



Raymond Select Board Meeting

FEBRUARY 5, 2024

Raymond High School
45 Harriman Hill Rd

6:00 p.m. Public

Please Note: The Board of Selectmen may at any time during a public meeting, enter a non-public session to conduct and facilitate town business. The Board of Selectmen will announce the RSA in which the session will be conducted and follow proper protocol under the confines of State Laws.

AGENDA

1. MEETING CALLED TO ORDER
2. PLEDGE OF ALLEGIANCE
3. MOMENT OF SILENCE

Ernest Menard
Carol Kinder Drake

4. OLD BUSINESS/TO APPEAR BEFORE THE BOARD
 1. Telephone & Network Technologies / Phone RFP (Brian Maillet)
5. BOS REVIEW, APPROVAL/ACCEPTANCE
6. NEW BUSINESS
7. OTHER BUSINESS
8. PUBLIC COMMENT – 15 Minutes
9. **SPECIAL PUBLIC COMMENT** for any questions regarding the Water Tower Rehabilitation Warrant Article
10. ANNOUNCEMENTS
11. **APPROVAL OF BOARD MINUTES:**
 - 1/8/24, 1/9/24, 1/22/24
 - 11/6/2023 (a,c) – Sealed Until 11/06/2028
 - 11/20,2023 (I) – Sealed Until 11/27/2026
 - 11/27/2023 (I) – Sealed Until 11/27/2026
 - 12/4/23 (Not Sealed)
 - 12/26/23 (Not Sealed)

2023 Non-Public – to Vote to Unseal/Review

 - 1/10/2022 (a) Sealed Until 1/10/2023
 - 3/16//2020 (d) Sealed Until 3/16/2023
 - 5/24/2022 (b) Sealed Until TM is Hired
 - 5/4/2022 (b) Sealed Until TM is Hired
 - 6/29/2020 (d) Sealed Until 6/29/2023

Posted: February 2, 2024, Old Fire Station, Town Office; Town's website 24 hours in advance of meeting. **Note:** Board of Selectmen Meetings are broadcast live on Channel 22. If you need audio or visual assistance, call the Selectmen's Office 72 hours prior to the meeting at 603-895-7007.

- 6/15/2020 Sealed Until 6/15/2023
- 6/9/2020 Sealed Until 6/9/2023
- 8/24/2020 – e – Sealed Until **8/24/2023**
- 8/31/2020 (d) Sealed Until **8/31/2023**
- 11/16/2020 (3) Litigation – Sealed until **11/16/2023**
- 11/8 (no year) reads: But Motion to Pay \$100 – Sealed until **11/8/23**
- 12/20/2022 (a) Sealed until **12/20/2023**
- 10/25/2021 - e Sealed Until **10/25/2023**
- Non-Public Meeting RSA 93-A:3 (C)

12. Non-Public Meeting RSA 93-A:3 (C,L)

ADJOURNMENT

FUTURE ACTION ITEMS OF NOTE/FOR REVIEW AND UPDATE:

	<u>DEADLINE</u>	<u>PARTY</u>	<u>DATE IN</u>
WATER:			
Vision Statement (request sent 10/6/23) -			12/4/23
Source/Demand Analysis -		UE	1/24/2024
BOS Approval of Design Flows	1/31/2024	Town	1/30/24
Water Quality Evaluation	2/28/2024	UE	
Preliminary list of Potential Projects/Alter	2/28/2024	UE	
BOS Appr of Prelim List of Capital Projects/Alter	3/12/2024	Town	
Evaluation of Alternatives & Draft Source Impro Plan	4/23/2024	UE	
BOS Approval of the Proposed Source Improve Plan	4/30/2024	Town	
Cost & Funding evaluation	5/13/2024	UE	
Draft report to Town	5/17/2024	UE	
BOS approval of Draft report	5/27/2024	Town	
Draft report to Town for DES submittal	5/30/2024	UE	
Draft Report to DES - CAP deadline	5/31/2024	Town	
<u>Traffic Study</u> – (Tony to talk with Highway Safety Committee) Re: Community		Tony	
<u>Land Use Application</u> – Review, Revise, Procedures		BOS	
MEGA X -		who to update?	
<u>TOWN POLICY MANUAL</u> – Review and update beginning of 2024			
DIALOG SCHOOL / AGING POPULATION		BOS	
E360 GENERAL CODE UPDATES AND RECODIFATION (UPGRADE)		BOS/	
CASSIER SIGN – LETTER FROM BOS? CONFIRM WITH BOS		BOS	

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Town of Raymond, New Hampshire

Request for Proposals

Telephone System Upgrade



Town of Raymond, New Hampshire

4 Epping St., Raymond NH 03077

(603) 895-7036

Existing Phone System

The existing phone system consists of two primary types of voice circuits in use. PRI (23 lines) and POTS (Plain Old Telephone Service) lines. POTS lines are used for devices that require a dedicated physical line (alarm, fax, elevator, etc.) and as a backup for the PRI circuits

In addition to the 65 voice instruments there are 5 fax machines, postage machine, elevator phone (Library), and alarm computer (Dispatch). The system must interface with the current Dispatch recording system. *See Appendix 1*

There are PRI circuits at the Town Office and Safety Complex, with POTS lines across the organization for various functions. A full-service record from all providers should be acquired before scoping all the hardware required for a new phone system. There is one VOIP that connects the Highway Garage with the Town Offices.

The Town of Raymond currently works with Comcast, Consolidated Communications, and First Light for phone service and internet needs.

Scope of Work:

The Town of Raymond seeks a complete solution that replaces the current telephone systems in the Town Office and Safety Complex. All existing telephones will be replaced with devices that support telephone features. *See Appendix 2*

The Town of Raymond requires the new telephone system have the capability to service remote locations with the same features and functionality as the main office. Each location will be able to access all the features and functionality available at the main site.

Reliability and performance must meet public safety answering point (PSAP) up-time. <https://www.fcc.gov/research-reports/guides/emergency-planning-public-safety-answering-points>

The successful Bidder will be expected to work directly with the Town of Raymond to ensure compatibility/call quality/reliability. The proposed solution must also satisfy the requirements set forth herein and be in the best interest of the Town of Raymond.

Prior to finalizing an RFP submission package, each Bidder shall conduct a full network assessment of the existing system to verify the scope of equipment needed and determine the viability of integrating and installing their proposed new system onto the existing data network and within infrastructure of each building.

Submission Content Requirements:

Each Bidder shall provide a narrative that articulates the benefits of their proposed system including, but not limited to increased efficiencies that staff and residents will realize; reliability; voice quality, minimal lag, messaging options, mobility options, redundant capacity, ease of system administration, flexibility, warranties, maintenance contract options as well as life cycle costs.

The narrative shall also discuss any perceived challenges to installation based on their pre-submission assessment of the existing buildings and networks.

The document shall provide a comprehensive training plan for all employees, information regarding the firm’s financial strength, depth of experience and client references, and a discussion of the proposed project team, their manner of project control and administration.

The successful Bidder shall

- have full responsibility for the timely procurement of required materials, coordination with all related vendors, utility companies, Town staff and the complete installation, system testing, training, and post-installation support.
- be held accountable and responsible for the performance of all sub-contractors as the sole responsible party for all activities.
- plan and conduct the installation of the project with minimal impact to daily building and office operations. Key Town staff will assist with the coordination to facilitate a plan that will achieve these goals but the ultimate responsibility resides with the successful Bidder.

The Town of Raymond’s goal is to establish a relationship with a single point of contact for all support and maintenance.

1. Each Bidder shall submit one (1) bound original of the RFP package (labeled “original”) with original signature, and one (1) digital PDF copy.
2. Each RFP package shall include:
 - Cover Letter
 - Narrative
 - Proposed System Product Information
 - BID FORM [including ongoing maintenance and future software upgrades]
 - Proposed Implementation Schedule
 - Additional Support Materials
 - Insurance Certificate

Submission Procedure:

All proposals must be in writing and must be delivered by mail, courier or in person in a sealed envelope clearly labeled "Telephone System Upgrade 2023" to:

Town of Raymond, NH
ATTN: Stacey, Dept. of Public Works
4 Epping Street
Raymond, New Hampshire 03077

Facsimile, telegraphic, or electronically transmitted proposals will be deemed invalid and will not be accepted or considered.

Proposals may be received no later than 3:00 pm on Wednesday, October 25, 2023.

All proposals received will become public documents and retained by the Town of Raymond. The Town reserves the right to reject any proposal or waive any irregularities and/or technical issues. The Town is not obligated to select the firm with the lowest cost of services. The Town will evaluate the various proposals, phone systems and other aspects of the submitted materials and will make the final selection based on the overall best value for the Town.

During the evaluation process, the Town may request additional information, seek a demonstration of the proposed system, and/or visit facilities with the same system in place.

Key Contact:

To coordinate access to the buildings to conduct your pre-submission assessment or to seek responses to questions, please contact Stacey Grella at sgrella@raymondnh.gov.

Liability:

The successful Bidder;

- is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by personnel or equipment during installation and is responsible for the removal of all project-related debris.
- shall be responsible to the Town of Raymond or related third party for any property damage or bodily injury caused by it, any of its sub-contractors, employees or agents in the performance of, or as a result of, the work performed.
- shall furnish copies of and maintain in full force and effect general liability insurance to wit a certificate of liability insurance naming the Town of Raymond as payee in the amount of not less than \$2,000,000.
- shall defend, indemnify, and hold harmless the Town of Raymond from and against claims arising directly or indirectly from the contract and associated work performed.
- Such coverage must be provided by insurance companies authorized to do business in the

State of NH.

- Certificates must name the Town of Raymond as an additional insured and shall provide that contractor's policy as primary over any insurance carried by the Town of Raymond and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to the Town of Raymond.

All contract documents will be reviewed by the Town's Legal Counsel and Insurance Carrier which may result in further requirements and/or revisions.

BID FORM

All Bidder's shall provide cost information for all services, equipment necessary for full implementation on this form.

Phone System Equipment

All-inclusive price to procure and deliver to the appropriate building(s), all equipment and materials necessary to implement and operate the proposed phone system:

Total \$ _____

Labor

All-inclusive price for all labor, travel, and related expenses. This figure shall include labor associated with project administration, management, coordination as well as the full installation.

Total \$ _____

Sub-Contractor(s)

List all Sub-Contractors and their individual fees:

- | | |
|----------|----------|
| 1. _____ | \$ _____ |
| 2. _____ | \$ _____ |
| 3. _____ | \$ _____ |

Total of all Sub-Contractors \$ _____

Training

Lump Sum Price for introductory training of 60 staff persons.

Total \$ _____

Lump Sum Price for "Training the Trainer" and System Administrators – 10 individuals

Total \$ _____

Follow-Up Support

Hourly Rate / by phone

Total \$ _____

Hourly Rate / on-site

Total \$ _____

Provide itemized unit price back-up of all proposed, equipment, materials, labor rates.

Appendix 1

Current Phone Inventory

Voice Telephones

Town Office (15)

Library (6)

Old Fire Station (DPW) (7)

Old Fire Station (Recreation) (4)

DPW Garages (3)

Welfare Office (1)

Police Department (20)

Fire Department (9)

Total Voice Phone Instruments (65)

Fax machines

Library (1)

Town Office (1)

Recreation (1)

DPW (0)

Fire (1)

Police (1)

Total Fax Machines (5)

Other

Postage Machine (1)

Library Elevator (1)

Pelmac Alarm computer (2)

Total Other (4)

Building Addresses:

Library: 6 Epping Street

Town Hall: 4 Epping Street

Old Fire House/DPW: 4 Epping Street

DPW Garage: 71 Route 27

Police/Fire: 1 Scribner Road

Appendix 2

Desired Phone System Features

The list below is a list of phone system features that the Town is seeking. Please review this list and discuss the ability to provide these features in your narrative. Please also identify the features that are standard and those which are available at an added cost.

- Automatic call back
- Unified Communication
- Call Waiting
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup/ Queuing
- Call Transfer
- Call Waiting
- Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Call Waiting Caller ID Name and Number
- Prime Line Select
- Shared Extension on Multiple Phones
- Bridged Call Appearances
- Speaker Phone Capable
- Auto / Speed Dial
- Programmable Buttons w/ paperless labels
- Paging & Group Paging
- Direct Inward Dial (DID)
- Extension Dialing between Locations
- Automatic Call Distribution (ACD) Groups
- Custom Call Routing (CCR)
- Find Me/Follow Me
- Group Call Pickup
- Remote Maintenance / Administration
- Voice Mail
- Voice Mail forward to Email
- Auto Attendant/Night/ After Hours Service
- Soft phone features
- Consistent and excellent voice quality
- Toll Charges, classes of service for Toll restriction
- Make/ Drop Conference
- Add on Conference
- Conference bridging for internal and external
- Automatic alternate routing
- Call forward capability to external numbers
- SMDR (Station Message Detailed Report)
- Music on Hold
- Voice Mail Light Indicator
- Remote Handsets
- Voice over VNP
- Do Not Disturb (DND)



Telephone Network Technologies
117 Londonderry Turnpike
Hooksett, NH 03106

Cover Letter

COPY

October 23, 2023

Town of Raymond
4 Epping Street
Raymond, NH 03077

Re: Telephone System Upgrade

Telephone Network Technologies (TNT) is submitting to the Town of Raymond a proposal in response to the RFP: Telephone System Upgrade.

TNT is excited to provide the Town of Raymond with a Wildix IP solution as we have vast phone experience with other town municipalities within our state of NH. You'll find references included with our proposal that are very similar to yours. Our goal is to provide you with the best quality for your dollar, keeping monthly costs down, along with providing outstanding service for years to come.

This proposed solution is much more flexible than any other phone solution we've seen on the market and the support from the manufacturer is very impressive. Our solution is on the cloud for normal daily operation when you have internet access. However, we have implemented an onsite PBX (very small IU in size) so the phones can failover to the onsite PBX if needed so you can still call extension to extension between phones and also start utilizing the backup analog failover lines for failover or emergency calls. We can also use the PBX as the primary if you wish too. We can also activate an EOC "Emergency Operations Center" within minutes if ever needed along with repointing your lines to any location with internet as we have this setup for the largest town/city in the state of NH along with other great emergency integrations available to us.

I know this solution will work perfectly for you as it does with other town municipalities, schools, and businesses that we've successfully cutover and maintain. It's simple to deploy phones onsite and is just as easy to install phones at remote locations.

We are a 24/7/365 operation and have been in business just over 30 years, established 1992. Our niche is business phones and have been installing and maintaining phones since we've been in business. We have other departments that complement and provide support to each other are as follows: (IT networking, cabling "cat6 and fiber", & security).

Thank you for giving us this opportunity and we hope to work with you in the near future.

Sincerely,

A handwritten signature in black ink that reads 'Brian Maillet'.

Brian Maillet
Operations Manager
Telephone Network Technologies, Inc.
1117 Londonderry Turnpike
Hooksett, NH 03106
www.telnettec.com



Telephone Network Technologies
117 Londonderry Turnpike
Hooksett, NH 03106

Narrative

October 23, 2023

Town of Raymond
4 Epping Street
Raymond, NH 03077

Attn: Stacey Grella

Re: Telephone System Upgrade

Telephone Network Technologies is proposing a Wildix IP solution to replace your current telephone system that will meet your current and future needs. This solution makes it simple to manage your phone network on your own without unwanted service charges and we provide free remote support when using our recommended SIP provider.

All phones can be setup using a template for easy setup/installation and anytime you need to add a phone, we ship a phone or drop off and we just need to program the name, extension and email address associated with the phone. We can simply setup phones at a remote location with very little effort, same process as setting up a phone internally. We also have the flexibility on installing a failover system or backup modules as we've figured a failover PBX in the Safety Complex. We just need internet or network connectivity for phones to work.

Each phone extension requires one of four licenses assigned and below is a brief description and we've also included a data sheet for reference:

- Basic License: is making and taking calls plus you get voicemail messages sent to email.
- Essential License: allows user to use the collaboration application on your pc or cell phone with up to 10 devices acting as your extension. You can see who's on and off the phone with it, call history, make conference calls, screen share, and use your extension up to 10 devices with folks on your internal system.
- Business License: is the same as all above but allows the use of collaboration with folks outside your office so video conferencing works great with up to 60 people.
- Premium License: provides call reporting, and we typically use at least one per system. This also opens up IVR system wide so someone can say their name in the auto attendant and get to your extension.

You have several ways that staff can be notified and is simple to use (message indicator, chat, app, voicemail to email, call forwarding, forward follow me, etc.). A really nice benefit we've noticed with other Police Departments is that we can assign voicemail only mailboxes (using a service license) to as many mailboxes as needed with no additional licensing cost so this works really good with police officers on the road as you can assign them mailboxes for no cost.

In regards to Article 2 "Desired Phone System Features" with the (43) features noted, we have all available on our system to do them with the current licensing provided with exception to Unified Communications and Soft phones features as they'd require an Essential License or higher.

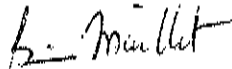


Your staff and administration will start to notice a change as we prepare to port over your phones and lines as our techs will be doing this behind the scenes, training, working on voicemail menu's, and prompts to ensure a smooth transition. The voice quality on the SIP dial tone will be an improvement as you currently have PRI technology (analog/digital) for your voice. The difference will be heard with staff while setting up the new phones.

Our system comes with a 5-year parts and labor warranty and we also stock all items so we are able to replace a defective item without delay if needed, no contracts with us needed. This system is extremely flexible as we just need internet working to get phones working, no matter the location. We are a 24/7/365 operation and our answering service contacts us in the event of an emergency so you always have coverage if needed. You'll also notice on our quote that we include unlimited training. We can do a contract but not needed with a 5-year warranty as you're already covered. For service with TNT, you can fill out our service form on our website, call our main number, email us, or contact your favorite tech directly. Service tickets are handled based on the importance: So for example, if a building is out of phones we'd have someone onsite within an hour but we'd have someone working remotely on the issue right away.

Our installation will be overseen by me (Brian Maillet) from ordering, scheduling, paperwork submittal, and keeping communication going including daily updates. A lead technician will be assigned to your job and will be the person you see onsite throughout the project. They handle the programming, training, any onsite work needed, and report to you and myself. Our technicians are trained on the products that we offer. Our company also has 1-hour monthly safety meeting and each employee is also required to have an OSHA 10 or higher card before working. All of our employee's recently renewed their "ECSI" Emergency Care & Safety Institute Course (adult, child, infant, CPR & AED / standard first aid) through our company as safety is very important to us.

Thank you for giving us this opportunity and we look forward to working with you.

Sincerely, 

Brian Maillet
Operations Manager
Telephone Network Technologies, Inc.
117 Londonderry Turnpike
Hooksett, NH 03106

October 23, 2023

Town of Raymond
4 Epping Street
Raymond, NH 03077



Attn: Stacey Grella

Re: "TELEPHONE SYSTEM UPGRADE 2023" for Town of Raymond

Quote# 4735.1

Telephone Network Technologies is pleased to provide you with a new Wildix telephone system solution for **\$29,992.66**. The services and system that TNT is offering is as follows:

We are proposing a clouded IP solution that your phones and service provider will connect too, for normal daily operation. We have also provided a rack mountable 1U (1.75" height) head end box at the Safety Complex so you can still have working extensions in the event the phones cannot connect to the clouded solution. You'll also have analog trunk/line ports configured on your system as backup lines as needed. Your main number and 911 lines to port over to SIP for best call quality. This system is very easy to access using a web browser and make any changes on your own if needed. We have also figured on installing (53) category 6 cables for your new IP phones to work properly.

IP phones - Town Hall (15), Library (6), & Old Fire Station DPW (7) = \$10,994

IP Phones = \$5,789

- Provide and install (28) Yealink SIP T43U IP phones x \$86 = \$2,408
- Provide and install (28) 3' category 5e patch cords for workstation end x \$3 = \$84
- Provide and install (28) 7' category 5e patch cords for workstation end x \$4 = \$112
- Provide and install (4) wall mount phone brackets x \$25 = \$100
- Provide and install (2) Ubiquiti 24-port Pro POE switches (USW-Pro-24-POE) x \$700 = \$1,400
- Misc. Materials and Shipping = \$85
- Labor to install, program, and training to be done at an hourly rate of \$50 an hour. For budgeting, we are figuring 32 hours x \$50 = \$1,600

Note: The \$50 labor rate assumes that you use one of our recommended service providers and you also get free remote support along with a discount onsite labor rate moving forward. If not, the labor rate goes up to \$95 an hour.

Cable this section = \$5,205

- Provide and install an estimated (21) Category 6 cables x \$225 = \$4,725
Note: Per drop pricing includes the cable, jack, faceplate, and labor to install and not the patch panel or conduit work if needed. To appropriately itemize labor and materials, please figure \$75 materials and \$150 labor for each cable installed. So, the 21 locations x \$75 materials \$1,575 in materials for cabling and \$3,150 in labor to cable.
- Provide and install an estimated (2) Category 6 24-port patch panels x \$195 = \$390
- Provide and install an estimated (2) wall mount brackets 1U for the panels x \$45 = \$90

Old Fire Station Recreation (4) = \$782

IP Phones = \$782

- Provide and install (4) Yealink SIP T43U IP phones x \$86 = \$344
- Provide and install (4) 3' category 5e patch cords for workstation end x \$3 = \$12
- Provide and install (4) 7' category 5e patch cords for workstation end x \$4 = \$16
- Provide and install (1) Ubiquiti 8-port Lite POE switches (USW-Lite-8-POE) x \$110 = \$110
- Misc. Materials and shipping = \$50

- Labor to install, program, and training to be done at an hourly rate of \$50 an hour. For budgeting, we are figuring 5 hours x \$50 = \$250
- Provide and install an estimated (0) Category 6 cables x \$225 = \$0
Cable this section = \$0

DPW Garages (3) = \$1,499

IP Phones = \$589

- Provide and install (3) Yealink SIP T43U IP phones x \$86 = \$258
- Provide and install (3) 3' category 5e patch cords for workstation end x \$3 = \$9
- Provide and install (3) 7' category 5e patch cords for workstation end x \$4 = \$12
- Provide and install (1) Ubiquiti 8-port Lite POE switches (USW-Lite-8-POE) x \$110 = \$110
- Misc. Materials = \$15
- Shipping = \$35
- Labor to install, program, and training to be done at an hourly rate of \$50 an hour. For budgeting, we are figuring 3 hours x \$50 = \$150
Cable this section = \$910
- Provide and install an estimated (3) Category 6 cables x \$225 = \$675
Note: Per drop pricing includes the cable, jack, faceplate, and labor to install and not the patch panel or conduit work if needed. To appropriately itemize labor and materials, please figure \$75 materials and \$150 labor for each cable installed. So, the 3 locations x \$75 materials \$225 in materials for cabling and \$450 in labor to cable.
- Provide and install an estimated (1) unloaded patch panel 24-ports with 3 jacks = \$95
- Provide and install an estimated (1) 9U wall mount rack so equipment will not be on window shelf = \$140

Public Safety Complex – Police (20) & Fire (9) = \$14,863

IP phones = \$7,933

- Provide and install (1) Head End 1U head end system w/SD card for failover = \$489
- Provide and install (26) Yealink SIP T43U IP phones x \$86 = \$2,236
- Provide and install (3) Welcome Console Phones for Operator Stations with a side unit which has up to 40 BLF's x \$280 = \$840
- Provide and install (1) 4-port analog trunk card FXO for analog failover x \$375 = \$375
- Provide and install (1) 2-port analog station card FXS for analog station such as your conference room phone x \$150 = \$150
- Provide and install (1) SIP Algo 8301 Paging Adapter to integrate phones with paging system x \$375 = \$375
- Provide and install (9) wall mount phone brackets x \$25 = \$225
- Provide and install (29) 3' category 5e patch cords for workstation end x \$3 = \$87
- Provide and install (29) 7' category 5e patch cords for workstation end x \$4 = \$116
- Provide and install (1) Ubiquiti Cloud Key Gen 2 (UCK-G2-PLUS) = \$235
- Provide and install (1) Ubiquiti 24-port Pro POE switch (USW-Pro-24-POE) = \$700
- Provide and install (1) Ubiquiti 24-port POE switch (USW-24-POE) x \$380 = \$380
- Misc. Materials = \$50
- Shipping = \$75
- Labor to install, program, and training to be done at an hourly rate of \$65 an hour. For budgeting, we are figuring 32 hours x \$50 = \$1,600

Cable this section = \$6,930

- Provide and install an estimated (29) Category 6 cables x \$225 = \$6,525
Note: Per drop pricing includes the cable, jack, faceplate, and labor to install and not the patch panel or conduit work if needed. To appropriately itemize labor and materials, please figure \$75 materials and \$150 labor for each cable installed. So, 29 locations x \$75 materials \$2,175 in materials for cabling and \$4,350 in labor to cable.
- Provide and install an estimated (1) Category 6 48-port patch panels x \$350 = \$350
- Provide and install an estimated (1) wall mount bracket for the panel 2U x \$55 = \$55

Welfare Office (1) = \$253

IP Phones = \$253

- Provide and install (1) Yealink SIP T43U IP phones x \$86 = \$86
 - Provide and install (1) 3' category 5e patch cords for workstation end x \$3 = \$3
 - Provide and install (1) 7' category 5e patch cords for workstation end x \$4 = \$4
 - Provide and install (1) Ubiquiti 8-port Lite POE switches (USW-Lite-8-POE) x \$110 = \$110
 - Misc. Materials = \$2
 - Shipping = \$8
 - Labor to install, program, and training to be done at an hourly rate of \$50 an hour. For budgeting, we are figuring 3 hours x \$50 = \$150
 - Provide and install an estimated (0) Category 6 cables x \$225 = \$0
- Cable this section = \$0**

1-Year Licensing = \$1,601.66

1-Year Licensing Included and this is your annual cost for phone licensing.

- (66) 1-year basic license 50-200 user cost x \$20.96 = \$1,383.36
- (1) 1-year premium license 1-5 user cost x \$163 = \$218.30

Total Labor = \$11,700

Total Materials/Licensing = \$18,292.66



Warranty

The Wildix phone equipment is fully warranted against any defects in materials or workmanship for a period of **5 years**. No contract required.

General

We are assuming work can be done during our normal business hours, Mon. – Fri. between 7:30am – 4:00pm. Any work required outside our normal business hours will be billed at time and a half. A deposit will be as follows: we'll invoice for any materials or licensing purchased when it arrives in stock then invoice for the remaining balance including labor once the job is completed. TNT is not responsible for any existing materials or cabling that are deemed to be not in good working order. If additional parts are needed the customer must approve any additional charges and is not the responsibility of TNT to pay. If any items are not used, the invoice will be credited accordingly. If you have any wall phone locations, we'll need to figure \$25 for the wall bracket. We can also provide other IP phone models such as the Workforce phone for each user at \$125 each instead of the Fanvil phones at \$65 each. Unlimited training is included with our solution (before, during, or after installation). We'll hold training sessions prior to the cutover with staff, operators, dispatchers, and administrators and after the cutover to ensure everyone is comfortable using the new technology. TNT is NOT subcontracting any of this installation as we have full-time employees on staff. We've figured integrating your existing call recording device with our new phones. If any additional charges come along with your call recording folks, it's the client's responsibility to pay for those said costs. Cabling to be used is category 6 riser rated. This quote is valid for 60 days.

Respectfully,

B. Mallet
Operations Manager
Telephone Network Technologies, Inc.

Wildix Licensing Costs Available for reference

Month to Month Licensing

Basic

- 1-month (1-5) user cost \$3.81 each
- 1-month (6-50) user cost \$2.38 each
- 1-month (51-200) user cost \$1.91 each
- 1-month (201-500) user cost \$1.43 each
- 1-month (501-1,000) user cost \$1.41 each
- 1-month (1,000+) user cost \$1.37 each

Essential

- 1-month (1-5) user cost \$9.24 each
- 1-month (6-50) user cost \$5.78 each
- 1-month (51-200) user cost \$4.62 each
- 1-month (201-500) user cost \$3.47 each
- 1-month (501-1,000) user cost \$3.42 each
- 1-month (1,000+) user cost \$3.33 each

Business

- 1-month (1-5) user cost \$12.13 each
- 1-month (6-50) user cost \$7.58 each
- 1-month (51-200) user cost \$6.06 each
- 1-month (201-500) user cost \$4.55 each
- 1-month (501-1,000) user cost \$4.49 each
- 1-month (1,000+) user cost \$4.37 each

Premium

- 1-month (1-5) user cost \$19.85 each
- 1-month (6-50) user cost \$12.40 each
- 1-month (51-200) user cost \$9.92 each
- 1-month (201-500) user cost \$7.44 each
- 1-month (501-1,000) user cost \$7.34 each
- 1-month (1,000+) user cost \$7.14 each

1-Year Licensing

Basic

- 1-year (1-5) user cost \$41.92 each
- 1-year (6-50) user cost \$26.20 each
- 1-year (51-200) user cost \$20.96 each
- 1-year (201-500) user cost \$15.72 each
- 1-year (501-1,000) user cost \$15.51 each
- 1-year (1,000+) user cost \$15.09 each

Essential

- 1-year (1-5) user cost \$101.64 each
- 1-year (6-50) user cost \$63.53 each
- 1-year (51-200) user cost \$50.82 each
- 1-year (201-500) user cost \$38.12 each
- 1-year (501-1,000) user cost \$37.61 each
- 1-year (1,000+) user cost \$36.59 each

Business

- 1-year (1-5) user cost \$133.40 each
- 1-year (6-50) user cost \$83.38 each
- 1-year (51-200) user cost \$66.70 each
- 1-year (201-500) user cost \$50.03 each
- 1-year (501-1,000) user cost \$49.36 each
- 1-year (1,000+) user cost \$48.02 each

Premium

- 1-year (1-5) user cost \$218.30 each
- 1-year (6-50) user cost \$136.43 each
- 1-year (51-200) user cost \$109.15 each
- 1-year (201-500) user cost \$81.86 each
- 1-year (501-1,000) user cost \$80.77 each
- 1-year (1,000+) user cost \$78.59 each

5-Year Licensing

Basic

- 5-year (1-5) user cost \$160.08 each
- 5-year (6-50) user cost \$100.05 each
- 5-year (51-200) user cost \$80.04 each
- 5-year (201-500) user cost \$60.03 each
- 1-year (501-1,000) user cost \$59.23 each
- 1-year (1,000+) user cost \$57.63 each

Essential

- 5-year (1-5) user cost \$388.08 each
- 5-year (6-50) user cost \$242.55 each
- 5-year (51-200) user cost \$194.04 each
- 5-year (201+) user cost \$145.53 each
- 1-year (501-1,000+) user cost \$143.59 each
- 1-year (1,000+) user cost \$139.71 each

Business

- 5-year (1-5) user cost \$509.36 each
- 5-year (6-50) user cost \$318.35 each
- 5-year (51-200) user cost \$254.68 each
- 5-year (201-500) user cost \$191.01 each
- 1-year (501-1,000) user cost \$188.46 each
- 1-year (1,000+) user cost \$183.37 each

Premium

- 5-year (1-5) user cost \$833.49 each
- 5-year (6-50) user cost \$520.93 each
- 5-year (51-200) user cost \$416.75 each
- 5-year (201-500) user cost \$312.56 each
- 1-year (501-1,000) user cost \$308.39 each
- 1-year (1,000+) user cost \$300.06 each



1 Faneuil Marketplace, 3rd Floor
 Boston, MA 02109
 Tel: 1.855.563.4638
 Fax: 1.617.877.2764

INET SIP Trunk Service Agreement

Version: V100517

Sales Information					
Partner Name	Telephone & Network Technologies	RepCode	TNT	Partner Email	
<input type="checkbox"/> New Account	<input checked="" type="checkbox"/> Add to Existing Acct #	VO Rate Plan	VO5258	VI Rate Plan	VI5258
Customer Contact and 911 Information, Service Address					
Company Name	Town Of Raymond	# of Locations		<small>(your agent will be notified of any changes)</small>	
Contact Name		Position			
Service Address	4 Epping Street				
City	Raymond	State:	NH	Zip:	03077 Country USA
Phone #		Mobile #:		eMail:	
Billing Information (if different than Contact Information)					
Company Name	Same as above				
Contact Name					
Service Address					
City		State:		Zip:	Country USA
Phone #		Mobile #:		eMail:	
Payment Method					
<input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CC authorization form required					
Business Structure					
Check One:	<input type="checkbox"/> CORPORATION	<input type="checkbox"/> PARTNERSHIP	<input type="checkbox"/> LLC	<input type="checkbox"/> SOLE PROPRIETORSHIP	<input type="checkbox"/> INDIVIDUAL
Tax ID #:	required		Yrs in Business:	D&B #:	
Credit Reference (Not Required on accounts less than \$500 monthly billing)					
Credit Application Required:	no				
Technician Information					
Tech Name					
Tech Phone #		Mobile #:		eMail:	
Customer Network and Telecom Information					
Internet Access	<input type="checkbox"/> T-1+	<input type="checkbox"/> CABLE	<input type="checkbox"/> DSL	<input type="checkbox"/> OTHER	
Measured Upstream Speed (kbps)			Measured Downstream Speed (Kbps)		
Router Make & Model			Firewall Make and Model		
Type of Service or Application Connected to Trunk Service	Click to Select Service Type				
PBX Information					
PBX Make/Model					
Software Version					
PBX WAN IP Address	REQUIRED				
Trunk Structure					
<input type="checkbox"/> DEVICE TRUNKS	Device Trunks are selected when converting SIP Trunks to Analog using a Grandstream Gateway				
<input checked="" type="checkbox"/> ADDRESS TRUNKS	Address Trunks are selected for connecting to SIP aware equipment via IP Address				
Porting Numbers?	yes	Requires LOA and/or RESPONSE			
Requested Port/Install Date:		Approximate 1-10 days for eSIS DIDs, 30 days for DID			
Enable International Calling?	yes/no	Refer to "Terms and Conditions"			

SIP Trunk Pricing					
Services	QTY.	NRC Each	NRC Total	MRC Each	MRC Total
Trunk Line - Unlimited (Unlimited minutes per trunk, lower 48 USA)	12	\$5.00	\$60.00	\$13.95	\$167.40
US DIDs (including new or ported, main numbers or DIDs)	40		\$0.00	\$0.50	\$20.00
PORT charge (per ported DID/FN)	45	\$5.00	\$225.00		\$0.00
911 (per DID used for 911 for Address Trunks, per line for Device Trunks)	8		\$0.00	\$1.27	\$10.16
Monthly Regulatory Compliance Fee (PER DID/FN)	40		\$0.00	\$0.50	\$20.00
Toll Free Service (0.037/Min)		\$4.95	\$0.00	\$4.95	\$0.00
Virtual Fax (Inbound/outbound, emailed as PDF or web portal, unlimited)	5	\$11.95	\$59.75	\$11.95	\$59.75
Totals			\$344.75		\$277.31
NOTES and Other Order Details (Porting existing phone number, non-US DIDs, special routing, etc)					
Customer Initials:	<input type="text"/>				

Summary of Terms and Conditions of Service

1. **Acceptable Use:** Service is provided to Customer as a normal business user. Customer agrees this order does not confer the right to use the Service for auto-dialing, continuous or extensive call forwarding, inbound or outbound telemarketing, or fax broadcasting. INET reserves the right to terminate Service with ten (10) day notice or to invoice Customer at the applicable per minute rate for all inbound or outbound calls in excess of 5,000 minutes per month per extension or DID if INET determines, in its sole discretion, that the Service is being used for any of those purposes.

2. **Order and Invoicing of Service:** The start date for billing is the date on which the customer orders INET's service. Usage charges and any equipment and other non-recurring charges, such as installation charges, are billed in arrears. Fixed monthly recurring charges are billed in advance. Any applicable taxes and surcharges will be included on each invoice. Customer will be invoiced every calendar month by email and will pay within fifteen (15) days of receipt of invoice.

3. **Installation and Initial Troubleshooting of Service:** If Customer wishes INET personnel to assist with and/or monitor installation of Service, this must be scheduled at least seventy-two (72) hours in advance. If INET personnel are entitled to help debug, configure or otherwise assist Customer with the setup or functioning of any hardware, network and/or software other than INET's Service applications beyond one hour. Customer agrees to pay INET at the rate of \$125 per hour for such assistance, billed to the nearest half hour.

4. **Ongoing Support of Service:** Standard response time for trouble support requests is four (4) hours during weekdays from 7AM to 10PM, US Eastern time, and six (6) hours during other times. Standard response time for adding, disconnecting or reconfiguring services is twenty-four (24) hours during weekdays and forty-eight (48) hours during weekends. INET will use best efforts to shorten response times in the event of an outage or serious service disruption caused by fault in INET's services, but cannot guarantee to do so. If INET personnel are unable to help debug, configure, or otherwise assist Customer with the setup or functioning of any hardware, network and/or software other than INET's Service applications, Customer agrees to pay INET at the rate of \$125 per hour for such assistance, billed to the nearest half hour.

5. **Customer Obligations:** A late payment charge of 1.5% per month, if allowed by law, may be assessed on amounts not paid in a timely manner. INET reserves the right to interrupt service to customer for non-payment of fees, charges, or taxes after giving one (1) day fixed or emailed notice of said non-payment. Customer shall provide INET notice of any disputed charges in writing within sixty (60) days after the bill for such charge is rendered. Customer remains financially responsible for all charges incurred until such time as Customer's Service has been disconnected from INET's network, which will occur only after written notification of the removal request from Customer has been received by INET. Customer holds INET harmless and assumes full responsibility for any and all calls, authorized or unauthorized, that are placed or received via customer's telecommunication system. Customer agrees that all calls made to any toll-free numbers assigned to customer are the responsibility of the customer. No credits will be issued for wrong numbers dialed.

6. **INET Service Level Agreement (SLA):** INET's goal is to make the Services available to Customer at least 99.9% of the time. Customer will receive a credit for Outages totaling over 90 minutes per month. An Outage is defined as an instance in which substantially all Customer locations or end-users are unable to use the services when such an Outage is: a) for more than 15 consecutive minutes, excluding outages relating to INET's scheduled maintenance and upgrades, and b) is due to the Services substantially not functioning as designed, and not due to some other problem that is not INET's responsibility, as defined herein. Upon Customer's request, INET will issue a credit to Customer for Outages occurring during any calendar month that are reported by Customer to INET and confirmed by INET. Cumulative Outages of more than 90 minutes in any calendar month will be credited by one-tenth (1/10) with of the monthly subscriber fees and usage billed to Customer in the previous calendar month, multiplied by each hour (or portion thereof rounded up to the nearest tenth (1/10) hour) of the cumulative duration of such Outages. For example, if during October cumulative Outages totaled 2 hours and for the month of September Customer was billed \$1,000 in Fees + Usage, Customer would receive a credit of 2 x 1/10 x \$1,000 = \$200. The following are exceptions to this SLA, which will prevent Customer from receiving credits in connection with an Outage: a) Circumstances beyond INET's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, terrorist attack, sabotage, embargo, fire, flood, strike or other labor disturbance, b) Scheduled maintenance or upgrade, c) Internet DNS issues or major wide-ranging Internet impairment outside of the direct control of INET, d) Customer's acts or omissions, including without limitation any negligence, willful misconduct or use of the INET network or INET services in breach of INET's Terms and Conditions, whether such acts are performed by Customer or others authorized or controlled by Customer, e) Customer equipment or network problems. Notwithstanding anything in this SLA, the total amount credited to a Customer in connection with Outages in any month will not exceed the total Fees and Usage paid by Customer during that month. Each valid credit will be applied to a Customer invoice within two (2) billing cycles.

7. **911 Emergency Calling Service:** Customer understands 911 Calling is NOT automatic with VoIP service and that it must keep its 911 Address(es) accurate in order for Emergency Personnel to know where Customer locations are. To change an existing 911 address or add a new one, contact Customer Service and confirm with them that the change/add has been done. If the new 911 Calling Address is not confirmed, Emergency Personnel may not be able to send assistance to the proper address promptly. VoIP service, including 911 Calling, will not work if there is no electrical power or there is no Internet access. NOTE: 911 can always be called from a traditional landline phone or from a cell (mobile) phone.

8. **International Service:** Customer understands that he/she has activated telephone lines that may be capable of international calling. Customer understands that in the event that any services and/or customer equipment is tampered with, compromised or tampered, customer agrees to take full responsibility and pay for any and all calls made from Customer's equipment using the INET network, including international calls, whether authorized or not until such time as INET is notified of the situation or requested to deactivate the international calling feature on such lines using INET service. It is customer's sole responsibility to notify INET of any and all changes in status on lines and/or travel events. Customer agrees to keep strict security over long distance lines using INET services and understands any fraudulent use shall be Customer's sole responsibility.

9. **Limitations of Liability:** Customer acknowledges that INET shall not be liable for any consequential, indirect, special, incidental or other damages whatsoever arising from any failures, interruptions, delays, errors or omissions of services, facilities or equipment provided by INET pursuant to this Service Order. The liability of INET for any interruptions, delays, errors or omissions in transmission, equipment or services shall be limited to an amount equivalent to the charges assessed by INET for the period of service during which such problems and/or outages occurred.

10. **Fee and Rate Stability:** During the period of this Agreement, INET guarantees that all billed Fees will remain unchanged with the exception of Fees for phone numbers outside of the U.S. and Canada. In addition, INET guarantees that all per-minute and per-call rates will remain the same for calls terminating or originating to the U.S. and/or Canada, but reserves the right to change rates for calls terminating or originating outside the U.S. and/or Canada on thirty (30) day notice to Customer.

11. **Term of Agreement:** This Service Agreement shall continue for a period of 24 months from the date of commencement. At the end of the initial term, the Agreement shall continue on a month-to-month basis unless terminated by either Party with thirty (30) day written or emailed notice to the other Party.

12. **Revenue Commitment:** This Service Agreement is based on a minimum Revenue Commitment of \$277.31 per month. Customer agrees to pay INET the greater of their actual charges or the minimum Revenue Commitment each month.

13. **Suspension or Termination:** Customer may terminate this Agreement without liability for a termination penalty if INET's network quality does not meet industry standards, provided that all of the following conditions are met: (a) INET's failure to meet industry standards must be attributable to facilities or causes within INET's reasonable control, (b) INET is unable to resolve the problem within one (1) week after receipt of notice of problem in writing, and (c) Customer's account balance must be current. If Customer terminates the Agreement for any other reason prior to the expiration of the then current term, Customer understands and agrees that it will be liable to INET for a termination penalty equal to the monthly revenue commitment multiplied by the number of pre-terminated months remaining on the unexpired term and agrees to pay such sum immediately on demand.

This Service Agreement shall be governed, construed and interpreted according to the laws of Georgia. Customer consents to the jurisdiction of the courts in Georgia to adjudicate any claim or action based on this Agreement and expressly waives any right to commence or defend such claim or action in any other jurisdiction.

Acceptance & Authorization by Customer
 I accept the terms and conditions on all pages of this Service Agreement. I authorize INET to provide me with call origination and/or termination services over the Internet utilizing the services ordered by me. I represent that I am authorized to order these services on behalf of this account. I warrant that all information provided herein is correct to the best of my knowledge. I authorize INET to conduct a routine credit investigation (if deemed necessary) and I understand that any information obtained will be held strictly confidential and remains the property of INET whether or not credit is extended.

Please sign and date

Acceptance & Authorization by Customer	Acceptance by INET Communications, LLC
Signature: _____	Signature: _____
Name & Title: _____	Name & Title: Charles Murray - CEO
Telephone: _____	Telephone: 781-789-5807
Email: _____	Email: cmurray@inet-communications.com
Date: _____	Date: _____

BID FORM

All Bidder's shall provide cost information for all services, equipment necessary for full implementation on this form.

Phone System Equipment

All-inclusive price to procure and deliver to the appropriate building(s), all equipment and materials necessary to implement and operate the proposed phone system:

Total \$ 18,292.66

Labor

All-inclusive price for all labor, travel, and related expenses. This figure shall include labor associated with project administration, management, coordination as well as the full installation.

Total \$ 11,700

Sub-Contractor(s)

List all Sub-Contractors and their individual fees:

- | | |
|---------------|-------------|
| 1. <u>N/A</u> | \$ <u>0</u> |
| 2. <u>N/A</u> | \$ <u>0</u> |
| 3. <u>N/A</u> | \$ <u>0</u> |

Total of all Sub-Contractors \$ 0

Training

Lump Sum Price for introductory training of 60 staff persons.

Total \$ 0

Lump Sum Price for "Training the Trainer" and System Administrators – 10 individuals

Total \$ 0

Follow-Up Support

Hourly Rate / by phone

Total \$ 0

Hourly Rate / on-site

Total \$ 50

Provide itemized unit price back-up of all proposed, equipment, materials, labor rates.



Telephone Network Technologies
117 Londonderry Turnpike
Hooksett, NH 03106

Proposed Implementation Schedule

October 23, 2023

Town of Raymond
4 Epping Street
Raymond, NH 03077

Attn: Stacey Grella

Re: Proposed Implementation Schedule

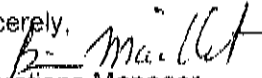
Telephone Network Technologies is providing the following proposed implementation schedule and can be altered as needed to best meet the clients schedule.

I'd recommend that we order all the equipment and have staged, ready for installation. Parts are readily available to us so we can get items within a few days. Once we obtain paperwork to port over your lines, it takes about 10-14 days to get the numbers to actually port. During this time we are setting up the new phones, doing recordings, testing audio, integrating with call recording, to ensure a smooth transition on cutover day. I figured on the installation of the Safety Complex as last but we'd like to have the failover equipment in place while we start cutting over other locations. The quote is done on a per location basis so we can bill on a per site basis when a site completes or we can wait until all sites are completed, we have options. As far as post support, we don't leave until you're 100% satisfied or if something comes up afterwards, you can contact us anytime for support.

In terms of the proposed implementation schedule, please see the below:

- Cabling – November 13th - December 1st.
- Town office (15) = December 4th – 8th
- Library (6) = December 4th – 8th
- Old Firestation (DPW) (7) = December 4th – 8th
- Old Fire Station (Recreation) (4) = December 11th – 15th
- DPW Garages (3) = December 11th – 15th
- Welfare Offices (1) = December 11th – 15th
- Police Department (20) = December 18th – 22nd
- Fire Department (9) = December 18th – 22nd

Thank you for giving us this opportunity and we look forward to working with you in the near future.

Sincerely,

Operations Manager
Telephone Network Technologies, Inc.
117 Londonderry Turnpike
Hooksett, NH 03106

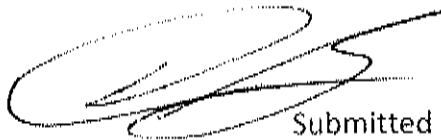
Town of Raymond

REQUEST FOR PROPOSAL

VOICE OVER INTERNET PROTOCOL (VOIP)

INTEGRATED VOICE & DATA SYSTEMS



 10/24/2023 - Original
Submitted by: Dave Tremblay, Vice President

Teleteam, Inc.

28 Cindy Drive

Hooksett, NH 03106

(603) 625-1455 Office (603) 641-3815 Fax

dave@teleteaminc.com



SECTION 1

Summary

Overview of Proposed System and Architecture

Teleteam is proposing an Asterisk based, web-based, On-Premises PBX solution. Remote service, programming, and troubleshooting are included as a part of the managed solution for 12 months. Ongoing support is available at our normal hourly rates.

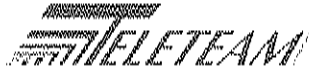
The system architecture benefits users in that the system is not limited to a set of features or the number of users or extensions. There are new features and developments that are introduced constantly. The system itself is modular in its construction. Features are added and removed as modules. Each module can be upgraded as needed when new enhancements are offered. Sangoma, a 39-year-old global telecom manufacturer, develops and oversees the official certified version of the PBX. Sangoma engineers certify and support all modules of the system.

Teleteam will be providing 2-19" server(s) in 2RU rackmount chassis. Each server utilizes a quad core intel processor with 8 Gb of ram, SSD 120 Gb SATA III drives and 4 gigabit NIC ports. Each server will support well over 1000 extensions and or voice mail boxes. We are proposing to use 2 servers, one will be in the Town Office data closet and the other will be in the Police data closet.

We will provide interconnection via software trunks (IAX) between the 2 systems. Each system would have a unique 3 or 4-digit extension numbering (1000, 2000,3000, 4000) By creating a unified dialing plan the systems can be connected via the IAX trunks to route extension calling between systems, effectively creating on large system with distributed hardware / CPUs. There is no monthly cost for the IAX trunks that connect the systems.

The system proposed utilizes Grandstream carrier grade GRP26xx series of phones which have advanced color display, gigabit network ports with power over ethernet (POE) and Wi-Fi & Bluetooth connectivity. The GRP26xx phones will be used for operator and administrative stations. Teleteam will provide Grandstream GRP2624 phones for standard stations. The GRP2624 phones provide a color display with caller id, call history and one touch programmable keys to simplify the user experience. All phones will be customized with an approved town logo or individual division logo, to be displayed on the LCD screen. All Grandstream IP phones are managed by the GDMS cloud provisioning server (detailed in section 4). This allows Teleteam to monitor and make phone programming changes quickly, done remotely without waiting for a site visit.

Teleteam SIP trunks provide unlimited calling to the United States and Canada. All taxes and fees are included in the SIP trunk monthly cost as well as all numbers that we port into our network. Each will provide unlimited simultaneous concurrent calls to (outgoing) or from (incoming) the PSTN (public switched telephone network).



Summary (continued)

Overview of Proposed System and Architecture

Incoming calls to the town are not limited, as Teleteam will pass the incoming call without ever providing a busy signal to the caller. Each system will have redundant SIP trunks for failover should the primary SIP trunk be down. The redundant SIP trunk is provided at no cost to our customers. In addition, each system will have two SIP trunks connecting each system to the E911 carrier.

Teleteam collaborates with Total Asset Solutions, Inc. (TAS) for Installation support as well as TSE (Telephone Systems Efficiency), Bandwidth.com E911, and TelcoBridges engineers to develop a next generation E911 system for schools and municipalities. TelcoBridges, a Manufacturer of ProSBC Session Border Controllers, customized their software based on TSE requirements to inject the extension's dispatchable location information (room number, floor number, fire zone, egress door number, etc.) in the 911 call based on a database lookup of the extension's details. Other carriers charge an E911 listing per extension.

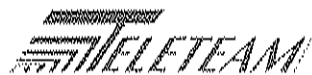
Where possible existing cabling will be utilized to connect the telephones to the network switch. In areas that do not have adequate cables in place TAS will run a category 6 cable to operate the telephone. These cables will run from the phone location to the server location. This will be determined by a detailed cable survey to be completed prior to system installation.

Teleteam is proud to present a proposal for the replacement of the Town's phone systems with our managed-on premises solution. Teleteam, unlimited SIP trunk calling plans and Next Gen E911 service will lower your annual telecom budget(s) and make you E911 compliant with the new Federal E911 Rules. Thank you for your time and consideration in reviewing our offerings and equipment bid.



SECTION 2

Company Information Experience & References



About our company and partners

Teleteam, Inc. was founded and incorporated in the State of New Hampshire in 2000. We are a single source, complete, telecom company providing SIP trunking, IP phone systems, Digital phone systems, voice and data cabling, along with complete system programming, and installation. We monitor our systems and our SIP trunks, 24/7. Our concept is simple, we manage and handle all your telecom needs, as one integrated reliable solution.

Our focus on customer service allowed us to grow into an operation with a customer base of telecom dealers, state agencies, and businesses of all sizes. Our reputation as one of the leading equipment suppliers in the country was built by providing quality products and reliable customer service.

In 2000 the owners of Teleteam established Total Asset Solutions, Inc. as the installation side of our company. TAS is a Grandstream dealer of VoIP gateways and IP phones as well as an Avaya, Panasonic, and NEC Business Partner. We offer end users the opportunity to dramatically reduce their monthly recurring phone company charges through analysis of current line and call usage, and installation of state-of-the-art VoIP phone equipment.

Unlike National VoIP carriers, Teleteam utilizes TSE with a central office switch that is conveniently located in Bedford, NH. The central office connects to multiple Tier 1 local and long-distance providers. With multiple carrier relationships, we do not rely on any one carrier. We are proud to offer Enhanced 911 through Bandwidth.com, one of the nation's largest and most trusted E911 providers. Our datacenter in Bedford connects to the internet using multiple redundant ISP connections. Fiber-based service connections with Consolidated Communications (EDIA) and Comcast MetroE (EDIA) as well as Fixed Wireless from Peregrine Networks (Short-Haul Microwave) provide a robust and diverse network for our Network. Our origination carrier provides redundancy to our clients by providing the ability to route incoming calls directly to our customer's systems directly, should our central office have any impairments. We also provide each system with the ability to alternately make outbound calls in the event of a Total Asset Solutions central office failure. Our datacenter in Bedford has an instant on building power generator to prevent outages when necessary.

Corporate Executives:

Ron McCarthy, President, 38 years of telecom experience

Dave Tremblay, Vice President, 23 years as Operations

Technicians & Staff:

Michael Ouellet, 26 years telecom experience

Ronald Rand, 38 years telecom technician experience

Joseph Augustine, 35 years telecom technician experience

Kathy McCarthy, 30 years Administration

Relative Projects & References

Pembroke Animal Hospital

13 Sheep David Road
Pembroke, NH 03275
Rebecca Dragon
603-228-0019; rdragon@pembroke-animal-hospital.com

Lang Door & Hardware

2 Brookside W
Hooksett, NH 03106
Ryan Siggins
603-627-2706; rsiggins@langdoor.com

K.S. Partners LLC

130 New Boston Street
Woburn, MA 01801
Chris Worob
978-560-0560; cworob@kspartnersllc.com

Rosatone & Bell

350 Main Street
Haverhill, MA 01830
Don Bell
978-372-8222; don.bell@rosatone.com



SECTION 3

TSE Next Gen Enhanced 911 Services



TSE NextGen Enhanced 911 Service

New Federal Laws that went into effect on January 6th, 2021, require phone systems integrators, phone service providers and phone system managers (customers) to be E911 compliant for specific three main areas of concern: 911 direct dialing, 911 notifications and dispatchable location for multi-line telephone systems (MLTS). Systems must have the ability and must be set up to dial 911 without a prefix (8, or 9) to reach an outside line. Kari's Law also requires MLTS to provide notifications, such as to a front admin office or security desk, when a 911 call is made to facilitate building entry by first responders. Dispatchable location information is a mandatory requirement of Section 506 of the Ray Baum's Act. Dispatchable location information is defined as providing the validated street address, plus additional information such as floor, room number, fire zone, egress door numbers or similar info necessary to adequately identify the location of the calling party conveyed with the 911 call, so that first responders can quickly locate the caller. The FCC is regulating these laws and any systems installed after 1/6/21 must be compliant. Fines of up to ten thousand dollars for noncompliance. The new laws resulted in several large telephone manufacturers pulling out of the US telecom market due to the new requirements.

TSE NG-E911 Service

- 911 direct dialing - no prefix required.
- E911 Notifications

When a 911 call is placed, an email is sent to the defined e911 email address, which will notify the recipient that a 911 call has been placed. The extension, date and time, duration of the call information is provided in the email. For each location, the town creates a list of administrators who need to be notified.

- System E911 Page notifications

When a 911 call is placed, the phone system will page a defined E911 page group. Specific extensions can be added to the E911 page group (Key Admin personnel) for immediate page alerting of the 911 call in progress. The E911 page group members receive a unique alarm tone then an audio page stating that the 911 call is in progress. Users in the E911 page group LCD screens indicate which extension made the call and can listen to the call in progress. This allows the administrator to direct any additional staff to the incident or the opportunity to activate certain procedures that may be in place for the situation.

- Dispatchable Location Information

For every extension of the phone system, a database entry in TSE's location server will be created. Each extension can have up to 40 characters to describe the specific location of the extension. This information is displayed on the PSAP (Public Safety Answering Point) display screens. The extension data will be updated, maintained by TSE, and periodically reviewed for accuracy. For any new extension added or for phones that get moved within the building, Teleteam should be notified via email of the change or add. Any un-provisioned extensions will result in First Responders reporting to the main admin office or front door upon arrival.

- Temporary "Call Back" DID is assigned to the extension making the e911 call.

For each 911 call placed, TSE binds a call back number to the call so that the PSAP can call back the extension who placed the 911 call should the call get disconnected. The call back numbers are dynamic and are set up to peer to the extension not running through the phone system but rather as a direct IP call.



SECTION 4

Grandstream Cloud Provisioned, Advanced IP Phones



10-line Carrier-Grade IP Phone GRP2615

The GPR2615 is a high-end carrier-grade IP phone designed with core-level performance for mass deployment and easy management. It supports 10 lines and 3 call accounts while featuring a sleek design and a suite of next-generation features, including integrated Wi-Fi, Bluetooth support, 10 multi-purpose keys (MPKs), an available extension module, dual Gigabit ports, and more. This device features a large 4.3-inch LCD with swappable face plates to allow for easy logo or branding. The GPR2615 includes carrier-grade security features to provide enterprise-level security, including secure boot, dual firmware images, and encrypted data storage. For cloud provisioning and centralized management, the GPR2615 is supported by Grandstream's Power Management System (PMS), which provides a centralized interface to configure, provision, manage, and monitor deployments of Grandstream endpoints, built for the needs of busy desktop workers and designed for easy deployment by enterprises, VoIP providers and other high-volume users. Making the GPR2615 offers an easy-to-use and easy-to-deploy voice platform.



Supports
 HD audio, 16000 Hz and
 wideband audio support
 for wide-band calls.



10-line key with 10
 call accounts



At least an digital LED key
 available for personal white
 dial, 10 MPK types and 1
 key per number



Enterprise-level protection
 including secure boot,
 dual firmware images, and
 encrypted data storage



802.11n/g/b and IEEE
 802.11ac wireless Wi-Fi



Gigabit

Two Gigabit ports to support
 concurrent Gigabit LAN and
 Ethernet ports with power over
 Ethernet

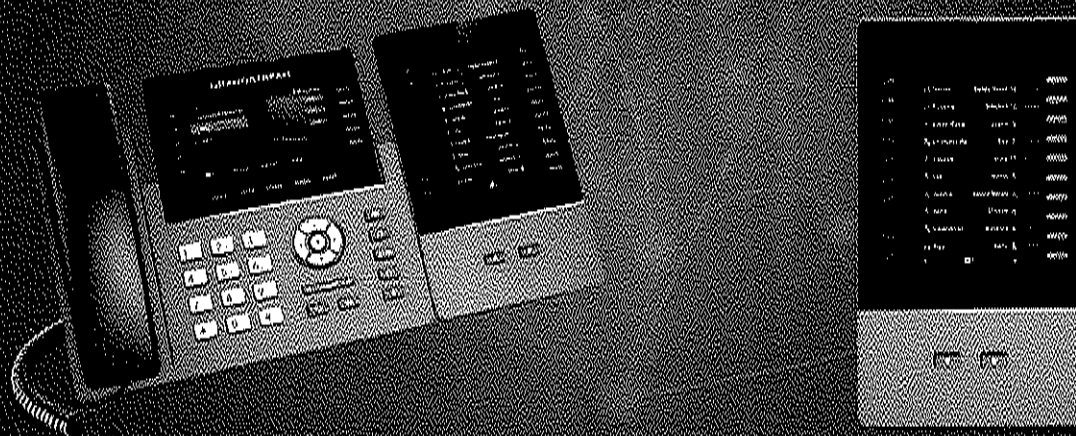


Swappable face plate
 to allow for easy logo
 or branding



Integrated Bluetooth

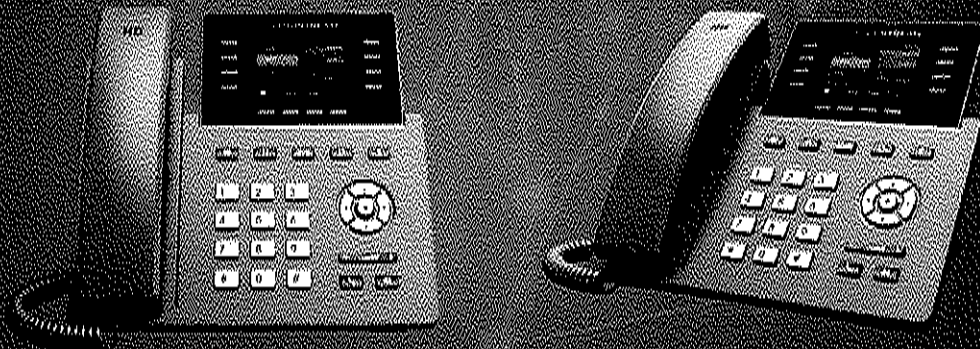
Protocols/Standards	SIP, RFC 2761, ICF, DMUB, RTP/RTCP, RTTSP, RTPS, ARP, ICMP, DNS(A record), SRV, NAPTR, DSCP, PPTP, TELNET, HTTP, NNTP, STUN, SIMPLE, LDAP, VDAAP, TR-069, ROP, IS, SIP, IPv6
Network Interfaces	Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE
Bluetooth	Yes, integrated
Wi-Fi	Yes, integrated dual-band Wi-Fi 802.11 a/b/g/n/a (2.4GHz & 5GHz)
Graphic Display	4.3 inch (480x272) TFT color LCD
Voice Coders and Capabilities	Support for G.729AB, G.711µa law, G.726, G.722(wide-band), G.723, iLBC, OPUS, in-band and out-of-band DTMF audio, BECS3, SIP INFO
Telephony Features	Hold, transfer, forward, 3-way conference, call park, call pickup, shared-call appearance(CAMA)ridged-line appearance(BLA), downloadable phonebook(XML, LDAP, up to 2000 items), call waiting, call log(up to 2000 records), XML customization of screen, red-book auto dial, auto-answer, click-to-dial, flexible dial plan, hot desking, personalized music ringtones and music on hold, server redundancy and fail over
HD Audio	Yes, HD handset and speakerphone with support for wideband audio
Extension Module	Yes (G8X20)
Feature Keys	10 line keys with up to 5 SIP accounts, 5 XML programmable context sensitive softkeys, 5 navigation/menu keys, 2 dedicated function keys for MFS/AGI (with LED indicator), TRANSFER, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOICEMAIL
Base Stand	Yes, 2 angle positions available, Wall Mountable (*wall mount sold separately)
QoS	Layer 2 QoS (DSCP, CoS), 802.1P and Layer 3 QoS (ToS, DiffServ, MPLS)
Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), USB
Security	User and administrator level passwords, MD5 and MD5-seg based authentication, 256-bit AES encrypted configuration file, SRTP, TLS, 802.1X media access control, secure boot
Multi-language	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, Chinese, Korean, Japanese and more
Upgrade/Provisioning	Firmware upgrade via TFTP/HTTP/HTTPS, mass provisioning with GDM5 (Grandstream Device Management System), TR-069 or AES encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter included: Input: 100 - 240V; Output: 12VDC, 1A Integrated Power over Ethernet (802.3af) Max power consumption 6.3W (power adapter) or 7.4W (PoE)
Temperature and Humidity	Operation: 0°C to 40°C, Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing
Package Content	G8P2615 phone, handset with cord, phone stand, 12V power adapter, network cable, Quick Installation Guide, GPL license
Physical	Dimension: 110mm (height) 920g; Package weight: 1480g Dimension: 243mm x 210mm x 87.3mm
Compliance	FCC: Part 15 Class B; Part 15 Subpart C, 15.247; Part 15 Subpart E, 15.407; FCC Part 68 HAC CE: EN 55032; EN 55035; EN 61000-3-2; EN 61000-3-3; EN 62368-1; EN 301489-1; EN 301489-17; EN 300328; EN 301803; EN 62311 RCM: AS/NZS 451932; AS/NZS 4268; AS/NZS 62368.1; AS/CA 5004. IC: ICES-003; CS-03; RSS-247; RSS-102.



Extension Model GBX20 EXT

The GBX20 Ext Extension Module that add line flexibility, scalability and flexibility to Grandstream's GXP2615 (analog) and GXP3350 (IP) Video Phone. It features a 4.3" (480) LCD display that offers up to 40 lines per module with support for up to 160 lines total by using 4 modules. The GBX20 supports a wide range of advanced call features including: 311 call park/pick up, speed dial, presence, video call, video conference, transfer, forward and much more. An ideal solution for businesses and organizations managing high call volume, the GBX20 enhances management productivity by efficiently monitoring and distributing incoming calls.

Lines	20 per page (each module contains 2 pages), for up to 40 lines per module Up to 160 with 4 daisy-chained modules
Compatible Grandstream IP Phones	GXP2615 and GXP3350
Graphic Display	4.3 inch (272x480) TFT color LCD
Feature Support	Total GUI with animation driven from the host GXP2615 or GXP3350 phone; Multiple line call appearance
Power	A single GBX20 can be powered by host phone (GXP2615 or GXP3350); when 2 or more GBX20 is connected an included 12V PSU is needed.
Firmware Upgrades	GBX20 firmware is upgraded by direct network download through host phone (GXP2615 or GXP3350)'s network connection and firmware upgrade setup.
Physical	Dimension: 210mm*120mm*33.5mm; Unit weight: 360g; Package weight: 700g
Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing
Package Content	GBX20 Extension Board, Base stand, Extension Board Connector Plate, 5 screws, USB cable, Quick Installation Guide
Compliance	FCC Part 15 Class B IC: ICES-003 CE: EN 55022, EN 55024, EN 61000-3-2, EN 61000-3-3, EN 62368-1 RoHS: AS/NZS CE, EN 12, AS/NZS 62368.1



8-Line Professional Carrier-Grade IP Phone

GRP2624

The Grandstream GRP2624 is a professional carrier-grade IP phone designed for high-volume business environments. It features eight lines, a large color display, and a full QWERTY keyboard. The phone is built with a rugged, industrial-grade design, making it suitable for demanding settings. It supports advanced features such as call forwarding, voicemail, and conference calling. The GRP2624 is compatible with various IP PBX systems and offers excellent call quality. Its sleek, modern aesthetic makes it a professional choice for any office. The phone is easy to install and manage, providing a seamless user experience. Grandstream's commitment to quality and innovation is evident in the GRP2624, which is a reliable and feature-rich communication solution.



8 LINES
Supports 8 lines for simultaneous calls, making it ideal for busy offices and customer service centers.



Supports 8 lines for simultaneous calls, making it ideal for busy offices and customer service centers.



Bluetooth
Supports Bluetooth connectivity for wireless communication and data transfer.



HD
Supports High Definition (HD) voice for crystal clear call quality.



Secure
Supports secure communication protocols to protect sensitive information.



Aligent
Supports Aligent technology for enhanced performance and reliability.



5 WAY
Supports 5-way conferencing for collaborative meetings and discussions.



Secure
Supports secure communication protocols to protect sensitive information.



Supports Aligent technology for enhanced performance and reliability.



Supports Wi-Fi connectivity for wireless communication and data transfer.

Protocols/Standards	SIP, RFC 3261, ICFM/SDP, RTP/RTCP, RTSP/RTSPS, ARP, R 601, DN5(A record), SRV, NAPTR, DHCP, PPPoE, TELNET, FTP, HTTP, SIP, SIP, SIMPLE, LLDP, UDAP, TR-069, 802.1x, IIS, NPTV, PVP
Network Interfaces	Dual-switched auto-sensing 10/100/1000 Mbps (agable) Ethernet ports with integrated PoE
Graphic Display	2.8 inch (320x240) TFT color LCD
Wi-Fi	Yes, integrated dual-band Wi-Fi 802.11 a/b/g/n/a (2.4GHz & 5GHz)
Bluetooth	Yes, integrated
Feature Keys	2 line keys, with up to 4 SIP accounts, 4 XML-programmable context-sensitive softkeys, 5 navigation/menu keys, 9 dedicated function keys for: MFS/ACD (with LED indicator), TRANSFER, HOLD, REDIAL, MUTE, SEND/RECALL, SPEAKERPHONE, VOICEMAIL
Auxiliary Port	RJ9 headset jack allowing EHS with Plantronics headsets, USB to support Grandstream's GDM Series headsets and other USB headsets
Voice Coders and Capabilities	Support for G.729AB, G.711p/4-law, G.726, G.722 (wide band), G.723, iLBC, OPUS, in-band and out-of-band DTMF (in audio, RFC2833, SIP INFO)
Telephony Features	Hold, transfer, forward, 5-way conferencing, call park, call pickup, shared-call appearance(SCA)/bridged line appearance(BLA), downloadable phonebook(XML, UDAP, up to 2000 items), call waiting, call log(up to 2000 records), XML customization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot-desking, personalized music, ringtones and music on hold, server redundancy and fail-over
HD Audio	Yes, HD handset and speakerphone with support for wide-band audio, and dual microphone
Extension Module	Yes, G8X20
Base Stand	Yes, 2 angle positions available, Wall Mountable (Wall Mount Sold separately)
QoS	Layer 2 QoS (802.1Q, 802.1P) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	User and administrator level passwords, MD5 and MD5 sec. based authentication, 256-bit AES encrypted configuration file, SRTP, IIS, 802.1X media access control, secure boot.
Multi-language	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, Chinese, Korean, Japanese and more
Upgrade/Provisioning	Browser upgrade via TFTP/HTTP/HTTPS, mass provisioning using GDM5/TR-069 or AES encrypted XML configuration file
Power & Green Energy Efficiency	Universal power adapter included: Input: 100-240V; Output: 12V, 1A; Integrated Power-over-Ethernet (PoE) Max power consumption 9.5W (power adapter) or 10.8W (PoE)
Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing
Package Content	G8P2624 phone, handset with cord, phone stand, 12V power adapter, network cable, Quick Installation Guide, GPL license
Physical	Dimension: 2.2in x 2.1in x 3.8in Unit Weight: 380g, Package Weight: 1250g

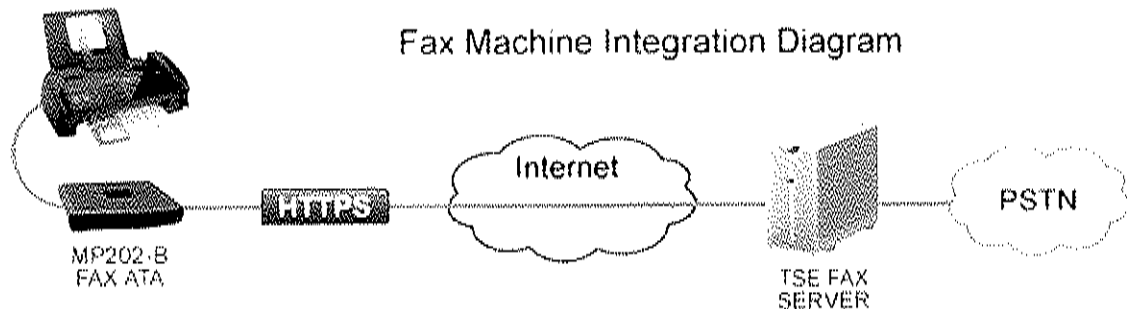


TSE Unified Fax Service (optional)

TSEdigitalfax Service is an enterprise fax over IP solution offering a wide range of routing options to improve business workflow. By capturing faxes electronically, delivery is now possible as .PDF attachments to individual email recipients, email groups or hard copy to printers and traditional fax machines.

Outbound faxing can be achieved via our easy-to-use online web-based FAXability platform or through traditional fax machines using an AudioCodes MP202-B gateway device. Faxes sent this way are done in a 2-stage process that securely and reliably sends faxes through the Internet. Fax machines or multifunction printers send faxes via secure HTTPS connection to TAS's enterprise Fax Server which then completes the process through the PSTN. This process also allows users to avoid a busy tone on their fax line as all inbound faxes are queued and delivered when the fax machine is idle.

TSEdigitalfax service includes HIPAA and SOX Regulatory Compliance.





SECTION 5

Equipment Data Sheets

PBX Features

ACD (Automatic Call Distribution)
 Call Queues
 Announcements
 Auto Attendant/IVR
 Automatic Backup
 Blacklist
 Bulk Import Utilities
 Busy Lamp Field (BLF) Support
 Call Detail Reporting
 Call Flow Control
 Call Forwarding
 Call Monitoring
 Call Parking
 Call Recording
 Call Screening
 Call Spy
 Call Transfer
 Callback Services
 Callee ID
 Camp-On
 Centralized User Management
 Company Directory
 Conference Rooms
 Customized Voice Prompts
 Dictation
 Direct Inward System Access (DISA)
 Do Not Disturb
 Extensions Management
 Fail2Ban
 Fax to Email
 Feature Codes
 Follow Me
 Graphical Reports
 Hunt/Ring Groups
 Integrated Faxing
 Multiple Language Support
 Multiple Offices
 Multiple Trunks
 Music on Hold
 Operator Panel
 Outbound/Inbound Routes Management
 Paging and Intercom
 Phone Directory
 PINSets
 Remote Users
 SIP-Open Standards
 Soft-Phone Support
 Speed Dials
 SRTP
 System Status Dashboards
 Three Way Calling

Time Conditions
 TTS Text to Speech
 Unlimited Extensions
 Unlimited IVR ports
 Unlimited IVR
 Unlimited VM Messages
 User Control Panel
 Video Calling VMX
 Locator Voicemail
 Voicemail to Email
 Wake Up Calls
 Web Based Administration GUI

User Control Panel Features
 Call Forward
 Call History
 Call Origination
 Call Waiting
 ☑ Conferences Module
 ☑ Device Management (Pro)
 Do Not Disturb
 ☑ Fax (Pro)
 Follow Me

 Presence
 RSS Feeds
 Settings
 Visual Voicemail
 Voicemail
 Voicemail Greetings Management
 WebRTC Phone
 ☑ XMPP Chat (Pro)

Language Support
 English
 Bulgarian
 Chinese
 French
 German
 Hebrew
 Hungarian
 Italian
 Japanese
 Portuguese
 Russian
 Spanish
 Swedish

Supported Signaling Protocols
 SIP
 IAX2
 PRI/T/E1
 POTS/Analog

ISDN
 GSM

Supported Voice Codescs
 adpcm
 g711 alaw
 g711 ulaw
 g719
 g722
 g723
 g726
 g726ad2
 ☑ g729
 gsm
 ilbc
 lpc10
 siren14
 siren7
 slm
 slin12
 slin16
 slin192
 slin24
 slin32
 slin44
 slin48
 slin96
 speex
 speex16
 speex32
 testlaw

Supported Video Codescs
 h264
 h263p
 h263
 h261

Specialty Device Support
 Door Phones
 Failover Devices
 Overhead Paging
 Paging Gateways
 SBC Support
 Strobe Alerts
 Video Conferencing MCU
 Voice Gateways

Commercial Modules
 ☑ Appointment Reminder
 ☑ Broadcast
 ☑ Caller ID Management
 ☑ Call Recordings Report

☑ Class of Service
 ☑ Conference Pro
 ☑ Endpoint Manager
 ☑ Extension Routing
 ☑ Fax Pro
 ☑ Outbound Call Forwarding
 ☑ Paging Pro
 ☑ Park Pro
 ☑ Phone Apps (Rest Apps)
 ☑ Q-Next Report
 ☑ System Admin Pro
 ☑ Virtual Queue Plus w/ Queue Callbacks
 ☑ Voicemail Reports
 ☑ Voicemail Notify
 ☑ Web Call Back
 ☑ XMPP Chat
 ☑ High Availability (HA)
 ☑ UICP for EPM

Software Bundles
 ☑ System Builder
 ☑ System Builder Plus
 ☑ Call Center Builder

TASPBX Phone Apps
 ☑ Call Flow
 ☑ Call Forward
 ☑ Conference Rooms
 ☑ Contact Manager
 ☑ Do Not Disturb
 ☑ Login/Logout
 ☑ Follow Me
 ☑ Call Parking
 ☑ Presence
 ☑ Queue Agents
 ☑ Queues
 ☑ Time Conditions
 ☑ Transfer In Voicemail
 ☑ Visual Voicemail

TASPBX Certified Add-ons
 ☑ Symphony Operator Panel (P) Technologies
 ☑ QueueMetrics - Loway
 ☑ Allison Smith - Professional Voice Services
 ☑ Asterisk Software Add-ons - Digium
 ☑ Giga Cloud Services - CounterPath



SECTION 6

Financial Information

Includes

Equipment Costs Per Location

& Monthly SIP Trunk Costs

BID FORM

All Bidder's shall provide cost information for all services, equipment necessary for full implementation on this form.

Phone System Equipment

All-inclusive price to procure and deliver to the appropriate building(s), all equipment and materials necessary to implement and operate the proposed phone system:

Total \$ 20,424.00

Labor

All-inclusive price for all labor, travel, and related expenses. This figure shall include labor associated with project administration, management, coordination as well as the full installation.

Total \$ 8,000.00

Sub-Contractor(s)

List all Sub-Contractors and their individual fees:

1. _____ \$ _____
2. _____ \$ _____
3. _____ \$ _____

Total of all Sub-Contractors \$ _____

Training

Lump Sum Price for introductory training of 60 staff persons.

Total \$ INCLUDED

Lump Sum Price for "Training the Trainer" and System Administrators -- 10 individuals.

Total \$ INCLUDED

Follow-Up Support

Hourly Rate / by phone

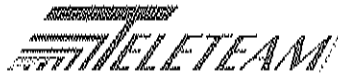
Total \$ 100.00 in 15-minute increments

Hourly Rate / on-site

Total \$ 150.00 First hour \$100.00 ea. additional hour onsite.

Monthly Recurring SIP Trunk (replaces Town PRI)	\$410.00
Monthly Recurring SIP Trunk (replaces Police PRI)	\$410.00

Provide itemized unit price back-up of all proposed, equipment, materials, labor rates



Sales Quote

28 Cindy Drive
 Hooksett, NH 03106
 603-625-1455

S.Q. No.	2247
Account #	

Bill To
TOWN OF RAYMOND 4 EPPING STREET RAYMOND, NH 03077

Ship To
TOWN OF RAYMOND 4 EPPING STREET RAYMOND, NH 03077

Date	Purchase Order Number	Payment Terms	Sales Rep
10/24/2023		Net 30	CG

Item	Description	Ordered	Rate	Amount
TAS-ADMINPRO	ADMINPRO LICENSE	2	190.00	380.00
TASPBX-100	TASPBX-100 VOICE SERVER WITH FIREWALL	2	1,200.00	2,400.00
MIKROTIK	MIKROTIK FIREWALL	2	190.00	380.00
GS-GRP2615	WIFI ENABLED 10 LINE PHONE	2	175.00	350.00
GS-GBX20	GRANDSTREAM GS-GBX20 20 BUTTON DSS	2	125.00	250.00
GS-GRP2624	8 Lines, 4 SIP Accounts, 2.8in screen, WIFI	60	115.00	6,900.00
CABLE RUN	CATEGORY 5E CABLE RUN-STANDARD	42	175.00	7,350.00
C5E15BLA	CAT5E 15FT BOOTED PATCH CORDS BLACK	62	12.00	744.00
GS-GWN7803P	GRANDSTREAM 24 PORT, MANAGED SWITCH WITH POE	4	325.00	1,300.00
MISC	8 RMU WALL RACK	2	185.00	370.00
INSTALL LABOR		80	100.00	8,000.00
Total				\$28,424.00



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/23/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Wieczorek Insurance 166 Concord St. Manchester NH 03104		CONTACT NAME: Donna Deyo PHONE (A/C, No. Ext): (603) 668-3311 E-MAIL: donna@wizinsurance.com ADDRESS: Donna Deyo FAX (A/C, No.): (603) 668-4413	
INSURED TOTAL ASSET SOLUTIONS INC 28 CINDY DR HOOKSETT NH 03106		INSURER(S) AFFORDING COVERAGE INSURER A: Citizens Insurance Company of America NAIC # 31534 INSURER B: Allamerica Financial Benefit 41840 INSURER C: Hanover Insurance INSURER D: INSURER E: INSURER F:	

COVERAGES CERTIFICATE NUMBER: 22-23 Basic REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJCT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER			0BVD13247B	12/28/2022	12/28/2023	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 POLL \$ 1,000,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			A8VD312490-06	12/28/2022	12/28/2023	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured/underinsured combined single \$ 1,000,000
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DEF <input type="checkbox"/> RETENTION \$						<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE EACH OCCURRENCE \$ AGGREGATE \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N	Cov State MA & NH WNVB13247405	12/28/2022	12/28/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER For Information Only Town of Raymond	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Robert Wieczorek/DMD <i>Robert Wieczorek</i>

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BAS-11
OMB Control No.: 0507-0151
Expiration Date: 12-30-2024



UNITED STATES DEPARTMENT OF COMMERCE
U.S. Census Bureau
Office of the Director
Washington, DC 20233-0001, Mail Stop 7400

January 2024

BAS ID: 33301564020, Raymond town
SEQ1-17585-031110

Mr. George Plante
Chair
Board of Selectmen
4 Epping St
Raymond, NH 03077-2529

A Message from the Director, U.S. Census Bureau:

The U.S. Census Bureau is now conducting the Boundary and Annexation Survey (BAS). Do not miss this opportunity to participate in BAS to ensure that the Census Bureau has current and accurate legal boundary, name, and status information for your government. Participants may also provide updates to census designated places.

BAS is a voluntary survey. We strongly encourage your participation in BAS for the following reasons:

- The Census Bureau uses this boundary information for data collection, tabulation, and dissemination for the decennial census, American Community Survey (ACS), Population Estimates Program (PEP), and many other censuses and surveys.
- The federal government allocates more than \$2.8 trillion in federal funds annually for health, welfare, infrastructure, education, and other federal programs and services. Correct boundaries ensure governments receive funds appropriately and have the best data available for their decision-making processes.

Action Step:

Review your government's boundary and respond to BAS using one of the options below. If you already responded to this year's BAS, then no additional action is required.

- Respond online using the interactive BAS Annual Response Form. The form includes all resources and instructions necessary to review boundaries and respond to BAS.
Interactive BAS Annual Response Form: <www.census.gov/geo/partnerships/bas/>.
- Complete the attached BAS Annual Response Form. Scan and email the form to <geo.bas@census.gov>. Please include your BAS ID and "Annual Response" in the subject line.





031110

FORM **BAS-ARF**
(09-2023)

BOUNDARY AND ANNEXATION SURVEY ANNUAL RESPONSE FORM

OMB No. 0607-0151 Approval Expires: 11/30/2024

BAS ID: 33301564020	NAME: Raymond town	GEOID: 3301564020
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Use the resources on the Boundary and Annexation Survey (BAS) website www.census.gov/programs-surveys/bas.html to review the boundary data for your government. Select a response and planned submission method below, then review the provided contact information.

RESPONSE: Do you have boundary changes to report?

- Yes, we have boundary changes to report.
- No, we do not have boundary changes to report. The Census Bureau's boundary data is correct.

SUBMISSION METHOD: If you have boundary changes to report, select your planned submission method. If you do not have boundary changes, review the provided contact information below.

- BAS Partnership Toolbox Download** - The BAS Partnership Toolbox allows partners to create their submission in ArcGIS Pro or ArcGIS Desktop. The Toolbox automates data download, boundary change creation, and exports standardized files for submission to the Census Bureau.
- GUPS Download** - The Geographic Update Partnership Software (GUPS) is a customized stand-alone and installable geographic information system (GIS) developed in QGIS. GUPS allows partners to manually create boundary changes and export standardized files for submission to the Census Bureau.
- Paper Maps** - The Census Bureau will ship large format paper maps and instructions for partners to annotate and return boundary changes to the Census Bureau.

CONTACT INFORMATION: Review and update the contact information for your government's Tribal Chair (TC)/Highest Elected Official (HEO) and BAS Contact. The BAS contact provided should be a representative from your government and not a state or county contact who submits on your behalf. This person is the point of contact for questions about your government's boundaries and will receive future BAS correspondence.

Our records indicate the **TC/HEO** contact is:

Name: Scott Campbell
Position: Chair
Department: Board of Selectmen
Shipping 4 Epping St
Address: Raymond, NH 03077-2529
Phone: 603-895-7007
Fax: 603-895-7064
E-mail: dcampbell@raymondnh.gov

Our records indicate the **BAS** contact is:

Name: Mr. George Plante
Position: Chair
Department: Board of Selectmen
Shipping 4 Epping St
Address: Raymond, NH 03077-2529
Phone: 603-895-7007
Fax: 603-895-7064
E-mail: gplante@raymondnh.gov

Term Exp. Date: 03/2024
Election Cycle/Term (Years): 3 years

Government Website:
Government Website for GIS Data:

Name of person filling out this form:	Position:	Date:
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Scan and email the completed form to geo.bas@census.gov. To respond over the phone, call 1-800-972-5651.

We estimate that participating in the Boundary and Annexation Survey will take 7.5 hours on average. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, using Paperwork Reduction Project 0607-0151 as the subject, to geo.bas@census.gov. This collection has been approved by the Office of Management and Budget (OMB). The eight-digit OMB approval number that appears at the upper right of this form confirms this approval. If this number were not displayed, we could not conduct this survey. The Census Bureau conducts this survey under the legal authority of Title 13 United States Code, Section 6.

