

MINUTES  
February 20, 2013

The Selectmen met at 4 p.m. on Wednesday, February 20, 2013 for the purpose of interviewing two prospective candidates for our IT support and reviewing the Town Warrant. Present were Selectmen Craig Keeney, Sharon Davis, Charles Wheeler, and R. Marsh Morgan, Jr. Also present were Police Chief Christopher Warn, Road Agent Robert Bain, Town Clerk/Tax Collector Hannah Joyce, and Kelly Bolger.

First to present his RFP response to the Board was Eric Shanley from Mainstay Technologies who has offices in Belmont and Manchester. Mr. Shanley first pointed out that we were starting off in the right place with a new building and a renovated building that will have new wiring and update electrical service from what we have in our present facility. First Mainstay would make some initial recommendations about a full security audit and examine the entire technological infrastructure. By following industry best practices, they would also do a network audit and review all servers, software, computers, switches, wiring etc. so that they can formulate a plan to resolve any underlying issues. They would also see what policies we have in place for acceptable use policy and a disaster recovery plan. They would set up documentation of all servers, network layout, and software locations which is a key tool in troubleshooting. Mr. Shanley also spoke about staff training planning and goal setting. He mentioned budgeting and strategic planning ahead which would include replacing 20% of equipment every five years. Mr. Shanley included in his RFP a client reference list and two options for proposed service costs. His company is familiar with BMSI, Avitar, and the State DMV system.

At this point in the meeting, Chairman Keeney requested that Road Agent Robert "Butch" Bain come forward as he had a matter that he needed to discuss with the Board. Butch explained that over the past week, two highway vehicles have experience major problems. First the 2009 International that Dave Goodwin drives experienced a major drop in oil pressure. This is the truck that has been in and out of the service center over 23 times since it has been purchased. Butch even spoke to the Town Attorney about the "lemon law", and found out that it does not cover commercial vehicles. They discussed that the loss of the oil pressure ruined the block, and based on the history of this truck, Butch feels that it is better to get a long block and replace the externals and internals as well. He spoke to International, and they indicated that they may be able to give some discounts on the work, again based on the history of the truck. The cost of repairs could be up to \$16,000. The other vehicle that has problems is Butch's white truck. He had trouble with his transmission a few weeks ago, and had spoken with Russell Automotive out of Manchester, and had gotten a part which they suggested could fix the problem. The part worked for a few weeks, but then the truck would not move. Butch found metal in the transmission pan, and knew now that the transmission needed to be replaced. Butch got quotes from Irwin Motors and Russell Automotive. They were within a \$100.00 of each other, and he would like to use Russell Automotive because he is familiar with their work. This cost for repairs would be \$4,726.00 including a cooler. Selectman Wheeler requested that Butch get all the information about the International Truck repairs together and he will talk to the representative, and see if he can get any resolution with this truck. Discussion about how to pay for these repairs was discussed. The wording of the Capital Reserves only allows for the purchase of highway equipment not repairs. This is because Department of Revenue

Administration only allows for specific items to be covered under a Capital Reserve Account. The Board and the Road Agent agreed that at this point they will take it out of the winter maintenance, and if that looks tight but the end of this season, can take it from another part of the highway budget or use some of the contingency fund if necessary.

At this time, it was time to speak with the second company who gave us a RFP for IT services. Dave Beaudry from Certified Computer Solutions, LLC from Northfield discussed his proposal. Mr. Beaudry has been in business for over 23 years and still services their first municipal customer. He indicated that some of the Board may remember Presidential Computers, which was located in downtown Plymouth. This was his company. The employees experience ranges from 20 to 40 years, and they employ a four year degreed engineer. 60% of CCS's customers are municipalities. After reviewing our infrastructure, he would recommend a full pro-active contract for us. This contract covers maintenance, monitoring and repair of the server and workstations and includes server operating systems, workstation operating systems, virus and malware protection and removal, maintenance and monitoring of backups, and desktop support. Also included are updates to 3<sup>rd</sup> party software, (BMSI, Vision, Avitar etc.), implementing an off-site backup system, updating all servers and workstations, and conducting a security audit. Remote time, on site time and travel time are all included in the contract. Mr. Beaudry also said that his company is familiar with the State Motor Vehicle programs, the VPM process which has experience some bumps along the way, and he has been working with Towns on these issues. He also mentioned that at this time, there is about a six week wait on the State's list . He also had spoken to the Town Clerk about what the State said about computers that need to be replaced in her office to get on the new system, and they mentioned 2 or possibly 3 computers, and he questioned, the new computer, but would look into it if his company got the bid. Mr. Beaudry also indicated that presently they have three full time people, but they are looking for another person to hire in May. They had an additional employee who did not work out. They would also offer training to staff for new programs on an hourly basis.

The Board then continued discussion about the two companies that they interviewed, and also requested the Town Clerk's input, the Police Chief's input, and the Town Administrator's input, and while all had some good points, it made it even harder to decide so the Board wanted some time to think it over, and will make a decision on Monday night.

The Board then continued their meeting. Selectman Keeney got a hold of Selectman Cheney by phone, and he came to join the other Board Members to go over the warrant articles for Town Meeting. The Board discussed the articles and took their tally votes on each article.

The meeting ended at 6 p.m.

Respectfully submitted,

Ann Marie Foote  
Town Administrator