

SELECTMEN'S MEETING e-Packet
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November 18, 2008

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**BOARD OF SELECTMEN
AGENDA**

Tuesday, November 18, 2008

7:00 p.m.

JSMS Broadcast Studio

SELECTMEN'S MEETING

- 1) Call to order.
- 2) Minutes of previous meeting dated October 21, 2008
- 3) New business.
 - a) Planning Board recommendations for proposed ordinance amendments and request for Special Town Meeting – Contract Planner Hugh Coxe
 - b) Department Head Quarterly Report – Contract Planner Hugh Coxe
 - c) Department Head Quarterly Report – Contract Assessor Mike O'Donnell
 - d) Review of Information Technology RFPs and bid award – Town Manager Don Willard
 - e) School consolidation information update – Selectman Joe Bruno
 - f) Greater Portland Council of Government (GPCOG) update – Chairman Mike Reynolds
 - g) Executive Session – Consultation with code enforcement officer of pending enforcement matter 1 M.R.S.A. § 405(6)(H)
 - h) Executive Session – Discussion of confidential records 1 M.R.S.A. § 405(6)(F)
 - i) Executive Session – Acquisition of real property 1 M.R.S.A. § 405(6)(C)
 - j) Executive Session – Town Manager Evaluation 1 M.R.S.A. § 405(6)(A)
- 4) Old (unfinished) business.
 - a) none
- 5) Town Manager Report and Communications.
 - a) Confirm dates of December meetings

The Selectmen may take items out of order at their discretion.

6) Fiscal Warrants – Payroll and Appropriation Warrants – November 18, 2008.

7) Adjournment.

The Selectmen may take items out of order at their discretion.



**BOARD OF SELECTMEN
AGENDA SUMMARY**
Tuesday, November 18, 2008
7:00 p.m.
JSMS Broadcast Studio

SELECTMEN'S MEETING

- 1) Call to order.
- 2) Minutes of previous meeting dated October 21, 2008
- 3) New business.
 - a) **Planning Board recommendations for proposed land use ordinance amendments and request for Special Town Meeting – Contract Planner Hugh Coxe**

Contract Planner Hugh Coxe will be making a presentation on the recommendations of the Planning Board with respect to proposed land use ordinance amendments suggested for Special Town Meeting. Town Clerk Louise Lester has prepared a town meeting warrant (attached) for December 2nd in the event you elect to go forward. Detailed materials explaining the various changes under consideration can be found on the Raymond website at: www.raymondmaine.org/government/planning_board/proposed_ord_changes.htm. Attached to the e-packet is a memo from Mr. Coxe requesting a Special Town Meeting for December 2, 2008.

b) Department Head Quarterly Report – Contract Planner Hugh Coxe

The Board of Selectmen recently reinstated the practice of receiving quarterly department head reports in order to better familiarize themselves with ongoing departmental activities including short and long range goals as well as financial planning. Over the next several meetings, department head reports will be scheduled each meeting until all department heads have had an opportunity to address the Selectmen. These meetings will provide a good opportunity for the Selectmen and the public to become updated on the activities of Raymond's Municipal government by department.

c) Department Head Quarterly Report – Contract Assessor Mike O'Donnell

The Board of Selectmen recently reinstated the practice of receiving quarterly department head reports in order to better familiarize themselves with ongoing departmental activities including short and long range goals as well as financial planning. Over the next several meetings, department head reports will be scheduled each meeting until all department heads have had an opportunity to address the Selectmen. These meetings will provide a good opportunity for the Selectmen and the public to become updated on the activities of Raymond's Municipal government by department.

d) Review of Information Technology RFPs and bid award – Town Manager Don Willard

The Selectmen may take items out of order at their discretion.

The town solicited competitive proposals for Information Technology Services according to the attached bid package. The RFP itself was made publicly available on September 19, 2008 as well as sent to 50 vendors identified by Executive Secretary Laurie Cook. Members of the Technology Committee, Board of Selectmen, and others submitted company names for receipt of RFPs. After this wide distribution several companies expressed interest in providing services to the town with approximately five vendors making various levels of investigations including on-site visits to gather more information in preparation for bid submittal. After this process, only two proposals were received. Town Clerk Louise Lester prepared a bid opening summary sheet of this information and it is attached to the e-packet. Staff is recommending an award of a three-year contract to low bidder Kevin Woodbrey of Woodbrey Consulting Inc for the amount of \$195,000, (three times \$65,000 annually.) Awarding the bid in this fashion would establish Mr. Woodbrey as an independent contractor. In the alternative, the present relationship could be maintained as a part-time employee with limited employee benefits, which would save the cost of an independent insurance coverage package. Although I do not believe the level of real risk is particularly great to the town, the cleanest relationship is achieved by a strict contract employee with independent insurance.

e) School consolidation information update – Selectman Joe Bruno

Selectman Joe Bruno will update the Board of Selectmen and the public on the activities of the regional school consolidation committee.

f) Greater Portland Council of Government (GPCOG) update – Chairman Mike Reynolds

Selectman Mike Reynolds will update the Board of Selectmen on the public on the regional initiatives and GPCOG activities affecting Raymond.

g) Executive Session – Consultation with code enforcement officer of pending enforcement matter 1 M.R.S.A. § 405(6)(H)

h) Executive Session – Discussion of confidential records 1 M.R.S.A. § 405(6)(F)

i) Executive Session – Acquisition of real property 1 M.R.S.A. § 405(6)(C)

j) Executive Session – Town Manager Evaluation 1 M.R.S.A. § 405(6)(A)

4) Old (unfinished) business.

a) none

5) Town Manager Report and Communications.

a) Confirm dates of December meetings – December 2nd and 16th

6) Fiscal Warrants – Payroll and Appropriation Warrants – November 18, 2008.

7) Adjournment.

The Selectmen may take items out of order at their discretion.

October 30, 2008

Raymond Board of Selectmen
401 Webbs Mills Road
Raymond, Maine 04071

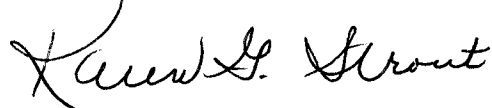
Re: October 29, 2008 Planning Board Meeting

Dear Selectmen,

The Planning Board held a public hearing in accordance with Article VII of the Land Use Ordinance, and 30-A MRSA 4352 for the purpose of receiving public input on Proposed Land Use Ordinance amendments and the zoning map.

The Planning Board voted unanimously to recommend the these items and respectfully ask to be place on the November 18th agenda of the Selectboard.

Sincerely,

A handwritten signature in cursive script that reads "Karen G. Strout".

Karen G. Strout
Planning Board Secretary

Memo

To: Raymond Board of Selectmen
From: Hugh Coxe, Planner
Date: November 13, 2008
Re: Planning Board Request for Special Town Meeting

The Raymond Planning Board requests that a Special Town Meeting be scheduled for Tuesday, December 2, 2008 for the purpose of voting on eleven warrant articles pertaining to proposed amendments to the Land Use, Subdivision and Shoreland Zoning ordinances as well as the Land Use map.

The Planning Board conducted a public workshop to receive input on the proposed amendments on October 1, 2008 and held a public hearing in accordance with Article 7 of the Land Use Ordinance and 30-A MRSA sec. 4352 on October 29, 2008. Following the public hearing, the Planning Board voted unanimously to recommend the amendments and to request that the Board of Selectmen schedule a Special Town Meeting to allow the citizens of Raymond to vote on the warrant articles.

The Planning Board has developed these amendments over the last year with the assistance and input of a consulting engineering firm, the Cumberland County Soil and Water Conservation District, the Maine Department of Environmental Protection, the Town Planner, the Code Officers, and the Town Attorney.

A link to each of the eleven warrant articles and the proposed zoning maps are included in your packets along with a narrative that provides a brief description of each of the proposed amendments.

TOWN OF RAYMOND
Tuesday, December 2, 2008

SPECIAL TOWN MEETING WARRANT

TO: Nathan White, a resident of the Town of Raymond, in the County of Cumberland and State of Maine.

GREETINGS:

In the name of the State of Maine, you are hereby required to notify and warn the inhabitants of the Town of Raymond, qualified by law to vote in Town affairs, to meet at the Raymond Broadcast Studio, 423 Webbs Mills Road, in said Town of Raymond on Tuesday, December 2, 2008, at 7:00 PM, then and there to act on the following articles:

ARTICLE 1: To elect a moderator to preside at said meeting.

ARTICLE 2: Shall portions of the Town of Raymond Subdivision Ordinance, as adopted May 21, 1994 and amended through May 17, 2003, be further amended by adding the underscored language and deleting the language in strikeover type, as described in Appendix A dated 11/2/08.

ARTICLE 3: Shall Article 9, Section U of the Town of Raymond Land Use Ordinance, as adopted May 21, 1994 and amended through August 7, 2007, be further amended by adding the underscored language and deleting the language in strikeover type, as described in Appendix A dated 11/2/08.

ARTICLE 4: Shall Article 9 of the Town of Raymond Land Use Ordinance, as adopted May 21, 1994 and amended through August 7, 2007, be further amended by adding the underscored language as described in Appendix A dated 11/2/08.

ARTICLE 5: Shall Article 10, Sections D and E of the Town of Raymond Land Use Ordinance, as adopted May 21, 1994 and amended through August 7, 2007, be further amended by adding the underscored language and deleting the language in strikeover type, as described in Appendix A dated 11/2/08.

ARTICLE 6: Shall Article 5, Section 2.2.10, Article 8, Section 10 and Article 9, Section 7 of the Town of Raymond Subdivision Ordinance, as adopted May 21, 1994 and amended through May 17, 2003, be further amended by adding the underscored language and deleting the language in strikeover type, as described in Appendix A dated 11/2/08.

ARTICLE 7: Shall Article 5, Section 2.2.17 of the Town of Raymond Subdivision Ordinance, as adopted May 21, 1994 and amended through May 17, 2003, be further amended by adding the underscored language and deleting the language in strikeover type, as described in Appendix A dated 11/2/08.

ARTICLE 8: Shall Article 5, Section 2 and Article 8, Section 15 of the Town of Raymond Subdivision Ordinance, as adopted May 21, 1994 and amended through May 17, 2003, be further amended by adding the underscored language and deleting the language in strikeover type, as described in Appendix A dated 11/2/08.

ARTICLE 9: Shall Section 15.J and Section 15.R of the Town of Raymond Shoreland Zoning Provisions, as adopted May 21, 1994 and amended through May 21, 2005, be further amended by adding the

underscored language and deleting the language in strikeover type, as described in Appendix A dated 11/2/08.

ARTICLE 10: Shall the Land Use Map adopted May 16, 1992 as part of the Land Use Ordinance of the Town of Raymond, Maine be superseded and replaced by a new Land Use Regulation Map being that map entitled *Town of Raymond, Maine Official Land Use Map* prepared by New England Planning Concepts and filed in the office of the Town Clerk on November 18, 2008 and being that map that does not include Stream Protection (SP) districts.

ARTICLE 11: Shall Article 2, Section A of the Town of Raymond Land Use Ordinance, as adopted May 21, 1994 and amended through August 7, 2007, and Section 9.A, Section 13, Section 14, Sections 15.A.1, 15.B.2, 15.I, 15.K, 15.L, and Section 17 "Shoreland Zone" and "Stream" definitions of the Town of Raymond Shoreland Zoning Provisions, as adopted May 21, 1994 and amended through May 21, 2005, be further amended by adding the underscored language and deleting the language in strikeover type, as described and shall the Land Use Map adopted May 16, 1992 as a part of the Land Use Ordinance of the Town of Raymond, Maine be superseded and replaced by a new Land Use Regulation Map being that map entitled *Town of Raymond, Maine Official Land Use Map* prepared by New England Planning Concepts and filed in the office of the Town Clerk on November 18, 2008 and being that map that includes Stream Protection (SP) districts.

ARTICLE 12: Shall Article 10, Sections A and B of the Town of Raymond Land Use Ordinance, as adopted May 21, 1994 and amended through August 7, 2007, and Article 4, Section 1.B, Article 5, Sections 1.A and 2.B, and Article 6, Sections 1.A and 2.A of the Town of Raymond Subdivision Ordinance, as adopted May 21, 1994 and amended through May 17, 2003, be further amended by adding the underscored language and deleting the language in strikeover type, as described in Appendix A dated 11/2/08.

Given under our hands this eighteenth day of November AD 2008.

Mark Gendron

Joseph Bruno

Dana Desjardins

Michael Reynolds

Lawrence Taylor

Selectmen of Raymond



Annual Report - November 2008

Planning Department

- ◆ Planning Board
- ◆ Comprehensive Plan Implementation Committee
- ◆ Conservation Commission

Department Overview

Purpose

- ❑ Performs comprehensive planning functions for the town, including development review, short-term and long-term land use planning, and subject specific planning projects.
- ❑ Provides professional and administrative staff support to the Planning Board, the Comprehensive Plan Implementation Committee (CPIC) and the Conservation Commission.
- ❑ Provides professional assistance and guidance to applicants and citizens with respect to procedural and substantive aspects of the development review process.
- ❑ Provides planning support to the Town Manager, Selectmen and other departments as requested and time available.

Staffing

- ❑ Contract Planner, Hugh Coxe. Hugh is contracted for provision of development review services to the Planning Board on an ongoing basis and is available for project specific tasks as assigned by the Planning Board or Town Manager. Current services and project tasks include:
 - Conducts development reviews and staffs Planning Board meetings.
 - Meets with and provides guidance to applicants and citizens.
 - Works with Planning Board on land use ordinance updates.
 - Works with CPIC to implement recommendations and strategies of the Comprehensive Plan.
 - Assists the Conservation Commission in developing an Open Space Inventory and Plan.
 - Conducts other planning studies and projects as requested.
- ❑ Administrative Assistant, Karen Strout. Karen is assigned to provide administrative support to the Department and the Planning Board by taking minutes of Planning Board meetings, maintaining all records of the Board, and general secretarial services to the Contract Planner. Current services and project tasks include:

- Clerical support for planner and Planning Board including preparation of agendas, minutes, legal notices, and Notices of Action.
- Preparation of packets for Board
- Maintains records of the department and Planning Board
- Provides updates to website information

Budget

Currently within two different accounts, Community Development & Services (CDS) and a carry over account.

- \$17,000 - Administration - covers office time, pre-application meetings with potential applicants, citizen inquiries, department management and oversight, and other administrative related projects utilizing Contract Planner time.
- \$8,000 – Comprehensive Plan Implementation - continued work by the CPIC to implement the 2004 Comprehensive Plan and specifically to
 - implement design guidelines for the commercial corridor along route 302,
 - update and rewrite related land use ordinances pertaining to the commercial district, and
 - hold a public forum on proposed design guidelines and ordinance changes.
- \$6,000 to complete the Conservation Commission Open Space Plan and to take it to town vote at the annual town meeting.
- \$20,000 – Carry over from fy '08 to continue work by the Planning Board to
 - review, update and rewrite land use related ordinances,
 - obtain legal review of all proposed ordinance changes, and
 - conduct public hearing process.

Planning Department Projects and Activities in 2008

- Development review
 - Valley Heights subdivision (9 lots)
 - Cummings multi-family (4 units)
 - Rosewood Heights subdivision (13 lots)
 - Pismire Bluff subdivision (4 lots)
 - Dielectric site plan (expansion of site for antennae assembly)
- Ordinance drafting
 - 11 warrant articles – Zoning map, Stream Protection, updated environmental standards for septic, erosion control, phosphorous control, and stormwater management, reformatting subdivision ordinance, change to number and submission date for applications.
 - Developing new subdivision standards for minor and major subdivisions
 - Developing standards for open space use and maintenance
- Conservation Commission - Open Space Plan

- December '07 public forum on maps and inventory
- Development of vistas maps (scenic resources)
- Developed composite maps
- Drafted Open Space Plan (to be finished by end of year)
- CPIC planning
 - Develop design guidelines for the commercial corridor along route 302,
 - Develop policies to implement design guidelines and Comp Plan goals for the commercial district

Short-Term Goals (current budget year)

- Continue to provide staffing to Planning Board for development review and to provide guidance on land use related matters to applicants, citizens, and town staff and officials.
- Planning Board - Update and rewrite land use ordinances, including state mandated update to the Shoreland Zoning ordinance.
- Comprehensive Plan Implementation Committee – Continue to work to implement the 2004 Comprehensive Plan.
 - Revise land use ordinances pertaining to the commercial district to implement design guidelines for the commercial corridor.
- Conservation Commission - Complete Open Space Plan

Long-Term Goals (2-5 years)

- Implement electronic application submissions program
- Institute permanent record protection and more efficient retrieval through digital storage
- Make ordinances more “user friendly”
- Continue to implement GIS for mapping, long range planning, and for development review analysis.
- Begin implementation of Open Space Plan.
- Review and update 2004 Comprehensive Plan

Town of Raymond
401 Webbs Mills Road
Raymond, Maine 04071

TECHNOLOGY BID OPENING
Thursday, October 23, 2008

ATTENDANCE: Don Willard, Town Manager and Laurie Forbes, Chairman of the Raymond Technology Committee.

OPENING: 2:00 PM at the Raymond Town Office.

Mr. Willard opened two bids:

1] SystemArchitecture.NET, 816 Roosevelt Trail, Windham, Maine 04062

Knowledge transfer, documentation review and collaborative support beginning 7/1/09.

	\$ 4,080
Year 1	\$176,800
Year 2	\$194,480
Year 3	<u>\$213,928</u>

Total expenditure for 3 year contract \$589,288

2] Woodbrey Consulting Inc., 50 Westwood Drive, Orono, Maine 04473

Year 1	\$ 65,000
Year 2	\$ 65,000
Year 3	<u>\$ 65,000</u>

Total expenditure for 3 year contract \$195,000

Addendum: Mr. Woodbrey would agree to charge \$60,000 per year if the current arrangement with the town is maintained.

Louise H. Lester
Town Clerk



**Town of Raymond
IT Infrastructure Management Services Proposal**

Prepared by SystemArchitecture.NET

Submitted October 23, 2008

Confidential – Developed exclusively for the Town of Raymond by SystemArchitecture.NET
SystemArchitecture.NET | 816 Roosevelt Trail, Windham, Maine 04062 | 800.471.2128



Town of Raymond IT Infrastructure Management Services Proposal

Overview

The Town of Raymond has requested a proposal for a three (3) year contract, to provide infrastructure management and support services Monday through Friday, 8:00 am to 5:00 pm, with support via phone/remote access (within one-hour) and on-site support (within 3 hours) if needed.

The services to be provided through this contract include:

- Backup services (As listed in section 5 of the RFP)
- Domain services (As listed in section 5 of the RFP)
- Hardware services (As listed in section 5 of the RFP)
- Helpdesk services (As described in section 5 of the RFP)
- Software Services and Support (As listed in section 5 of the RFP)
- Non-support work on "Ongoing Projects"¹ (As listed in section 6 of the RFP)

SystemArchitecture.NET is a Maine-based consulting firm with a team of highly skilled professionals including system administrators, network engineers, programmers, system architects, and project managers committed to providing the highest level of service to our clients. This proposal outlines our approach to meeting the IT services needs of the Town of Raymond, as outlined in the Request for Proposal (RFP) titled "Request for Proposals for IT Infrastructure Management Services".

Company Structure

SystemArchitecture.NET is a private corporation with headquarters in Windham, Maine. The team is comprised of fourteen (14) people, including three (3) full-time employees and eleven (11) active contractors, many of which have been working for SystemArchitecture.NET for years. Our office is approximately 1,500 square feet located on route 302 in Windham at 816 Roosevelt Trail.

Our company provides services in the areas of IT support and administration, system architecture and design, network engineering, programming and database administration, and web design. Our team also possesses strong project management skills, and utilizes a variety of

¹ SystemArchitecture.NET will allocate resources to the various ongoing projects with the remainder of the time budget, after providing core production support services (Listed above), coordinating priorities with town staff as needed.



systems and methodologies that allow us to work together and with our clients in a highly effective manner.

SystemArchitecture.NET has a Board of Directors comprised of four (4) active board members including Vincent Micale Jr., Chairman. The other three (3) members of the board include Vincent Micale Sr., President of a Massachusetts-based lumber company with over 35 years of business experience, Sol Nasisi, senior marketing consultant and former VP of Marketing for Fleet Bank's Online Banking division, and John O'Connor, Senior System Architect who works for a large software development firm.

The company is owned by Vincent Micale Jr., who serves as the President and CEO. Vincent has almost 15 years of experience in the software and IT industry, and is also involved in overseeing the operations of the company including project management, account relations, and system architecture services. Vincent is also active in the community, serving as the President of the Windham Economic Development Corporation, as well as a member of the Board of Directors for Fiddlehead Center of the Arts.

Network Engineering Team Bios

Evan Desjardins - Network Architect, Team Leader (Full-time)

As a Microsoft Certified Professional with a decade of experience, Evan has architected and designed many high-end, high-availability IT business systems for customers in various industries, including a global anti-virus system for a 5,000 node, world-wide VPN network, several complete network and business system replacements for military contractors, advertising firms, medical and dental firms, and more. In addition to managing the Network team, Evan's technical skills include Microsoft's Network and Server technologies, security auditing and configuration, Active Directory security, backup and disaster recover planning, server and desktop virtualization, secure data communications, email administration, network monitoring, and overseeing network operations.

Israel Roy - System Administrator (Full-time)

An expert in system administration with 5+ years of experience, including Secret level clearance with government contractors. Israel specializes in maintaining the day-to-day health of networks and servers. His areas of expertise include TCP/IP, NetBios, SMNP, Microsoft Server systems, Microsoft Active Directory, Exchange, IIS and SQL, Veritas BackupExec, UltraBac, Cisco, Sonicwall, and Watchguard hardware firewalls. Israel also handles most user, email, file, and security administration requests.

Jeff Pelletier - Senior Network Engineer (Contractor, with SystemArchitecture.NET since 2006)

With 8 years of professional IT experience, Jeff has extensive expertise in routers, firewalls, switches, fiber-optics, and most other forms of network infrastructure, including Cisco, Allied



Telesis, Watchguard, Netgear, Linksys, Microsoft, Novell, and more. Jeff is also an expert in load balancing, remote administration, wireless networking and security, Terminal Services, QOS, IP telephony systems, VPN security and tunneling, and optimizing network systems for maximum performance.

Kurt Wesseling - Senior Network Engineer (Contractor, with SystemArchitecture.NET since 2007)
Boasting over 13 years of professional, private sector and military IT experience, Kurt is an expert in advanced computer networking. Kurt's experience spans the most complicated network systems, including Cisco, Citrix, Microsoft, Linux, Nortel, 3Com, Baystack, advanced DNS and security modeling, disaster recovery, server and network hardening, data encryption, server deployment and configuration, network traffic analysis, and more. Kurt is a leader with his technical abilities and is a valuable asset to the team.

Approach

SystemArchitecture.NET will provide a dedicated account manager to the Town of Raymond, who will be responsible for overseeing the project and ensuring successful delivery of the necessary services. In addition, a primary technical resource will be identified as the lead for all support and maintenance issues that arise during the course of the engagement. These individuals will work closely with town staff and the rest of the SystemArchitecture.NET team to ensure a high level of quality and user satisfaction throughout the project.

SystemArchitecture.NET recommends a series of pro-active knowledge transfer sessions be conducted with the current Network Administrator (Kevin) to review the specifics of the systems in place, as well as any documentation and standard operating procedures that may exist. These sessions will involve formal knowledge transfer meetings, as well as joint participation in some hands-on work, similar to a job shadowing program. This will allow for a period of time where SystemArchitecture.NET can meet with the current Network Administrator, and participate in some of the troubleshooting and issue resolution jointly and in conjunction with Kevin. This approach will allow for a smooth transition and will ensure SystemArchitecture.NET staff is up to speed on the specifics of the environment on day one of the support agreement.

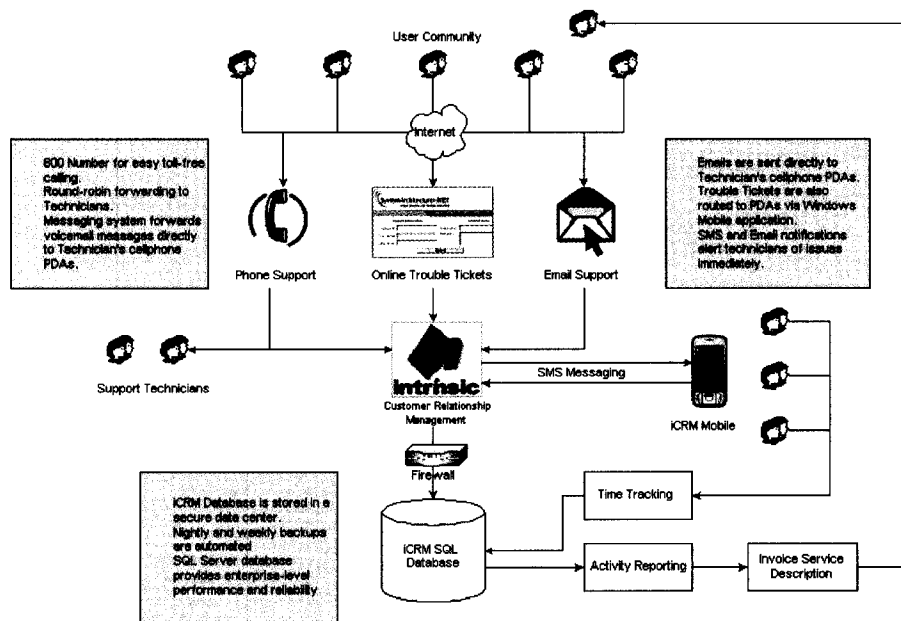
In addition, SystemArchitecture.NET will utilize its support infrastructure to ensure all support issues are managed and resolved in a timely manner. Our systems are built around the concept of "the team", and allow issues to be routed to the most appropriate resource for quick resolution. Automated notifications ensure technical resources and project managers are notified of issues and escalations. By working with the team at SystemArchitecture.NET, you are gaining access to a group of highly skilled professionals dedicated to working together to meet our client's needs.

World-class Support Structure

SystemArchitecture.NET has developed a professional, highly efficient support structure which allows us to service our clients quickly and cost-effectively. We offer phone and email support, as well as remote and onsite troubleshooting services. Our support team is highly adept at resolving issues over the phone or via remote desktop sessions, and is also available to work on site quickly when needed.

Internally, we have developed a sophisticated issue tracking system which includes trouble-ticket routing, email and SMS message notifications, escalation reporting, and detailed time tracking and reporting services to provide our clients with insight into their support needs.

SystemArchitecture.NET Support Infrastructure



Developed by


Project Scope

The following is a definition of the Project Scope for this proposal, as outlined in the RFP. The services to be provided through this contract include:

- Backup services
- Domain services
- Hardware services
- Helpdesk services (Monday through Friday, 8:00 am to 5:00 pm.)
- Software Services and Support
- Non-support work on "Ongoing Projects"²

Cost Structure

The following is a cost structure for services outlined in the Project Scope section of this document. Following an in-depth discussion of the typical work load during an onsite meeting with Kevin (Current Network Administrator), Donald Willard (Town Manager), and Nancy (Finance), we have determined the work load to average approximately forty (40) hours per week.

The work load is comprised of a combination of general system maintenance, user support, production and system support, as well as ongoing project work required to maintain the systems and services in place. SystemArchitecture.NET will prioritize production support issues working closely with town staff as needed to ensure the needs of the user community are being met consistently. We will then allocate resources to the ongoing project work with the remainder of the annual budget, in order to meet the financial obligations of the contract.

Our standard rate for Network and System Administration and Support is \$95/hour. We are offering a **discounted rate of \$85/hour** for this project for the first year, with 10% annual increases for the subsequent two (2) years.

² SystemArchitecture.NET will allocate resources to the various ongoing projects with the remainder of the time budget after providing core production support services (Listed above), coordinating priorities with town staff as needed.



Service	Weekly Budget (Hours)	Annual Cost
Knowledge Transfer, Documentation Review, and Collaborative Support (Working with Kevin prior to contract start date of July 1st, 2009 (6 hours/week for 8 weeks, May 1st 2009 to July 1st 2009)	6	\$4,080
Network and System Administration and Support - Year 1	40	\$176,800
Network and System Administration and Support - Year 2	40	\$194,480
Network and System Administration and Support - Year 3	40	\$213,928

We have also developed two (2) alternate proposal models which offer a slightly different approach to the engagement. One alternative involves a hybrid or partnership arrangement between SystemArchitecture.NET and the current Network Administration (Kevin), designed to utilize Kevin's expertise with the systems on a more limited basis, combined with the size, diversity, and availability of the team at SystemArchitecture.NET.

The second alternative is aimed at reducing cost through a more limited support budget, with all non-support project work being scoped, quoted, and managed outside the scope of the core production support contract. This could effectively reduce the base-cost of the production support up to 40% and allow the town to make financial decisions on a project-by-project basis.

These two alternative proposals have been omitted from this proposal, as our intent is to provide a bid on the project as requested and as defined in the RFP. If you would like to discuss these alternatives further, please contact Vincent Micale at your convenience.

SystemArchitecture.NET currently carries a general liability insurance policy in the amount of one million dollars (\$1,000,000).



Contract Approval:

Upon approval of this proposal, SystemArchitecture.NET will provide a contract to the Town of Raymond for this project, and will sign all necessary documentation required by the town as described in the RFP.

We look forward to the opportunity to serve the Town of Raymond, and we are extremely confident that the town will be well served working with SystemArchitecture.NET. Please contact me with any additional questions, or if you would like to discuss any aspect of the project or proposal in more detail.

Thank you,

A handwritten signature in black ink, appearing to read "Vincent Micale".

Vincent Micale
President, SystemArchitecture.NET

A handwritten signature in black ink, appearing to read "Vincent Micale".

10/23/2008



SystemArchitecture.NET References

Chris Lanza
Foreside Fund Services
Director, ETF Services
207.553.7119
clanza@Foresides.com

Summary: SystemArchitecture.NET has been working with Foreside Fund Services since 2007. Originally hired to conduct a third party review of their internal systems, the engagement was later expanded to include architectural consultation, production support, and application development services.

Carol Grover
Pine Tree Networks
Director of Customer Operations
207.699.2120
carol.grover@pinetreenetworks.com

Summary: SystemArchitecture.NET has been working with Pine Tree Networks since 2003. Designed and implemented a custom online order tracking system still in use today. A second custom application was developed in 2006/2007 in response to their new wholesale offerings. Recently contacted about building a web services interface to facilitate data exchange with one of the largest cable operators in the U.S.

Debbie Cronin
Acorn Products Co.
Vice President Finance
207.786.3526 x232
dcronin@acorn.com

Summary: SystemArchitecture.NET has been working with Acorn Products since early 2005. Originally hired to design custom reports, the relationship has expanded to provide a complete outsourced IT department, including database administration, server and network support, EDI development, website management, and director level management services. Recent projects also include support of an off-the-shelf enterprise system used to manage the purchasing, inventory, sales, shipping and finance operations of the entire organization.



Peter Gerrity
Gerrity Industries
President
207.933.2804
pgerrity@gerrityco.com

Summary: SystemArchitecture.NET has been working with Gerrity Industries since 2004. Originally hired to build a custom database application, the engagement was later expanded to include systems and network administration of their servers, workstations, PDAs, and network devices.

Dr. Robert D Limoges
Advanced Dentistry
D.M.D
207.784.7355
rlimoges@pivot.net

Summary: Since 2006, SystemArchitecture.NET has been providing IT support throughout the practice. In their words: *"We've been really pleased with the service we've received from SystemArchitecture.NET. Their technicians have been extremely reliable and knowledgeable about our needs. When we need them they are here without delay and we can count on them to be efficient and always informative."*

Dr Robert Limoges D.M.D Advanced Dentistry

Vicky Catlett
Occupational Medical Consulting
Business Director
800.575.6537
vcatlett@omcwellness.com

Summary: SystemArchitecture.NET has been working with Occupational Medical Consulting since 2005. Originally hired to provide architectural consultation and project management of their software development projects, the engagement has expanded to include ongoing application development, enhancements, and support of their proprietary wellness software system. In addition, SystemArchitecture.NET provides system administration and disaster recovery services for their production server environments.

Woodbrey Consulting Inc Proposal for the Town of Raymond IT Infrastructure Management Services Proposal

Woodbrey Consulting Inc will be responsible for technology applications in the Raymond, Maine Municipal Government.

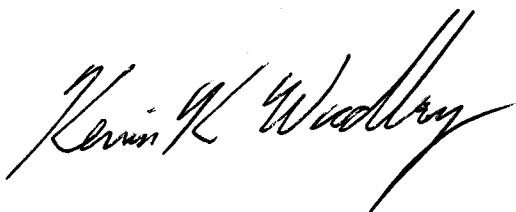
Woodbrey Consulting Inc will have the following responsibilities in the Raymond Municipal Government:

1. Researching technology as it would apply to the Raymond Municipal Government.
2. Planning for the most cost effective use of technology.
3. Budgeting for the life cycling of technology, including implementation, maintenance, and replacement.
4. Installing the technology for the Raymond Municipal Government.
5. Maintaining the technology for the Raymond Municipal Government. This includes being on-call by pager 7x24 with a one hour call back period.
6. Documenting the technology for the Raymond Municipal Government.

Woodbrey Consulting Inc will be responsible for the following existing technology implementations as well as any future technology implementations.

- Computer Hardware - workstations, servers.
- Computer Software – operating systems, utilities, applications.
- Voice - telephone systems, paging.
- Networks – voice and data (Internet, intranet, VPN, VLAN).
- Security – firewalls, VPN's, content filtering, intrusion detection.
- Webmaster – oversight and administration (excluding content) of the Raymond, Maine website and the Casco, Maine website.
- E-mail – Administration of the Raymond and Casco e-mail system.
- Calendars – oversight and administration of the Raymond and Casco calendar system.
- GIS – oversight and administration of the Raymond GIS system.
- Cable TV station – oversight and administration of the Educational and Governmental TV channels and digital editing and broadcast system.

Woodbrey Consulting Inc will meet all requirements as published in the TOWN OF RAYMOND, MAINE, REQUEST FOR PROPOSALS FOR "IT INFRASTRUCTURE MANAGEMENT SERVICES" document and attachments.





401 Webbs Mills Road
Raymond, Maine 04071
207.655.4742

IT Infrastructure and Management Services Bid Form

Term of Service	Annual Cost
July 1, 2009 – June 30, 2010	\$65,000
July 1, 2010 – June 30, 2011	\$65,000
July 1, 2011 – June 30, 2012	\$65,000

Business Name	Woodbrey Consulting Inc.
Contact Name	Kevin Woodbrey
Title	CEO
Address	50 Westwood Drive, Orono, ME 04473
Telephone	207-221-2726
Email	kevin@woodbreyconsulting.com
Website	www.woodbreyconsulting.com

Subject: Re: RFP Proposal

From: Don Willard <don.willard@raymondmaine.org>

Date: Mon, 06 Oct 2008 09:38:46 -0400

To: Kevin Woodbrey <kevin.woodbrey@raymondmaine.org>, "Laurie Forbes (home)" <rforbes1@maine.rr.com>

Thank you Kevin,

I will attach this email to your submittal so this possibility may be considered when bids are being reviewed.

Don Willard
Town Manager
Town of Raymond
401 Webbs Mills Road
Raymond, Maine 04071

(207) 655-6994 v
(207) 655-3024 f
(207) 650-9001 m

Kevin Woodbrey wrote:

Hi Don,

Thanks for meeting with me this morning when I submitted my proposal for the IT management services. I had to add \$5000 to my cost due to the acquisition of insurance that is required by the Town. I would be willing to stay with the current arrangement for three years (as an contract employee with no benefits) for \$60,000 per year. This would save the town an additional \$15,000 over that period.

/Kevin Woodbrey
Technology Services
Town of Raymond
401 Webbs Mills Road
Raymond, ME 04071
207-655-4742x62 Work
207-807-4784 Mobile/

Don Willard <don.willard@raymondmaine.org>
Town Manager
Town of Raymond