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Waterville Estates Village District

February 8, 2023 Commissioners Meeting DRAFT Minutes

Approved as amended on February 21, 2023.

Attendees: Commissioners Maureen Patti and Gerry Panuczak. General Manager Ron Beard, Assistant General Manager Judy Kinney, Water Department Administrator Allison Smith.

Attendees via Zoom: Keith Barns, William Mitchell, Tanya Moses, Katie Lavelle, Beth Ellinwood, Lin, Nancy Seward, and other unidentified call-in users.

Call to order: Commission Chair Patti called the meeting to order at 6:00 PM.

Pledge of Allegiance: The meeting began with the Pledge of Allegiance.

Roll Call of Commissioners: Ms. Patti, Mr. Panuczak, and Mr. Spinney were present in person.

Approval of the Agenda:
Ms. Patti requested to add item *10.D Proposal from Certified Computer Solutions Inc*. and take the Agenda out of order by beginning with that item as well. *Ms. Patti made a motion to add item 10.D Proposal from Certified Computer Solutions Inc. and take the Agenda out of order by beginning with that item. Mr. Spinney duly seconded and motion carried with a 3:0 roll call vote: Ms. Patti – aye, Mr. Panuczak – aye, Mr. Spinney – aye.*

GENERAL CALENDAR ITEMS

d. Proposal from Certified Computer Solutions Inc.

Mr. Beard said provided a brief background of the issue which was related to computer and IT related problems that the District has been dealing with and that he noticed when he started working as GM. He reached out the Certified Computer Solutions Inc., which he worked with in his previous role and asked if they would take the District on as another client for IT services. He said that the proposal submitted by Certified Computer Solutions Inc. is in the packet and that Katie Lavelle who is the representative of the company is attending via Zoom. Ms. Patti invited Ms. Lavelle to speak about the proposal.

Ms. Lavelle spoke about the company which has been in business for over 30 years and said that about 85 percent of the clients they serve are municipalities and quite a few are in the same area as the District. She then spoke about vulnerabilities and inconsistencies that she found with the District network and the contract options that are offered through the company. One option is the standard that includes the regular monitoring, maintenance and upgrades, whereas the second

option allows for replacement of workstations every five years and seems to be preferred by many municipal clients. Ms. Lavelle also said that there is an option offered to include cybersecurity package which is recommended by Homeland Security and Primex. She said that one suggestion she made is to get fiber internet to improve speeds especially in the summertime when the community members are using the pool and the District seems to have an issue with internet.
Ms. Lavelle then answered a number of technical questions from the Commission explaining what multiple internet access points means and how to fix that, and whether there will be a need for more funds, besides what is already listed in the proposal, to accomplish that. She said that it will all depend on the site survey and whether the existing equipment can handle the improvements or not, and if the latter is the case, she will be able to tell the Commission what the associated costs will be after she figures it out.
Ms. Kinney said that the ski lodge also experienced issues with bandwidth to a point where public access had to be shut off and there had to be a separate private access added to allow for the District operations like running the POS, Point of Sale, system.
Ms. Lavelle said that it is always a good practice to keep the public access separate from the private District network.
Ms. Kinney spoke about the proposed total care and cybersecurity package and how it will be beneficial to the District operations not only making the network more reliable, consistent, safe but also saving a lot of staff time which is currently spent on trying to deal with various systems issues by staff themselves.
Ms. Kinney and Mr. Beard then identified the budget line items that would cover IT services, and Ms. Patti brought up the actual amounts spent under these line items to try to figure out whether there will be savings in outsourcing the IT services. Ms. Patti asked Ms. Lavelle where she got the numbers that she provided in the quote and Ms. Lavelle said that it was based on the information provided by Mr. Beard on what is there currently and what is needed to be acquired (3 laptops).
Commissioners asked Ms. Lavelle some clarifying questions about the number of workstations shown in the contract, the replacement schedule, the rationale for replacing workstations every five years, the ownership of workstations/laptops under the agreement, etc. Ms. Lavelle explained that five years is the industry standard having to do with hardware issues and technology advances. She also said that under the contract the equipment will be amortized over the five years (hence a five year contract) and technically the assets will be leased by the District and paid off withing five years.
Mr. Panuczak summed up the cost of the Total Care proposal ($22,056 per year) with the Cybersecurity Package ($4,450 per year), which came up to the total of $26,506 per year and compared it to the last year spending of $27,401 by the District on computer related expenses, which excludes equipment purchases made last year. Mr. Beard and Ms. Kinney specified that with the server room expansion equipment the total spent would be around $74,000 in 2022.

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A question arose about whether the Ski Lodge equipment was included in the quoted equipment to be serviced and Ms. Lavelle said that she did not believe that the Lodge tablets are included but she would need to double check.

Mr. Panuczak asked Ms. Lavelle if there were any significant cybersecurity incidents in her experience and how much they cost and she responded that one major recent one took several weeks to clean up and cost about $11,000 which was covered by Primex as they provide cybersecurity insurance. Mr. Beard added that Primex would cover it only if the municipality is doing its due diligence protection wise.

Ms. Patti asked Ms. Lavelle about the password management and G-suite backup features mentioned in the proposal. Ms. Lavelle explained how that feature works and why storing passwords in a secure virtual vault is a much safer option along with replacing them properly. As for G-suite backup feature, Ms. Lavelle said that it is a pretty inexpensive per user monthly fee that helps protect all the information stored in the Cloud.

Members tried to estimate how many users there are so that they could have an idea of what these two features will add to what has already been quoted.

There were additional questions to Ms. Lavelle about administrative tasks associated with using G-suite, submitting tickets to the company and how that would work and the response time.

Commissioners thanked Ms. Lavelle for answering their questions and went into a discussion on how to proceed.

Mr. Panuczak made a motion to seek a contract from CCS Inc. which will delineate a more definitive cost structure for the District's computer services and go to the contract phase seeking a contract which will delineate a more definitive cost structure based on the total number of workstations provided by the District. Mr. Spinney duly seconded. Motion carried with a 3:0 roll call vote: Ms. Patti – aye, Mr. Panuczak – aye, Mr. Spinney – aye.

Approval of Minutes

a. January 25, 2023

Ms. Patti made a motion to adopt the 01/25/2023 meeting minutes according to the list of 26 changes she prepared and that were in the meeting handout as the official minutes. Mr. Panuczak duly seconded. Motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

Ms. Patti made a motion to make the amended 01/25/2023 meeting minutes the official minutes. Mr. Panuczak duly seconded. Motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

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Treasurer's Report.
Ms. Patti noted that the Treasurer's Report dated 02/08/2023 was in the meeting handout. Mr. Panuczak asked whether the Rec Fund amount was just a cumulative total at this point clarifying that he meant that the year-end adjustment given the new RMA has not been made yet. Ms. Kinney answered in the affirmative
Mr. Panuczak made a motion to accept the Treasurer's Report of 02/08/2023. Ms. Patti duly seconded. Motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

General Manager's Report
Mr. Beard spoke about the following:

1. The Community Center did well in the cold weather snap earlier this month. Mr. Beard said that adjusting the heating system for it to work more consistently by balancing the heat zones worked well and resulting in a more efficient operation of the four boilers and the building better heated throughout. He noted that only two pipes froze but nothing was broken.
4. Mr. Beard performed a test to see the effect of heating the indoor oval pool on the four boilers and he was amazed to see the impact it had on all four boilers. There was discussion on the demand that heating pools puts on the boilers as well as the associated costs and a possibility of supplementing it with solar heat for the pools.
2. Mr. Pelchat and Mr. Oldmixon did lift evacuation training on 02/05/2023. While the training was in progress, Mr. Beard was able to move the snow from the parking lot at the mountain to the bottom of the bunny hill, which Mr. Oldmixon later used to dress up the rope line of part of the slope so that it could open this weekend. Mr. Beard said that he would also like to test the snowmaking machine and its effect on the water system this Saturday as this seems to be the only cold window available so far and Mr. Spinney added that Saturday is the highest water usage time as well so that would be a good time to see how snowmaking may affect the water system.
3. The water system did not have any issues during the cold snap.

Ms. Patti made a motion to accept and adopt the GM Report. Mr. Spinney seconded the motion. Motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

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Committee / Board Reports

a. Planning Board & b. Water & Roads
Mr. Panuczak said that the Planning Board is meeting on 02/09/2023 at 4 PM and Water & Roads Committee is meeting on 02/16/2023 at 9 AM.

c. Outdoor Courts
Mr. Spinney said that Outdoor Courts Committee will start meeting in March.

d. ADA Accessibility
Ms. Patti said that the Committee has not met recently but noted that all the outstanding work of the committee in 2022 and all the plans for 2023 will be listed in the Annual Report.

e. Budget Advisory Committee
Mr. Spinney provided an update for the BAC and the progress they are making in working out the budget to present to the Commission. He went over some line items that had been cut to make the budget more realistic and noted that even though the District does need to catch up in deferred maintenance, it is probably not the year to do so, given the economy and increasing costs for many things.
Ms. Patti noted that the current discussion overlaps with the item 10.c of the Agenda and asked Mr. Spinney and Mr. Beard if they would like to make this current version of the budget (#60) as an official amendment to this meeting packet and minutes. Both gentlemen agreed.
Ms. Patti made a motion to make the four documents under the Proposed Budget Version 60 as an official attachment to this meeting minutes. Mr. Spinney seconded the motion. Motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

f. Records
Ms. Patti said that there have been no meetings of the Records Committee as they are waiting on creating the naming convention for record keeping for the District and the project for scanning the large plot plans and other oversized documents is still in the works.

CONSENT CALENDAR

a. Manifests
Ms. Patti made a motion to approve the manifests. Motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

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GENERAL CALENDAR ITEMS

a. 2022 Water Department Surplus = $126,048 for water system only, how to apply? & c. Discussion re: BAC working budget shortfalls

Ms. Patti noted that the Commission received from Allison Smith, the Water Department Administrator, a three-page breakdown regarding the rates as it would relate to Proposed Budget Version 60. Ms. Patti then asked Ms. Smith to recount how the District ended up with a surplus of a $126 000. Ms. Patti also added that the money in the Water Department account can only be used for Water Department expenditures, so when there is a surplus, it is not lost at the end of the fiscal year and can be used at a future date.

Ms. Smith then provided an explanation and a recap of what the $126,000 surplus in the Water Department could be attributed to. Ms. Smith also went over the issues with the billing system and water rate calculations that she had been uncovering and trying to straighten out since she started working in the Water Department that may have also contributed to the surplus. Ms. Smith said that the surplus is $118,000 of the $126,000 is remaining once you take into account the income that is earmarked for expenses like credit card and lien processing fees as well as meter income.

"Discussion ensued about: (1) the previous Commission meeting where the members discussed the possibility of applying the surplus to purchase water meters for the community and whether this was an option; (2) the District's application for $2.1 million in water system grants Drinking Water State Revolving Fund and all 3 projects were ranked in the top 100 of all applications and the continued Water & Roads Committee, strategic plan, and licensed water operator work (Mr. Steve Baert) can help the next water system application receive an even higher ranking, and (3) the latest application for a leak detection grant seeks to cover the remaining District roads (instead of 3 miles at a time) and the water department needs funds to make repairs of leaks which are discovered. The system is in constant need of repairs (as leaks keep coming up) and having a reserve on hand would be very helpful especially if the grant application for the remaining District roads is successful.

Mr. Panuczak said that according to his math there is about $90,000 that are available for the Water Department (given the $34,000 dollar reduction of the Water Budget according to the Proposed Budget version 60 and the $124,000 surplus). He added that sitting on this money is not how municipal finances work and that it should either be spent down or there should be projects earmarked for this amount.

Ms. Smith then went over the May 2023 billing and how applying the surplus would affect the future collection and water rate calculations and saying that $24,000 from the surplus could be applied to offset the water rate structure if the Commission decides to use Budget version #60.

Mr. Panuczak noted that in this case the surplus is only $66,000 which is roughly 10 percent of the budget and is rather reasonable number.

Mr. Spinney spoke about ways to finance the water system operations and big projects, with the latter needing to be spread out and paid over several years to ease the burden on the system users.

Ms. Patti made a motion that in the event the budget that the commission presents is adopted there will be the total to be collected of $529,957.44 and that the Commission will dedicate the amount of $ 24,000 from the Water Department 2022 surplus to offset the 2023 Water Department budget. Mr. Panuczak seconded the motion. Motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.
Ms. Patti also clarified that the amount of the surplus is actually a little over $118,000 as opposed to the $126,048 shown on the agenda since some of that show amount is actually already dedicated to things like meters and other expenses.

b. Appointment to the Planning Board and Water & Roads advisory committee.

Ms. Patti provided a brief background of the legal requirement to have a quorum physically present in the room for any public body meeting to allow any other members to participate remotely. Public Bodies include advisory committees, the Planning Board as well the Commission. Historically, public bodies could only meet in the locations announced to the community. When Covid struck, the Governor and later NH State Representatives changed the law to loosen up remote meeting attendance by members of public bodies. As it stands now, at the physical location for each public body meeting there must be a quorum (simple majority) of the committee/Planning Board/Commissioners present in order for some members to attend remotely. Remote participation has to be justified by a reason that makes it not reasonably practical to participate in person.
Mr. Panuczak brough up the example of the Profitability Committee where there are three members who live locally and two who are remote, which makes meetings possible as three is a quorum. He then said that there were more people interested in becoming members after a call for volunteers by a WEA Board members, however they are all remote only. Adding them to the roster will tip the balance and the quorum requirement will not be met, thus making any future meeting impossible.
Ms. Patti said that given those constraints, she thought that the committee chairs should be given some time to figure out the situation of those who expressed interest and whether this will affect the quorum requirements for their respective committees; therefore, she suggested to defer any new appointments until after this is done. Mr. Spinney added that if people are interested in certain committees they should participate and get informed about what that committee does even if they are not members yet.
Nancy Seward on Zoom asked a question about non-residents being able to participate too. Ms. Patti said that in her conversation with Ms. Seward she forgot to volunteer the information about the quorum requirement at the physical location for each meeting.
Ms. Patti then repeated her suggestion to defer this discussion to the meeting on 02/21 giving the committee chairs time to work through their respective committee numbers and quorum requirements

to figure out what they can allow for committee membership number. Mr. Spinney and Mr. Panuczak agreed to table to the February 21st meeting.
Ms. Patti made a motion to make the CCS Inc. Proposal as an official attachment to this meeting minutes. Mr. Spinney seconded the motion. Motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

Public comment period
There were no public members willing to address the Commission, no phone calls, emails, or anyone on Zoom and the public comment period was closed.

Non-Public Session
Ms. Patti motioned to enter non-public session for the purposes described in RSA 91-A:3, II (a), (c), and (l). Mr. Panuczak duly seconded and the motion passed at 7:42 PM by a carried by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

Non-public session was entered at 7:50 PM, Commissioners Patti, Panuczak, and Spinney were present in person as well as the GM Ron Beard, AGM Judy Kinney.

Resumption of Public Session
Mr. Spinney motioned to exit non-public session at 8:16 PM, Ms. Patti duly seconded and the motion passed by a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

Public session was entered at 8:16 PM. Commissioners Patti, Panuczak, and Spinney were present in person.

The nonpublic session minutes were sealed by a motion from Mr. Panuczak, a second by Mr. Spinney, as divulgence of the minutes would adversely affect the reputation of someone other than a Commissioner and render proposed action ineffective. The motion passed with a 3:0 roll call vote: Ms. Patti – aye, Mr. Spinney – aye, Mr. Panuczak – aye.

Adjournment: *Mr. Panuczak made a motion to adjourn the meeting, Mr. Spinney duly seconded. Motion passed with a unanimous roll call vote.*

Meeting adjourned at 8:18 PM.

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Prepared by Alvina Snegach

2023 PROPOSED BUDGET FOR THE WATERVILLE ESTATES WATER DEPARTMENT

Water Department Budget Expense Account	Annual 2022 Year Budget	2022 Actuals as of 12/30/2022	Variance to annual budget	Per 2023 Budget
WATER DEPARTMENT INCOME				
3914W. Water Rate	449,581	589,260	247,432	529,957
3503.1. Interest	1	19	13	12
3301. Credit Card Processing Fee	321	0	-321	0
3401. Finance Charges	438	7,868	6,599	500
Grant procedes	50,000	0	-50,000	0
3503 Misc Income		1,020		0
3503.2 Disconnect		9,925		4,000
Conection Fees				6,000
3401.1. Contribution from General Fund			0	
3409 Meter Income	20,000	7,272	-12,728	40,000
Gross Income	***520,341***	***615,364***	***95,023***	***580,469***
WATER DEPARTMENT EXPENSES				
Debt Service				
4711 Backhoe Principle	20,000	20,000	0	0
4721 Bond Interest	1,500	1,500	0	0
Sub-Total Debt Service	***21,500***	***21,500***	***0***	**0**
4300 · WATER DIST & TREATMENT				
4331.1 Wages	43,680	20,988	-26,790	87,260
4331.2 Payroll Taxes	3,778	3,508	-585	6,821
4331.3 Retirement	6,141	2,530	-4,188	12,038
4331.33 Health Insurance		0	0	19,418
4331.34 Dental Insurance		0	0	790
4332.1 · System Repair,Materials,Supply	61,800	150,307	39,340	110,000
4332.11. Generator Maint.	5,781	13,360	-5,308	9,000
4332.12 · Licenses/Fees/Education	18,000	3,818	-14,515	10,000
4332.13 . Finance Charges	773	7,406	5,145	1,000
4332.14. Office Supplies	1,030	3,795	1,923	9,500
4332.15. Postage	1,000	1,053	-322	1,000
4332.16 Legal Expenses	10,000	1,161	-10,000	5,000

2023 PROPOSED BUDGET FOR THE WATERVILLE ESTATES WATER DEPARTMENT

4332.17 Consultant	10,000	13,537	3,537	10,300
4332.18 Misc Expense		466	0	500
4332.19 Tools			0	2,000
4332.2 · Water Testing - DES	2,726	7,495	-1,752	8,000
4332.3 · Leak Repairs	18,497	12,145	-8,572	15,000
4332.4 · Engineering	51,500	14,561	-36,939	30,000
4332.5 · Equip Rental	1,198	194	-1,024	1,500
4332.6 · Telemetry	9,249	3,639	-5,960	7,000
4332.7 · Misc Projects	1,000	1,570	570	1,030
4332.8 · Subscriptions/ Dues	3,399	1,311	-2,699	9,500
4332.9 · Water System Electricity	76,327	97,919	78	110,000
4335.1 · Water Treatment Chemicals	4,120	5,651	1,531	13,000
Sub-Total 4300 · Water Distro & Treatment	**329,999**	**366,414**	-36,415	**479,657**
Total Water Department Expenses	***351,499***	***387,914***	-36,415	***479,657***
GROWTH & NEW			0	
Water Elements			0	
4909.1 Water Line Upgrade	54,200	25,200	-54,200	0
4909.2 New Wells	0		0	0
4909 Strategic planning	50,000	2,145	-50,000	
4909.10 Reservor Building Repairs	6,000	1,401	-4,599	
4909.11 Pegwood Building Repairs	1,200	0	1,200	1,200
4909.12 Pump House Station Painting	2,500	308	-2,192	2,500
4909.15 Ski Bowl Repairs	4,500	178	-4,322	
4909.8 Sunside Building Repairs	3,000	382	-2,618	
Backup Power - Liberty Lane Pump House				0
Sunset Tank Expantion				0
4909.16 Water Billing Software				15,000
Sub-Total Water Elements	**121,400**	**29,615**	91,786	**18,700**
Total Growth & New	**121,400**	**29,615**	91,786	18,700
CAPITAL PRESERVATION			0	
4909.13. Pump Phase Replacement	19,555	0	-19,555	20,000
4909.14 Water Metering Upgrades	40,000	28,400	-25,800	10,000
Water Computer Software Update			0	
4909.3 Equipment - Backhoe	21,500	21,428	-72	move to op budget
Domestic Water & Sub Surface Utilities			0	25,000
Total Capital Preservation	**81,055**	**49,828**	**-45,427**	**55,000**
Total Expenses	***553,954***	***467,356***	86,598	***553,357***
Net Income	**-33,613**	**148,008**	**8,426**	**27,113**

2023 Proposed Budget

WEVD District Budget Expense Account	Annual 2022 Year Budget	2022 Actuals as of 12/30/2022	Variance to annual budget	Per 2023 Budget	
WE VILLAGE DISTRICT INCOME					
CAMPTON TAXES					
1105.6 Prior Campton Taxes	563,373	568,410	5,037	**708,397**	
1105.7 Current Yr Taxes	540,723	521,228	-19,495	**525,000**	
3190.1 Campton Interest	9,000	5,454	-3,546	6,000	
Total Campton Taxes	**1,113,096**	**1,095,092**	**-18,004**	**1,239,397**	
THORNTON TAXES					
1106.5 Prior Thornton Taxes	208,001	218,246	10,245	**184,229**	
1106.7 Current Yr Thornton Taxes	205,271	205,980	709	**206,000**	
3190.2 Thornton Interest	1,500	1,353	-147	1,500	
Total Thornton Taxes	**414,772**	**425,579**	**10,807**	**391,729**	
MISCELLANEOUSE REVENUES					
3502.1 Northway Interest	178	16	-162	**15**	
3502.2 MVSB Interest	1,150	1,292	142	**1,000**	
3503 Miscellaneous Income	200	172,580	172,380	**200**	
3502.4 CIF Contributions		198,600		100	Need a wag
3503.3 Admin Serivces Agreement WEA (ASA)	116,680	66,720	-49,960	1	
3503.4 Maintenance & Rec Services from Rec (RMA)	364,744	375,443	10,699		
From WEA to pay Recreation expenses per RMA				400,000	
Total of all Income	***2,010,820***	***2,335,321***	***125,901***	***2,032,442***	
GENERAL GOVERNMENT					
Debt Service Expense					
4711 Court Loan Princible	40,000	40,000	0	40,000	
4721 Court Loan Interest	5,980	3,342	-2,638	5,980	
Backhoe Perinciple				19,615	
Backhoe Interest				1,813	
Total Debt Services	***45,980***	***43,342***	**-2,638**	**67,408**	
Employee Wages					
4130.2 - WEVD Manager	90,000	46,304	-43,696	86,625	
4130.3 - Assistant GM	77,000	85,517	8,517	80,880	
4130.6 - Municipal Assistant	42,500	46,123	3,623	54,809	
4130.7 - Admin Assistant	71,680	49,081	-22,599	15,190	
less Judy & Corey Paid from Rec					
Sub-Total Employee Wages	*281,180*	227,024	-54,156	237,504	

Employee Benefits				
4130.4 · Retirement Contribution	35,982	46,904	10,922	33,168
4130.5 · Other Reimbursement		129		
4155.1 · Social Security	14,093	22,339	8,246	14,870
4155.2 · Medicare	0	4,483	4,483	3,478
4155.3 · NH Unemployment	1,103	736	-367	317
4196.1 · Employee Benefits - Other deductable reimb	0			
4196.2 · Health Insurance	34,019	36,946	2,927	55,665
3230 · Fed Unemployment Ins				
4196.3 · Workers Comp Ins	23,004	32,512	9,508	33,000
4196.4 · Dental Ins	2,115	2,828	713	1,991
4199.12 · Travel Reimbursement	800	275	-525	824
4196.5 · Bonuses	11,000	11,977	977	12,000
4196.6 PR Taxes	842	928	86	1,000
4199.07 FSA Fee				117
Sub-Total Employee Benefits	*122,958*	*160,059*	37,101	156,429
Sub-Total Employee Wages & Benefits	*404,138*	387,083	-17,055	393,933
Other General Government				
4150.1 · Accounting/Taxes/Audit	16,475	15,500	-975	20,000
4153.1 · Legal	122,800	48,072	-74,728	50,000
4153.2. Document Retention	3,263	1,864	-1,399	3,361
4196.7 · Insurances	28,505	21,410	-7,095	23,000
4197.1 · Advertisements	1,000	8,400	7,400	5,000
4199.10 . Licenses/Fees/Education	27,399	62,996	35,597	24,222
Education				6,000
4199.11 · Cellular Phones	1,500	1,669	169	2,340
4199.13 Miscellaneous	10,758	167,448	156,690	5,000
4199.2 · Commissioners Stipend & Expense	6,000	7,027	1,027	6,180
3415.1 Internship				
3415.2 Payroll				
4199.3 · Telephones	1,677	723	-954	2,627
4199.4 . Radios/Repeater				
4199.5 Computer Services	20,000	13,201	-6,799	15,000
4199.19 Contracted / Consulting Services		79,200		11,000
4199.6 · Postage	786	1,175	389	2,000
4199.7. Uniforms	1,500	3,218	1,718	1,545
4199.8 · Bank/Finance Charge	318	754	436	900
4199.9 · Payroll Expenses	1,617	749	-868	1,666
4311.1. Office Supplies	4,738	5,356	618	4,880

4311.2. Taxes/Charges	8,000	6,253	-1,747	8,240
4199.17 Annual Meeting cost	12,000	5,656	-6,344	7,000
4199.18 Website Maintenace	3,000	8,320	5,320	3,308
Sub-Total Other General Government	271,336	458,992	187,656	203,269
Total General Government	**675,474**	**846,075**	170,601	**664,610**
Public Safety				
4220.1· Alarm, Fire & Water	4,793	6,333	1,540	4,937
4220.2 · Safety Supplies				
4220.3 · Fire & Security	8,386	10,295	1,909	8,638
Total · Public Safety	13,179	16,628	3,449	**13,574**
HIGHWAYS & STREETS				
4312.01 · Roads Wages	81,148	60,164	-20,984	73,430
4312.02 · Seasonal Plowing Wages	9,509	13,973	4,464	15,042
4312.03. Contractor Plowing	20,000	17,449	-2,551	100
4312.04. Payroll Taxes	7,953	5,020	-2,933	6,932
4312.05. Health Insurance	28,059	16,654	-11,405	19,418
4312.06. Dental Insurance	1,763	942	-821	790
4312.07. Retirement	12,746	7,906	-4,840	13,347
4312.08.Travel expense	500	482	-18	515
4312.09. Mechanic Wages	9,000	23	-8,977	0
4312.10 Calcium/Magnesium Chloride	3,468	0	-3,468	3,000
4312.11 Cold Patch	3,000	589	-2,411	4,000
4312.12 · Roadside Mowing/Sweeping	8,800	8,027	-774	10,000
4312.13 · Culvert Expense	3,000	125	-2,875	3,000
4312.14 · Road Sand & Salt	20,000	16,777	-3,223	20,000
4312.15 · Equipment Rental	5,000	932	-4,068	2,000
4312.16 · Equipment Repair	3,000	5,952	2,952	5,000
4312 · Special Paving				
4312.17 · Misc. Projects	10,000	7,739	-2,261	8,000
4312.18 · Diesel Fuel	12,000	15,067	3,067	15,000
4312.19 · Plow Gears & Sanders	6,000	3,799	-2,201	3,000
4312.20. Oil & Filters	600	3,342	2,742	3,000
4312.21 · Maintenance & Tune-ups	1,043	4,094	3,051	3,000
4312.22 · Osh Kosh Repairs				
4312.23 · Truck Repairs	7,000	12,602	5,602	7,000
4312.24 · Back Hoe Repair	0	2,678	2,678	5,000
4312.25 · Body Maintenance	2,000	0	-2,000	2,000
4312.26 · Tires	4,046	1,003	-3,043	3,000
4312.27· Shop supplies	3,130	5,302	2,172	3,000

4312.28 · Small Tools/Equipment	3,130	5,705	2,575	2,224	
4312.29 · Large Equipment/Tools	1,618	1,651	33	2,000	
4312.30 · Grader Repairs	1,043	33	-1,010	500	
4312.31 · Shop Electricity	3,594	1,924	-1,671	3,000	
4312.32· Shop Heat	9,200	8,829	-371	11,000	
4312.34. Contracted Grader Services	5,150	5,150	0	10,000	
4312.9 · Misc Material & Supplies	20,367	33,527	13,160	4,000	
4319.1 Consulting	61,502	3,323	-58,179	10,000	
4319.2 cell phone	750	610	-140	1,728	
4199.20 Internet/TV/Phone				1,692	
4520.15 Employee Education	1,000	738	-262	1,000	
Total Streets & Highways	**370,119**	**272,132**	**-97,987**	**275,717**	
Water Distribution & Treatment					
4914 · Water Dist & Treatment					
4914W. Contribution to Water Dept					
Total 4914 · Water Distribution & Treatment					
4520 · Culture & Recreation					
4520.01 · Building Wages	138,999	160,510	21,511	159,644	
4520.02 · Payroll Taxes	19,717	18,499	-1,218	21,141	
4520.03. Health Insurance	50,611	54,868	4,257	72,494	
4520.04. Dental Insurance	3,173	2,653	-520	3,002	
4520.05. Retirement	30,244	21,697	-8,547	33,838	
4520.03 · Health Ins.	0				
4520.04· Dental Ins	0				
4520.05 · Retirement	0				
4520.06. Travel	250	173	-77	258	
4520.07 · Custodian Wages rec center	81,252	78,008	-3,244	90,549	Done
4520.08. Grounds Wages	2,949	42	-2,907	2,340	
4521 Ski Lift Maintenace Wages	10,590	9,857	-733	13,350	
4520.02. Payroll Taxes	0				
9206.32. Payroll Taxes					
4520.06 · Travel Reimbursements	0				
4520.10 Building Equipment Repairs	50,000	18,923	-31,077	0	
4520.11. Cell Phone	900	1,518	618	1,350	
4520.11. Cell Phone	0				
4520.12. ski area insurance					
4520.13. SnowCat Maintenance				10,000	
4520.14 · Building Infrastructure	50,000	39,303	-10,697	40,000	
4520.15. Employee Education	10,000	1,821	-8,179	2,500	

4520.16 · Pool Repair & Maint	20,000	14,925	-5,075	16,000
4520.17 · Outdoor Lighting Electric	2,400	2,941	541	6,000
4520.18 · Building Elec	62,603	48,885	-13,718	60,000
4520.19 · Building heat	57,386	55,647	-1,739	50,000
4520.41 · Criminal Record	25	100	75	100
4520.7. Ski area Repairs & Maintenance	10,800	10,863	63	10,800
4520.8. Kitchen Equipment Repairs	6,000	1,929	-4,071	2,000
4520.9. Maintenance Supplies	3,269	2,065	-1,204	2,000
4521.1 Gas - Vehicles				3,000
4521.2 Dam Inspection				1,000
4521.3 Small Tools				5,000
4521.4 Large Tools				2,000
4521.5 Power Tools Equipment Repairs				100
4521.6 Gym Equipment Inspection				1,500
4529.1. Pool Chem. & Supplies	12,000	16,265	4,265	18,000
4589 Water Usage	10,000	3,501	-6,499	5,000
4529.11 · Trash Removal	8,000	9,125	1,125	9,500
4529.12 · Outdoor Repairs & Maintenance	7,000	3,558	-3,442	5,000
4529.3 Paddle Boat Repairs	600	0	-600	0
4529.4 · Equipment Rental	100	0	-100	1,000
4529.5 · Cleaning Supplies	12,000	6,012	-5,988	6,000
4529.6 · Other Supplies	1,000	420	-580	1,030
4529.7 · Carpet Cleaning	1,500	0	-1,500	2,000
4529.8 · Pest Control	12,000	8,640	-3,360	10,000
4529.9 · Landscaping	2,500	11,872	9,372	8,000
4529.2 · Pool & Spa Inspection	600	0	-600	1,000
9200.15 · Maintenance Supplies				
9200.17 · Equipment Repair				
9206.35 · Janitorial Services				
4194 · Building Repairs & Maintenance				
4520 Cleaning Supplies				
Total of Shawns Section	**678,468**	**604,620**		**676,495**
Rec Business Expenses				
4589.02 Copier Lease		1,397		1,400
4589.03 Dues & Subscriptions		8,893		10,983
4589.04 Office Expenses		2,027		2,300
4589.05 Finance Charges		8,589		8,600
4589.06 Licenses & Fees		11,381		13,383
4589.07 Misc Expenses		2,302		2,350

4589.08 Telephones		5,520		5,600
4589.09 Internet Access		2,201		2,300
4589.11 Advertising		5,739		4,000
4589.12 Postage		441		450
4589.13 Computere Services		12,924		13,000
4589.14 Computer Supplies		1,276		1,300
4589.15 Cable		1,340		1,350
Total Business Expenses		**64,031**		**67,017**
Front Desk Expenses				
4589.24 Front Desk Wages		56,528		100,023
4589.25 Payroll Expenses		4,411		8,234
4589.26 Travel		0		50
4589.29 Criminal Record		0		75
4589.30 Cell Phone		225		600
4589.27 Retirement		4,631		11,147
4589.32 Health		11,778		25,891
4589.31 Dental		1,110		1,053
4589.33 Education		0		2,600
4589.34 Front Desk Expenses		2,503		2,600
4589.33 Front Desk Rec Supplies - Tennis balls, basket balls		2,371		500
Murchased Movies		0		
Total Front Desk Expenses		**83,556**		**152,773**
FBF Admin				
4589.16 FBF Admin Wages		35,999		39,296
4589.22 Health Insurance		11,054		10,903
4589.23 Dental Insurance		705		527
4589.17 Retirment		7,305		5,419
4589.18 Cell		300		300
Total FBF Admin		55,363		**56,444**
Campton Mt Expenses				
4589.37 Building Heat				**6,000**
4589.38 Cable, Internet & Phone				**6,000**
4589.36 Electric building & lift				**30,000**
Total Campton Mt Expenses				**42,000**
Total Culture & Recreation	**678,468**	**604,620**	**-73,848**	**994,730**

Total 4520 · Culture & Recreation
Expense Totals Before Capital Items (Main Operating Warrant)

9200.0 · Rec Center Infrastructure Wages				
Total 9200 · Infrastructure	**1,783,220**	**1,134,835**	**2,215**	**1,948,631**
Capital Preservation Plan				
4312.33 Road Elements Paving	122,000	99,008	-113,453	150,000
4902.7 . road elements Maintenace Truck w/plow	120,000	120,000	0	
4312. Used Grader				
water elements				
4520. Recreation Elements and Major Building	327,123	179,102	-148,021	228,288
4199. Administration Element				
Total Capital Preservation Plan in Opp Budget (Deferre	**569,123**	**398,110**	**-261,474**	**378,288**
Growth and New in General Fund				
Enteprise Elements				
4903.01 Road Elements	30,000	3,786	-26,214	7,000
Water Elements - matching Grant		0		
4520 Building Infrastructure Elements	51,700	79,838	28,138	64,000
Total Growth & New Expenses	**106,700**	96,566		71,000
Total of all Expenses including G&N and Cap		**1,629,511**		**2,397,919**
Total Income				**2,032,442**
Net Proffit				**-365,477**

Growth and New	
WaterVille Estates Village District	
Growth and Capitol	
	2023
Indoor Golf	
Indoor Golf Simulator Business	
Total Enterprises	**0**

New Asphalt Pavement, Mill And Overlay, Phased	
Guard Rails	
Sand Storage	
Parking Expansion	
Backup Power for Shop	7,000
Sub-total Road Elements	**7,000**

Power backup Liberty Pump Houses	
Power backup Reservoir Road	
Power backup Ski Bowl	
power backup c center	
Power backup Sunset/Weetamoo	
Power backup Hill Top & pegwood	
Ski Lodge Backup Power	
Water Mastet Plan Upgrades	
asset management water matching funds expense	
Sunset Tank Building Repairs	
Reservor Water Building Repair	
Rubber Track Excavator	
Ski Bowl Building Repairs	
Pegwood Tank Building Repair	1,200
Pump House @ center paint	2,500
WATER LINE UPGRADES	0
Water System Accounting Software	15,000
sunset tank expansion	0
New Wells	0
Sub-Total Water Elements	**18,700**

Sound System Outdoor Pool	
Small Ticket Items	
Storage	
Community Access Signs	
Outdoor Pool Capital Upgrades Pool Cover	
Deck Off Summit Lounge	
Tile Remaining Entry Level Floor	
New Outdoor Furniture	
Mower/Snow-Blower	
Fresh Air Makeup Air in Ski Lodge	
Fitness Expansion	
Racquet Ball Court	
Ski Tower Maintenance Cat Walks Lift Frames	

General Maintenace	
Snowmaking	
Softball Field	
Outdoor Pool Expansion	
Cogeneration / Bio Fuel Heat	
Walkway Paving	35,000
Expand /Upgrade Kitchen?	
Expand Ski Area Base Lodge Septic	
Parking Lot Expansion Ski Area	
Smoking/Dumpster Deck/Fence	
Remodel Old Shop & Addition	11,000
Repair Community Center siding	10,000
Warming Hut Repairs	0
Return Terminal Lift Return Repairs	3,000
New Shop for Building Miantance	
Outdoors Chem Storage	5,000
Pavilon out back	
Band Stand deck repainting & staining	
Sub-total Building Infrastructure Elements	**64,000**

Spa/Pool Water Intrusion	
Spa/Pool Accessability	0
Elevator	
Door - Ski Area/ handycap door	
Basketball Handicap Enterance	
Sub-total ADA Elements	**0**
TOTAL Expense	**96,700**

Waterville Estates Endowment Contribution	
Anticipated CIF Income	
Year End CIF	

Capital Preservation	
	2023
Road Elements	
asphalt pavement, Mill and overlay, phased	150,000
Culvert, Inspections, Capital Repairs	
Vehicle Truck F-350	
equipment, F-550, truck and plow, 2008 revitalized	
F-550 2022	
f-350 diesel 2012	
equipment, Toyota FJ Cruiser	
Osh Kosh	
Grader replacement/repair	
Restroom at DPW garage	1
Sub-total Road Elements	**150,000**
Water Elements	
Vehicle Equipment, Backhoe, 2008	-
Pipes Domestinc Water And Sub-Surface Utilities	25,000
Pumps, Domestic Water,Phased Replacements	20,000
Types, Domestic Water, Capital Repairs/Pump Stations	
New Storage Tank Liner At Ski Bowl	
New Storage Tank At Sunset	
Water Master Planing Upgrades	
Water Metering Upgrades & Instal	10,000
Water Computer Software Update	
Equipment Trailer	100
Sub-total Water Elements	**55,100**
Admin Elements	
WEVD Server	
Internal Wireless Business Network	
Quickbooks System Upgrade	
Google Vault Upgrade	
New Server Room	
Sub-total Admin Elements	-
Recreation Elements	
Exterior Building Elements	
Deck Composite Fire Pump House 500 Ft. Sq.	
Pond side Pump house painting	
400 Ft. Sq.	1,000
Deck Wood Replace W/Composite Ski Lodge 1250 Ft. Sq.	4,500
Structures And Deck Total Replacement Outdoors	
Roof Metal Maintenance Shop	
Walls, Wood Siding, Replacement Recreation Center	22,500
Outdoor Elements	20,000
Playground Equipment	80,000
Ponds, Sediment Removal, Partial	
Ski Lift Poles Paint Finishes	0
Exterior Community Center Painting	0
Windows, Recreation Center, Phased Replacements	
Sub-total Exterior Building Elements	**128,000**
Interior Building Elements	
Ceilings, Acoustic Tiles, Grid Lighting.	-
Computer Equipment, Phased	-

Door Replacements	
Exercise Equipment, Phased Replacements	
Exersize Room Renovation	
Fireplace & Tv For Ski Area - Other End Of Lodge	
Floor Coverings	?
Floor Coverings Wood Lamingate 100 Yard Sq.	
Furnishings/ Furniture	-
Kitchen Equipment Rec Center, Phased	
Phone System Upgrade	1,000
Lockeroom)	
Replace Carpet In Office Area	
Rest Rooms Renovation	
Restrooms, Renovations, Recreation Center	
Ski Lodge Renovation Complete	
Ski Lodge Renovation Partial	
Sub-total Interior Building Elements	**1,000**
Building Services Elements	
Building Services Equipment, Rec Center Phased	10,000
Storage Building Roof & Sidding Replacement by Dumpster	7,000
Hvac Repairs	
boiler replacement	
bioler room design	
Life Safety System, Conrol Panels And Emergency Devices	39,088
Pump Fire Supression, 90-Hp (Includes Controller)	
Pump, Fire Suppression	3,000
Pumps Septic System Phased	
Security System, Recreation Center	5,000
Security Cameras/ Key System	5,000
Septic System Leach Field Rebuild, Recreation Center	
Septic System Leach Field Rebuild, Ski Lodge	
Ski Lift, Electrical Upgrades	2,000
Sli Lift Mechanical Equipment	
Ski Lift Replace Electric Motor	
Building Drainage	
Beer Room at Mt	100
Sub-total Building Services Elements	**71,188**
Property Site Elements	
Asphalt Repaving, Phased 8,368 sq. yds.	
Dams Inspections and Capital Repairs	
Dam repair	
Generators Emergency (includes Transfer Swithch)	
Landscape Ski Trails, Tree Grooming	
Light Fixtures Ski Slope	
Signage Replacement	
Tennis and Basketball Courts total rebuild	
Tennis and Basketball Courts , Fence	
Tennis and Basketball Courts, Light Poles and Fixtures	
drainage around courts	
Treework around courts	
Tennis and Basketball Courts, Surface Replacement	
Pavillion Wood	
Sub-total Property Site Elements	-
Recreation Vehicles	

Vehicle Equipment, Mower	
Vehicle Polaris ATV	25,000
Vehicle Ski Equipment, Snow Mobile	
Vehilcle Snow Equipment, Snow Groomer	
Vehicle - F150 Property Maintance Vehicle	-
Sub-Total Recreation Vehicles	**25,000**
Pool Elements	
Concrete Deck, Textured Coating, Partial Replacement, Indoors	
Concrete Deck, Inspections, Partial Replacement, Outdoors	1,000
Pool Covers	1,000
Pool Deck Composite, 6980 Ft. Sq.	
Fence Mahogany	100
Furniture, Phased	
Mechanical Equipment Spas Pools, Phased	
Pool Finishes Plaster, Indoors	
Pool Finishes appoxy ?, Indoors	1,000
Pool Finishes Plaster, Outdoors	
Pool Finishes Tile, Outdoors	
Pool, Structure, Indoor Oval, Total Replacement	
Redo Flooring In Indoor Pool Area	-
Outdoor pool landscaping	
Sub-Total Pool Elements	**3,100**
General Elements	
Deferred Maintenance	
Misc. General Maintenace	
Sub-total General Maintenance Elements	**-**
Sub-Total Recreation Elements	**228,288**
Total Anticipated Expenditures by Year End	**433,389**

Certified Computer Solutions, LLC
250 Tilton Rd Unit 2
Northfield, NH 03276
603-286-1210
www.ccsnh.com

Waterville Estates IT Services Proposal

1/16/2023

Ron,

Thank you for the opportunity to bid on the IT Service Contract for Waterville Estates. Below are our contract options as well as recommendations based on the initial site survey.

Contract Options:

Equipment included

Servers	1
Workstations	17

1. Our **Standard Service Contract** is a 1–3-year contract and includes the costs of Active EDR antivirus, remote monitoring, daily remote backups, repair and maintenance (excluding parts), and patch management. See the attached Schedule of Services for a complete list of included services. The cost of our Standard Contract is $12,345/annually.

2. Our **Total Care Service Contract** is a 5-year contract and includes everything in the Standard Contract plus workstation and server replacements on a five-year schedule. Replacements consist of a standard system tower, keyboard, mouse, battery backup, 24" monitor, the latest version of Microsoft Office Home and Business (workstations only), and all labor. Total Care is gaining popularity because it prevents large spikes in the budget and instead amortizes the cost of expensive equipment over the course of 5 years. The cost of the Total Care Contract including replacements for 13 workstations, 1 server, and 3 new laptop installations is $22,056/annually. The SCADA system replacement is not included in the cost as the SCADA vendor generally provides this hardware.

3. The **Advanced Cybersecurity Package** is offered as an add-on for the Standard Service Contract or Total Care Service Contract. The Package includes proven, industry-standard software and services to help prevent and/or recover from malicious attacks such as ransomware. Cyberattacks are becoming more prevalent and sophisticated requiring the industry to focus on a 'not if, but when' model. Informational sheets are attached to explain the benefits of each service. The cost for adding the Advanced Cybersecurity Package is $4,450/annually.

Recommendations (additional fees apply):

- Deploy a Mobile Device Management (MDM) solution to manage the iPads and other company mobile devices. MDM allows for central management of mobile devices, ensures they are compliant with security standards, and can remotely wipe the devices if they are lost or stolen.
- Correct and standardize Microsoft 365 and Office licenses. The GM laptop is currently using a Microsoft 365 Personal account, which is not appropriately licensed for business and cannot be centrally managed. Replacements under the Total Care Service Contract include an Office Home & Business perpetual key, however the contract can be modified to replace the keys with Microsoft 365 Business subscriptions to ensure personnel always have the most up to date Office software.
- Replace outdated equipment that may be affecting network speeds, such as network switches and cabling.
- Survey wireless access points and replace or modify as needed to ensure the building and perimeter are receiving a reliable wireless signal. There are currently at least three different brands of access points throughout the building and many appear to be redundant (for example, the networking closet has a Netgear wireless router, a Google wireless router, and a Unifi wireless access point in the same location).
- Mount networking equipment and clean up cabling where possible.

Please let me know if you have any questions. I look forward to hearing from you!

Sincerely,

Katie Lavelle

Katie Lavelle
Managing Partner
603-286-1210
klavelle@ccsnh.com

C|C|S



IS YOUR BUSINESS **MITIGATING** IT'S TOP SECURITY RISK – HUMANS?

We all have employees that have made mistakes at one time or another. Maybe they had an overwhelming schedule that caused them to slip up, or maybe they simply typed in an email address incorrectly and hit send. No matter what the cause, employees are human, they make mistakes, and they are being TARGETED.

Why humans? Won't technology keep me safe?

Over 90% of breaches are caused by human error, but why do criminals target humans in the first place? Using technology alone to break into a network is time-consuming and can be expensive. Cybercriminals are running a business, and just as you try to save time and money, so do they. How do they do that? By tricking humans into opening the door for them. Think about it this way, why break through the window when your employees could simply let them in the "main entrance" and welcome them into your network?

How can I keep my business protected?

A comprehensive cybersecurity program designed to improve your organization's security posture by first bulking up your weakest links – your employees – can largely reduce the risks to your organization. A key component of a comprehensive program is running regular phishing simulations – the top attack method used by cybercriminals – to educate users on how to spot these malicious emails.

Identify and educate high-risk employees with video-based training

- ✓ Easy to use dashboard
- ✓ Gamified training increases employee retention
- ✓ Weekly 3-minute micro trainings update users on the latest threats + annual training and monthly newsletter
- ✓ Minimal management required
- ✓ Dark web monitoring
- ✓ Industry-first Employee Vulnerability Assessment identifies high-risk employees by analyzing employee program metrics and calculating their "Employee Secure Score"
- ✓ 'Simulated phishing tests employees' ability to spot malicious phishing attempts

CONTACT US TODAY TO LEARN MORE

info@ccsnh.com www.ccsnh.com 603-286-1210

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SERVICES	STANDARD CONTRACT	TOTAL CARE CONTRACT	ADVANCED CYBERSECURITY SECURITY PACKAGE
SUPPORT			
24/7/365 monitoring of servers & workstations	X	X	
Active Endpoint Detection & Response AI-based antivirus protection	X	X	
Patch management	X	X	
Daily offsite backup of server data	X	X	
Proactive backup monitoring & test restores	X	X	
Remote support	X	X	
On-site support	X	X	
Support for 3rd party vendors	X	X	
Email support	X	X	
Travel time	X	X	
Discount on labor for projects outside of contract scope	X	X	
Annual business review & consultation	X	X	
EQUIPMENT REPLACEMENTS			
Server replacement on 5 year cycle		X	
Workstation replacements on 5 year cycle		X	
Installation of 3 new laptops		X	
SECURITY & TRAINING			
Cybersecurity Awareness training - up to 50 users	Annual	Annual	Weekly
SonicWALL Advanced Gateway Security Suite			X
Firewall threat protection & blocking			X
Annual network assessment & audit			X
Group Policy implementation & management			X
Simulated Phishing Attack - up to 50 users			Bi-annual
Dark web monitoring - up to 50 users			X
Password manager			Add-on per user
G-Suite backup licensing			Add-on per user
ANNUAL TOTAL	$12,345	$22,056	$4,450

SONICWALL

Advanced Gateway Security Suite

Complete network security and firewall management in a single integrated package

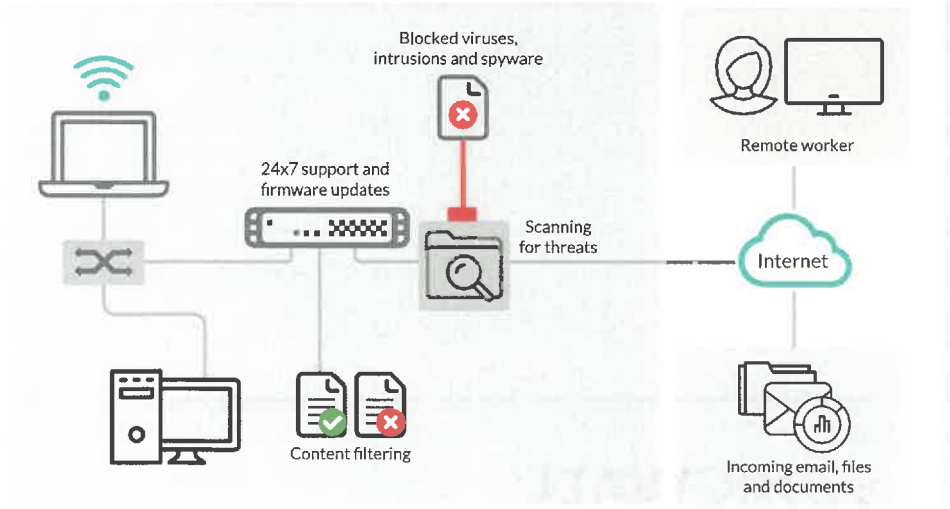
Understanding and managing effective network security is challenging and complex. Fortunately, there is a simple solution to block advanced attacks, assess and mitigate risk, and ease firewall management.

SonicWall Advanced Gateway Security Suite (AGSS) integrates a wide range of network security services into a convenient, affordable package. AGSS is available as an add-on services for all physical and virtual SonicWall firewalls, including our NSsp, NSa, TZ and NSv Series.

Features and benefits

AGSS keeps your network safe from viruses, intrusions, botnets, spyware, trojans, worms and other malicious attacks. As soon as new threats are identified and often before software vendors can patch their software, SonicWall firewalls and Capture Cloud database are automatically updated with signatures that protect against these threats. Inside every SonicWall firewall is a patented Reassembly-Free Deep Packet Inspection® engine that scans traffic against multiple application types and protocols, ensuring your network has around-the-clock protection from internal and external attacks and application vulnerabilities. It integrates everything you need for protection from threats such as ransomware, viruses, spyware, worms, Trojans, adware, keyloggers, malicious mobile code (MMC) and other dangerous applications and web content.

Capture Advanced Threat Protection (ATP) Service revolutionizes advanced threat detection and sandboxing with a cloud-based, multi-engine solution for stopping unknown and zero-day attacks at the gateway. Capture ATP blocks



Benefits:

- Complete network security solution
- ICSA-certified gateway anti-virus and anti-spyware protection
- Cutting-edge IPS technology
- Application intelligence and control
- Content filtering
- 24x7 support with firmware updates and hardware replacement
- Multi-engine network sandbox featuring SonicWall RTDMI

ICSA labs CERTIFIED ANTI-VIRUS

zero-day attacks before they enter your network. It lets you establish advanced protection against the changing threat landscape and analyze a broad range of file types.

Capture ATP features SonicWall's Real-Time Deep Memory Inspection (RTDMI) technology which detects and blocks malware that does not exhibit any malicious behavior or hides its weaponry via encryption. By forcing malware to reveal its weaponry into memory, the RTDMI engine proactively detects and blocks mass-market, never-before-seen threats and unknown malware, accurately utilizing real-time memory-based inspection techniques.

ICSA-certified gateway anti-virus and anti-spyware protection combines network-based anti-malware with a dynamically updated cloud database of tens of millions of malware signatures. This adds deep security protection against advanced modern threats continuously in real time. Dynamic spyware protection blocks the installation of malicious spyware and disrupts existing spyware communications.

Cutting-edge IPS technology protects against worms, trojans, software vulnerabilities and other intrusions by scanning all network traffic for malicious or anomalous patterns, thereby increasing network reliability and performance.

Application intelligence and control is a set of granular, application-specific policies providing application classification and policy enforcement to help administrators control and manage both business and non-business related applications.

Content Filtering Services (CFS) lets you enforce Internet use policies and control internal access to inappropriate, unproductive and potentially illegal web content with comprehensive content filtering. Website ratings cached locally on SonicWall firewalls make response time to frequently visited sites virtually instantaneous. Dynamically updated rating architecture cross-references all requested websites against a database in the cloud containing millions of URLs, IP addresses and domains and then compares each rating to the local policy setting.

24x7 Support with firmware updates and hardware replacement protects your business and your SonicWall investment. Software and firmware updates and upgrades maintain network security to keep your solution as good as new. Support includes around-the-clock access to telephone and web-based support for basic configuration and troubleshooting assistance, as well as hardware replacement in the event of failure. You also receive an annual subscription to SonicWall Service Bulletins and access to electronic support tools and moderated discussion groups.

Feature	CGSS	AGSS
Gateway Anti-Virus	Y	Y
Intrusion Prevention	Y	Y
Application Control	Y	Y
Content Filtering	Y	Y
24 x 7 Support	Y	Y
Capture ATP	N	Y

AGSS is an upgrade over Comprehensive Gateway Security Suite (CGSS) that adds multi-engine sandboxing for superior protection.

Certified Computer Solutions, LLC
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Password Manager Features

$6/user/month

- Records passwords for websites & apps in one secure location
- Two-Factor Authentication
- Creates unique, complex passwords so the same password isn't used across different platforms
- Encrypted vault for every user with folders & subfolders
- Shared team folders
- Access from unlimited devices
- Security audits for passwords
- Activity reporting
- Policy enforcements
- Zero-knowledge encryption- software company has no access to passwords

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Firewall Threat Detection & Blocking Features

- Calculates cyber risk score based on firewall logs
- Automatically detects threats based on over 60 threat feeds
- Automatically updates firewall block list to block high-risk connections
- Monthly reporting