



**Raymond Select Board Meeting**  
**FEBRUARY 12, 2024**  
Raymond High School  
45 Harriman Hill Rd  
**6:00 p.m. Pubic**

*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

Barbara Greenwood

4. OLD BUSINESS/TO APPEAR BEFORE THE BOARD

1. Teleteam

5. BOS REVIEW, APPROVAL/ACCEPTANCE

1. Abatement: New Sunset Realty
2. CRF Request: Telephone

6. NEW BUSINESS

7. OTHER BUSINESS

1. Town Fair (Website, link, etc)
2. Memory Bench – see sample (Fran & Jack Barnes)

8. PUBLIC COMMENT – 15 Minutes

9. **SPECIAL PUBLIC COMMENT** for any questions regarding the Water Tower Rehabilitation Warrant Article

10. **APPROVAL OF BOARD MINUTES:**

- 1/30/24, 2/5/24
  - (Sealed Minutes from 2014) per 10 year – 2014 if applicable
- Non-Public (2022 and 2023)
- 11/6/2023 (a,c) – Sealed Until 11/06/2028
- 11/20,2023 (l) – Sealed Until 11/27/2026
- 11/27/2023 (l) – 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

**Posted: February 9, 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.

- 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
- 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**

11. Non-Public Meeting RSA 93-A:3 (a)

**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	

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# Underwood Engineers, Inc.

## Expense Activity

Invoice Date	Invoice Number	Invoice Description	Detail Description	Line Amount
1/31/2020	15064	Water Asset Management	Water Asset Management	\$ 1,858.37
4/12/2020	15307	Water Asset Management	Water Asset Management	\$ 2,920.70
5/10/2020	15426	Engineering Svcs thru 5-10-2020	Engineering Svcs thru 5-10-2020	\$ 1,449.52
5/10/2020	15413	Water asset Management	Water asset Management	\$ 6,869.73
5/31/2020	15475	Water Asset Management	Water Asset Management	\$ 2,958.43
7/31/2020	15711	Water Audit Plan	Water Audit Plan	\$ 484.23
8/16/2020	15737	Well Monitoring Report	Services thru 8/16/2020	\$ 1,041.17
9/13/2020	15843	Report to D.E.S.	Report to D.E.S.	\$ 4,708.83
12/31/2022	19228	Water Rate Study thru 12/31/2022	Water Rate Study thru 12/31/2022	\$ 2,414.91
1/29/2023	19359	White Rock Water Study thru 1/29/23	White Rock Water Study thru 1/29/23	\$ 1,710.69
1/29/2023	19363	Onyx Water Study thru 1/29/2023	Onyx Water Study thru 1/29/2023	\$ 1,263.50
1/29/2023	19364	65 BatchelderRdWaterStudy - 1/29/23	65 BatchelderRdWaterStudy - 1/29/23	\$ 991.15
1/29/2023	19362	WaterModel Update/Services thru1/29	WaterModel Update/Services thru1/29	\$ 2,943.19
1/31/2023	19428	Water Rate Study Thru 1/31/23	Water Rate Study Thru 1/31/23	\$ 3,151.21
2/28/2023	19577	Water Rate Study thru 2/28/23	Water Rate Study thru 2/28/23	\$ 3,198.90
2/28/2023	19559	Water Model Update thru 2/28/23	Water Model Update thru 2/28/23	\$ 1,556.81
3/10/2023	19575	Indust. Dr Water Impact thru 3/10	M28/L120-1 Onyx Water Study Escrow	\$ 1,123.00
3/10/2023	19576	Wht Rk Plc Water Impact thru 3/10	M23/L25&29:2021 Wht Rk Water Study	\$ 1,557.60
3/10/2023	19574	Batchldr Rd Water Impact thru 3/10	M17/L82:2022-006 Batchldr Wtr Study	\$ 1,773.58
4/23/2023	19850	Jewett Warehouse Project	Jewett Warehouse Project	\$ 927.45
4/24/2023	19879	Water Model Update Thru 4/24	Water Model Update Thru 4/24	\$ 5,000.00
4/30/2023	19864	Water Rate Study Thru 4/30	Water Rate Study Thru 4/30	\$ 1,389.01
4/30/2023	19880	Water Model Update Thru 4/30	Water Model Update Thru 4/30	\$ 4,432.66
5/14/2023	20059	65 Batchelder Rd Water Study - 5/14	65 Batchelder Rd Water Study - 5/14	\$ 1,342.16
5/14/2023	20058	Wt Rk Plc Water Supply Impact- 5/14	Wt Rk Plc Water Supply Impact- 5/14	\$ 485.56
5/14/2023	20060	Jewett Whse Water Study thru 5/14	Jewett Whse Water Study thru 5/14	\$ 1,286.46
5/31/2023	20076	Water Model Update thru 5/31/23	Water Model Update thru 5/31/23	\$ 2,678.68
5/31/2023	20032	Water Rate Study thru 5/31/23	Water Rate Study thru 5/31/23	\$ 912.13
6/30/2023	20257	Wt Rock Pl. Water Supply Impact	Wt Rock Pl. Water Supply Impact	\$ 230.00
6/30/2023	20256	Industrial Dr. Water Impact(ONYX)	Industrial Dr. Water Impact (ONYX)	\$ 1,322.30
6/30/2023	20258	Water Model Update thru 6/30	Water Model Update thru 6/30	\$ 174.02
9/17/2023	20710	StrategicPlng-WaterSupply thru 9/17	StrategicPlng-WaterSupply thru 9/17	\$ 2,296.18
10/15/2023	20802	StrategicPln WaterSupply thru 10/15	StrategicPln WaterSupply thru 10/15	\$ 1,410.97
11/12/2023	20953	Water System Improvement thru 11/12	Water System Improvement thru 11/12	\$ 3,803.21
12/17/2023	21104	Services through 12-17-2023	Services through 12-17-2023	\$ 670.16
				<b>\$ 72,336.47</b>

**BOARD OF SELECTMEN**

**DRAFT Minutes 1/30/2024 Public Meeting**

45 Harriman Hill Road Raymond, NH 03077

6:00 (NONPUBLIC)

7:00 (PUBLIC)

**Board of Selectmen Present:**

- Scott Campbell – Chairman
- Patricia Bridgeo-Vice Chair
- Dawn Merryman – Member
- Doug Vogel – Member
- Ken Robichaud – Town Manager

**Meeting Call to Order:** at 01:26 Scott Campbell called the meeting to order. BOS Board Members Present except for Anthony Clements

Pledge of Allegiance: All Stood

**Moment of Silence:** Roberta Ray and Rita Houson

2:10 **MOTION** to leave nonpublic session and return to Public. Seconded by Rani Merryman.

**Roll Call Vote:**

- Scott Campbell - Aye
- Patricia Bridgeo - Aye
- Doug Vogel - Aye
- Dawn Merryman - Aye

**Motion Carried 4-0**

2:10 **MOTION** to Seal Minutes for C,D and L for 3 years. Sealed to 1/30/2027

**Roll Call Vote:**

- Scott Campbell - Aye
- Patricia Bridgeo - Aye
- Doug Vogel - Aye
- Dawn Merryman - Aye

**Motion Carried 4-0**

***OLD BUSINESS***

05:03 Ken Robichaud updated BOS on Underwood / Water information. BOS must be part of all future communications with Underwood.

**D. Scott Campbell 12:38**

Motion to accept and approve the Design Flow as per Underwood engineers' email (to be included in minutes) regarding the future system demands dated January 25 2024 Second by Rani Merryman.

**Roll Call Vote:**

Scott Campbell - Aye  
Patricia Bridgeo - Aye  
Doug Vogel - Aye  
Dawn Merryman - Aye

**Motion Carried 4-0**

**15:00 Discussed Warrant Article assignments, heater, and general goings on.**

[RCTV | raymond-nh \(raymondnh.gov\)](http://raymondnh.gov)

19:32 RCTV Policy and Amendments, topics, and discussions with Art Wolinsky.

**35:15 MOTION:** Trisha Bridgeo to accept and approve the Raymond Community Television Policy and Procedures Manual as adopted April 17 2000, amended and approved on for 4/1/2010 and 7/2012 and most recent amendments as of 1/22/24. Seconded by Rani Merryman with discussion.

**Roll Call Vote:**

Scott Campbell Aye  
Patricia Bridgeo- Aye  
Doug Vogel Aye  
Dawn Merryman Aye

**Motion Carried 4-0**

**36:11 MOTION:** Doug Vogel to make a motion to suspend Cable Committee Franchise chapter 119 and Cable committee Articles One and Article Two, which is RCTV, from our General Code, so that is not that does not conflict with the current policies and procedures. Second by Scott Campbell.

**Roll Call Vote:**

Scott Campbell - Aye  
Patricia Bridgeo Aye  
Doug Vogel Aye  
Dawn Merryman- Aye

**Motion Carried 4-0**

**41:00 Discussed** Cassier needs for Sign. Also discussed E360 upgrade, and updated E360 – will revisit after March elections. (DEA put on Agenda Action Items)

[RCTV | raymond-nh \(raymondnh.gov\)](http://raymondnh.gov)

**45:50** Discussed Project for Town of Raymond Zoning Maps, Land Use / Warrant/ BOS Articles. There is need for creating a possible “Project” Committee.

See RCTV For full discussions. [RCTV | raymond-nh \(raymondnh.gov\)](http://raymondnh.gov)

**53:45 Tricia Bridgeo** - Discussed the topic of town employees use of legal/ counsel and the issue of concern and misuse of legal services at a costly price. The directive moving forward is any town employee to calling/reaching legal counsel must come before TM/BOS prior to calling legal.

**PUBLIC COMMENT**

1:00 Jim McLeod – Water Planning Committee shows presentation and material for upcoming Deliberative. Go to RCTV for Presentation Video.

1:33 **MOTION:** Doug Vogel to make a motion to accept 12/26/23 and 1/2/2024 Public Minutes as provided. Seconded by Rani Merryman

**Roll Call Vote:**

Scott Campbell - Aye  
Patricia Bridgeo Aye  
Doug Vogel Aye  
Dawn Merryman- Aye

**Motion Carried 4-0**

1:34:10 Doug Vogel thanks the good people of Raymond for coming out on election day/primary day that was held last Tuesday. We all look forward to March 12<sup>th</sup> – **Come Vote!!**

1:36:40 **MOTION:** Patrica Bridgeo to make a motion to adjourn. Seconded by Rani Merryman.

**Roll Call Vote:**

Scott Campbell - Aye  
Patricia Bridgeo Aye  
Doug Vogel Aye  
Dawn Merryman- Aye

**Motion Carried 4-0**

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Public Minutes by Denise Ardolino

Town of Raymond

2.5.24

**TOWN OF RAYMOND, NH**

**CAPITAL RESERVE/TRUST FUND REQUEST**

4 Epping Street  
 Raymond, NH 03077  
 (603) 895-7010  
 Fax (603) 895-7064



**REQUEST FROM:**

**CONTROL NUMBER:**

Town Manager

2024-03

DATE OF REQUEST	REQUISITIONER NAME	DATE OF SELECTMEN'S MEETING	REQUESTED AMOUNT
2/9/2024	Ken Robichaud	2/12/2024	
FUND NAME / ACCOUNT	DESCRIPTION OF FUNDING REQUEST AND PROPOSED PURCHASES		
Gen Gvt Bldgs Impvmts 05-8028-001	Replace current all Town telephone system with an IP solution.		\$40,000
<i>Capital Reserve Fund available balances as of December 2023:                      General Government Building Improvements \$615,742</i>			

Chair Scott Campbell Approved / Not Approved

Vice Chair Patricia Bridgeo Approved / Not Approved

Rani Merryman Approved / Not Approved

Doug Vogel Approved / Not Approved

Anthony Clements Approved / Not Approved



Company	Monthly \$ (not including taxes/fees)	One Time \$	Training Included	Support Charges	Meets Bid Requirement	Notes
Telephone & Network Technologies Hookset NH	Annual Fee \$1601.66	\$29,992.66	Yes	Remote support included in contract, On Site support \$50.00/hr	Yes	Recommend SIP Trunks to replace many of our copper trunks @ \$277.51/estimated/month, \$344.75 1 Time Charge All new cabling to be run
Professional Services Group Morristown NJ	\$835.48/month 36 Month contract	Does not include shipping Costs	Includes 2 remote training sessions	Remote Support included, On site \$150.00/hr with a \$100.00 trip charge	Yes	Cloud Based Voip System, uses existing cabling
Communication Technologies Chesterfield MO	\$1602.93/Month (estimated Taxes & Fees included)	\$957.00	Yes	Remote Support Included, Onsite N/A	Yes	Voip System, Uses existing cabling
UScellular Corporation Chicago IL	Option #1 \$1107.65 Option#2 \$1375.15 Both are 60 Month Contracts	Option#1 \$14147.19 Option#2 \$3980.00	Yes	included	Yes	Crexendo/Partner Co.) Voip based Cloud System, Uses existing cabling, VIP Parts line to replace copper
Nexiva Scottsdale AZ	\$1406.17/Month 36 Month contract (includes estimated taxes & fees)	\$3,890.00	Yes	Remote included OnSite to be negotiated in final contract	No Trumb Drive provided	Voip System, Uses existing cabling Leaves all copper lines in place
Sangoma Huntville AL	\$949.30/Month 60 Month Contract (\$1050.00/Month Discount applied)	\$596.00 (\$1000.00 Discount applied)	Yes	Remote included On Site to be Determined	Yes	Cloud Based Solution, Uses existing Cabling
Consolidated Communications Portland ME	Option#1 72 Option #2 \$1348.50	Option#1 \$ Option#2 \$24,250.00	Option#1 \$ Option#2 \$295.00/session	Option #1 Included Remote \$165.00/hr OnSite \$165.00/hr	No Trumb Drive Provided	Option #1 Intel NetVoice Business System, Option #2 ProConnect-Cloud Based System
Vertical Communications Santa Clara CA	Option#1 0.00 Option #2 \$565.83	Option#1 \$25,638.75 Option#2 0.00	Yes	Remote 5yr support included Onsite \$125.00/hr	Yes	Optional SIP Trunking to replace Current PRI's \$360.50
Telebeam Hooksett NH	\$810 - SIP Trunks 1 @ Town Hall, 1 @ Police Dept.	\$29,424.00	Yes	Remote \$100.00/hr billed in 15 min increments Onsite \$150.00/hr 1st hr \$100.00 ea add hr	No Trumb Drive Provided	Sip trunks to replace Current PRI's 1 Town Hall & 1 At Police Dept. Billed at \$410.00/month ea







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 1U 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". The signature is written in a cursive style with a large, prominent 'B' and 'M'.

Brian Maillet  
Operations Manager  
Telephone Network Technologies, Inc.  
1117 Londonderry Turnpike  
Hooksett, NH 03106  
[www.telnetec.com](http://www.telnetec.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 OSHA10 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 3 hours x \$50 = \$150
- 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/SID 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 \$50 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 on-site, not at \$10 an hour. For budgeting, we are figuring 1 hour x \$50 = \$50
  - 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.*

- 1661 1-year basic license 50-200 user cost x \$20.96 = \$1,383.26
- (1) 1-year premium license 1-5 user cost x \$163 = \$218.20

*Total Labor = \$11,700*

*Total Materials/Licensing = \$18,292.66*

65 Phones

29 992.66  
24,787



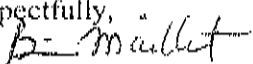
### Warranty

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,

  
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

<b>Sales Information</b>			
Partner Name	Telephone & Network Technologies	RepCode	TNT
<input type="checkbox"/> New Account <input checked="" type="checkbox"/> Add to Existing Act #		VO Rate Plan	VO5258
Company Contract and SLL Information, Service Address		VI Rate Plan	VI5258
Company Name	Town Of Raymond	# of Locations	Section
Contact Name	Position		
Service Address	4 Epping Street		
City	Raymond	State	NH
Phone #	Mobile #:	Zip:	03077
Country USA			
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	Yes in Business	D&B #
Credit Application Required: <input checked="" type="checkbox"/> NO (Not Required on accounts less than \$500 monthly billing)			
Credit Application Required: <input type="checkbox"/> YES			
Tech Name			
Tech Phone #	Mobile #:	eMail:	
Customer Network and Location 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 <span style="float:right">Click to Select Service Type</span>			
PBX Information			
PBX Make/Model			
Software Version			
PBX WAN IP Address	REQUIRED		
Trunk Configuration			
<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 RESPORT	
Requested Port/Install Date:		Approximately 7-10 days for DNS DIDs, 30 days for DID's	
Enable International Calling?	yes/no	Refer to "Terms and Conditions"	

Services	Qty	MBC Each	TBC Total	MBC Each	MBC 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
PGNY charge (per ported DID/TFN)	45	\$5.00	\$225.00		\$0.00
E911 (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/TFN)	40		\$0.00	\$0.50	\$20.00
Toll Free Service (0.037/Min)			\$4.95	\$0.00	\$0.00
Virtual fax (inbound/outbound) (seated as PDF or soft ports, unlimited)	5	\$11.95	\$59.75	\$11.95	\$59.75
<b>Totals</b>			<b>\$344.75</b>		<b>\$277.31</b>
NOTES and Other Order Details (Porting existing phone number, non-US DIDs, special routing, etc)					
Customer Initials: _____					

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 extended call forwarding, inbound or outbound telemarketing, or for broadcasting. INET reserves the right to terminate Service with six (6) day notice or to invoice Customer at the applicable per minute rate for all inbound or outbound calls in excess of 9,000 minutes per month per extension or DID if INET determines, in its sole discretion, that the Service is being used for any of these 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 provisioning 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 twenty-two (22) hours in advance. If INET personnel are obligated 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 900 hour, Customer agrees to pay INET at the rate of \$125 per hour for such assistance, billed in 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 respond to support requests in the event of an outage or 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 in 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 faxed 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 on Customer's telecommunications systems. Customer agrees that all calls made to any toll-free number(s), 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 50 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 Credits of more than 90 minutes in any calendar month will be credited by one-tenth (1/10) month 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 hour) of the cumulative duration of such Outages. For example, if Customer in the previous calendar month received 2 hours and 30 minutes of Outages, and for the month of September Customer was billed \$1,000 in Fees + Usage, Customer would receive a credit of 2 x 120 x \$1,000 = \$240,000. The following are exceptions to this SLA, which will prevent Customer from receiving credits in connection with an Outage: (a) Circumstances beyond INET's responsible 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 of Internet DNS, Domain or major wide-ranging Internet impairment outside of the direct control of INET; (c) 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 permitted by Customer; (d) 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 addresses 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 has been done. If a 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 service has activated telephonic lines that may be capable of international calling. Customer understands that in the event that any services and/or customer equipment is damaged, compromised or lost/stolen, customer agrees to bear full responsibility and any 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 services. It is customer's sole responsibility to notify INET of any and all charges in relation to lines and/or travel costs. Customer agrees to keep strict records of any 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 deficiencies of services, facilities or equipment provided by INET pursuant to the Service Order. The liability of INET for any interruptions, delays, errors or defects in transmissions, 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 term of this Agreement, INET guarantees that all listed 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 originating or originating to the U.S. and/or Canada, but reserves the right to change rates for calls originating 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 \$227.31 per month. Customer agrees to pay INET the greater of these actual charges or the minimum Revenue Commitment each month.

13. **Termination or Forfeiture:** 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 services under 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 balances must be current. If Customer terminates the Agreement for any other reason, the termination fee shall be the number of pre-paid 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 dispute arising out of 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

<b>Acceptance &amp; Authorization by Customer</b>	<b>Acceptance by INET Communications, LLC</b>
Signature: .....	Signature: .....
Name & Title: .....	Name & Title: Charles Murray - CEO
Telephone: .....	Telephone: 781-789-5802
Email: .....	Email: CMURRAY@INETCOMMUNICATIONS.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 13<sup>th</sup> - December 1<sup>st</sup>.
- Town office (15) = December 4<sup>th</sup> – 8th
- Library (6) = December 4<sup>th</sup> – 8th
- Old Firestation (DPW) (7) = December 4<sup>th</sup> – 8th
- Old Fire Station (Recreation) (4) = December 11<sup>th</sup> – 15th
- DPW Garages (3) = December 11<sup>th</sup> – 15th
- Welfare Offices (1) = December 11<sup>th</sup> – 15th
- Police Department (20) = December 18<sup>th</sup> – 22nd
- Fire Department (9) December 18<sup>th</sup> – 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

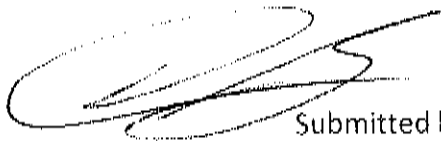
COPY

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](mailto: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.

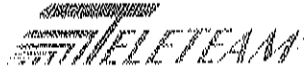
The system architecture benefits users in that the system is not limited to a set of features or the number of users or extensions. There are new features and developments that are introduced constantly. The system itself is modular in its construction. Features are added and removed as modules. Each 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 one 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.

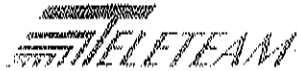


## **SECTION 2**

***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

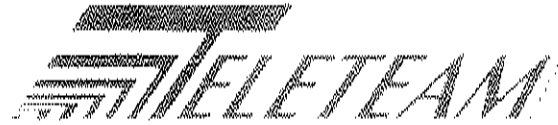
2 Brookside W  
Hooksett, NH 03106  
Ryan Siggins  
603-627-2706; rsiggins@langdoor.com

### K.S. Partners LLC

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

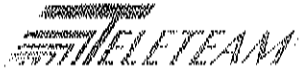
### Rosatone & Bell

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 6<sup>th</sup>, 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



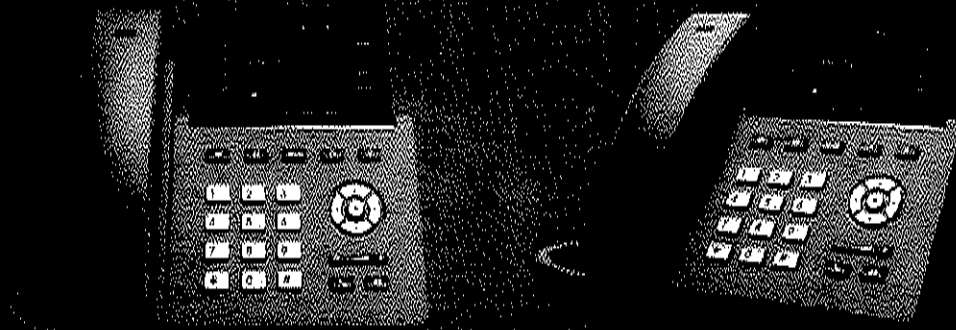






GRANDSTREAM

CONNECTING THE WORLD



# 8-Line Professional Carrier-Grade IP Phone

GRP2624



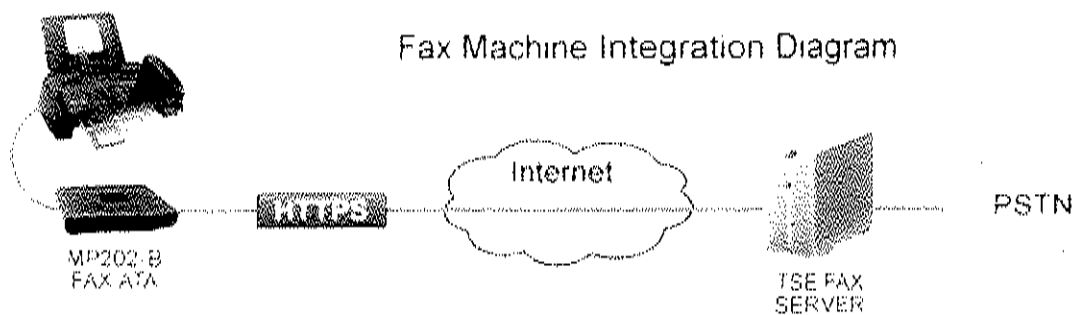


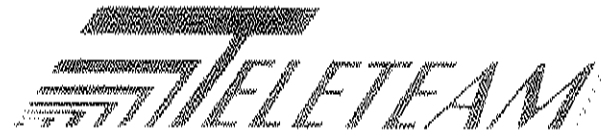
## TSE Unified Fax Service (optional)

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)	Time Conditions	ISDN	<a href="#">Call Forwarding</a>
Call Queues	TTS (Text to Speech)	GSM	<a href="#">Call Forward No Answer</a>
Announcements	Unlimited Extensions	<b>Supported Voice Codecs</b>	<a href="#">Call Forward Busy</a>
Auto Attendee/IVR	Unlimited IVR ports	adpcm	<a href="#">Call Forward No Answer</a>
Automatic Backup	Unlimited VM	g711 alaw	<a href="#">Call Forward No Answer</a>
Blacklist	Unlimited VM Messages	g711 ulaw	<a href="#">Call Forward No Answer</a>
Bulk Import Utilities	User Control Panel	g719	<a href="#">Call Forward No Answer</a>
Busy Lamp Field (BLF) Support	Video Calling/VMS	g722	<a href="#">Call Forward No Answer</a>
Call Detail Reporting	Locator Voicemail	g723	<a href="#">Call Forward No Answer</a>
Call Flow Control	Voicemail to Email	g726	<a href="#">Call Forward No Answer</a>
Call Forwarding	Wake Up Calls	g726a2	<a href="#">Call Forward No Answer</a>
Call Monitoring	Web Based Administration GUI	<a href="#">g729</a>	<a href="#">Call Forward No Answer</a>
Call Parking		<a href="#">g729</a>	<a href="#">Call Forward No Answer</a>
Call Recording	<b>User Control Panel Features</b>	gsm	<a href="#">Call Forward No Answer</a>
Call Screening	<a href="#">Call Forward</a>	hbc	<a href="#">Call Forward No Answer</a>
Call Spy	<a href="#">Call History</a>	lpc10	<a href="#">Call Forward No Answer</a>
Call Transfer	<a href="#">Call Origination</a>	gsm14	<a href="#">Call Forward No Answer</a>
Callback Services	<a href="#">Call Waiting</a>	gsm7	<a href="#">Call Forward No Answer</a>
Caller ID	<a href="#">Call Transfer to Extension</a>	slin	<a href="#">Call Forward No Answer</a>
Camp On	<a href="#">Call Transfer to Extension</a>	slin12	<a href="#">Call Forward No Answer</a>
Centralized User Management	<a href="#">Do Not Disturb</a>	slin16	<a href="#">Call Forward No Answer</a>
Company Directory	<a href="#">Call Transfer</a>	slin192	<a href="#">Call Forward No Answer</a>
Conference Rooms	<a href="#">Follow Me</a>	gsm24	<a href="#">Call Forward No Answer</a>
Customized Voice Prompts		slin32	<a href="#">Call Forward No Answer</a>
Dictation	<a href="#">Presence</a>	slin44	<a href="#">Call Forward No Answer</a>
Direct Inward System Access (DISA)	<a href="#">RIS Feeds</a>	slin48	<a href="#">Call Forward No Answer</a>
Do Not Disturb	<a href="#">Settings</a>	slin96	<a href="#">Call Forward No Answer</a>
Extensions Management	<a href="#">Visual Voicemail</a>	speex	<a href="#">Call Forward No Answer</a>
Fail2Ban	<a href="#">Voicemail</a>	speex16	<a href="#">Call Forward No Answer</a>
Fax To Email	<a href="#">Voicemail Greetings Management</a>	speex32	<a href="#">Call Forward No Answer</a>
Feature Codes	<a href="#">WebRTC Phone</a>	textlaw	<a href="#">Call Forward No Answer</a>
Follow Me	<a href="#">WebRTC Phone</a>	<b>Supported Video Codecs</b>	<a href="#">Call Forward No Answer</a>
Graphical Reports	<b>Language Support</b>	h264	<a href="#">Call Forward No Answer</a>
Hunt/ Ring Groups	English	h263p	<a href="#">Call Forward No Answer</a>
Integrated Faxing	Bulgarian	h263	<a href="#">Call Forward No Answer</a>
Multiple Language Support	Chinese	h261	<a href="#">Call Forward No Answer</a>
Multiple Offices	French	<b>Specialty Device Support</b>	<a href="#">Call Forward No Answer</a>
Multiple Trunks	German	Dong Phones	<a href="#">Call Forward No Answer</a>
Music on Hold	Hebrew	Follower Devices	<a href="#">Call Forward No Answer</a>
Operator Panel	Hungarian	Overhead Paging	<a href="#">Call Forward No Answer</a>
Outbound/Inbound Routes Management	Italian	Paging Gateways	<a href="#">Call Forward No Answer</a>
Paging and Intercom	Japanese	SBC Support	<a href="#">Call Forward No Answer</a>
Phone Directory	Portuguese	Strobe Alerts	<a href="#">Call Forward No Answer</a>
PINSets	Russian	Video Conferencing MCU	<a href="#">Call Forward No Answer</a>
Remote Users	Spanish	Voice Gateways	<a href="#">Call Forward No Answer</a>
SIP Open Standards	Swedish	<b>Commercial Modules</b>	<a href="#">Call Forward No Answer</a>
Soft Phone Support	<b>Supported Signaling Protocols</b>	<a href="#">Appointment Reminders</a>	<a href="#">Call Forward No Answer</a>
Speed Dials	SIP	<a href="#">Announcements</a>	<a href="#">Call Forward No Answer</a>
SRTP	IAX2	<a href="#">Call Log Management</a>	<a href="#">Call Forward No Answer</a>
System Status Dashboards	PRUIBET	<a href="#">Call Recording Review</a>	<a href="#">Call Forward No Answer</a>
Three Way Calling	POES/Analog		<a href="#">Call Forward No Answer</a>





## **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

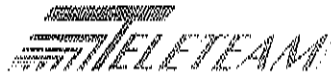
Total \$ 100.00 in 15-minute increments

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



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

# Sales Quote

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
MIKROTK	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
<b>Total</b>				<b>\$28,424.00</b>



# 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 ADDRESS: donna@wizinsurance.com FAX (A/C, No): (603) 668-8413
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 D: Allmerica Financial Benefit 41840 INSURER C: Hanover Insurance 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	ADDC INSR	SUBR WVD	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 GENL AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJ.JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER			01VD132478	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 <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			ANVB312490-06	12/28/2022	12/28/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist combined single \$ 1,000,000
	UMBRELLA LIAB EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						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	N/A	Gov State MA & NH WRVD13247405	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/DMP

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# TAXPAYER'S RSA 76:16 ABATEMENT APPLICATION TO MUNICIPALITY

TAX YEAR APPEALED 2023

## INSTRUCTIONS

1. Complete the application by typing or printing legibly in ink. **This application does not stay the collection of taxes; taxes should be paid as assessed. If an abatement is granted, a refund with interest will be made.**
2. File this application with the municipality by the deadline (see below). Date of filing is the date this form is either hand delivered to the municipality, postmarked by the post office, or received by an overnight delivery service.

**DEADLINES:** The "notice of tax" means the date the board of tax and land appeals (BTLA) determines the last tax bill was sent by the municipality. (If your municipality bills twice annually, you must apply after the bill that establishes your final tax liability and not before.)

**Step One:** Taxpayer must file the abatement application with the municipality by March 1 following the notice of tax.

**Step Two:** Municipality has until July 1 following the notice of tax to grant or deny the abatement application.

**Step Three:** Taxpayer may file an appeal either at the BTLA (RSA 76:16-a) or in the superior court (RSA 76:17), but not both. An appeal must be filed:

- 1) no earlier than: a) after receiving the municipality's decision on the abatement application; or b) July 1 following the notice of tax if the municipality has not responded to the abatement application; and
- 2) no later than September 1 following the notice of tax.

**EXCEPTION:** If your municipality's final tax bill was sent out after December 31 (as determined by the BTLA), the above deadlines are modified as follows (RSA 76:1-a; RSA 76:16-d, H):

**Step One:** 2 months after notice of tax;

**Step Two:** 6 months after notice of tax; and

**Step Three:** 8 months after notice of tax.

## FORM COMPLETION GUIDELINES:

1. **SECTION E.** Municipalities may abate taxes "for good cause shown." RSA 76:16. Good cause is generally established by showing an error in the assessment calculation or a disproportionate assessment. Good cause can also be established by showing poverty and inability to pay the tax.
2. **SECTION G.** If the abatement application is based on disproportionate assessment, the taxpayer has the burden to show how the assessment was disproportionate. To carry this burden the taxpayer must show: a) what the property was worth (market value) on the assessment date; and b) the property's "equalized assessment" exceeded the property's market value. To calculate the equalized assessment, simply divide the assessment by the municipality's equalization ratio (assessment ÷ ratio). Because a property's market value is a crucial issue, taxpayers must have an opinion of the market value estimate. This value estimate can be shown by obtaining an appraisal or presenting sales of comparable properties.
3. **SECTION H.** The applicant(s) must sign the application even if a representative (e.g. Tax Representative, Attorney, or other Advocate) completes Section I.
4. Make a copy of this document for your own records.

FOR MUNICIPALITY USE ONLY:
Town File No.: _____
Taxpayer Name: _____

**RSA 76:16 ABATEMENT APPLICATION TO MUNICIPALITY**

**SECTION A. Party(ies) Applying (Owner(s)/Taxpayer(s))**

Name(s): New Sunset Realty LLC

Mailing Address: 73 McIntosh Lane, Bedford, NH 03110

Telephone Nos.: (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_ (Work) \_\_\_\_\_ (Email) \_\_\_\_\_

Note: If an abatement is granted and taxes have been paid, interest on the abatement shall be paid in accordance with RSA 76:17-a. Any interest paid to the applicant must be reported by the municipality to the United States Internal Revenue Service, in accordance with federal law. Prior to the payment of an abatement with interest, the taxpayer shall provide the municipality with the applicant's social security number or federal tax identification number. Municipalities shall treat the social security or federal tax identification information as confidential and exempt from a public information request under RSA 91-A.

**SECTION B. Party's(ies)' Representative if other than Person(s) Applying (Also Complete Section A)**

Name(s): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Nos.: (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_ (Work) \_\_\_\_\_ (Email) \_\_\_\_\_

**SECTION C. Property(ies) for which Abatement is Sought**

List the tax map and lot number, the actual street address and town of each property for which abatement is sought, a brief description of the parcel, and the assessment.

<u>Town Parcel ID#</u>	<u>Street Address/Town</u>	<u>Description</u>	<u>Assessment</u>
022/000/009	Old Manchester Rd	Land	2,244,743

**SECTION D. Other Property(ies)**

List other property(ies) in the municipality owned in the same name(s), even if abatements for the other property(ies) have not been sought. The taxpayer's entire real property estate must be considered in determining whether the appealed property(ies) is (are) disproportionately assessed.

<u>Town Parcel ID#</u>	<u>Street Address/Town</u>	<u>Description</u>	<u>Assessment</u>

**SECTION E. Reasons for Abatement Application**

RSA 76:16 provides that an abatement may be granted for "good cause shown." "Good cause" generally means: 1) establishing an assessment is disproportionate to market value and the municipality's level of assessment; or 2) establishing poverty and inability to pay the tax. This form can be utilized for either basis of requesting an abatement. The taxpayer has the burden to prove good cause for an abatement.

- 1) If claiming disproportionality, state with specificity all the reasons supporting your application. Statements such as "taxes too high," "disproportionately assessed" or "assessment exceeds market value" are insufficient. Generally, specificity requires the taxpayer to present material on the following (all may not apply):
  1. physical data – incorrect description or measurement of property;
  2. market data – the property's market value on the April 1 assessment date, supported by comparable sales or a professional opinion of value; and/or
  3. level of assessment – the property's assessment is disproportionate by comparing the property's market value and the town-wide level of assessment.

Note: If you have an appraisal or other documentation, please submit it with this application.

- 2) If claiming poverty or inability to pay, state in detail why abatement of taxes is appropriate as opposed to some other relief such as relocating, refinancing or obtaining some alternative public assistance. Ansara v. City of Nashua, 118 N.H. 879 (1978).

(Attach additional sheets if needed.)

SEE ATTACHED AGREEMENT

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**SECTION F. Taxpayer's(s)' Opinion of Market Value**

State your opinion of the market value of the property(ies) appealed as of April 1 of the year under appeal.

Town Parcel ID# \_\_\_\_\_ Appeal Year Market Value \$ \_\_\_\_\_

Town Parcel ID# \_\_\_\_\_ Appeal Year Market Value \$ \_\_\_\_\_

Explain the basis for your value opinion(s). (Attach additional sheets if necessary.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION G. Sales, Rental and/or Assessment Comparisons**

List the properties you are relying upon to show overassessment of your property(ies). If you are appealing an income producing property, list the comparable rental properties and their rents. (Attach additional sheets if needed.)

Town Parcel ID#	Street Address	Sale Price/Date of Sale	Rents	Assessment
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION H. Certification by Party(ies) Applying**

Pursuant to BTLA Tax 203.02(d), the applicant(s) **MUST** sign the application. By signing below, the Party(ies) applying certifies (certify) and swear(s) under the penalties of RSA ch. 641 the application has a good faith basis, and the facts stated are true to the best of my/our knowledge.

Date: 02-06-2024

E. ElChalfoun  
(Signature)

Elie ElChalfoun, Manager, New Sunset Realty LLC

\_\_\_\_\_  
(Signature)



**SECTION I. Certification and Appearance by Representative (If Other Than Party(ies) Applying)**

By signing below, the representative of the Party(ies) applying certifies and swears under penalties of RSA ch. 641:

1. all certifications in Section II are true;
2. the Party(ies) applying has (have) authorized this representation and has (have) signed this application; and
3. a copy of this form was sent to the Party(ies) applying.

Date: \_\_\_\_\_  
\_\_\_\_\_  
(Representative's Signature)

**SECTION J. Disposition of Application\* (For Use by Selectmen/Assessor)**

\*RSA 76:16, II states: the municipality "shall review the application and shall grant or deny the application in writing by July 1 after notice of tax date . . . ."

Abatement Request: GRANTED \_\_\_\_\_ Revised Assessment: \$ \_\_\_\_\_ DENIED \_\_\_\_\_

Remarks:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
(Selectmen/Assessor Signature)

\_\_\_\_\_  
(Selectmen/Assessor Signature)

\_\_\_\_\_  
(Selectmen/Assessor Signature)

\_\_\_\_\_  
(Selectmen/Assessor Signature)

## Settlement Agreement

This Settlement Agreement is entered this 12<sup>th</sup> day of January, 2021, by and between the Town of Raymond, New Hampshire ("Town") and Granite Meadows, LLC, a New Hampshire limited liability company ("GM").

Whereas, GM is the owner of a parcel of property in the Town identified as Tax Map 22, Lot 9.

Whereas, the Town and GM are parties to a certain Memorandum of Understanding dated October 28, 2005; and to a certain First Amendment to Memorandum of Understanding dated June 2006 (collectively, the "MOUs");

Whereas, the MOUs entitle GM to reimbursement of funds advanced to the Town to determine the feasibility of a municipal wastewater treatment plant;

Whereas, a dispute has arisen between the parties relative to the mechanism and process for reimbursement;

Whereas, in settlement of threatened litigation, the parties have reached an agreement to liquidate the debt as stated herein.

Now therefore, for consideration received, the parties agree as follows:

1. The Town agrees to abate GM's, its successors and assigns' real estate taxes pertaining exclusively to Tax Map 22, Lot 9 over 5 years in the total amount of \$100,000 as follows. GM, its successors and assigns shall file, on or before March 1, 2021, and prior to March 1 in each of the following four (4) years hereafter until March 1, 2025, an abatement application or applications with the Town's Board of Selectmen. The application or applications shall request an abatement in the cumulative amount of \$20,000 of taxes otherwise due and payable each year, which the Town's Board of Selectmen shall grant upon presentment. Said Abatements are limited to the property identified as Tax map 22, lot 9, as the same may be hereafter subdivided, and in such case of any subdivision any abatements received shall not exceed the tax amount due on any subdivided parcel.
2. The parties agree that this Settlement Agreement shall be considered settlement of threatened litigation and confidential, subject, however, to NH RSA 91-A:4, VI.
3. This Settlement Agreement shall be the entire agreement between the parties and replaces all prior oral or written agreements. The \$100,000 payment resolves all claims for payment under the MOUs and GM hereby releases the Town from any further claim for any payments, costs, or interest due under the MOUs.
4. This Settlement Agreement shall run with the land and may be assigned by GM for the benefit of GM or its successors and assigns, provided the total abatement in any given tax year shall not exceed the actual taxes paid or \$20,000, whichever is lower.
5. This Settlement Agreement shall be governed by New Hampshire law, with any dispute arising hereunder litigated in the Rockingham County Superior Court.

6. This Settlement Agreement is conditional upon ratification by the Board of Selectmen

Witnesseth, the parties hereto set their hands as of the first date written above.

Granite Meadow, LLC

By: \_\_\_\_\_

Henry K. Hyder, III  
Member

Town of Raymond, NH

By: \_\_\_\_\_

Joseph Hisley  
Town Manager

Ratified and Approved by:

Board of Selectmen, Town of Raymond

Date: \_\_\_\_\_

7/5/21

\_\_\_\_\_  
Selectmen

Date: \_\_\_\_\_

2/3/21

\_\_\_\_\_  
Selectmen

Date: \_\_\_\_\_

2/3/21

\_\_\_\_\_  
Selectmen

Date: \_\_\_\_\_

2/3/21

\_\_\_\_\_  
Selectmen

Date: \_\_\_\_\_

2/3/21

\_\_\_\_\_  
Selectmen

**BOARD OF SELECTMEN**

**DRAFT Minutes 2/5/2024** Public Meeting

45 Harriman Hill Road Raymond, NH 03077

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**Board of Selectmen Present:**

Scott Campbell – Chairman  
Patricia Bridgeo-Vice Chair  
Dawn Merryman – Member  
Doug Vogel – Member  
Anthony Clements – Member

Ken Robichaud – Town Manager

**Meeting Call to Order:** 6:00 Scott Campbell called the meeting to order. All BOS Board Members Present

**Pledge of Allegiance: All Stood**

**Moment of Silence:**

Ernest Menard  
Carol Kinder Drake

Telephone Company

**Scott Campbell recused himself as he has a relative that works for Telephone Company presenting.**

02:00 Telephone Network Technologies per Agenda

See RCTV for Full Video

[Raymond Community TV \(castus.tv\)](http://RaymondCommunityTV.com/castus.tv)

**25:00 General** discussions about the Town Deliberative and general goings on, discussed future citizens petitions and public come in to BOS to discuss early to help.

**38:00 Doug Vogel** announced the Meet the Candidates Night on Tuesday, February 20<sup>th</sup> Raymond High School.

**40:00** Tony Clements talked and thanked the Recreation Department snowboarding club trip – it was a great trip and look forward to the next trip!

**42:00** Discussed Organization Charts and getting them updated. Would like to discuss with committees getting all updates, consistent, etc. RSA refence, policy manual, etc. Also discussed linking School and Town websites, calendars. Discussion on potholes and bridge painting.

Approval of Minutes

**40:00 MOTION:** Patrica Bridgeo to make a Motion to accept 1/8/24 Minutes as amended. Seconded by Doug Vogel.

**Roll Call Vote:**

Scott Campbell	-	Aye
Patricia Bridgeo	-	Aye
Doug Vogel	-	Aye
Anthony Clements	-	Aye
Dawn Merryman	-	Aye

**Motion Carried 5-0**

**51:00 MOTION:** Rani Merryman to make a Motion to accept 1/9/24 Minutes as amended. Seconded by Patricia Bridgeo.

**Roll Call Vote:**

Scott Campbell	-	Aye
Patricia Bridgeo	-	Aye
Doug Vogel	-	Aye
Anthony Clements	-	Aye
Dawn Merryman	-	Aye

**Motion Carried 5-0**

**54:00 MOTION:** Doug Vogel to make a Motion to accept 1/22/24. Seconded by Patricia Bridgeo.

**Roll Call Vote:**

Scott Campbell	-	Aye
Patricia Bridgeo	-	Aye
Doug Vogel	-	Aye
Anthony Clements	-	Aye
Dawn Merryman	-	Aye

**Motion Carried 5-0**

**54:12 Discussed Sealed Minutes (Sealed on Agenda – Tables – will pull RSA**

**7:00 Non-Public RSA 91-A:3 (L, C) Doug Vogel Motion to enter Non-Public, only coming out to adjourn.**

**Roll Call Vote:**

Scott Campbell	-	Aye
Patricia Bridgeo	-	Aye
Doug Vogel	-	Aye
Anthony Clements	-	Aye
Dawn Merryman	-	Aye

**Motion Carried 5-0**

**NON-PUBLIC:**

**Returned to Public Meeting at**

**Motion to leave nonpublic session** and return to public by

, seconded by

**Vote of 5/5 to leave nonpublic session: Motion:** Passed

*until, in the opinion of a majority of members, the aforesaid circumstances no longer apply.*

**Motion made to seal these minutes.** If so, motion made by Doug Vogel seconded by Patricia Bridgeo, because it is determined that divulgence of this information likely would,

Affect adversely the reputation of any person other than a member of this board.

Render a proposed action ineffective

Pertains to preparation or carrying out of actions regarding terrorism.

Other: *(please state)* \_\_\_\_\_

**Vote of 2/3 to seal minutes: Motion:** Passed

**Date to Unseal Minutes** *(please specify date)*

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**Minutes taken (2.8.24)**

Denise E. Ardolino  
Executive Administrative Assistant  
Town Manager and Board of Selectmen  
Town of Raymond

DRAFT

"ONCE A  
YELLOW JACKET  
ALWAYS A  
YELLOW JACKET"



IN LOVING MEMORY OF SEAN MACDONALD