

**Minutes for Ticonderoga's Monthly Financial Meeting and any Other Lawful
Business held on November 24, 2015 commencing at 11:30 a.m.**

Present: R. William Grinnell, Supervisor
David Iuliano, Councilman
Wayne Taylor, Councilman
Fred Hunsdon, Councilman
Chattie Van Wert, Councilwoman
Tonya M. Thompson, Town Clerk

Others: Karla Vigliotti, Amy Quesnel, Dave Woods, Bill Ball, Holly and Dick Dixon,
John Bartlett, Mark Shaw and Alan Vantassel from Stored Tech

Supervisor Grinnell called the meeting to order at 11:30 a.m.

Presentation will be held at the end of the meeting.

Resolution for Consideration

Resolution #398-2015 brought by Wayne Taylor, seconded by Chattie Van Wert
supporting the following prepaids processed and those to be processed;

To State Comptroller Office, \$15,420.00 for October court revenue, voucher #11239

A.0690 \$15,420.00

To Excellus, \$33,571.84 for December Health Insurance, voucher #11229

A.9060.8 \$18,640.76 DA.9060.8 \$5,425.80 SS05.9060.8 \$5,010.08 SW06.9060.8 \$4,495.20

To Guardian, \$600.82 for December Eye & Dental Insurance, voucher #11230

A.9060.8 \$433.13 DA.9060.8 \$91.82 SS05.9060.8 \$7.97 SW06.9060.8 \$67.90

To Excellus, \$3,285.76 for December Retiree Health Insurance, voucher #11231

A.9060.8 \$3,285.76

To Simply Prescriptions, \$2,771.20 for December Retiree Prescription Premium, voucher #11232

A.9060.8 \$2,771.20

To First Bankcard, \$1302.40 for October Credit Card, voucher # 11233

A.1220.4 \$118.90 A.6989.4 \$11.95 A.8010.4 \$178.00 A.1355.4 \$83.00

A.3120.4 \$159.95 A.5132.42 \$750.60

To Staples, \$323.88 for October Credit Card, voucher #11228

DA.5130.4 \$323.88

To Tractor Supply, \$278.55 for October Credit Card, voucher #11234

A.8510.4 \$129.99 A.8810.4 \$129.99 A.3120.4 \$108.95 DA.5130.4 -\$300.34

A.5610.4 \$89.98 A.5132.4 \$49.98 SW06.8340.4 \$70.00

To Ticonderoga Arts, \$150.00 for annual Arts Festival, voucher #11235

A.6989.4 \$150.00

To Ticonderoga Festival Guild, \$385.00 for Christmas Production, voucher #11236

A.6989.4 \$385.00

To Dedrick's tree service, \$1,000.00 for tree removal, voucher #11237

A.1220.4 \$1,000.00

To Moses Ludington Hospital, \$17.00 for drug testing, voucher #11238

A.3120.4 \$17.00

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To iHost Networks, \$107.55 for annual website hosting fee

A.6989.4 \$107.55

To NYS Local Retirement, \$58,397.00 for FY2016 Police Retirement Annual Invoice

A.9015.8 \$58,397.00

To NYS Local Retirement, \$271,957.00 for FY2016 ERS Retirement Annual Invoice

A.9010.8 \$103,014.00 DA.9010.8 \$73,522.00 SW06.9010.8 \$38,986.00

SS05.9010.8 \$56,435.00

All in Favor R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Resolution #399-2015 brought by Chattie Van Wert, seconded by David Iuliano terminating the Senior Bus petty cash account. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Resolution #400-2015 brought by Fred Hunsdon, seconded by Wayne Taylor approving the following budget transfers;

Transfer \$2,035.81 from DA.5110.100 General Repairs Personal Services to DA.5110.101

General Repairs O/T and D/T Personal Services

Transfer \$10,000.00 from DA.5112.400 Improvements Contractual Expenses to DA.5130.400

Machinery Contractual Expenses

Transfer \$5,000.00 from DA.5112.400 Improvements Contractual Expenses to DA.5142.101

Snow Removal O/T and D/T Personal Services

Transfer \$31,689.00 from A.9015.8 Police Retirement to A.9010.8 Retirement

Transfer \$33,876.00 from DA.5112.4 Highway Improvement to DA.9010.8 Retirement

Transfer \$5,827.50 from SS05.8130.42 Sewer Fuel Oil to SS05.9010.8 Retirement

Transfer \$5,827.50 from SS05.8130.4 Sewer Contractual to SS05.9010.8 Retirement

Transfer \$11,284.00 from SW06.8320.4 Water Contractual to SW06.9010.8 Retirement

Transfer \$3,000.00 from SS05.8120.101 Sanitary Sewer Overtime to SS05.8130.101

Sewage Treatment Disposal Overtime. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye.

Opposed - none. **Carried.**

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Resolution #401-2015 brought by Fred Hunsdon, seconded by Chattie Van Wert approving the following budget adjustments;

Increase A.2770 Miscellaneous Increase A.6989.4 EDC Contractual \$2,200.00

Visitor Bureau reimbursement for fishing tournament

Increase A.2770 Miscellaneous Increase A.6772.4 Senior Bus Contractual \$173.50

Closed the petty cash account, returning the money to Senior Bus budget

All in Favor R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Resolution #402-2015 brought by Chattie Van Wert, seconded by Fred Hunsdon authorizing the following Training and prepayment vouchers for Registration, Lodging and meals, Via the Federal Per Diem rates; Derrick Fleury, Pesticide course, Cicero, January 4 to January 8, 2016. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Resolution #403-2015 brought by David Iuliano, seconded by Wayne Taylor supporting the Supervisor signing the Disadvantage Business Enterprise Program FY 2014 Policy for the Ticonderoga Municipal Airport. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Miscellaneous

Bill Ball, Code Enforcement

November 23, 2015

Ticonderoga Town Board

*Re: Property located at 128 Burgayne Rd., Ticonderoga, NY 12883,
Tax map # 150.35-6-14.000, Town of Ticonderoga, County of Essex.
Owned by: Shannon Russell, C/o 249 Rock City Rd. Hudson Falls NY 12839*

Dear Board members:

This office has received numerous complaints regarding the above referenced property.

Pursuant to Local Law No. 5 of 2003, Section 3, "No person shall throw, deposit, accumulate, store, or cause to be thrown, deposited, accumulated, or stored, any filth, waste, tin cans, bottles, garbage, rubbish, refuse or any discarded substances in or upon private property within the Town of Ticonderoga except in a receptacle such as a garbage can or garbage bin used for the collection and removal of the above".

The following are my facts and findings.

This office has sent out several orders (OTRV) requesting that the owner of record clean and secure the property per the NYS Property Maintenance Code and the Town's Local Law # 5 of 2003, all certified mail was returned unclaimed.

An Order to Remedy Violation notice was sent out 11-10-15 ordering immediate cleanup, a signed return receipt dated 11-12-15 was returned to this office. As of today nothing has been done.

Based on the above, it is my recommendation that the owner be served with notice to appear at the December 10th Town Board Meeting for a public hearing to answer these charges and at this meeting the

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Resolution #404-2015 brought by Fred Hunsdon, seconded by Wayne Taylor to hold a Public Hearing on December 10, 2015 at 6:00 p.m. regarding the Shannon Russell property located at 128 Burgoyne Road, Ticonderoga, NY 12883 violating Local Law #5 of 2003. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

November 23, 2015

Ticonderoga Town Board

*Re: Property located at 43 Myers St., Ticonderoga, NY 12883,
Tax map # 150.44-11-18.000, Town of Ticonderoga, County of Essex.
Owned by: William E. Brown.*

Dear Board members:

This office has received numerous complaints regarding the above referenced property.

Pursuant to Local Law No.5 of 2003, Section 3, "No person shall throw, deposit, accumulate, store, or cause to be thrown, deposited, accumulated, or stored, any filth, waste, tin cans, bottles, garbage, rubbish, refuse or any discarded substances in or upon private property within the Town of Ticonderoga except in a receptacle such as a garbage can or garbage bin used for the collection and removal of the above".

The following are my facts and findings.

During the summer of 2015 we have been working with the tenants and the owner's son Vincent on cleaning up the property.

On 11-16-15 this office received a call regarding loads of brush; C&D waste and rubbish going up Myers St. on investigation several large piles of garbage, rubbish, old tires etc. and a large quantity of metal were piled on the railroad bed that was acquired by the town this year. There is also a large amounts dumped on the north side of the rail bed which is part of Mr. Browns property.

An Order to Remedy Violation notice was sent out 11-17-15

This area has been a dumping site for many years is a hazard to the health, safety and welfare of the citizens of the Town.

Based on the above, it is my recommendation that the owner be served with notice to appear at the December 10th. Town Board Meeting for a public hearing to answer these charges and at this meeting the Town Board will determine whether to pursue legal action or have the property cleaned up with all costs levied against the property taxes.

DEC Officer Brassard has been informed and did a site investigation on 11-18-15.

Resolution #405-2015 brought by Fred Hunsdon, seconded by Wayne Taylor to hold a Public Hearing regarding the William Brown property located at 43 Myers Street, Ticonderoga, NY 12883 violating Local Law #5 of 2003. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Mr. Ball also made the board aware of issues along the back side of the properties going up Burgoyne Road along the ball fields. There is significant trash accumulation and he will be noticing all property owners along that road.

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Discussion was held on how to deal with this trash along the ball field, the Highway Department is also aware of this and is looking at how to address it. More discussion will be held. (Bury/inmate labor/cover).

Tonya M. Thompson, Town Clerk

Discussion was held on winter work to be done and especially help with getting the holiday decorations up. There is a lot of time and effort put into the decorations around the town and the clerk does not feel she can do a sufficient job at this any more. Right now there is garland to be put up but everything must be physically pulled out and 'fluffed' and the lights need to be checked. She is willing to help with this but cannot do it alone.

Councilwoman Van Wert agreed and suggested the use of our labor employees more during this time and during the winter. There is more that can be done at this time of year before our crew is laid off for the winter. We have this resource and should utilize it.

Supervisor Grinnell agreed and will ask the Beautification Crew to assist with the decorations. He asked that a list be put together about fall and winter items that need to be taken care of and he will ask for the Beautification Crews help along with Highway.

Councilman Iuliano agreed and feels that we could easily keep one or two guys on all year, for garbage, skating rink, decorations etc. Let's put together a list, ask Rich Holmberg what he would like to do. Discuss more at the Committee Meeting.

Supervisor Grinnell will ask that they come in and help with the garland right now for this year and we can get that list together going forward.

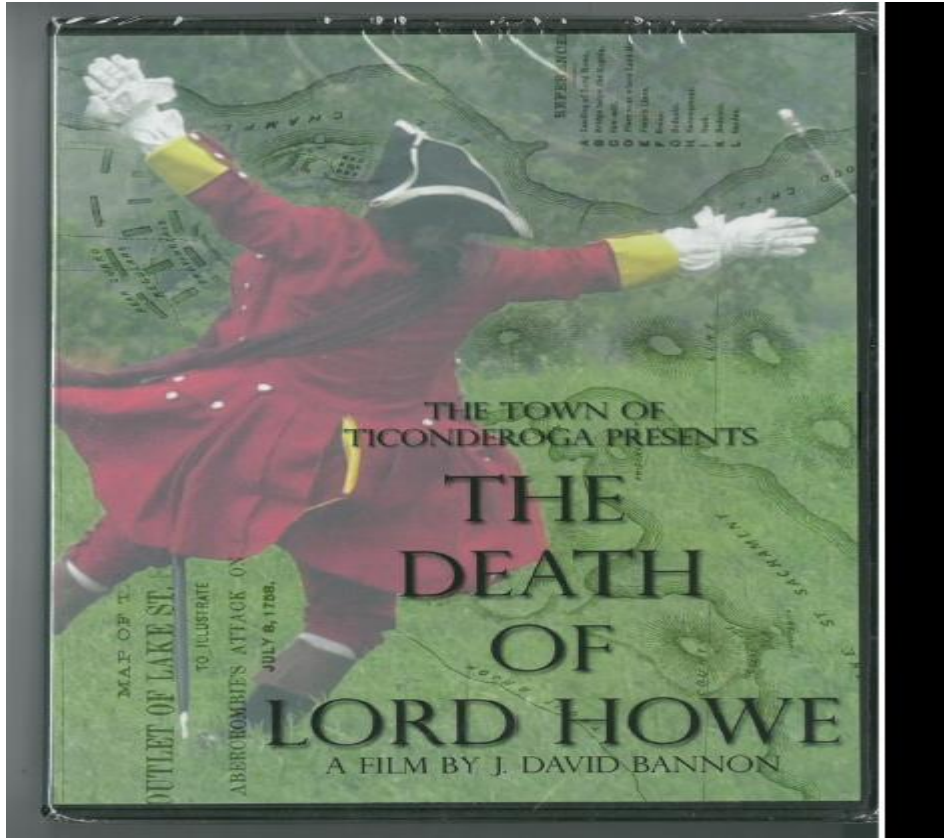
Skating Rink - there has been no interest in this job.

Resolution #406-2015 brought by Chattie Van Wert, seconded by David Iuliano to re-advertise the seasonal skating rink attendant position salary is approximately \$750.00. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Mrs. Thompson also mentioned a video that the Town has had for many, many years "The Death of Lord Howe" - this video has been sitting and we have many of them. Can we lower the price and try to advertise them a bit more.

Resolution #407-2015 brought by Wayne Taylor, seconded by Dave Iuliano to charge \$5.00 for "The Death of Lord Howe" video. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

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Presentation from Stored Tech - IT Provider

Mark Shaw and Alan Vantassel from Stored Tech

They have two proposals one is to fix the infrastructure and the other is for services.

About a month ago we came on site in the middle of a crises, your program was down for approximately two weeks. We are proposing the following for the next steps this town should take.



**Proposal for – Complete IT
System Rebuild**

For: Town of Ticonderoga

Mark Shaw- President

Stored Technology Solutions Inc.
543 Queensbury Avenue
Queensbury, NY 12804
November 10th, 2015

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1) Cover Letter

November 10th, 2015

StoredTech's Global IT Plan

Town of Ticonderoga has a number of IT issues that are impeding business and creating massive inefficiencies in the organization. We have identified a number of core issues and built a response to remediate each of them.

The issues are as follows in no specific order:

- The Network is slow and often loading files and applications takes far too long.
- Email is not centralized, is not under a single location and is unable to be used on multiple devices from any location.
- The existing server is improperly built and does not meet any of the basic criteria for a standard server configuration, it is virtualized on a loaner server provided by StoredTech
- The cabling is not properly run and in many locations is left hanging outside of the walls creating an unsightly and unprofessional look.
- Workstations are not all configured with a standard and are not all properly using a server domain setup which most enterprises run under.

These issues will be addressed and financial costs associated with each in this Complete Systems Rebuild Proposal. The proposal for IT services from StoredTech assumes these major deficiencies are identified and rectified before such a proposal for ongoing services can be implemented and be successful.

StoredTech is confident the suggested solutions will create a net result that will delight the client, increase uptime, and massively reduce the IT operational headaches being experienced now.

Regards,

Mark Shaw
President
mshaw@storedtech.com
518-793-1111

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2) Company Profile

1. **Who is StoredTech?** – Stored Technology Solutions, Inc. (StoredTech) developed from the need for enterprise-level technology that is scalable for the small, medium and large business environment. Our engineers and partners have more than 50 years of technology experience serving a variety of industries. StoredTech provides and supports hardware and software solutions that are designed specifically for business — helping you make your Information Technology solutions work for your company, instead of working around your IT infrastructure.
2. StoredTech, in its current legal structure has been in business for 5 years. It should be noted that StoredTech is a conglomerate of multiple companies that form the current legal entity and the actual time in business is 14 years.
3. StoredTech has annual sales volume ~\$5 million.
4. StoredTech has its Corporate Office and Network Operations Center (NOC) located at 543 Queensbury Ave, Queensbury, NY 12804 with Regional Offices located in: Plattsburgh, Malone & Saratoga Springs, New York along with an office located in South Plainfield, NJ.
5. StoredTech currently employs 24 people supporting a total client base of more than 800, with just over 50 in the public sector.
 - a. 23 of the 25 employees are dedicated to account management and/or technical support.
 - b. 23 of the 25 employees are full-time with 1 being a part-time employee.
 - c. The StoredTech team holds a variety of certifications from all of our primary vendors inclusive of Dell, HP, VMware, Microsoft, Veeam, Cisco, Meraki, EMC, NetApp, GFI, AVG, Avaya, Allworx, NEC. Operationally, StoredTech's team holds certifications in Six Sigma, Project Management (PMP), Service Desk, and ITIL.
 - d. StoredTech does have VCP certification.
 - e. StoredTech does have Engineers with MCITP certifications
 - f. Current StoredTech Staff (25)

Technical Support:

- a. Senior VP of Engineering – Teri McNall
- b. Level III – 3 (Russ/Angela/Jeff)
- c. Level II – 3 (Rob/Jason/Travis)
- d. Level I – 7 (Chris/Danny/Jessica/Darrell/Dan/Hillary/Evelyn/Steven)
- e. Cabling & Phones – Daniel Francis

Consulting (Service Delivery / Sales):

- President/CEO – Mark Shaw
Senior VP of Operations – Alan VanTassel
VP of Infrastructure – Doug Gillson
Senior Business Development Executive – Chris Chiovoloni
Sales Executive – Andrew Castrantas

Sales Support:

- Account Executive – Charles Ives
Project & Procurement Engineer – Kris Dubrey

Administrative Support:

- VP of Finance – Kristen Shaw
Accounting Support – Colleen VanTassel

6. StoredTech is incorporated in the State of New York and licensed and registered to do business in the State of New York. StoredTech is appropriately insured inclusive of all required Unemployment, Workers Compensation, and Disability insurances. Additionally, StoredTech carries a 4 million dollar loss & liability umbrella insurance policy.
7. StoredTech is partnered with all of the major manufacturers and as a practice, purchase through only the major distributors.
 - a. **Manufacturers**
 - i. Dell
 - ii. HP
 - iii. VMware
 - iv. Microsoft
 - v. Veeam
 - vi. Cisco
 - vii. Meraki
 - viii. EMC
 - ix. GFI
 - x. AVG
 - xi. Avaya
 - xii. Allworx
 - xiii. NEC
 - b. **Distributors**
 - i. Tech Data
 - ii. Ingram Micro
 - iii. Synexx
 - iv. D&H
8. The key differentiators between StoredTech and all other providers is the following: StoredTech is and has always been a Managed Service Provider; it is part of our DNA from the top down and our employees understand that clients entrust us to help make IT simple. We are large enough to meet our clients many needs and we have a proven track record of being able to scale proportionately with our rapid but controlled growth.
9. Our proposed solution and delivery methodology does not include any plan to subcontract any components to third party organizations. StoredTech does have relationships with a variety of sub-contractors that we utilize on special projects and only with prior consent of our clients. An example would be; a large desktop roll-out project that requires multiple bodies in multiple locations at the same time to perform remedial task.
10. StoredTech is supportive and often a catalyst of helping organizations transitions to private or public cloud technology from more traditional IT service models. We have helped guide 100's of organizations make this transition. The size of these organization range from 5 users to 1000+ users. Many will claim that they are experts in completing these transitions but the reality is; this is new and evolving technologies that have all manufacturers making rapid changes. StoredTech's belief is that it is unrealistic for any vendor to claim they are experts at a practice that has really only gained significant traction in the last 3-5 years but does believe they are one of the best regionally.

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3) Complete System Solution

Proposed Approach and Solution

The Town of Ticonderoga has been working to upgrade and has had what StoredTech considers unconventional IT support and experiences. StoredTech hopes to create an industry standard network to reduce barriers for ongoing support.

StoredTech suggests utilizing industry norms to bring about a server environment with a domain, upgraded/cleaned up cable and switching to ensure better uptime, and to provide a future platform for technology to the town.

The router that is currently in place is a home grade router and is easily overwhelmed by network traffic. There is no business class security on the device. We are recommending a Meraki by Cisco solution to bridge the gap between all the sites and the internet. With some additional work through your local ISP and PrimeLink we think it's possible to upgrade and add better enhancements to the Internet network as well.

We also see the need to upgrade several workstations to ensure compliance for the town in case of any audits.

The overall goal will be to stabilize, upgrade, and protect the network. Including a disaster recovery solution.

The planned points to this solutions are as follows

- Complete Cable Plant Re-Work and Re-Build
- Two new servers, one for Police and one for Town
- Domain setup for all workstations
- Standard software, antivirus and support for all devices
- Cyber Security program to protect and educate
- Disaster Recovery plan to ensure onsite and offsite backups
- Complete infrastructure upgrade for routers, switches, and firewalls
- Proper software and licensing
- The ability to move to Office 365 and to add Wireless

4) Budgetary Pricing

StoredTech would like to complete the following work to ensure a stable, modern and future proof setup for the Town of Ticonderoga. We have worked to put the best pricing around each product and part of the project. While unforeseen items may arise we feel confident these numbers are well produced to give you the closest budgetary complete solution for your IT needs.

Servers for Town and for the Police Department. This also includes what we call a Synology which is on onsite complete backup solution

Servers			
2	PowerEdge T320 Intel® Xeon® E5-2430 2.20GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C, 95W, Max Mem 1333MHz Performance Optimized 1600MT/s RDIMMS (2) 16GB RDIMM, 1600MT/s, Low Volt, Dual Rank, x4 Data Width Chassis with up to 16, 2.5" Hot-Plug Hard Drives Raid 5 for H710P/H710/H310 (3-16 HDDs) PERC H710 Integrated RAID Controller, 512MB NV Cache, Full Height (5) 300GB 10K RPM SAS 6Gbps 2.5in Hot-plug Hard Drive Dual, Hot-plug, Redundant Power Supply (1+1), 495W (2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord Power Saving Dell Active Power Controller iDRAC7 Enterprise On-Board Broadcom 5720 Dual Port 1Gb LOM Internal Dual SD Module with 1GB SD Card DVD ROM, SATA, Internal 3Yr Basic Hardware Warranty Repair: 5x10 HW-Only, 5x10 NBD Onsite	\$4,111.71	\$8,223.42
Network Attached Storage/ Backup			
2	Synology DiskStation DS414 NAS Server - 1.33 GHz - 4 x Total Bays - 1 GB RAM - 3 x USB Ports	\$479.99	\$959.98
6	Western Digital RED 3.5" 2TB SATA Hard Drive	\$115.99	\$695.94

Server Software is standard pricing, but with Government or Non-Profit discounting we could save funds here. This is often a review based on Microsoft rules.

Server Operating System and Licenses

2	Microsoft Windows Server 2012 R2 Standard Edition	\$879.99	\$1,759.98
40	User CAL for Windows Server 2012	\$36.99	\$1,479.60

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Meraki routers for the network, firewall and security at each location. The main site has MX84 and MX64's for all remote locations.

Meraki Security Appliance w/Licensing

1	Meraki MX84 Cloud Managed Security Appliance	\$1,649.52	\$1,649.52
1	3 Yr Meraki MX84 Enterprise License - Subscription License	\$1,653.65	\$1,653.65

Meraki Security Appliance w/Licensing

5	Meraki MX64 Cloud Managed Security Appliance	\$495.00	\$2,475.00
5	3 Yr Meraki MX64 Enterprise License - Subscription License	\$526.35	\$2,631.75

Workstations can be upgraded or replaced based on age and software/hardware. For a budget we are recommending that at least 2 computers running XP get replaced and the ones with Home editions of Windows 7 either do an Anytime upgrade if available or move to Windows 10 Professional.

Replacement Workstations

2	OptiPlex 3020 MiniTower Intel Core i5-4590 Processor (Quad Core, 6MB, 3.30GHz w/HD4600)	\$721.33	\$1,442.66
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The complete redesign and layout of the network cable plant is priced below. All locations should be home run back to the new switches. All cable ends and cable plant should be built and tested to ensure that we no longer have multiple home switches. These multiple connections with cables that are missing clips and can come loose and fall out are causing network loss.

Cable Plant Rework

100	Cat6E double drop includes cable, terminations, and labor	\$125.00	\$12,500.00
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Connecting all the newly run networking wires will be Cisco SG300 switches that are capable of running todays intensive applications but have the ability to add VoIP phones or any other number of advanced networking features in the future.

Switching

1	Cisco SG300-52MP Layer 3 Switch - 52 Ports - Manageable - 2 x Expansion Slots - 10/100/1000Base-T - Twisted Pair - Gigabit Ethernet - Shared SFP Slot - 2 x SFP Slots - 3 Layer Supported - Power SupplyLifetime Limited Warranty	\$1,666.99	\$1,666.99
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Easy-to-Use Managed Switches that Provide the Ideal Combination of Features and Affordability. To stay ahead in a competitive marketplace, small businesses need to make every dollar count. That means getting the most value from your technology investments, but it also means making sure that employees have fast, reliable access to the business tools and information they need. Every minute an employee waits for an unresponsive application - and every minute your network is down - has an impact on your bottom line. The importance of maintaining a strong and dependable business network only grows as your business adds more employees, applications, and network complexity. When your business needs advanced security and features but value is still a top consideration, you're ready for the new generation of Cisco® Small Business managed switches: the Cisco 300 Series.

4	Cisco SG300-28MP Layer 3 Switch - 28 Ports - Manageable - 2 x Expansion Slots - 10/100/1000Base-T - Twisted Pair - Gigabit Ethernet - Shared SFP Slot - 2 x SFP Slots - 3 Layer Supported - Power SupplyLifetime Limited Warranty	\$938.34	\$3,753.36
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Easy-to-Use Managed Switches that Provide the Ideal Combination of Features and Affordability. To stay ahead in a competitive marketplace, small businesses need to make every dollar count. That means getting the most value from your technology investments, but it also means making sure that employees have fast, reliable access to the business tools and information they need. Every minute an employee waits for an unresponsive application - and every minute your network is down - has an impact on your bottom line. The importance of maintaining a strong and dependable business network only grows as your business adds more employees, applications, and network complexity. When your business needs advanced security and features but value is still a top consideration, you're ready for the new generation of Cisco® Small Business managed switches: the Cisco 300 Series.

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To complete all this work we have allocated \$16,000 worth of labor at \$80 per hour. That is a total of two hundred hours to complete all the IT (non-cable) work.

Total: For all Hardware, Software and over 200 hours of estimated work not including the cable runs:

SubTotal	\$57,688.01
Tax	\$0.00
Shipping	\$40.00
Total	\$57,648.01

Staff experience and expertise

StoredTech engineers and partners have more 50 years of technology experience serving a variety of industries.

The StoredTech technical team holds a variety of certifications from all of our primary vendors inclusive of Dell, HP, VMware, Microsoft, Veeam, Cisco, Meraki, EMC, NetApp, GFI, AVG, Allworx Avaya, NEC.

Operationally, StoredTech's team holds certifications in Six Sigma, Project Management (PMP), Service Desk, and ITIL.

• Certifications:

- *VMware Certified Professionals*
- *VMware Certified Sales Professionals*
- *VMware Technical Certified Sales Professionals*
- *VMware Capacity Planning & Assessment Professionals*
- *EMC Certified Professionals*
- *EMC Certified Storage Professionals*
- *Cisco Certified Professionals*
- *Cisco Meraki Certified Professionals*
- *Veeam Certified Professionals*
- *Data Center Design & Services*
- *Data Center Design Professionals*
- *Microsoft Certified Professionals*
- *AVAYA Certified Sales and Engineers*

Local availability

StoredTech is able to resolve over 90% of our incoming service tickets with our remote support model, however in the rare event that an onsite visit is needed we have 17 dedicated engineers in our organization.

Support Services

Requesting Service

Available Options

- Client Portal Access - available 24/7/365
 - All employees can have access to our free Web-based portal. We use it as a way to share and collaborate with our clients on service tickets, projects, and other key information in our service relationship. Access to this portal will allow all employees to:
 1. Submit an electronic Customer Service Request
 2. Track the status of your Service Tickets and Project Tasks
 3. Update or request updates on existing Service Requests
- Email – available 24/7/365
 - Sending an email to service@storedtech.com will create a Service Request (ticket) in our system. The sender will receive an email acknowledgment of the ticket creation and will continue to receive email notifications as the ticket moves through to the complete resolution step.
- Phone – available 24/7 (with live response during Hours of Operation)
 - By calling 518-793-1111 or toll free 877-331-5220 a caller will have a menu option available for "Service" and "Emergency Service".
 - During Hours of Operation both options will put the caller into our Service Department where an Engineer will create a Service Request Ticket and assign it to the appropriate resource if not themselves. Often these tickets are opened and closed on the first call but many variables could affect that.
 - Outside of our Hours of Operation both options will notify the appropriate resources on call.

Hours of Operation

- Monday – Friday from 8AM – 5PM (excluding Holidays)
- Engineers are on call outside of ALL business hours

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- If the Town of Ticonderoga has chosen a "Flat Rate" model, there are no limitations on the hours of Service Delivery.

SLA's

Priority	Trouble	1st Response Time	Resolution (Max. Time)	Resolved Time	Escalation Threshold
Critical	<ul style="list-style-type: none"> • Mission critical systems are down • All users impacted • No workaround is available 	Within 1 Hour	Within 2 Hours	ASAP - Best Effort	2 Hours
High	<ul style="list-style-type: none"> • Time sensitive or important systems are down • Multiple users or entire department impacted • No workaround is available 	Within 2 Hours	Within 4 Hours	ASAP - Best Effort	8 Hours
Medium	<ul style="list-style-type: none"> • Limited system impact • Limited number of users or functions impacted • Workaround is available 	Within 8 Hours	Within 12 Hours	Within 24 Hours	8 Hours
Low	<ul style="list-style-type: none"> • Scheduled appointments • Not time sensitive • Small service degradation • Business processes can continue • Includes moves, adds and changes (MACs). 	Within 24 Hours	Within 48 Hours	Within 48 Hours	24 Hours
<p>These are guidelines for prioritizing requests with response times.</p> <p>Actual response times may be shorter or longer depending on the volume of requests at any one time.</p> <p>Business Hours M-F 8AM - 5PM</p>					

Proposal summary

StoredTech's dedicated team of 20+ Managed Services Professionals offer their clients a depth of experience, knowledge, and expertise with 24/7/365 accessibility within minutes. We put our clients first. Not only providing simple, streamlined, cost effective solutions in place to provide all of their day-to-day maintenance needs but by fulfilling their CIO responsibilities with strategic planning, consulting, and budgeting needs as their "Trusted Advisor".

5) Principles of Engagement

Engagement Expectations

Customer will:

- Appoint a Project Liaison who will be available for discussion and interaction with the Project Team. This individual will be responsible for coordinating any requests for assistance, facilitating decisions, have the appropriate administrative access to all systems, and authority for this responsibility.
- Actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the project team requires regular and timely access to them.
- Complete prerequisites identified in the Project Kick-off, or request and authorize StoredTech to assist and perform the work to be covered under additional time & material costs.
- The Project Liaison will handle internal communications with divisions and users in regards to scheduling downtime and how the project will affect them.
- Provide free and clear access to the facilities as pertaining to this project including appropriate building and information systems access, phone, Internet and remote access.
- Be responsible for providing space and environmental conditions (AC) and network cables unless otherwise specified in this Statement of Work.
- Sign-off on Project Acceptance upon project completion, only by Project Liaison or authorized signer.
- Optionally may provide a confidentiality agreement to be signed by StoredTech, which should be done on or before the project kick off.

StoredTech will:

- Respond to issues directly related to this project within 24 hours to assess, determine severity, and provide direction for remediation. Critical, production impacting, issues will be assessed in 4 hours. Additionally, STOREDTECH will work with the vendor's customer support for products provided by STOREDTECH as part of this project.
- Immediately notify Customer of any situation that impacts timeframe or cost. Any additional efforts must be documented, re-planned and approved by Customer through our change control process.
- Treat all documentation and data supplied by Customer as **confidential**, and if information is required to be transferred off the Customer's premises said transfer will be performed in a secure manner and all such transferred data will be completely and securely destroyed from any non-Customer equipment when it is no longer required, or upon completion of the project, whichever occurs first.
- Be responsible to complete all services specified in the Statement of Work in a reasonable and timely fashion. Work will be performed both on and off-site.
- Not be responsible for troubleshooting issues with pre-existing systems.
- Not be responsible for costs and delays caused by inadequate site preparations, improper systems configuration of pre-existing systems, scheduling conflicts with other contractors or any significant changes to the Statement of Work and will charge as out-of-scope according to Payment Terms.
- Not be responsible for delays in product shipment due to shortage of manufacturer stock.
- Provide contact and escalation information to the project team and executive management.

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Standard Assumptions

- STOREDTECH will need free and clear access to the facilities as pertaining to this project.
- STOREDTECH's standard work hours are 8am to 5pm, Monday through Friday. Overtime rates are 1.5x, with holidays at 2x. Travel is billed portal-to-client site plus lodging if needed. (unless negotiated differently in the Payment Terms) STOREDTECH will be provided a work schedule that does not interfere with the client or delay our completion.
- This project plan is an estimate of the number of man-hours and task(s) needed based on the information you have provided. Project Manager will schedule weekly status meetings and Lead Engineer periodically will inform you of project status during implementation. Any changes in time and/or tasks will be documented with a change control form and submitted for your approval by Project Liaison.
- The supplied electrical power and space provided is sufficient to support and run the equipment including, but not limited to, system, monitor, printer, hub or switch. The location will be clean and sturdy and include the necessary ventilation and temperature control as stated by the equipment manufacturer (typical 65° F to 80° F). All customer-supplied equipment shall be in good working order. STOREDTECH will repair or replace customer-supplied equipment and/or supply additional cables, hubs etc if needed at an added cost. The client will provide user account and password information and Internet Protocol (IP) schema meets industry standard compliance.
- Any services such as LAN / WAN / phone connectivity etc. contracted by the client are the responsibility of the client. Any work to repair, re-provision, re-certify or problem resolution is chargeable.
- STOREDTECH will pass through any and all manufacturer warranties for products supplied by STOREDTECH. STOREDTECH will obtain and install service packs, support packs, updates, upgrades, revisions, version upgrades, and flashes as recommended or required by various hardware and software manufacturers during the initial installation of purchased components. STOREDTECH will apply these updates adhering to the strict instructions of the manufacturer. STOREDTECH makes no claim these updates as delivered from manufacturers will be free of issues or defects. STOREDTECH makes no expressed or implied warranty other than that provided by the manufacturer.
- Most software and some hardware have recurring maintenance and support costs. Failure to renew maintenance and/or support agreements can result in lack of coverage, or reduced functionality. STOREDTECH will assume the responsibility of tracking and communicating information to the client. It is the responsibility of the client, not STOREDTECH, to renew these agreements.
- The determination of data that needs to be backed up is a shared responsibility between the client and STOREDTECH. The client is responsible for securing the back-up and STOREDTECH will be responsible for managing and monitoring the back-up process.
- All of the software is owned and legally licensed by the customer. STOREDTECH strictly adheres to all local and federal laws governing the copyright of software.
- Customer & STOREDTECH agrees that for the duration of this Agreement and for a period of one (1) year after project completion, neither Customer, nor STOREDTECH, nor an affiliate shall directly or indirectly solicit for employment or performance of computer services, or hire or contract with, any STOREDTECH employee, or Customer employee, or subcontractor, employed at the time of termination. If Customer, STOREDTECH, or Affiliate hires or contracts with any STOREDTECH employee, Customer employee, or subcontractor, they agree to pay the affected party an amount equal to all compensation, including salary, wages, bonuses, commissions, and employee benefits for a six (6) month period.

6) Proposal Acceptance

Payment Terms

Terms of Sale:

- Required deposit amount to be determined based on options selected
- Balance for all hardware and software due upon delivery.
- All other invoices due upon receipt.
- Customer is responsible for any applicable Sales Tax and Shipping & Handling
- Acceptable payment methods: Bank Check, Corporate Check, Online payment, Town Check
- Product returns will be requested within 15 days of receipt
- Open software is not returnable unless defective
- Special or Customized Orders are not returnable

Signature Block

To order the product & services for this project in accordance with the provisions and charges, as set forth above, please return two signed copies of this letter. Upon receipt by STOREDTECH, a counter-signed copy of this letter will be returned to your attention. STOREDTECH will then be prepared to start delivering the service on a mutually acceptable date.

We look forward to working with you. Please contact us if you have any questions regarding the contents of this proposal. For specific questions, on the services proposed, please contact:

Town of Ticonderoga
Company

Stored Technology Solutions Inc.

Signature

Signature

Print Name

Print Name

Title

Title

Date

Date

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Attachment A: Project Completion Acceptance

Professional Services Certificate of Acceptance for Services Rendered	
Stored Technology Solutions Inc.	
Customer:	Project #:
Project:	
Acknowledgement by duly authorized representatives of both parties:	
Pursuant to the attached Proposal / Statement of Work, the customer hereby certifies, by the signature of an authorized representative, that the Milestone or Full Service described below has been completed in a satisfactory manner on the date indicated below and in accordance with the terms of the Proposal and/or Statement of Work.	
<input type="checkbox"/> Milestone Achievement: _____	Date
<input type="checkbox"/> Full Project Completed	Date
Documentation Delivered to:	
StoredTech Rep Name (print)	Date
Title (print)	
StoredTech Signature	
Customer Rep Name (print)	Date
Title (print)	
Customer Signature	
<small>All sign-off acknowledgements should be returned to the StoredTech Professional Services Manager.</small>	
<small>StoredTech 543 Queensbury Ave Queensbury, NY 12804</small>	<small>Main: 518-793-1111 Fax: 518-670-0120 Email:</small>

Attachment B: Change Request Form

Change Order Request	
Change Request #	Request Date:
Requestor:	Requestor Initials:
Description	
Justification	
Response Person:	Response Date:

Change Order Response – Check items that are within current Statement of Work					
✓	Description	Role(s)	Units	Unit Cost	Extended Cost
<small>Totals</small>					

Change Order Response description will include changes to Statement of Work, schedule and cost impact.

Acceptance

Client Name	StoredTech Project Manager
Signature	Signature
Date	Date

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Attachment C: Delivery Methodology

Project Management

Our approach to project management starts with our initial meetings with our customers and covers the following points in sequence:

- *Planning & Design*
- *Implementation*
- *Knowledge Transfer*
- *Operations and Post Project Support*

Our team develops the project and interacts with the customer to the degree that is necessitated by the project. StoredTech would be glad to elaborate further on our methodologies and would have you talk to our references to get a better idea of our capabilities.

Project status reviews will be held as often as required with all primary parties to keep the project on time, within scope, and within budget. The agenda for each progress meeting will be to review accomplishments and issues, review project milestone status, determine next steps and whether any change of scope is necessary.

Implementation and Rollout

StoredTech's experience has shown us that the best process for implementing and rolling out virtualization is to utilize a phased in approach that works best for our customers. When making these recommendations, we look at the things that we learned during the discovery phase of the assessment such as staffing, application requirements, etc.

Every customer has different goals and requirements. StoredTech makes recommendations and creates Scopes of Work and Project Plans based on those requirements.

Every project includes a kick off meeting:

- *Introductions*
- *Explanation of engagement methodology*
- *Review products and services purchased*
- *Review pre-requisites*
- *Review scope of work*
- *Review time line and expectations*
- *Look at scheduling based on above*

We surround each project with the proper staffing for the design and implement of the project. We can procure most product needed for any IT project and lastly we support the projects through our Project Management Office making sure you have a great experience.

Staffing

- **Technical Design:**
 - *VMware Certified Professionals*
 - *VMware Capacity Planning & Assessment Professionals*
 - *EMC Certified Storage Professionals*
 - *Cisco Certified Professionals*
 - *Veeam Certified Professionals*
 - *Data Center Design & Services*
 - *Microsoft Certified Professionals*
 - *AVAYA & ALLWORK Certified Engineers*
- **Procurement:**
 - *VMware Certified Sales Professionals*
 - *VMware Technical Certified Sales Professionals*
 - *Data Center Design Professionals*
 - *EMC Certified Professionals*
- **Project Support**
 - *Planning*
 - *Ongoing Support Updates*
 - *Post Project Assessment*

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Engagement and Knowledge Transfer Methodology

StoredTech prides itself on being a total solutions provider with the ability to go beyond the norm by providing customers with the knowledge to use and manage new technologies on their own post project.

In order to achieve this, we ask that the customer be actively involved and oriented with the system implementation throughout the project. This typically involves white boarding, Q&A sessions, and the use of overhead projectors so that multiple people can view and follow along. We will work together with the customer in a hands-on fashion to provide a watch, learn and do environment. This provides an interactive session where StoredTech can learn additional details about how best the system will integrate with the customer's environment and it also allows the customer to receive expert advice from the Systems Consultant in an ad-hoc fashion.

Knowledge transfer of system configuration and best practices will occur throughout all phases of this project. Documentation will be developed throughout the project and reviewed with the customer as needed.

Finalized versions will be handed-off at project closeout.

- **Post Implementation Support**
- **Customer follow up and Documentation Finalization**

Making sure system is working, staff is comfortable managing, answering any questions and providing documentation:

- **Project Closeout Meeting**
 - Review SOW against execution/completed work
 - Note anything outstanding
 - Evaluate overall customer satisfaction with project
 - Review future recommendations and enhancements
 - Assure documentation hand-off
 - Project sign-off
 - Review post project support options
 - How to contact service

What differentiates StoredTech from the Competition?

- **STOREDTECH is a Trusted Solution Advisor.....**
- **Strategic Partnerships: (We select the partners that meet our customer's needs)**
 - VMware, Microsoft, Synology, Veeam, Apple, Cisco, Dell, APC, Avaya
 - We utilize what we sell (Eat our own Dog food)
 - Technical Commitment - Being ready when the technology is....
- **Many customers, many verticals:**
 - Education, Financial, Government, Healthcare, Manufacturing, Professional Services



Proposal for – Information Technology Support Services For: Town of Ticonderoga

Mark Shaw- President

Stored Technology Solutions Inc.
543 Queensbury Avenue
Queensbury, NY 12804
November 24th 2015

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1) Cover Letter

June 25, 2015

Who is Storedtech?

StoredTech developed from the need for enterprise-level technology that is scalable for the small and medium business environment. Our engineers and partners have more 50 years of technology experience serving a variety of industries. StoredTech provides and supports hardware and software solutions that are designed specifically for business — helping you make your Information Technology solutions work for your company, instead of working around your IT infrastructure.

What services do we provide?

StoredTech provides an array of technology solutions that includes Server and Desktop End User Support, On-site and Remote Support Solutions, Hosted SharePoint & Exchange, Offsite Secure Data Vaulting, Antivirus & Malware Removal, Network Integrity & Design, Virtualization Solutions, and Mail Spam and Security Options. Our engineers handle everything from servers and networking equipment to end user help. Adding wireless to the office and need it secure? We do that. Have a virus or malware infection that you need cleaned? We do that. Moving to a new office location and need a partner who can handle the technology while you focus on the business? We do that. Technology is what we do, it is your technology, our passion, let us bring that experience to you!

Where are we located?

StoredTech has its Corporate Office and Network Operations Center (NOC) located at 543 Queensbury Ave, Queensbury, NY 12804 with Regional Offices located in; Plattsburgh, & Saratoga Springs, New York along with an office located in South Plainfield, NJ.

Regards,

Mark Shaw
President
mshaw@storedtech.com
518-793-1111

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2) Company Profile

1. **Who is StoredTech?** – Stored Technology Solutions, Inc. (StoredTech) developed from the need for enterprise-level technology that is scalable for the small, medium and large business environment. Our engineers and partners have more 50 years of technology experience serving a variety of industries. StoredTech provides and supports hardware and software solutions that are designed specifically for business — helping you make your Information Technology solutions work for your company, instead of working around your IT infrastructure.
2. StoredTech, in its current legal structure has been in business for 5 years. It should be noted that StoredTech is a conglomerate of multiple companies that form the current legal entity and the actual time in business is 14 years.
3. StoredTech has annual sales volume ~\$4 million.
4. StoredTech has its Corporate Office and Network Operations Center (NOC) located at 543 Queensbury Ave, Queensbury, NY 12804 with Regional Offices located in; Plattsburgh, Malone & Saratoga Springs, New York along with an office located in South Plainfield, NJ.
5. StoredTech currently employees 24 people supporting a total client base of more than 800, with just over 50 in the public sector.
 - a. 23 of the 24 employees are dedicated to account management and/or technical support.
 - b. 23 of the 24 employees are full-time with 1 being a part-time employee.
 - c. The StoredTech team holds a variety of certifications from all of our primary vendors inclusive of Dell, HP, VMware, Microsoft, Veeam, Cisco, Meraki, EMC, NetApp, GFI, AVG, Avaya, Allworx, and NEC. Operationally, StoredTech's team holds certifications in Six Sigma, Project Management (PMP), Service Desk, and ITIL.
 - d. StoredTech does have VCP certification.
 - e. StoredTech does have Engineers with MCITP certifications
 - f. Current StoredTech Staff (24)
 - Technical Support:**
 - a. Senior VP of Engineering – Teri McNall
 - b. Level III – 2 (Russ / Angela / Jeff)
 - c. Level II – 4 (Rob/Rob/Jason/Mark)
 - d. Level I – 7 (Chris/Danny/Mike/Jessica/Darrell/Dary/Hillary/Evelyne)
 - e. Cabling & Phones – Daniel Francis
 - Consulting (Service Delivery / Sales):**
 - President/CEO – Mark Shaw
 - Senior VP of Operations – Alan VanTassel
 - Senior Business Development Executive – Chris Chiovoloni
 - Sales Executive – Andrew Castrantas
 - Sales Support:**
 - Account Executive – Charles Ives
 - Project & Procurement Engineer – Kris Dubrey
 - Administrative Support:**
 - VP of Finance – Kristen Shaw
6. StoredTech is incorporated in the State of New York and licensed and registered to do business in the state of New York. StoredTech is appropriately insured inclusive of all required Unemployment, Workers Compensation, and Disability insurances. Additionally, StoredTech carries a 4 million dollar loss & liability umbrella insurance policy.
7. StoredTech is partnered with all of the major manufactures and as a practice purchase through only the major distributors
 - a. Manufactures
 - i. Dell
 - ii. HP
 - iii. VMware
 - iv. Microsoft
 - v. Veeam
 - vi. Cisco
 - vii. Meraki
 - viii. EMC
 - ix. GFI
 - x. AVG
 - xi. Avaya
 - xii. Allworx
 - xiii. NEC
 - b. Distributors
 - i. Tech Data
 - ii. Ingram Micro
 - iii. Synnex
 - iv. D&H
8. The key differentiators between StoredTech and all other providers is the following; StoredTech is and has always been a Managed Service Provider, it's part of our DNA from the top down and our employees understand that clients entrust us to help make IT simple. We are larger enough to meet our clients many needs and we have a proven track record of being able to scale proportionately with our rapid but controlled growth.
9. Our proposed solution and delivery methodology does not include any plan to subcontract any components to third party organizations. StoredTech does have relationships with a variety of sub-contractors that we utilize on special projects and only with prior consent of our clients. An example would be; a large desktop roll-out project that requires multiple bodies in multiple locations at the same time to perform remedial task.
10. StoredTech is supportive and often a catalyst of helping organizations transitions to private or public cloud technology from more traditional IT service models. We have helped guide 100's of organizations make this transition. The size of these organization range from 5 users to 1000+ users. Many will claim that they are experts in completing these transitions but the reality is; this is new and evolving technologies that have all manufactures making rapid changes. StoredTechs belief is that it is unrealistic for any vendor to claim they are experts at a practice that has really only gained significant traction in the last 3-5 years but does believe they are one of the best regionally.

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3) Proposal

Proposed Approach and Solution

StoredTech option one is a complete support package for unlimited support for your environment.

Monthly Services

Description	QTY	MRC/device	MRC Total
• Managed Services Workstations	29	Included	Included
• Managed Services Servers	2	Included	Included
• Web Security / Web Content Filtering	29	Included	Included
• Spam Filtering	ALL	Included	Included
• UNLIMITED Data Vaulting – Server	2	Included	Included
• Unlimited Onsite & Remote Support		Included	Included
• Assigned Account Management Team		Included	Included
• StoredTech Cyber Security Service	50 Users	Included	Included
** Unlimited Phone System Support if purchased thru StoredTech			

Monthly Proposed Cost \$2475/month

Yearly Proposed Cost \$29,700/year

Note: The cost variable for workstations is \$75 /device and for servers it is \$150 /device. StoredTech will use the standard calendar quarters to true up any variances.

- Our proposed approach and solution includes taking on active involvement in the daily management of the IT environment and will require a collaborative approach to build an "IT Roadmap" together.
 - Activities would include but may not be limited to:
 - Strategy meeting to better understand the towns short term and long term IT initiatives and work with the town to prioritize these initiatives.
 - Establish scheduled dates for monthly account review meeting with assigned Account Management Team.
 - Validate internal process around incident management (ticketing) and projects
 - The timing would be effective immediately upon entering in an agreement
 - The deliverables would be limited to complete service offering defined in this proposal but StoredTech would recommend further discussion to clearly define these is chosen as your provider
 - The development of the "roadmap" will determine the milestones and a developed project plan will be required to better understand checkpoints.
- Key stakeholders identified by the Town of Ticonderoga will need to be engaged when and where appropriate
- StoredTech has extensive experience in providing the following value-added services:
 - Remote backup – We provide an Enterprise Grade Solution
 - Technology strategy planning – Our "Outsourced CIO" concept is a key component of our offering and strongly encourage our clients to take full advantage of those resources.
 - Solution design – Our team includes Sr. Systems engineers that can properly design solutions that align with industry best practices
 - Network and email system monitoring – our remote monitoring tools effectively do this
 - Procurement management – we have an internal team that is dedicated to providing exceptional service in this area of delivering a full solution
 - Move, Add, Change (MAC) – this is a staple as part of our offering
 - Warranty, break fixes and installation – we effectively manage this where warranties and or service contracts are in force
 - Technical support, including remote user support - this is a staple as part of our offering
 - Reporting and communication – Robust reporting is available upon request or on a defined schedule
 - IT policy review and development - this is a staple as part of our offering
 - Implementation planning and guidance - Our "Outsourced CIO" concept is a key component of our offering and strongly encourage our clients to take full advantage of those resources.
 - PC deployment - this is a staple as part of our offering
 - On-site implementation of business applications – this is a staple as part of our offering and has an assumption that the Town of Ticonderoga has active software agreements with their software vendors
 - Life cycle management of hardware units - our remote monitoring tools effectively do this
 - Software licensing control - our remote monitoring tools effectively do this
 - Partnership development - Our "Outsourced CIO" concept is a key component of our offering and strongly encourage our clients to take full advantage of those resources.
- StoredTech is the Outsourced IT provider for 100's of satisfied clients. We work with organizations that have no internal resources and we work with many organizations that have some or many internal IT resources. The value we bring is the breadth of knowledge we can bring to an organization based on our size and scalability. When working with StoredTech, organizations get access to a large team of people that skill sets that cross almost all aspects of a traditional business unit.
- StoredTech has worked with several of our key clients on helping them figure out how to better utilized technology to better run their business while not losing site of the need to work within a defined budget.
- StoredTech will provide thru the Cyber Security Managed Services:
 - 1: Annual Security Risk Assessment
 - 2: On-Demand Employee Security Training
 - 3: Security Policies and Procedures
 - 4: PII Protect Security Portal
 - 5: Financial Protection
 - 6: Breach Response Services

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Alternate Proposed Approach / Solution

Proactive Managed Care / Ongoing Support

Our Hybrid Managed Service offering is based on a cost per device that we proactively manage. A majority of the proactive services are delivered remotely through our customized software application and managed by our team in our Network Operation Center (NOC). Professional Services that we provide to our clients can be billed at a standard "Time & Material" rate but many of our clients prefer to purchase a discounted "Pre-paid Time-bank" in order to realize substantial savings.

Monthly Services (MRC)

Description	QTY	MRC/device	MRC Total
• Managed Services w/Antivirus - Workstation	29	\$ 9.00	\$ 261.00
• Managed Services w/Antivirus - Server	2	\$ 27.00	\$ 54.00
• Web Security / Web Content Filtering	29	\$ 2.00	\$ 58.00
• Spam Filtering - Per e-mail address	29	\$ 2.00	\$ 58.00
• UNLIMITED Data Vaulting - Server	2	\$ 99.99	\$ 199.98
• Cyber Security Service	50 Users	\$ 150.00	\$ 150.00
• Total of Monthly Services			\$ 780.98

Discounted Pre-paid Time-Bank

10 hours (save \$250)	\$1200.00
25 hours (save \$875)	\$2750.00
50 hours (save \$2250)	\$5000.00
100 hours (save \$5500)	\$9000.00
Time & Material Rate is \$145 /hr	

Note: 1 hour each month is depleted from the time-bank to cover the time required to provide the proactive maintenance services delivered throughout the month. If no time-bank is available, client understands they will be billed 1 hour each month at our standard Time & Material rate.

Staff experience and expertise

StoredTech engineers and partners have more 50 years of technology experience serving a variety of industries.

The StoredTech technical team holds a variety of certifications from all of our primary vendors inclusive of Dell, HP, VMware, Microsoft, Veeam, Cisco, Meraki, EMC, NetApp, GFI, AVG, Allworx Avaya, NEC.

Operationally, StoredTech's team holds certifications in Six Sigma, Project Management (PMP), Service Desk, and ITIL.

• Certifications:

- VMware Certified Professionals
- VMware Certified Sales Professionals
- VMware Technical Certified Sales Professionals
- VMware Capacity Planning & Assessment Professionals
- EMC Certified Professionals
- EMC Certified Storage Professionals
- Cisco Certified Professionals
- Cisco Meraki Certified Professionals
- Veeam Certified Professionals
- Data Center Design & Services
- Data Center Design Professionals
- Microsoft Certified Professionals
- AVAYA Certified Sales and Engineers

Local availability

StoredTech is able to resolve over 90% of our incoming service tickets with our remote support model, however in the rare event that an onsite visit is needed we have (17) dedicated engineers located in our HQ - 543 Queensbury Ave, Queensbury, NY.

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Support Services

Requesting Service

Available Options

- Client Portal Access - available 24/7/365
 - All employees can have access to our free Web-based portal. We use it as a way to share and collaborate with our clients on service tickets, projects, and other key information in our service relationship. Access to this portal will allow all employees to:
 1. Submit an electronic Customer Service Request
 2. Track the status of your Service Tickets and Project Tasks
 3. Update or request updates on existing Service Requests
- Email – available 24/7/365
 - Sending an email to service@storedtech.com will create a Service Request (ticket) in our system. The sender will receive an email acknowledgment of the ticket creation and will continue to receive email notifications as the ticket moves through to the complete resolution step.
- Phone – available 24/7 (with live response during Hours of Operation)
 - By calling 518-793-1111 or toll free 877-331-5220 a caller will have a menu option available for "Service" and "Emergency Service".
 - During Hours of Operation both options will put the caller into our Service Department where an Engineer will create a Service Request Ticket and assign it to the appropriate resource if not themselves. Often these tickets are opened and closed on the first call but many variables could affect that.
 - Outside of our Hours of Operation both options will notify the appropriate resources on call.

Hours of Operation

- Monday – Friday from 8AM – 5PM (excluding Holidays)
- Engineers are on call outside of ALL business hours
- If the Town of Ticonderoga has chosen a "Flat Rate" model, there are no limitations on the hours of Service Delivery

SLA's

Priority	Incident	1st Response Time	Resolution Max Time	Resolved Time	Escalation Threshold
Critical	<ul style="list-style-type: none">• Mission critical systems are down• All users impacted• No workaround is available	Within 1 Hour	Within 2 Hours	ASAP - Best Effort	2 Hours
High	<ul style="list-style-type: none">• Time sensitive or important systems are down• Multiple users or entire department impacted• No workaround is available	Within 2 Hours	Within 4 Hours	ASAP - Best Effort	8 Hours
Medium	<ul style="list-style-type: none">• Limited system impact• Limited number of users or functions impacted• Workaround is available	Within 8 Hours	Within 12 Hours	Within 24 Hours	8 Hours
Low	<ul style="list-style-type: none">• Scheduled appointments• Not time sensitive• Small service degradation• Business processes can continue• Includes moves, adds and changes (MACs).	Within 24 Hours	Within 48 Hours	Within 48 Hours	24 Hours
There are guidelines for prioritizing requests with response times.					
Actual response times may be shorter or longer depending on the volume of requests at any one time.					
Business Hours M-F 8AM - 5PM					

Proposal summary

StoredTech's dedicated team of 20+ Managed Services Professionals offer their clients a depth of experience, knowledge, and expertise with 24/7/365 accessibility within minutes. We put our clients first. Not only providing simple, streamlined, cost effective solutions in place to provide all of their day-to-day maintenance needs but by fulfilling their CIO responsibilities with strategic planning, consulting, and budgeting needs as their "Trusted Advisor".

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4) Principles of Engagement

Engagement Expectations

Customer will:

- Appoint a Project Liaison who will be available for discussion and interaction with the Project Team. This individual will be responsible for coordinating any requests for assistance, facilitating decisions, have the appropriate administrative access to all systems, and authority for this responsibility.
- Actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the project team requires regular and timely access to them
- Complete prerequisites identified in the Project Kick-off, or request and authorize StoredTech to assist and perform the work to be covered under additional time & material costs.
- The Project Liaison will handle internal communications with divisions and users in regards to scheduling downtime and how the project will affect them.
- Provide free and clear access to the facilities as pertaining to this project including appropriate building and information systems access, phone, internet and remote access.
- Be responsible for providing space and environmental conditions (AC) and network cables unless otherwise specified in this Statement of Work.
- Sign-off on Project Acceptance upon project completion, only by Project Liaison or authorized signer.
- Optionally may provide a confidentiality agreement to be signed by StoredTech, which should be done on or before the project kick off.

StoredTech will:

- Respond to issues directly related to this project within 24 hours to assess, determine severity, and provide direction for remediation. Critical, production impacting, issues will be assessed in 4 hours. Additionally, STOREDTECH will work with the vendor's customer support for products provided by STOREDTECH as part of this project.
- Immediately notify Customer of any situation that impacts timeframe or cost. Any additional efforts must be documented, re-planned and approved by Customer through our change control process.
- Treat all documentation and data supplied by Customer as confidential, and if information is required to be transferred off the Customer's premises said transfer will be performed in a secure manner and all such transferred data will be completely and securely destroyed from any non-Customer equipment when it is no longer required, or upon completion of the project, whichever occurs first.
- Be responsible to complete all services specified in the Statement of Work in a reasonable and timely fashion. Work will be performed both on and off-site.
- Not be responsible for troubleshooting issues with pre-existing systems.
- Not be responsible for costs and delays caused by inadequate site preparations, improper systems configuration of pre-existing systems, scheduling conflicts with other contractors or any significant changes to the Statement of Work and will charge as out-of-scope according to Payment Terms.
- Not be responsible for delays in product shipment due to shortage of manufacturer stock.
- Provide contact and escalation information or the project team and executive management.

Standard Assumptions

- STOREDTECH will need free and clear access to the facilities as pertaining to this project.
- STOREDTECH's standard work hours are 8am to 5pm, Monday through Friday. Overtime rates are 1.5x, with holidays at 2x. Travel is billed portal-to-client site plus lodging if needed. (unless negotiated differently in the Payment Terms) STOREDTECH will be provided a work schedule that does not interfere with the client or delay our completion.
- This project plan is an estimate of the number of man-hours and task(s) needed based on the information you have provided. Project Manager will schedule weekly status meetings and Lead Engineer periodically will inform you of project status during implementation. Any changes in time and/or tasks will be documented with a change control form and submitted for your approval by Project Liaison.
- The supplied electrical power and space provided is sufficient to support and run the equipment including, but not limited to, system, monitor, printer, hub or switch. The location will be clean and sturdy and include the necessary ventilation and temperature control as stated by the equipment manufacturer (typical 65° F to 80° F). All customer-supplied equipment shall be in good working order. STOREDTECH will repair or replace customer-supplied equipment and/or supply additional cables, hubs etc if needed at an added cost. The client will provide user account and password information and Internet Protocol (IP) schema meets industry standard compliance.
- Any services such as LAN / WAN / phone connectivity etc. contracted by the client are the responsibility of the client. Any work to repair, re-provision, re-certify or problem resolution is chargeable.
- STOREDTECH will pass through any and all manufacturer warranties for products supplied by STOREDTECH. STOREDTECH will obtain and install service packs, support packs, updates, upgrades, revisions, version upgrades, and flashes as recommended or required by various hardware and software manufacturers during the initial installation of purchased components. STOREDTECH will apply these updates adhering to the strict instructions of the manufacturer. STOREDTECH makes no claim these updates as delivered from manufacturers will be free of issues or defects. STOREDTECH makes no expressed or implied warranty other than that provided by the manufacturer.
- Most software and some hardware have recurring maintenance and support costs. Failure to renew maintenance and/or support agreements can result in lack of coverage, or reduced functionality. STOREDTECH will assume the responsibility of tracking and communicating information to the client. It is the responsibility of the client, not STOREDTECH, to renew these agreements.
- The determination of data that needs to be backed up is a shared responsibility between the client and STOREDTECH. The client is responsible for securing the back-up and STOREDTECH will be responsible for managing and monitoring the back-up process.
- All of the software is owned and legally licensed by the customer. STOREDTECH strictly adheres to all local and federal laws governing the copyright of software.
- Customer & STOREDTECH agrees that for the duration of this Agreement and for a period of one (1) year after project completion, neither Customer, nor STOREDTECH, nor an affiliate shall directly or indirectly solicit for employment or performance of computer services, or hire or contract with, any STOREDTECH employee, or Customer employee, or subcontractor, employed at the time of termination, if Customer, STOREDTECH, or Affiliate hires or contracts with any STOREDTECH employee, Customer employee, or subcontractor, they agree to pay the affected party an amount equal to all compensation, including salary, wages, bonuses, commissions, and employee benefits for a six (6) month period.

**Minutes for Ticonderoga's Monthly Financial Meeting and any Other Lawful
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5) Proposal Acceptance

Payment Terms

Terms of Sale:

- All invoices are due upon receipt
- Both parties retain the right to cancel the agreement with 30 days' notice required
- * Customer is responsible for any applicable Sales Tax and Shipping & Handling
- * Acceptable payment methods: Bank Check, Corporate Check, Online payment, Town Check
- * Product returns will be requested within 15 days of receipt
- * Open software is not returnable unless defective
- * Special or Customized Orders are not returnable

Signature Block

To order the product & services for this project in accordance with the provisions and charges, as set forth above, please return two signed copies of this letter. Upon receipt by STOREDTECH, a counter-signed copy of this letter will be returned to your attention. STOREDTECH will then be prepared to start delivering the service on a mutually acceptable date.

We look forward to working with you. Please contact us if you have any questions regarding the contents of this proposal. For specific questions, on the services proposed, please contact:

Town of Ticonderoga
Company

Stored Technology Solutions Inc.

Signature

Signature

Print Name

Print Name

Title

Title

Date

Date

Attachment A: Project Completion Acceptance

Professional Services Certificate of Acceptance for Services Rendered	
Stored Technology Solutions Inc.	
Customer:	Project #:
Project:	
Acknowledgement by duly authorized representatives of both parties:	
Pursuant to the attached Proposal / Statement of Work, the customer hereby certifies, by the signature of an authorized representative, that the Milestone or Full Service described below has been completed in a satisfactory manner on the date indicated below and in accordance with the terms of the Proposal and/or Statement of Work.	
<input type="checkbox"/> Milestone Achievement: _____	Date
<input type="checkbox"/> Full Project Completed	Date
Documentation Delivered to:	
StoredTech Rep Name (print)	Date
Title (print)	
StoredTech Signature	
Customer Rep Name (print)	Date
Title (print)	
Customer Signature	

All sign-off acknowledgements should be returned to the StoredTech Professional Services Manager.
StoredTech
543 Queensbury Ave
Queensbury, NY 12804
Main: 518-793-1111
Fax: 518-670-0120
Email:

Minutes for Ticonderoga's Monthly Financial Meeting and any Other Lawful Business held on November 24, 2015 commencing at 11:30 a.m.

Attachment B: Change Request Form

Change Order Request

Change Request #		Request Date:	
Requestor:		Requestor Initials:	
Description			
Justification			
Response Person:		Response Date:	

Change Order Response – Check items that are within current Statement of Work

✓	Description	Role(s)	Units	Unit Cost	Extended Cost
Totals					

Change Order Response description will include changes to Statement of Work, schedule and cost impact.

Acceptance

Client Name

StoredTech Project Manager

Signature

Signature

Date

Date

Attachment C: Delivery Methodology

Project Management

Our approach to project management starts with our initial meetings with our customers and covers the following points in sequence:

- Planning & Design
- Implementation
- Knowledge Transfer
- Operations and Post Project Support

Our team develops the project and interacts with the customer to the degree that is necessitated by the project. StoredTech would be glad to elaborate further on our methodologies and would have you talk to our references to get a better idea of our capabilities.

Project status reviews will be held as often as required with all primary parties to keep the project on time, within scope, and within budget. The agenda for each progress meeting will be to review accomplishments and issues, review project milestone status, determine next steps and whether any change of scope is necessary.

Implementation and Rollout

StoredTech's experience has shown us that the best process for implementing and rolling out virtualization is to utilize a phased in approach that works best for our customers. When making these recommendations, we look at the things that we learned during the discovery phase of the assessment such as staffing, application requirements, etc.

Every customer has different goals and requirements. StoredTech makes recommendations and creates Scopes of Work and Project Plans based on those requirements.

Every project includes a kick off meeting:

- Introductions
- Explanation of engagement methodology
- Review products and services purchased
- Review pre-requisites
- Review scope of work
- Review time line and expectations
- Look at scheduling based on above

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We surround each project with the proper staffing for the design and implement of the project. We can procure most product needed for any IT project and lastly we support the projects through are Project Management Office making sure you have a great experience.

Staffing

- **Technical Design:**
 - VMware Certified Professionals
 - VMware Capacity Planning & Assessment Professionals
 - EMC Certified Storage Professionals
 - Cisco Certified Professionals
 - Veeam Certified Professionals
 - Data Center Design & Services
 - Microsoft Certified Professionals
 - AVAYA & ALLWORX Certified Engineers
- **Procurement:**
 - VMware Certified Sales Professionals
 - VMware Technical Certified Sales Professionals
 - Data Center Design Professionals
 - EMC Certified Professionals
- **Project Support**
 - Planning
 - Ongoing Support Updates
 - Post Project Assessment

Engagement and Knowledge Transfer Methodology

StoredTech prides itself on being a total solutions provider with the ability to go beyond the norm by providing customers with the knowledge to use and manage new technologies on their own post project.

In order to achieve this, we ask that the customer be actively involved and oriented with the system implementation throughout the project. This typically involves white boarding, Q&A sessions, and the use of overhead projectors so that multiple people can view and follow along. We will work together with the customer in a hands-on fashion to provide a watch, learn and do environment. This provides an interactive session where StoredTech can learn additional details about how best the system will integrate with the customer's environment and it also allows the customer to receive expert advice from the Systems Consultant in an ad-hoc fashion.

Knowledge transfer of system configuration and best practices will occur throughout all phases of this project. Documentation will be developed throughout the project and reviewed with the customer as needed.

Finalized versions will be handed-off at project closeout.

- **Post Implementation Support**
- **Customer follow up and Documentation Finalization**

Making sure system is working, staff is comfortable managing, answering any questions and providing documentation:

- **Project Closeout Meeting**
 - Review SOW/ against execution/completed work
 - Note anything outstanding
 - Evaluate overall customer satisfaction with project
 - Review future recommendations and enhancements
 - Assure documentation hand-off
 - Project sign-off
 - Review post project support options
 - How to contact service

What differentiates StoredTech from the Competition?

- **STOREDTECH is a Trusted Solution Advisor.....**
- **Strategic Partnerships: (We select the partners that meet our customer's needs)**
 - VMware, Microsoft, Synology, Veeam, Apple, Cisco, Dell, APC, Avaya
 - We utilize what we sell (Eat our own Dog food)
 - Technical Commitment - Being ready when the technology is....
- **Many customers, many verticals:**
 - Education, Financial, Government, Healthcare, Manufacturing, Professional Services

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Supervisor Grinnell finished by saying the ball is in our court now. We are still in an emergency situation and we need to expedite this matter. He would like an opportunity to speak with our counsel on the legality (possibly having to advertize for quotes).

The board thanked Stored Tech's time and effort that they have already given the Town.

Resolution #408-2015 brought by Wayne Taylor, seconded by Chattie Van Wert to exit the Monthly Financial Meeting and enter into an Executive Session at 1:43 p.m. to discuss a personnel matter and contract negotiations. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Resolutions #409-2015 brought by Fred Hunsdon, seconded by David Iuliano to exit out of the Executive Session at 2:10 p.m. and re-enter the Monthly Financial Meeting. **All in Favor** R. William Grinnell - Aye, David Iuliano - Aye, Wayne Taylor - Aye, Fred Hunsdon - Aye, Chattie Van Wert - Aye. **Opposed** - none. **Carried.**

Respectfully submitted, Tonya M. Thompson, Town Clerk

Financial Meeting Agenda

As of 11/23/2015 2:27 PM

Tuesday, November 24, 2015, 11:30am

Opening

Presentation

Stored Tech – Mark Shaw

RESOLUTION supporting the following prepaids processed;

To State Comptroller Office, \$15,420.00 for October court revenue, voucher #11239

A.0690 \$15,420.00

To Excellus, \$33,571.84 for December Health Insurance, voucher #11229

A.9060.8 \$18,640.76 DA.9060.8 \$5,425.80 SS05.9060.8 \$5,010.08 SW06.9060.8 \$4,495.20

To Guardian, \$600.82 for December Eye & Dental Insurance, voucher #11230

A.9060.8 \$433.13 DA.9060.8 \$91.82 SS05.9060.8 \$7.97 SW06.9060.8 \$67.90

To Excellus, \$3,285.76 for December Retiree Health Insurance, voucher #11231

A.9060.8 \$3,285.76

To Simply Prescriptions, \$2,771.20 for December Retiree Prescription Premium, voucher #11232

A.9060.8 \$2,771.20

To First Bankcard, \$1302.40 for October Credit Card, voucher # 11233

A.1220.4 \$118.90 A.6989.4 \$11.95 A.8010.4 \$178.00 A.1355.4 \$83.00

A.3120.4 \$159.95 A.5132.42 \$750.60

To Staples, \$323.88 for October Credit Card, voucher #11228

DA.5130.4 \$323.88

To Tractor Supply, \$278.55 for October Credit Card, voucher #11234

A.8510.4 \$129.99 A.8810.4 \$129.99 A.3120.4 \$108.95 DA.5130.4 -\$300.34

A.5610.4 \$89.98 A.5132.4 \$49.98 SW06.8340.4 \$70.00

To Ticonderoga Arts, \$150.00 for annual Arts Festival, voucher #11235

A.6989.4 \$150.00

To Ticonderoga Festival Guild, \$385.00 for Christmas Production, voucher #11236

A.6989.4 \$385.00

To Dedrick's tree service, \$1,000.00 for tree removal, voucher #11237

A.1220.4 \$1,000.00

To Moses Ludington Hospital, \$17.00 for drug testing, voucher #11238

A.3120.4 \$17.00

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RESOLUTION allowing the following prepayment to be processed;

To iHost Networks, \$107.55 for annual website hosting fee

A.6989.4 \$107.55

To NYS Local Retirement, \$58,397.00 for FY2016 Police Retirement Annual Invoice

A.9015.8 \$58,397.00

To NYS Local Retirement, \$271,957.00 for FY2016 ERS Retirement Annual Invoice

A.9010.8 \$103,014.00 DA.9010.8 \$73,522.00 SW06.9010.8 \$38,986.00
SS05.9010.8 \$56,435.00

RESOLUTION terminating the Senior Bus petty cash account

RESOLUTION approving the following budget transfers;

Transfer \$2,035.81 from DA.5110.100 General Repairs Personal Services to DA.5110.101

General Repairs O/T and D/T Personal Services

Transfer \$10,000.00 from DA.5112.400 Improvements Contractual Expenses to DA.5130.400

Machinery Contractual Expenses

Transfer \$5,000.00 from DA.5112.400 Improvements Contractual Expenses to DA.5142.101

Snow Removal O/T and D/T Personal Services

Transfer \$31,689.00 from A.9015.8 Police Retirement to A.9010.8 Retirement

Transfer \$33,876.00 from DA.5112.4 Highway Improvement to DA.9010.8 Retirement

Transfer \$5,827.50 from SS05.8130.42 Sewer Fuel Oil to SS05.9010.8 Retirement

Transfer \$5,827.50 from SS05.8130.4 Sewer Contractual to SS05.9010.8 Retirement

Transfer \$11,284.00 from SW06.8320.4 Water Contractual to SW06.9010.8 Retirement

RESOLUTION approving the following budget adjustments;

Increase A.2770 Miscellaneous Increase A.7620.4 Adult Rec Contractual \$205.00

Refund of overpayment for Octoberfest cruise

Increase A.2770 Miscellaneous Increase A.6989.4 EDC Contractual \$2,200.00

Visitor Bureau reimbursement for fishing tournament

Increase A.2770 Miscellaneous Increase A.6772.4 Senior Bus Contractual \$173.50

Closed the petty cash account, returning the money to Senior Bus budget

RESOLUTION authorizing the following Training and prepayment vouchers for Registration, Lodging and meals. Via the Federal Per Diem rates;

Derrick Fleury, Pesticide course, Cicero, January 4 to January 8, 2016

RESOLUTION supporting the Supervisor signing the Disadvantage Business Enterprise Program FY 2014 Policy for the Ticonderoga Municipal Airport

Discussion WG

Town Clerk

Attorney

RESOLUTION to adjourn the Financial Town Board Meeting