

Selectmen Meeting

March 21, 2024

In attendance: David Dufresne, Chair; Rich Eichacker, Vice-Chair; Derick Veliz, Clerk; Jim Ferrera, Town Administrator; Karen Dusty, Administrative Assistant

Open Meeting: 6:00PM

Pledge of Allegiance:

1. **Dog Hearing for 343 East Road (Anticipated Vote)** Mr. Dufresne recused himself due to the fact that his wife is the Animal Control Officer (ACO) and was bitten by the dog. Mr. Eichacker conducted this part of the meeting. Mr. Eichacker asked those testifying to stand and take an oath to tell the truth. He asked Ms. Dufresne the Animal Control Officer to speak. Ms. Dufresne stated that there have been at least three incidents of the younger German Shepard being either a nuisance or dangerous dog. On two of the incidents the dog bit a person. The first person being the ACO, and the 2nd happened on February 22, 2024, where the dog bit an Amazon driver. Due to this last bite, the ACO has asked for this meeting. Mr. and Mrs. Docimo, the dog owners, stated that the dogs were just protecting the property, because both people bitten were walking on their property. Mr. Eichacker made a motion to close the public hearing and enter into the discussions. Both Mr. Veliz and Mr. Eichacker decided that the dog was not a dangerous dog, but a nuisance dog and they would make recommendations to the owners to prevent this from happening again. Mr. Eichacker made the motion to send a letter of suggestions that the Docimo's put up a gate, put up "Beware of Dog" signs, install a drop box of some part at the pillars at the end of the driveway for the FedEx or Amazon or any delivery drivers, and some sort of doorbell system to let them know that someone is coming onto the property and allow them time to secure the dog, 2nd by Mr. Veliz, all in favor, Passed unanimously.
2. **Presentation by Toss C3 on providing managed IT services to the Town.** Mr. Dufresne came back into the meeting and proceeded with the presentation by Toss C3 via Zoom. Mr. Hanna presented the PowerPoint presentation attached. At the end of the presentation Mr. Dufresne thanked them and said that we would let them know once a decision is made.
3. **Presentation by ConRes IT Solutions on providing managed IT services to the Town.** Stanley Bates and Ms. Liz, who was joining via Zoom, proceeded to give their attached presentation. Mr. Dufresne thanked them for their information and will let them know when a decision is made.
4. **Discussion and possible vote on amending an employment agreement between the Town and Adam S. Lavoie (Anticipated Vote).** M4. Eichacker made a motion to agree to the amended employment agreement with Adam S. Lavoie.
- **Discussion on items for the Board of Selectmen to consider for Capital Planning (Anticipated Vote)** **TABLED DUE TO MISSING NUMBERS**
- **Discussion on having all open meetings in the Selectmen's Meeting Room or in the Finance Room if the Selectmen's meeting room is booked. (Anticipated Vote)** Mr. Eichacker made a motion that all department open meetings will be held in the main

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meeting room, with the alternate of the FinCom room. 2nd by Mr. Veliz, all in favor, passed unanimously.

- **Discussion and approval of the Fiscal Year 2025 Board of Selectmen Budget (Anticipated Vote)** **TABLED UNTIL DECISION ON IT MANAGEMENT SERVICES.**

5. Warrants & Bills (Anticipated Vote)

- a. Warrants Mr. Eichacker made a motion to pay the following warrants, 2nd by Mr. Veliz, all in favor, passed unanimously.

i. #55	Payroll	\$ 54,202.56
ii. #56	Vendor	\$ 33,886.89

- b. Bills Mr. Eichacker made a motion to pay the following bills, 2nd by Mr. Veliz, all in favor, passed unanimously.

i. Weston and Sampson	$\$1,340.40 + 5,361.60 =$	\$ 6,702.00
ii. Mirick O'Connell	$\$825.00 + 697.22 + 250 =$	\$ 1,772.22
iii. Comcast		\$ 143.35
iv. Buffone Cleaning		\$ 1,250.00
v. Van Pool		\$ 3,638.25

- 6. **Minutes: Review and possible acceptance of any minutes (Anticipated Vote).** Mr. Eichacker made a motion to accept the minutes from February 29, 2024, 2nd by Mr. Veliz, all in favor, passed unanimously.

- **Town Administrator Report:**

- The Department Heads meeting went well yesterday. All articles for the Special Town meeting and the Annual will be due by April 1st.
- Fin Com is wrapping up what they need to do for FY25
- Capital Planning has compiled an evaluation criterion for the requests for Capital Planning projects. They received projects from \$30,000.00 to \$850,000.00.
- I did a follow up call with the Verizon One Talk people. They've given us preliminary numbers for the 42 phones and it will be \$1,000 to \$1,050 per month. The cost to purchase the phones will be about \$8,500.00. They are scheduled to present at the April 4th meeting.
- For the ADA grant, the questionnaires that were sent out are due back tomorrow.
- Today the Senior Center celebrated St. Patrick's Day and the birthday party. It was a considerable success. Congratulations to Sharon, Chef Jon and the rest of the staff.
- Meeting with the Assessor's office to set up interviews with the applicants soon.
- WWTP new employee resigned after one day.
- Employee training next week on Wednesday March 27, at 1:00.

- **New Business: NONE**
- **Old Business: NONE**

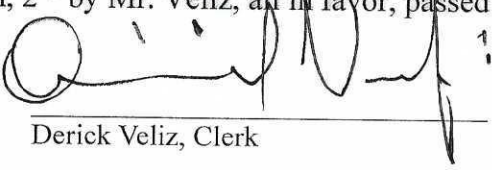
- 7. **Correspondence:** Letter from Kelly and Russell Anderson about the Assessors' Office

- 8. **Correspondence:** National Grid asking for comments information on the website.

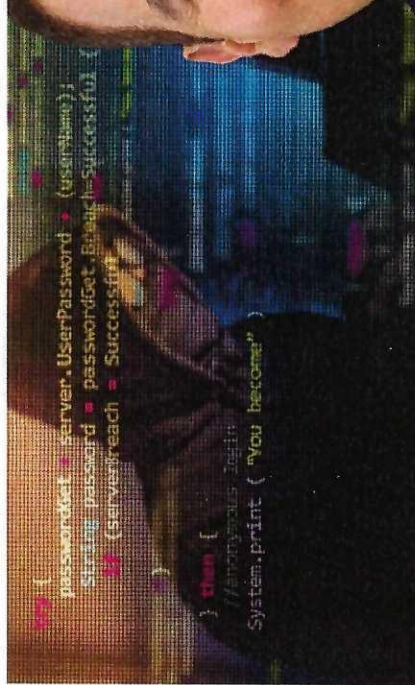
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- **Comments and Concerns:**
 - Does anyone know what the writing in yellow on Southbridge Road is for? Mr. Dufresne said to ask the Highway Department.
 - Mr. Thibodeau stated that he has a Zoom meeting with Representative Smola about the railroad ties.
 - Mr. O'Brien stated that at the last meeting it was mentioned that Warren was a drive-through Town. If people on limited income were to purchase 4 items: eggs, milk, cereal and bread it would cost them about \$1,040 a year. It would be much cheaper to go to a town that had a larger market. We need to make it cheaper for people to live in our Town.
- **Next meeting:** Thursday, March 27, 2024, 1:00pm and March 28, 2024, 6PM
- **Adjourn** Mr. Eichacker made a motion to adjourn, 2nd by Mr. Veliz, all in favor, passed adjourned 9:04pm

Respectfully submitted by
Karen Dusty, Administrative Assistant



Derick Veliz, Clerk



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Introductory Meeting & Service Recommendations Town of Warren

Support & Security Services Offerings

Feature	Silver	Gold	Platinum
8x5 Helpdesk Award Winning Technical Support Team	X	X	X
ZPS Basic Ransomware Protection Service	X	X	X
MLRS Proactive Monitoring	X	X	X
Basic Backup for Office 365	X	X	X
MXDefense Anti-Spam	X	X	X
SecureLogin-2FA Multifactor Authentication	X	X	X
ZPS Plus Ransomware Protection Service		X	X
Gold Backup for Office 365		X	X
Cybersecurity Awareness Training and Email Phishing Testing		X	X
Quarterly Cybersecurity Review and Vulnerability Assessments		X	X
ZPS Platinum Ransomware Protection Service			X
Platinum Backup for Office 365			X
Overwatch-C3 SIEM Monitoring Service			X

Silver Support & Security

Our base service offering, satisfies TOSS' minimum requirements while keeping costs at a very reasonable level

- **ZPS Basic – Zero-Day Protection Service Features**
 - Configuration management
 - Around-the-clock updates
 - Real-time incident and alerts monitoring
 - Detailed reporting & forensics
 - Key Security Features:
 - Next-gen protection for Windows, OS X and Linux
 - Advanced signature-less prevention
 - Behavior-based detection
 - Proactive detection
- On-demand behavioral analysis
 - Machine learning
 - Policy-driven mitigation and remediation
 - Application control
 - Behavioral analysis & rootkit detection
- **MLRS** – Proactive Monitoring, Logging, Reporting and Support
 - **Basic Backup for Office 365**
 - MXDefense Anti-Spam Email Filtering
 - SecureLogin-2FA Multifactor Authentication provides secure encrypted multi-factor login authentication

The Silver Support & Security Service is billed at \$79 per user per month

Gold Support & Security

Our mid-level service offering, utilizes many TOSS suggestions while keeping costs as low as possible for smaller enterprises and municipalities.

- **ZPS Plus – Zero-Day Protection Service Features**
 - **MXDefense** Anti-Spam Email Filtering
 - **SecureLogin-2FA** Multifactor Authentication provides secure encrypted multi-factor login authentication
 - **Cybersecurity Awareness Training**
 - **Quarterly Email Phishing Testing**
 - **Quarterly Cybersecurity Review** includes Internal & External Vulnerability Assessments, Internal & External Penetration Testing and more
- **Adds Deep Visibility and Storyline Active Response**
 - Configuration management
 - Around-the-clock updates
 - Real-time incident and alerts monitoring
 - Detailed reporting & forensics
 - Includes all previous ZPS key features
- **MLRS** – Proactive Monitoring, Logging, Reporting and Support
- **Gold Backup for Office 365**

The Gold Support & Security Service is billed at \$99 per user per month

Platinum Support & Security

Our Platinum service offering, includes TOSS' top recommendations for keeping your enterprise or municipality safe from cyber threats and ahead of the curve in your marketplace.

- **ZPS Platinum – Zero-Day Protection Service**
 - **Adds the ZPS Ranger feature to your ZPS licenses including Vigilance, Deep Visibility and Storyline Active Response**
 - Configuration management
 - Around-the-clock updates
 - Real-time incident and alerts monitoring
 - Detailed reporting & forensics
 - Includes all previous ZPS key features
- **MLRS – Proactive Monitoring, Logging, Reporting and Support**
 - **Platinum Backup for Office 365 adds Governance, Federated Search and Legal Hold**
 - **MXDefense Anti-Spam Email Filtering**
 - **SecureLogin-2FA Multifactor Authentication** provides secure encrypted multi-factor login authentication
 - **Cybersecurity Awareness Training**
 - **Quarterly Email Phishing Testing**
 - **Quarterly Cybersecurity Review** includes Internal & External Vulnerability Assessments, Internal & External Penetration Testing and more
 - **Overwatch-C3 SIEM Monitoring Service**

The Platinum Support & Security Service is billed at \$139 per user per month



Continental Resources, Inc. (ConRes) – Statement of Work (SOW) for Managed Services			
Defined Customer		SOW Date:	3/13/2024
		SOW Number:	RK2024031301
Name:	James J. Ferrera	Validity Period:	30 Days from SOW date
Title:	Town Administrator	ConRes Contacts	
Company:	Town of Warren	Managed Services:	Renee Kramer
Email:	townadministrator@warren-ma.gov	Email:	rkramer@conres.com
Phone:	(413) 436-5701 Ext. 107	Phone:	(781) 533-0257
Address 1:	48 High Street	Account Manager:	Stanley Bates
Address 2:	PO Box 609	Email:	sbates@conres.com
City, State Zip:	Warren, MA 01083	Phone:	(781)533-0397
State Contract Services:	Massachusetts ITT 72		

Period of Performance	Start Date:	May 1, 2024	End Date:	April 30, 2025
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Overview

This Statement of Work (SOW) outlines the agreement for the delivery of managed services from Continental Resources, Inc. (ConRes) for the Town of Warren, MA (Town of Warren). The intent of this SOW is to provide maintenance, administration, and management of the infrastructure and software outlined in Exhibit 1.

Services in Scope

Onboarding:

ConRes will work with Town of Warren to onboard the delivery of all services outlined in this SOW. ConRes will use a staged onboarding approach that consists of a kick-off, knowledge transfer, deployment of services, and early life support. The time to complete this process is estimated at 30 days.

Specific onboarding activities will include:

- Configure VPN connectivity required to access, manage, and monitor the equipment outlined in Exhibit 1.
- Establish and provision all credentials required for managing and monitoring equipment outlined in Exhibit 1.
- Configure customer portal to give the customer the ability to create, track, and view open work requests.
- Configure monitoring and alerting for devices defined in Exhibit 1.
- Define appropriate escalation and communication procedures.
- Review and train the ConRes services team on customer-specific procedures.
- Collect customer documentation and diagrams required to create initial customer run book.

Network:

ConRes will monitor and manage network equipment for the Town of Warren. Where applicable, the following network management activities will be provided for relevant infrastructure listed in Exhibit 1:

- 24x7x365 monitoring and event management
- Troubleshooting and remediation of network incidents
- Escalation, engagement, and troubleshooting with vendor support
- Moves, adds, changes, and deletions (MACDs) of VPN configurations
- MACDs of firewall security policies
- MACDs of network device management configuration including management protocols and user access
- MACDs of layer 2 and layer 3 switching and routing configurations
- MACDs of load balancer pools, hostgroups, and VIPs
- Participate in patching and maintenance of network infrastructure within a mutually agreed upon schedule, not to exceed quarterly intervals

Storage:

ConRes will monitor and manage storage arrays for the Town of Warren. Where applicable, the following storage management activities will be provided infrastructure listed in Exhibit 1:

- 24x7x365 monitoring and event management
- Troubleshooting and remediation of storage array incidents
- Escalation, engagement, and troubleshooting with vendor support
- Moves, adds, changes, and deletions (MACDs) to storage LUNs, Zoning, Availability Groups, etc.

VMware:

ConRes will monitor and manage the Town of Warren VMware environment. Where applicable, the following VMware management activities will be provided for relevant infrastructure listed in Exhibit 1:

- 24x7x365 monitoring and event management.
- Troubleshooting and remediation of VMware environment incidents.
- Escalation, engagement, and troubleshooting with vendor support.
- MACDs to HA and DRS policies
- MACDs to virtual machine instances
- MACDs to VMware datastores.
- MACDs to VMware virtual networking infrastructure.
- Quarterly patching of infrastructure using vSphere Update Manager infrastructure provided by Town of Warren

Windows Server:

ConRes will monitor and manage Windows Server for the Town of Warren. Where applicable, the following Windows Server system management activities will be provided for relevant infrastructure listed in Exhibit 1:

- 24x7x365 monitoring and event management
- Troubleshooting and remediation of operating system incidents
- Escalation, engagement, and troubleshooting with vendor support
- MACDs to Windows Server Roles and Features
- MACDs to file systems
- MACDs to server-level certificates
- MACDs to scheduled tasks
- Participate in patching and maintenance of Windows Server using a centralized, customer-provided, patching tool if available. Patching will be performed monthly within a mutually agreed-upon schedule.

Domain Services:

ConRes will monitor and manage Microsoft Windows Domain Services for the Town of Warren. Where applicable, the following Domain Services activities will be provided for relevant infrastructure listed in Exhibit 1:

- 24x7x365 Monitoring and Event Management
- MACD's to Active Directory objects in the domain
- MACD's to Security/ Distribution Groups
- MACD's to Group Policy Objects (GPOs)
- MACD's to existing Domain Sites and Services
- MACD's to DNS and DHCP
- MACD's to NPS

Microsoft 365 and Messaging:

ConRes will monitor and manage the Town of Warren's Microsoft 365 (M365) environment:

- Monitor M365 Service Health Status Portal for system issues
- M365 license management and reporting
- Troubleshooting and remediation of incidents related to the M365 platform
- Escalation, engagement, and troubleshooting with Microsoft 365 support

- MACDs to tenant configuration
- MACDs to Office 365 email anti-spam rules
- MACDs to mailbox Archive and deletion policies
- MACDs to SharePoint Online including:
 - Create Sites
 - Delete Sites
 - Manage sharing settings at the organization level
 - Add and remove site admins
 - Manage site storage limits

Microsoft 365 services require ConRes to be the partner of record and Microsoft Cloud Solutions Provider (CSP) for Town of Warren.

Endpoint Protection

ConRes will manage endpoint protection software in the Town of Warren environment to provide an advanced layer of security for endpoints and servers. Specific endpoint protection management activities will include:

- 24x7x365 monitoring and notification of outbreak alarms triggered by the WebRoot Endpoint Protection platform
- Triage, quarantine, and removal of threats detected on endpoints
- MACD's to endpoint protection, anti-malware, and web protection policies
- MACD's to endpoint encryption policies and as-needed encryption of new endpoints
- As-needed assistance with encryption recovery keys and device decryption
- Ongoing tuning of endpoint protection platform and policies
- Reporting including information on threats detected, update status and license usage
- As needed patching of endpoint protection agents

Service Desk

The ConRes Service Desk will provide technical, end-user support to the Town of Warren. The specific services provided will consist of:

End-User Support

- The Town of Warren team will submit service requests to the ConRes Managed Services team by email or by phone.
- The ConRes Service Desk will provide remote end-user support for technical issues with:
 - Microsoft Office Applications (Outlook, Word, Excel)
 - Troubleshooting of operating system issues on Windows
 - VPN client connectivity issues
 - Support for virus and malware issues detected
 - Troubleshooting and support of other Commercial off-the-shelf (COTS) software as defined and mutually agreed upon during service onboarding
- Provisioning and termination of accounts and access for new and terminated employees based on mutually agreed upon user provisioning and termination procedures.

On-Site Support

At the request of the Town of Warren, ConRes will leverage authorized subcontractors to provide on-site Field Services ("Services") for equipment and applications listed in Exhibit 1 at the following locations:

Locations TBD

ConRes shall receive a request for Dispatch Service from Town of Warren or other appropriate source and then respond according to the needs of Town of Warren to provide the requested Service for the equipment on a 24x7 time frame with response times defined as:

Response Level	Response Time
Scheduled (2+ Day)	> 16 business hours
Next Business Day	8-16 business hours
8 Business Hours	4-8 business hours
4 Business Hours	0-4 business hours

The Response Time is a calculation of Standard Business hours from when ConRes receives a Service request to when the authorized Field Technician arrives on site. Both Response Time and Technician level are used to determine the hourly rate for the Service request.

The response times goals are aspirational in nature and ConRes does not promise or guarantee service within such time frames. **Under no circumstances shall ConRes' failure to meet the aforementioned Response Time Goals form the basis for any claim or breach of this SOW or the MSA.** The Town of Warren will be billed for the actual response time met.

ConRes shall use our global network of authorized subcontractors to provide Field Services technicians for these Services to troubleshoot and support the Town of Warren's **Infrastructure**. We will arrive onsite, assess and troubleshoot problems, recommend action, and restore systems. Field technicians are a local technical resource that ConRes provides to the Town of Warren to perform Services for equipment at customer locations. Field technicians will be chosen for support based upon availability to perform the work, distance to the location where the work will be performed, and/or any unique skills or tools that may be required to perform unique or specific tasks associated with the task assigned. For details and pricing assumptions please see Exhibit 2

Out of Scope

Services not explicitly defined in this SOW are considered out of scope and will require a separate SOW or scope change request (SCR) to complete. All SCRs must be submitted to the Sales Rep listed at the top of this SOW.

The following services are explicitly defined as out of scope:

- Any systems upgrades or patching other than "minor" or "point" version releases.
- Monitoring of any systems that do not support the SNMP protocol.
- Hardware replacement.
- Troubleshooting and support of applications not defined in Exhibit 1.

Operational Details

General:

- Services performed under this SOW will be provided by non-union labor.
- All Services are performed at the discretion and direction of the Customer.
- All resources assigned to this SOW will be considered "Not for Hire".
 - If Customer hires a resource assigned to this SOW, then Customer agrees to pay a hiring fee equal to 50% of the hired resources annual base salary.
- ConRes final acceptance of this SOW is contingent upon ConRes Credit Approval of Customer.

Location of Services:

- Services are provided remotely from the ConRes Network Operation Center.
- All services and/or meetings will be remote unless otherwise specified.

Operational Hours:

- ConRes Monitoring and Managed Services service operates 24 Hours a day, 7 days a week.

Reporting:

- ConRes will provide monthly reports consisting of:
 - Work summary – Ticket counts, trends, and SLA violations, and event resolution.
 - Device health status and utilization (where applicable).

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Service Review:

- ConRes will host monthly meetings for the purpose of reviewing and evaluating the service provided along with any performance metrics.

Information Security:

- ConRes **DOES NOT WANT** any access to any Personally Identifiable Information (PII) during this engagement.
- If it is determined that access to PII Data is required at any point during this engagement, the Customer must notify ConRes to discuss changing the scope via a Change Request.
- It will be the responsibility of the Customer to protect any PII information since access is not requested/required.

Privacy Statement:

- Continental Resources, Inc. ("ConRes") and its corporate affiliates ("Affiliates" or "ConRes Affiliates") are committed to the protection of your privacy, data, and personal information ("DATA") as further defined within the ConRes Privacy Policy which is available on our website www.conres.com or you may contact us at Privacy@conres.com for further information.

ConRes Responsibilities

- Develop and maintain a "RunBook" listing Standard Operating Procedures (SOPs) necessary to provide the service(s) described within this SOW.
- Maintain appropriate security on all stations that have the ability to connect to the Customer Network.
- Maintain an open line of communication, providing Points of Contact:
 - From a sales and business perspective during normal business hours.
 - For Managed Services support and escalation in emergency situations.

Customer Responsibilities & Prerequisites

- Provide credentials with appropriate access levels on contracted devices necessary to provide services.
- Provide out-of-band, or console access to devices under management, where available.
- Maintain active support contracts on all devices and software under management.
 - ConRes must be listed as an authorized contact via Letter of Authorization (LOA).
 - ConRes support for any devices and software not covered under a valid vendor support agreement will be limited to best-effort support.
- Customer will allow ConRes to install and/or configure all required tools, servers, clients, software features and packages, and appliances to facilitate the services outlined above, as needed by ConRes.
- Customer must provide and present any applicable Customer policies to the assigned resources under this SOW prior to the commencement of any services under this SOW.
 - ConRes will not be held responsible for non-compliance with any Customer policy not provided to each assigned resource regardless of any other stipulation agreed to verbally or in writing by agreement or otherwise.
- Unless otherwise defined within this SOW:
 - Customer is responsible for any System or Data backups required.
 - ConRes will not be held responsible for any Data loss during this engagement.
- Customer is responsible for any and all password and/or user account administration during this engagement.
- Customer **MUST** change all passwords and delete any user accounts utilized by ConRes upon expiration or termination of this SOW.
- ConRes is not responsible for delays caused by failures, including but not limited to, failures caused by systems, personnel or environmental causes or in using incorrect or insufficient data provided by Customer.
- ConRes is not responsible for any manufacturing hardware and/or software bugs, or incompatibilities. ConRes will work with the customer to accommodate and address any issues that may arise, but this may result in additional billable services.

Service Agreement Level: Priority SLA

ConRes will commit to servicing all incidents and requests based on a system of prioritization. The table below outlines the priority levels and the service level agreement (SLA), defined in terms of initial response time, for each priority. The initial response time is

the amount of time it takes a ConRes Support Specialist to respond to an issue. The SLA represents the maximum amount of time it will take to respond to an incident, however it is ConRes' goal to consistently exceed our SLAs.

Priority	Business Impact	Initial Response Time SLA
1 – Critical Priority	Events preventing all users, or a significant portion of users, from performing key business operations. Examples would be an inability to access key file systems and document repositories, loss of network access, and loss of email access.	30 Minutes
2 – High Priority	Events impacting a single user and preventing them from performing key business operations such as accessing email and important files or making phone calls.	4 Business Hours
3 / 4 – Medium / Low Priority	All other requests	1 Business Days

Changes in Scope

Changes to this SOW must be made through a scope change request (SCR). SCRs must detail any modifications to the services outlined in this agreement in writing. SCRs must be mutually agreed upon and may result in modifications to both the cost and scope of services provided.

Acceptance / Completion Criteria

- Services are deemed accepted upon delivery.
- ConRes will have fulfilled its obligations when one of the following first occurs:
 - ConRes invoices up to the estimated total value of this SOW; or
 - Completion of Services as defined within this SOW; or,
 - Expiration of the Service Period, if applicable, as described in the Services Period of this SOW; or
 - Customer or ConRes terminates the project in accordance with the provisions of this SOW or governing agreement.
 - Customer will be responsible for all fees up to the point of termination.

Definitions

1. “Managed Services”
 - a. Managed Services are out-sourced system administration and end-user help functions for an application/software located on the customer premise equipment.
 - b. These services may include proactive remote monitoring and management of the network infrastructure and software, overall system administration, support, and remote technical resources, as outlined in the scope of this agreement.
2. “RunBook”
 - a. A run book is a written set of procedures for the routine and exceptional operation of the system or network by a NOC administrator. Typically, a run book will contain procedures for starting, stopping, and monitoring the system or network; for handling special requests such as the mounting of a device and for handling problems that may arise.

Cost Summary / Invoicing / Termination

Summary of Service Costs

Service	Frequency	Cost
Service Onboarding	One-time	\$3,110
Managed Services	Monthly	\$3,940
Customer Reference Discount	Monthly	(\$50)
Total Expected Contract Billing (12 Months)		\$49,790

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Customer Reference Discount

In consideration of discounts granted in this SOW, Customer agrees to be a reference, providing the following to ConRes:

- Written/Video testimonial
- Written/Video case study
- Customer reference quote
- Serve as a direct reference for future customers
- Use of logo on the ConRes website and supporting documentation above

Pricing Review Clause

Significant changes to the scope of this SOW (defined as changes that are +/- ten percent (10%) of quantity of systems, services, environments, and or quantity identified below) will be reviewed by the parties during the Term. Any discrepancies will be addressed through the agreed-upon governance model for changes to scope. During this review, should any changes to the fee or service structure be required, the changes will be mutually agreed upon by Town of Warren and ConRes and shall be memorialized in a written amendment to this SOW using a Scope Change Request (SCR) form.

The pricing set forth above is based on the following assumptions:

- No more than 40 supported end-users for any 2 of 3 consecutive months
- No more than 40 endpoint devices under management for any 2 of 3 consecutive months
- No more than 30 service desk tickets created per month for any 2 of 3 consecutive months

Payment Terms

1. Monthly invoicing will occur on or about the first of each month coinciding with the defined period of performance.
2. Payment terms are NET 30 from receipt of invoice.
3. This SOW does not reflect or include any:
 - a. Hardware or software costs.
 - b. Hardware or software licensing.

Term, Renewal, and Termination

This statement of work begins on the Start Date identified above and continues for a period of twelve (12) months.

Early termination of this agreement may be initiated by either party for cause in accordance with the agreement. Upon initiation of termination, the initiating party must specify the reason(s) for termination, and the defaulting party shall have the right to cure the alleged default within thirty (30) days from the date of notice. Upon curing the default to the reasonable satisfaction of the initiating party, service performance shall resume.

Exhibits

The following Exhibits are attached to and made part of this SOW:

- Exhibit 1 – Infrastructure and Software Under Management

SOW Authorization

- Unless ConRes and Customer have entered into a separate Agreement that would govern this SOW, this SOW shall be governed by the applicable Terms & Conditions outlined on www.conres.com.
- Customer acknowledges that any manufacturer services provided under this SOW shall be governed by each manufacturer's applicable License Agreements, Warranties, Return Policies, Terms of Service, and Privacy Policies (Customer may be required to "Click to Accept" or otherwise confirm acceptance of these policies).
- ConRes and its corporate affiliates ("Affiliates" or "ConRes Affiliates") are committed to the protection of your privacy, data, and personal information ("DATA") as further defined within the ConRes Privacy Policy which is available on our website www.conres.com or you may contact us at Privacy@conres.com for further information.
- Customer agrees to all terms on all pages of this SOW.
- Unless otherwise stated within the SOW – all services will be performed remotely.

Purchase Authorization

ConRes will invoice the Customer defined above as itemized within the Cost Summary section of this SOW unless Customer provides an official Purchase Order ("PO") Number and PO. The execution of this SOW will serve as the official statement of your intent to purchase without an official PO and is documenting your intent to pay for the services as further described within this SOW. The individual signing below on behalf of the customer represents and warrants that they are duly authorized to execute this SOW and have the authority to commit the Customer defined to the payment of the services. The SOW number above will be used as the Purchase Order reference number.

The parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the SOW Date.

	Authorized Customer Representative	Authorized ConRes Representative
Name		Renee Kramer
Signature		
Date		
Title		Chief Technologist, Managed Services
PO Number		

Exhibit 1 – Infrastructure and Software Under Management

Infrastructure Under Management

Technology	Device	Description	Location	Qty
OS	Windows Server	2012 R2 and	Warren, MA	2
Network	Firewall	SonicWall	Warren, MA	2
Storage	Synology NAS Appliance	up to 4 TB	Warren, MA	1
Monitoring Only	SQL Sever	Monitoring Only	Warren, MA	1
Virtualization	VMWare vSphere Sever	Dell PowerEdge T440	Warren, MA	1

Software Under Management

Technology	Software
Virtualization	VMWare vSphere ESXi
Backup	Veeam Backup and Replication
Security (Antivirus/Antimalware)	WebRoot
Microsoft	Windows Server 2012 R2+
Messaging	O365 Business Basic and Premium
Productivity	Microsoft Office 365 Applications

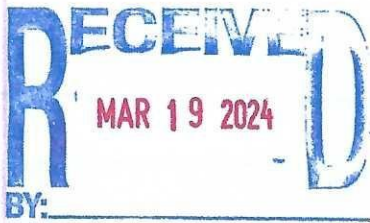
Exhibit 2 – On-Site Support Details and Pricing Assumptions

The Town of Warren acknowledges and agrees that there may be monthly pricing fluctuation for the on-site support services and a formal change management process or amended Purchase Order will not be required for such monthly pricing fluctuations.

The following labor rates are subject to all pricing assumptions defined below:

US Dispatch Rates	Technician Level			
On-site Response Time	Standard	Advanced	Standard Network	Advanced Certified
Scheduled (2+ days)	\$123.00	\$146.00	\$175.00	\$199.00
Next Business Day	\$135.00	\$158.00	\$189.00	\$218.00
8 Business Hours	\$163.00	\$190.00	\$228.00	\$262.00
4 Business Hours	\$199.00	\$236.00	\$283.00	\$322.00

- a. **Minimum Site Visit:** The minimum dispatch consists of two (2) hours onsite labor and one (1) hour travel, for a total of three (3) hours.
- b. **Travel:** If the requested Service requires more than one-hour of travel, ConRes shall request approval for additional travel time or accommodations. Travel requiring airfare, ferry, tolls, hotel accommodations, meals, parking, and other expenses will be invoiced at cost plus 20%.
- c. **Materials:** Any additional labor or materials, requested by the customer, may constitute a change of scope, and a subsequent revision to the price of the project. Materials used during the dispatch shall be provided at cost plus 20% and listed separately on the invoice.
- d. **Uplifts:** The following uplift multiples will apply to all Labor Rates set in Section 11 Pricing:
 1. After Hours, Saturdays: 1.5X
 2. Sundays, Holidays: 2X
- e. **Cancellation:** ConRes will charge a cancellation fee of:
 1. \$120.00 for cancellations that provide less than 24 hours' notice.
 2. T&M rate for time spent by Field Technician(s) for cancellations that occur after Field Technician has departed their origination point for the canceled site.
 3. Minimum Site Visit fee for cancellations that occur after Field Technician has already arrived onsite.
- f. **Taxes:** Invoices are all inclusive of taxes. Where applicable, VAT and other taxes are removed or recovered by ConRes.
- g. **Bill Rate:** All services will be billed in USD.



March 13, 2024

Warren Board of Assessors
48 High Street
Warren, MA 01083

Dear Board Members,

I am writing to express my gratitude for the assessors office, in particular, Betty Joe.

We have been working with this office for many years, as my husband is legally blind and receives the abatements for property taxes and excise tax.

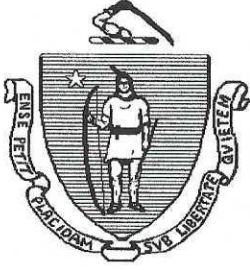
Betty Joe has been a breathe of fresh air for your department. She is right on top of everything and she has exemplary communication skills.

I had been extremely frustrated with this office for many years, the lack of communication, returning phone calls, even the office being open when it is supposed to be.

Kudos to the Assessors for hiring Betty Joe. She is a wonderful asset to our town.

With Regards

Kelly + Bruce Anderson



The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

NOTICE OF FILING AND REQUEST FOR COMMENTS

D.P.U. 24-31

March 19, 2024

Petition of Massachusetts Electric Company and Nantucket Electric Company, each d/b/a National Grid, for Approval of their 2024 Energy Efficiency Reconciling Factors for effect May 1, 2024.

On March 1, 2024, Massachusetts Electric Company and Nantucket Electric Company, each d/b/a National Grid (together, "Companies"), filed with the Department of Public Utilities ("Department") a petition seeking approval of their 2024 Energy Efficiency Reconciling Factors ("EERFs"), effective May 1, 2024. The Department docketed the Companies' petition as D.P.U. 24-31.

An EERF collects additional funds for approved energy efficiency programs when the cost of implementing those programs exceeds other funding sources. See G.L. c. 25, § 19(a). The Companies propose the following EERFs for effect May 1, 2024: (1) 3.164 cents per kilowatt-hour ("kWh") for residential customers; (2) 0.497 cents per kWh for low-income residential customers; and (3) 0.734 cents per kWh for commercial and industrial ("C&I") customers. The proposed EERFs are designed to: (1) collect costs associated with the Companies' 2024 energy efficiency program implementation in excess of other funding sources; and (2) reconcile expenses and revenues from the previous year's program implementation.

If the Department approves the 2024 EERFs as proposed, a residential customer (R-1) using 600 kWh of electricity per month will experience a monthly bill increase of \$4.61 (or approximately 2.1 percent). A low-income residential (R-2) customer using 600 kWh of electricity per month will experience a monthly bill increase of \$0.79 (or approximately 0.6 percent). C&I customers will experience a monthly bill decrease ranging from 0.8 percent to 1.8 percent. For specific bill impacts, please contact the Companies as shown below.

Any person interested in commenting on this matter may submit written comments no later than the close of business (5:00 p.m.) on **April 16, 2024**. The Department strongly encourages public comments to be submitted by email using the methods described below. To the extent a person or entity wishes to submit comments in accordance with this Notice, electronic submission is sufficient. If, however, a member of the public is unable to send

written comments by email, a paper copy may be sent to Mark D. Marini, Secretary, Department of Public Utilities, One South Station, Boston, Massachusetts 02110.

All documents must be submitted to the Department in **.pdf format** by e-mail attachment to dpu.efiling@mass.gov and krista.hawley@mass.gov. The text of the e-mail must specify: (1) the docket number of the proceeding (D.P.U. 24-31); (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. In addition, a copy of all comments should be sent to the Companies' attorney, Christopher Tuomala, Esq., at Christopher.Tuomala@nationalgrid.com.

All documents submitted in electronic format will be posted on the Department's website through our online File Room as soon as practicable (enter "24-31") at: <https://eeaonline.eea.state.ma.us/DPU/Fileroom/dockets/bynumber>. Please note that in the interest of transparency any comments will be posted to our website as received and without redacting personal information, such as addresses, telephone numbers, or email addresses. Therefore, consider the extent of information you wish to share when submitting comments.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), contact the Department's ADA coordinator at Andrea.R.Casul@mass.gov. For further information regarding the Companies' filing, please contact the Companies' attorney, Christopher Tuomala, Esq., at Christopher.Tuomala@nationalgrid.com or (351) 666-7799. For further information regarding this Notice, please contact Krista Hawley, Hearing Officer, Department of Public Utilities, at krista.hawley@mass.gov.



BOARD OF SELECTMEN MEETING

CHARLES E. SHEPARD MUNICIPAL BUILDING



DATE: 3/21/24

Attendee:

Joseph Kneibitz Jr

Attendee:

Attendee:

Dubois

Attendee:

Attendee:

Adam Lavoie

Attendee:

Attendee:

Gerry Millette

Attendee:

Attendee:

Ducimo

Attendee:

Attendee:

Dan Thibodeau

Attendee:

Attendee:

Prykops

Attendee:

Attendee:

Tim O'Brien

Attendee:

Attendee:

Stan Bates

Attendee:

Attendee:

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