub-Total (USD)</u>	<u>105,073.19</u>
9Line						
075	9LINE-CSCO-3Y	9LINE	ONE(1) 9LINE USER LICENSE FOR 3 YEARS	550	31.03	17,066.50
Professional Services for Voice & 9Line						
076	SERVICES- CITY OF FRAMINGHAM	EPLUS	VOICE AND 9LINE SERVICES	1	35,875.00	35,875.00
					<u>Sub-Total (USD)</u>	<u>52,941.50</u>
iCSI Switches						
077	C9300X-12Y-E	CISCO	CATALYST 9300X 12X25G FIBER PORTS, MODULAR UPLINK SWITCH	4	7,038.17	28,152.68
078	CON-PSUT-C9300X12	CISCO	PRTNR SUP 8X5XNBD CATALYST 9300X 12X25G FIBER PORT S, MODUL	4	3,380.03	13,520.12
079	C9300X-DNA-12Y-E	CISCO	C9300 DNA ESSENTIALS, TERM LICENSE	4	0.00	0.00
080	C9300-DNA-L-E-3Y	CISCO	DNA ESSENTIALS 3 YEAR LICENSE	4	396.86	1,587.44
081	D-DNAS-EXT-S-T	CISCO	CISCO DNA SPACES EXTEND TERM LICENSE FOR CATALYST SWITCHES	4	0.00	0.00
082	D-DNAS-EXT-S-3Y	CISCO	CISCO DNA SPACES EXTEND FOR CATALYST SWITCHING - 3 YEAR	4	0.00	0.00
083	SC9300UK9-1712	CISCO	CISCO CATALYST 9300 XE 17.12 UNIVERSAL	4	0.00	0.00
084	PWR-C1-715WAC-P	CISCO	715W AC 80+ PLATINUM CONFIG 1 POWER SUPPLY	4	0.00	0.00

085	PWR-C1-715WAC-P/2	CISCO	715W AC 80+ PLATINUM CONFIG 1 SECONDARYPOWER SUPPLY	4	813.24	3,252.96
086	CAB-TA-NA	CISCO	NORTH AMERICA AC TYPE A POWER CABLE	8	0.00	0.00
087	C9300X-NW-E-12	CISCO	C9300 NETWORK ESSENTIALS, 12-PORT LICENSE	4	0.00	0.00
088	C9300-STACK-NONE	CISCO	NO STACK CABLE SELECTED	4	0.00	0.00
089	C9300-SPWR-NONE	CISCO	NO STACK POWER CABLE SELECTED	4	0.00	0.00
090	SSD-240G	CISCO	CISCO PLUGGABLE USB3.0 SSD STORAGE	4	975.88	3,903.52
091	C9K-ACC-SCR-4	CISCO	12-24 AND 10-32 SCREWS FOR RACK INSTALLATION, QTY 4	4	0.00	0.00
092	C9300X-NM-8Y	CISCO	CATALYST 9300 8 X 10G/25G NETWORK MODULE SFP+/SFP2 8	4	1,659.00	6,636.00
093	NETWORK-PNP-LIC	CISCO	NETWORK PLUG-N-PLAY CONNECT FOR ZERO-TOUCH DEVICE DEPLOYMENT	4	0.00	0.00

Sub-Total (USD) 57,052.72

Managed services for 4 iSCSI Switches

094	SERVICES- CITY OF FRAMINGHAM	EPLUS	MANAGED SERVICES FOR ADDL 4 SWITCHES	1	8,208.00	8,208.00
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Sub-Total (USD) 8,208.00

Totals 1,600,866.12

Shipping:	Sub Total (USD):	1,600,866.12
Packing:	Est. Tax (USD):	TBD if Applicable
	Shp&Hnd (USD):	0.00
	Total (USD):	1,600,866.12

All orders are governed by your organization's signed agreement with ePlus or applicable public sector contract; if there is no such agreement the Customer Terms and Conditions for Products and/or Services located at www.ePlus.com govern. No additional or contrary terms in a purchase order shall apply, and ePlus' performance shall not be deemed acceptance of any preprinted PO terms. Use of software, subscription services or other products resold by ePlus is subject to manufacturer/publisher end user agreements or subscription terms. Any periodic payment obligations for specific offerings, along with customer-incurred overages, consumption fees, add-ons, quantity adjustments and automatic renewals are non-cancelable for any reason except by public sector customers required by law to terminate due to non-appropriation of funds.

PLEASE NOTE: Recent supply chain disruption and tariffs on certain imports are causing price increases for many IT products, with little or no notice, and beyond ePlus' control. As a result, this quote is subject to change without notice, even before the expiration date reflected above. Related manufacturer policy changes may result in orders being non-cancelable and products non-returnable except in accordance with the manufacturer warranty. Please confirm pricing and other restrictions prior to order placement. Unless freight amount is indicated, or is zero, freight will be added to the invoice. Unless Bill-To company is exempt from Sales Tax, it will be added to the invoice. Recognizing that the global pandemic has disrupted operations for many organizations, ePlus will ship products for delivery in accordance with customer's written ship-to instructions and products will be deemed delivered notwithstanding any failure of customer personnel to sign for receipt due to facility closing or otherwise.

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Customer Acceptance	Bill To	Ship To
Signature: _____	CITY OF FRAMINGHAM	CITY OF FRAMINGHAM
Name: _____	MEMORIAL BUILDING BASEMENT	
Title: _____	150 CONCORD ST	UNITED STATES
Date: _____	FRAMINGHAM MA 01702	
Customer PO #: _____	UNITED STATES	
	TECHNOLOGY SERVICES R	

City of Framingham 5 Year Capital Improvement Program FY2026-FY2030
Capital Project Request Form for FY2026 Projects

FY2026 Project requests must meet the definition of a Capital Project

A capital project is a major, nonrecurring expenditure that meets one or more of the following criteria:

The capital improvement is a tangible asset or project estimated to cost over \$25,000 and to have or to extend five or more years of useful life.

The community would legally be allowed to borrow for the expense under M.G.L. c. 44, § 7 and M.G.L. c. 44, § 8.

The expenditure is for real property acquisitions, construction, and long-life capital equipment.

The project is for improvements to physical infrastructure (e.g., streets, sidewalks, and stormwater drains) and renovations of existing capital items that extend their useful lifespans.

The purchase or long-term capital lease is for vehicles or heavy equipment that have an expected useful life of 5 or more years.

The expenditure is to pay for the planning, engineering, or design services required for a construction or renewal project that itself qualifies as a capital expenditure.

The purchase is for bulk purchases of similar items, like software, furniture, or radios with an expected useful life of three or more years that, when aggregated, have total costs exceeding \$25,000.

Project Name Office365 Implementation

Project Status _____

Department Technology Services

Project Lead Name Carly Melo

Email address cp@framinghamma.gov Phone x4555

Project Fiscal Year 2026 Department Priority # 3

Priority - Select the appropriate priority level based on the definitions below:

Urgent - addresses an imminent risk to the safety of the public or municipal personnel, and/or prevents the imminent destruction or collapse of public infrastructure or loss of assets.

High - necessary to ensure consistent, level service for the upcoming fiscal year. This priority type includes systems that are likely to fail, e.g., replacement of old or worn-out equipment, dramatically rehabilitate aging facilities, or facilitate a department's ability to meet increased service demands.

Moderate - either replaces assets that have outlived their useful life, enhances a benefit to the community over and above the existing level of service, results in costs savings or other efficiencies, or directly supports the community's economic base by increasing property values.

Low - provides additions or improvements to services or programs having social, cultural, historic, economic, or aesthetic value, but does not require immediate approval and implementation.

____ CPA

Grant

We are also applying for a grant up to \$200,000 for this purpose; should we be awarded the grant, the amount will change depending on the amount of the award.

____ Other Type of Loan

____ Other

____ Matching Requirements

Additional explanation/information related to funding source(s)

Project Description

Provide a basic description of the proposed project or equipment purchase, including:

- Location (if a building)
- Type of building
- Intended use(s)
- Whether land acquisition will be necessary (if a building)
- Discussion of primary cost drivers
- Stakeholders involved
- Narrative description of qualification for specific funding source (e.g., grants, CPA)

This project provides for a migration from on-premise email and file access to Microsoft's government cloud resources, increasing possible collaborations, allowing for flexible licensing as the City's needs change.

Project Justification

Provide justification for the project. Highlight the specific benefits that will directly result from completing the project. These details may depend on the chosen priority level and purpose. For instance, if the priority level is "Moderate" and purpose is "Service Enhancement," describe any and all new benefits the project offers, including any cost savings or efficiencies. Additionally, state how the project will benefit community and administrative stakeholders and explain any negative impacts or potential consequences of not approving the project. This information is particularly important for projects classified as "Urgent/Compliance with Law" and "Ensure Public Safety".

An Office 365 implementation offers several advantages including efficiency, collaboration, scalability, security, productivity, mobile access, business continuity and compliance. Office 365 allows for flexible licensing that can scale with the City's growth. Employees can access their work from anywhere, enhancing productivity and flexibility. Office 365 also includes a suite of tools like Teams, SharePoint, and OneDrive that facilitate seamless collaboration and communication. Multiple users can work on documents simultaneously, improving efficiency and teamwork as well. Office 365 provides robust security measures, including data encryption and advanced threat protection.

This project aligns with previously stated goals of City Council to utilize cloud resources.

If project is phased over several years indicate how many phases are complete _____

Which phase of project is requested? _____

Purpose of Project - check all that apply and include detail on what is being replaced or requested as new

Replace existing infrastructure replaces on-premise mail server, Sharepoint and Office Application suites

Replace existing capital asset _____

Replace existing vehicle _____

Replace existing equipment _____

New infrastructure _____

New capital asset _____

New vehicle _____

New equipment _____

Strategic/Comprehensive/Master Plan

Project Type - check all that apply

Land acquisition _____

Planning/Feasibility Study _____

Design _____

Construction _____

Equipment _____

Vehicle _____

Contingency _____

Other **Software as a Service (SaaS)**

Asset Type

Land

Municipal Building

School Building

Water/Sewer Infrastructure

- Roadway Infrastructure
- Traffic/Streetlight Infrastructure/Equipment
- Waterway/Beach
- Recreation Trail
- Bridge
- Park/Playground/Athletic Field
- Vehicle
- Equipment
- Software/Technology
- Refuge/Recycling Center
- Other _____

Project Community Impact

Health & Safety

Education

Aesthetics/Historic preservation

Environmental sustainability

Economic development

Cultural/Recreational opportunity

Service Improvement

Level Service Maintenance

Impact to Operating/Enterprise Budgets - explain the project's temporary and/or long-term impact on the operating budget. For example, capital construction projects can result in increased operating costs. Costs may increase during the project's duration (e.g., increased use of one building while another is demolished and reconstructed) or be longer lasting, such as new a building resulting in increased utility costs or the hiring of additional maintenance personnel.

Increase/Decrease to Personnel \$ _____

Explanation _____

Increase/Decrease to Operating \$ 232,136 _____

Explanation Office365 is a recurring cloud service that, after the initial year with implementation, would reside in the operating budget

Additional Information

Checklist for completion

FY2026 Project Request PDF file includes form, updated vendor memos/quote/pricing, photos.

Save each FY2026 project request as separate PDF file (Department name/Project Name) to T Drive/Finance/CIP 26-30/Department Folder



QUOTE

as of 9/5/2024

Bill to:

City of Framingham, MA Tenant 3
150 Concord Street
Framingham, MA 01702

Ship to:

City of Framingham, MA Tenant 3
150 Concord Street
Framingham, MA 01702

Reseller (Remit To):

LiftOff LLC
Attn: Ron Braatz
1667 Patrice Circle
Crofton, MD 21114

Terms:

Due on Receipt

Payment Options:

ACH Payment (preferred) or check

Quote Description

G SKU Item Name	Part Number	Term in Months	Price/User/Month	Licenses	Cost/Year
Exchange Online Plan 2 GCC	3NS-00003	12	7.50	55	\$4,950.00
Office 365 E1 GCC	U4S-00002	12	10.60	210	\$26,712.00
Office 365 E3 GCC	AAA-11894	12	25.30	490	\$148,764.00
Entra ID P1	MQM-00001	12	5.70	753	\$51,505.20
Entra ID P2	MQN-00001	12	8.50	2	\$204.00

Total: \$232,135.20

Pricing Information:

- All prices are displayed in United States Dollars.
- Product and pricing data are updated frequently and may change without notice.
- Pricing valid for 14 days
- License orders are paid up front, are non-refundable, and are one-year licenses that renew each year.
- License reductions, upgrades, or cancellations may only occur at the annual renewal date.

In order to proceed, send a Purchase Order to 365licensing@liftoffonline.com. Once we have the Purchase Order, we will order the licenses from Microsoft. We will immediately invoice the full amount when we place the order.

Customer Terms for Cloud Services Agreement US Public Sector

This agreement is between **LiftOff LLC** (“we”, “us”, and “our”) and **City of Framingham, MA Tenant 3** (“you” and “your”). It is effective when we accept it. Key terms are defined in § 8.

1. General.

Right to use. You may access and use Office 365, and install and use a Client (if any) included with your Subscription, only as described in this agreement. All other rights are reserved.

Acceptable use. You will use Office 365 only per the AUP. You will not use Office 365 in any way that infringes a third party’s patent, copyright, or trademark or misappropriates its trade secret. You may not reverse engineer, decompile, work around technical limits in, or disassemble Office 365, except if applicable law permits despite this limit. You may not rent, lease, lend, resell, transfer, or host Office 365 to or for third parties.

Compliance. You will comply with all laws and regulations applicable to your use of Office 365. In providing Office 365, we and our Providers will comply with all laws and regulations (including applicable security breach notification law) that generally apply to IT service providers. You will obtain any consents required: (1) to allow you to access, monitor, use, and disclose user data; and (2) for us to provide Office 365. If you are an educational institution, you will obtain any parental consent for end users’ use of Office 365 as required by applicable law.

Customer Data. Customer Data is used only to provide you Office 365. This use may include troubleshooting to prevent, find and fix problems with Office 365’s operation. It may also include improving features for finding and protecting against threats to users. Neither we nor our Providers will derive information from Customer Data for any advertising or other commercial purposes. We will enable you to keep Customer Data separate from consumer services. Customer Data will not be disclosed unless required by law or allowed by this agreement. Your contact information may be provided so that a requestor can contact you. If law requires disclosure, we will use commercially reasonable efforts to notify you, if permitted. Customer Data may be transferred to, and stored and processed in, any country we or our Providers maintain facilities, unless you provision your tenant in the United States, If you do, Microsoft will provide Office 365 from data centers in the United States, and storage of the following customer data at rest will be located in data centers only in the United States: (i) Exchange Online mailbox content (e-mail body, calendar entries, and the content of e-mail attachments), and (ii) SharePoint Online site content and the files stored within that site.

Changes. Office 365 may be changed periodically, after which you may need to agree to new terms. You may be required to run a client software upgrade on devices using Office 365 after a change to maintain full functionality.

Use rights. Use rights specific to Office 365 are posted online at the link to the AUP.

2. Confidentiality and Security.

We and our Providers will (a) maintain appropriate technical and organizational measures, internal controls, and data security routines intended to protect Customer Data against accidental loss or change, unauthorized disclosure or access, or unlawful destruction and (b) not disclose Customer Data, except as required by law or expressly allowed. Neither party will make any public statement about this agreement's terms without the other's prior written consent.

3. Term, Termination, and Suspension.

Term and termination. This agreement will remain in effect for three years subject to your right under applicable law to terminate for convenience.

Customer Data. You may extract Customer Data at any time. If your Subscription expires or terminates, we will keep your Customer Data in a limited account for at least 90 days so you may extract it. We may delete your Customer Data after that.

Regulatory. If a government rule or regulation applies to us or our Providers, but not generally to other businesses, and makes it difficult to operate Office 365 without change, or we or our Providers believe this agreement or Office 365 may conflict with the rule or regulation, we may change Office 365 or terminate the agreement. If we change Office 365 to come into compliance, and you do not like the change, you may terminate.

Suspension. We may suspend use of Office 365: (1) if reasonably needed to prevent unauthorized Customer Data access; (2) if you do not promptly respond under §5 to intellectual property claims; or (3) for non-payment; or (4) if you violate the AUP. A suspension will be in effect only while the condition or need exists and, if under clause (1) or (2), will apply to the minimum extent necessary. We will notify you before we suspend, unless doing so may increase damages. We will notify you at least 30 days before suspending for non-payment. If you do not fully address the reasons for suspension within 60 days after we suspend, we may terminate your Subscription.

4. Limited warranty; disclaimer.

We warrant that Office 365 will meet the SLA terms during the Subscription; your only remedy for breach of warranty is stated in the SLA. *We provide no (and disclaim to the extent permitted by law any) other warranties, express, implied, or statutory, including warranties of merchantability or fitness for a particular purpose.*

5. Duty to protect.

Defense. We or our Providers will defend you against any claims made by an unaffiliated third party that Office 365 infringes its patent, copyright, or trademark or misappropriates its trade secret.

Remedies. If we or our Providers reasonably believe that a claim under §5 may bar your use of Office 365, we or our Providers will seek to: (1) obtain the right for you to keep using it; or (2) modify or replace it with a functional equivalent and notify you to stop use of the prior version. If these options are not commercially reasonable, we or our Providers may terminate your rights to Office 365 and refund any payments for unused Subscription rights.

Other obligations. To the extent permitted by law, you will (1) notify us promptly of a claim under this §5 and (2) allow us or our Providers to assist in your defense or settlement. You will provide reasonable help to defend. We or our Providers will reimburse you for reasonable out-of-pocket expenses incurred in giving that help and pay the amount of any resulting adverse final judgment (or settlement the protecting party consents to). Neither we nor our Providers will be bound by any settlement to which we do not agree in writing, this § 5 provides the exclusive remedy for these claims.

Limits. The obligations of us and our Providers in this §5 won't apply to a claim or award based on: (1) Customer Data; (2) software not provided by us or our Providers; (3) modifications you make to Office 365, or materials you provide or make available as part of using Office 365; (4) your combination of Office 365 with, or damages based on the value of, a product, data, or business process not provided by us or our Providers; or (5) your use of a Microsoft trademark without their express, written consent, or your use of Office 365 after being notified to stop due to a third-party claim.

6. Limited liability.

Each party's (and our Providers') maximum aggregate liability for any claim related to this agreement is limited to direct damages up to the fees that you paid for Office 365 during the 12 months before the claim arose (or \$5,000.00 if you paid no fees). *Neither party nor our Providers will be liable for lost revenues or indirect, special, incidental, consequential, punitive, or exemplary damages, even if the party knew they were possible.* The limits and exclusions in this §6 apply to the extent permitted by law, but do not apply to (1) obligations under §5; or (2) intellectual property infringement or misappropriation.

7. Agreement mechanics.

You must send notice by regular mail, return receipt requested, to the address on the Portal (effective when delivered). We may email notice to your account administrators (effective when sent). You may not assign this agreement, or any right or duty under it. If part of this agreement is held unenforceable, the rest remains in force. Failure to enforce this agreement is not a waiver. The parties are independent contractors. This agreement does not create an agency, partnership, or joint venture. This agreement is governed by the laws applicable to Customer, without regard to conflict of laws. This agreement (including the SLA and AUP) and our price sheet are the parties' entire agreement on this subject and supersedes any concurrent or prior communications. Agreement terms that require performance, or apply to events that may occur, after termination or expiration will survive, including §5. Office 365 and the Client are subject to U.S. export jurisdiction. You must comply with the U.S. Export Administration Regulations, the International Traffic in Arms Regulations, and end-user, end-use, and destination restrictions. For more information, see <http://www.microsoft.com/exporting/>. Our Providers may deliver Office 365, and the rights granted to us also apply to them.

8. Definitions.

"AUP" means the acceptable use policy at <http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=5502>.

"Client" means device software that we or our Providers provide you with Office 365.

"Customer Data" means all data, including all text, sound, or image files that are provided to us or our Providers by, or on behalf of, you through your use of Office 365.

"Office 365" means (1) Exchange Online, Exchange Online Archiving, SharePoint Online, Lync Online, and Office Web Apps included in Office 365 Enterprise Plans E1, E2, E3, E4, K1, and K2; and Office 365 Government Plans G1, G2, G3, G4, K1, and K2; and (2) Exchange Online Archiving; Exchange Online Protection; Exchange Online Plans 1, 2, Basic, and Kiosk; SharePoint Online Plans 1, 2, and Kiosk; Office Web Apps Plans 1 and 2; and Lync Online Plans 1, 2, and 3.

"Portal" means the Online Services Portal for Office 365 (see <http://www.microsoft.com/online>).

“Providers” means our affiliates, licensors, and suppliers, including Microsoft and its applicable affiliates.
“SLA” means the service level commitments we or our Providers make regarding delivery and performance of Office 365 (see <http://www.microsoft.com/licensing/contracts>).

“Subscription” means an order for a quantity of Office 365.

MASTER SERVICES AGREEMENT

This Master Services Agreement (“Agreement”) is made effective as of September 5, 2024, by and between LiftOff, LLC of 1667 Patrice Circle, Crofton, MD 21114 and City of Framingham, MA (“Client”) of 150 Concord St., Framingham, MA 01702. Therefore, the parties agree as follows:

1. Background, Intent, and Relationship

The purpose of this Agreement is to establish the terms and conditions governing the contractual relationship between the parties. Nothing in this Agreement shall be interpreted or construed as (1) creating or establishing a partnership, joint venture or similar business relationship between the parties; (2) creating or establishing an exclusive relationship between the parties, or (3) creating or establishing any employment relationship between the parties, which hereby acknowledge that LIFTOFF is an independent contractor under this Agreement.

2. Statements of Work

All services performed under this Agreement will be specified in a Statement of Work (“SOW”) to be prepared for each engagement and signed by the parties. The initial SOW is incorporated in this Agreement as Exhibit A, attached hereto. To the extent that any term contained in the SOW may be contradictory to any term contained in this Agreement, the parties agree that the SOW shall govern.

It is agreed that the terms and conditions of this Master Agreement shall govern with respect to the services to be provided to Client by LIFTOFF, in accordance with each SOW executed by the parties. Each SOW shall become an Addendum to this Master Agreement. The terms of this Master Agreement will be incorporated into each SOW by reference.

3. Professional Services Agreement

This Agreement is for the performance of professional services only. LIFTOFF reserves the right to incorporate any techniques, skills, and/or procedures known or acquired from this or any other project into this or any future professional services engagements. Any such techniques, skills, or procedures remain the sole intellectual property of LIFTOFF, and may be used in any contemporaneous or future professional services engagements for this or any other Client, without limitation.

This is not a Work for Hire agreement. LIFTOFF does not sell, assign or transfer ownership of any intellectual property used or developed by LIFTOFF in the performance of any services for the Client pursuant to this Agreement. Nothing contained herein or in any SOW hereunder shall be construed or interpreted as any such sale, transfer, conveyance or assignment of any right, title or interest by LIFTOFF in any of its intellectual property.

4. Invoice Remittance

Invoice payments must be sent to the LIFTOFF main office: 1667 Patrice Circle, Crofton, MD 21114. The LIFTOFF Federal ID number is: 27-1914176.

Payment terms are specified on the SOW. Payments are considered late on the 30th day after the due date. Late payments will incur a 2% late payment fee for each block of 30 or fewer days overdue (payments 30-60 days overdue will be assessed a 2% fee, payments 60-90 days overdue will be assessed a 4% fee, etc...)

5. Expenses

In addition to the charges for services as described above and with prior approval of the Client, the Client shall reimburse LIFTOFF for all reasonable and necessary expenses (including travel, lodging, travel meals, and other related costs) incurred in the course of performing services under this Agreement.

6. Confidentiality

Customer and Client acknowledge that, by reason of this Agreement, each may have access to certain information and materials concerning the others business, plans, customers, technology and products that are confidential. Such information and materials are of substantial value to each party, which value would be impaired if such information were disclosed to third parties. Neither party shall disclose to third parties, or use in any way for its own account or for the account of any third party, any such confidential information disclosed as a result of this Agreement.

7. Termination of Agreement

This Agreement shall be in effect until such time as all services have been fully performed by LIFTOFF and all invoices have been fully paid by the Client. This agreement may be terminated by either party for convenience upon sixty (60) days prior written notice. Termination by client for convenience will result in charges for all in-process work. Upon termination of this Agreement for any reason, Sections 3, 6, 8, 9 will survive and bind the parties in their entirety.

8. Indemnity, Disclaimers, Limitation of Liability

In no event shall LIFTOFF's aggregate liability arising from or relating to the agreement or the services rendered (regardless of the form or action, whether by contract, warranty, tort, malpractice, fraud, and/or otherwise) exceed the amount actually paid by the client to LIFTOFF for services rendered under the agreement.

In no event shall LIFTOFF be liable for any consequential, special, indirect, incidental, or punitive damages, or for any loss of profits, revenue or business opportunities, regardless of the form of action and even if LIFTOFF has been advised of the possibility thereof.

9. Non-Solicitation of Employees

During the term of this Agreement and for twelve (12) months thereafter, neither party will, either directly or indirectly, solicit for employment by itself (or any of its affiliates) any employee of the other party (or any of its affiliates), unless the hiring party obtains the written consent of the other party.

10. Governing Law/Jurisdiction

This contract will be governed by and construed in accordance with the laws of the State of Maryland, excluding its conflict of laws provisions.

Exhibit A – Initial Statement of Work

1. Work to be Performed:

LIFTOFF will provide **Office 365 Guided Deployment Services (GDS)** focused on the migration to the Microsoft Office 365 solution. The GDS consulting is delivered using a **“Coach/Mentor” approach** in which your IT team will be heavily involved throughout the entire process and will work directly with the LiftOff consultants. Together, we will work through a series of webinar appointments (typically 1-2 hours each) as we work through project milestones to deploy the system efficiently and successfully. We have found this approach of keeping your IT team invested in the project to be an extremely effective training mechanism; once the project is complete, your IT staff is fully capable of managing and maintaining the system in the future.

LiftOff's expertise is laser focused on the Office 365 systems. If you require integration with other third-party applications, you will be responsible for working with your other vendors to remedy issues. For example, phone systems, firewalls, fax systems, anti-spam, anti-virus, archiving, custom code environments, and accounting systems can integrate with Office 365. We will do our best to facilitate, but these integrations will likely require that product vendor.

The Office 365 solution is quickly evolving, and the product roadmap changes frequently. It is important to understand that some features may be enhanced or modified during the project. The Microsoft Tech-Net articles are the best source of information today.

Specifically, LiftOff's GDS work will:

- 1.1. Consist of an **Office 365 Assessment Workshop** where we will complete an analysis of the current email environment and ensure that requirements are captured, core functionality is reviewed, and details for the migration are discussed and reviewed. This planning session will be conducted via phone and typically takes about two hours to complete. Afterwards, we will map on the remainder of the project plan.
- 1.2. Consist of **Setup and Pre-Staging** in the Office 365 Admin Console where we will access your portal together and begin the initial configuration the new Office 365 tenant. This will include:
 - 1.2.1. Adding and verifying your email domains in Office 365 to show ownership.
 - 1.2.2. Ensure that the on-premises Active Directory is organized properly for Azure AD Connect/Directory Sync (required for a hybrid migration).
 - 1.2.3. Install and configure Azure AD Connect to synchronize all mail-enabled objects (users, contacts, and groups) from on-premises Active Directory to Office 365/Azure. Typically, a new on-premises server will be required for this purpose.

NOTE: This does NOT include the setup, configuration, or support of ADFS or other third-party authentication systems.
 - 1.2.4. Configure and test single sign-on with Azure AD Connect. A group policy will be required for this feature.
 - 1.2.5. Install, configure, and test secure SMTP Relay going through Office 365.
- 1.3. This is an **Exchange 2019 to Office 365 migration**, and we intend to perform a **Microsoft HYBRID migration**. This project involves two migrations (City and Police Dept). The Police Department would go first and would require that the FraminghamPD.gov domain be added to the exchange server prior to migration. Then, the hybrid migration (and Azure AD Connect tool) would be completed. Once done, the AD Connect tool needs to be removed so that it can be re-deployed for the second phase of the project (City migration). Once the City migration is done, you can choose whether to keep AD Connect in place or not.

The hybrid migrations here will utilize the built-in migration tools included with Office 365 at no additional cost. There are many advantages of using the hybrid migration path and we will make every attempt to make this work. In the extremely rare event that the hybrid (Microsoft) wizard cannot be used for email or Public

Folders, we will switch to a third-party migration tool (MigrationWiz). Client is responsible for the cost of the migration tool. Migration Configuration will include the following:

- 1.3.1. Assess the on-premises Exchange environment and adjust the configuration, as needed, to optimize the hybrid process.
The source Exchange server MUST be fully accessible and fully updated for this to work.
- 1.3.2. Install and configure the Hybrid Configuration Wizard to establish the connection between the on-premises systems and Exchange Online for both mailbox migrations and intra-organizational mail flow.
- 1.3.3. Migrate the initial batch of users. This is normally one or more IT users who understand the process and potential troubleshooting that may be required post migration.
- 1.3.4. Provide documentation for end users regarding “What to Expect” and also Mobile Device configuration for the point of cutover.
NOTE: In nearly every migration, all mobile devices (phones and tablets) will need to have their mail profile reconfigured following the mailbox cutover.
- 1.3.5. Define a migration strategy for the remaining users and assist with any migration complications that may arise.
- 1.3.6. Migrate public folders from on-premises to Exchange Online.
- 1.3.7. Once all data is migrated, work with the Client to decommission the hybrid configuration and, if applicable, remove the on-premises Exchange server(s).

1.4. Office 365 IT Admin Training & Tenant Configuration. These training and configuration settings will span 6-10 sessions.

1.4.1. Office 365 Admin Center

- 1.4.1.1. Review the proper On-boarding process for new users.
- 1.4.1.2. Review the proper Off-boarding process for former users while maintaining compliance (if needed).
- 1.4.1.3. Promoting and demoting users with administrative abilities in Office 365.
- 1.4.1.4. Reviewing the Office 365 Message Center (for upcoming changes) and Health Dashboard (for potential problems).

1.4.2. Exchange Admin Center

- 1.4.2.1. Review management of email related attributes such as mailbox sharing, quotas, online archives, etc.
- 1.4.2.2. Review proper group creation process in the cloud.
- 1.4.2.3. Setup mail flow rules including inbound message warnings, outbound message disclaimers and Office Message Encryption (if applicable).
- 1.4.2.4. Setup mobile device rules and policies and review mobile device remote wipe.

1.4.3. Exchange Online PowerShell

- 1.4.3.1. Setup mailbox activity auditing.
- 1.4.3.2. Setup unlimited auto-expanding online archive (if applicable).
- 1.4.3.3. Review resource mailbox management.
- 1.4.3.4. Disable Microsoft 365 Group creation and review proper methods for creating these groups.

1.4.4. Microsoft Teams Admin Center

- 1.4.4.1. Review best practices for creating & managing Teams.
- 1.4.4.2. Configure optimized Teams settings for all users, groups, and Teams themselves.

1.4.5. SharePoint Admin Center

- 1.4.5.1. Configure best practices for sharing of files and folders in SharePoint, Teams and OneDrive.
- 1.4.5.2. Configure Sync settings for the organization.
- 1.4.5.3. Configure default OneDrive size

1.4.6. Review Teams, OneDrive, Office Online & SharePoint

- 1.4.6.1. Review the Teams app and website
- 1.4.6.2. Review OneDrive & SharePoint Online and best practices for ingesting files.
- 1.4.6.3. Review the OneDrive Sync Client and best practices for using it.

1.4.6.4. Review Office Online and best options for using Office apps in a browser.

1.5. Securing Your Office 365 & Azure Organization. We will work with your IT staff to ensure that all security and compliance best practices are in place by the conclusion of the project.

1.5.1. Security Admin Center

- 1.5.1.1. Configure appropriate anti-spam, anti-malware, and anti-phishing settings.
- 1.5.1.2. Configure outgoing message management including protection of unwanted external forwarding.
- 1.5.1.3. Configure DKIM, DMARC and SPF.
- 1.5.1.4. Review Secure Score

1.5.2. Compliance Admin Center

- 1.5.2.1. Configure online compliance retention policies (if applicable)
- 1.5.2.2. Review eDiscovery/Content Search process.
- 1.5.2.3. Review the Audit Log and enable Auditing for (non-mailbox) activity in Office 365.

1.5.3. Azure Active Directory Security & Multi-Factor Authentication

- 1.5.3.1. Review Risky Sign-ins, Risky Users and Risk Detections
 - 1.5.3.2. Configure Risk Event Notifications for Admins
 - 1.5.3.3. Configure Conditional Access Policies to prevent non-US logins (if applicable), require MFA for Admins (or All Users, if applicable) and block Legacy Authentication.
 - 1.5.3.4. Review Sign-In Logs.
 - 1.5.3.5. Optimize MFA Settings for the organization.
- 1.5.4. Review best practices for rolling out MFA (if applicable).
- 1.5.5. **This project will NOT include Microsoft's Endpoint Management or Intune Products.**

1.6. Workstation Configuration. LiftOff will offer guidance and tools for the workstation configuration.

- 1.6.1. LiftOff will work with the IT staff to setup an Office Deployment point on the network either as a network share using Microsoft's Office Deployment Tool or, if available, via System Center Configuration Manager (SCCM).
- 1.6.2. Review proper configuration of the Outlook desktop client at the point of mailbox cutover. **Cached Mode in desktop Outlook is required for Office 365 connectivity.**

NOTE: Although LiftOff will provide guidance regarding workstation configuration and assist with troubleshooting, LiftOff will NOT be directly responsible for the configuration of the workstations. Your IT staff is onsite and will complete this configuration.

1.7. Post Mailbox Migration. LiftOff will work with your IT staff to determine the best solution for decommissioning the Exchange hybrid pieces.

- 1.7.1. If applicable, work with the Client to remove the hybrid connection pieces and shutoff/remove the Exchange systems from the on-premises environment.
- 1.7.2. Alternatively, if desired, LiftOff can assist your organization with retaining an Exchange management server. **NOTE:** This is extremely uncommon and requires continuous administration, updating and upgrading to avoid known security issues with on-premises Exchange.
- 1.7.3. Update DNS settings facing the Internet and on-premises in Active Directory, as needed, to point all mailbox connectivity and mail flow (if needed) to Office 365/Exchange Online.

1.8. Additional Microsoft Products. This project does not include Microsoft products that aren't listed in this Statement of Work. For example, this project will not include ADFS, SharePoint website design, PowerBI, Microsoft Flow, Microsoft Project, or add-ons for Teams, Outlook, or Microsoft Office. Although LiftOff may be able to assist with various questions related to products not mentioned in this Statement of Work, your best source of assistance would be directly through Microsoft's support.

