

**Stevensville Special Town Council Meeting Minutes**

**for WEDNESDAY, SEPTEMBER 28, 2022, 3:00 PM**

**206 Buck Street, Town Hall**

CONDENSED MINUTES

1. Call to Order and Roll Call

Mayor called the meeting to order, councilmembers Barker, Brown, Michalson and Wolff were all present.

2. Pledge of Allegiance

3. Public Comments (Public comment from citizens on items that are not on the agenda)

NONE.

4. Unfinished Business

a. Discussion/Decision: Resolution No. 511 a Resolution Requesting Distribution of BARSAs Funds for FY 22/23

Mayor Gibson: introduced unfinished business, item a. it is pretty self-explanatory you have the sheet on how much we get.

Councilmember Barker: make a motion to approve Resolution No. 511, a Resolution Requesting Distribution of BARSAs Funds for FY 22/23

Councilmember Michalson: 2<sup>nd</sup>.

Mayor Gibson: motion and a 2<sup>nd</sup>. Questions or discussion? Councilmember Wolff?

Councilmember Wolff: is there any <sup>roll</sup>over or remaining money from FY21/22.

Pam Sosa, Finance officer: there was about \$6,000.00 that rolled over.

Councilmember Wolff: is that included in our distribution?

Pam Sosa: no.

Councilmember Wolff: so, \$6,000.00 more than that.

Mayor Gibson: is there any public comment? Further discussion? Jenelle, please take the vote.

Councilmember Barker: aye.

Councilmember Brown: aye.

Councilmember Michalson: aye.

Councilmember Wolff: aye.

Mayor Gibson: passes 4-0

b. Discussion/Decision: RFP for IT Services

Mayor Gibson: introduced unfinished business, RFPs for IT services. As you know we had this on the last agenda and there was some questions. With the council's permission, Jenelle would you please give an overview about the phones.

Jenelle Berthoud, Town Clerk: gave a brief overview of the internet phone systems. First Call was able to give me some background on the phones and we have about 4 years left on the warranty. If we were to change companies the warranty for those phones would follow us.

Mayor Gibson: Jenelle correct me if I am wrong, First Call is \$200.00 less than the other company.

Jenelle Berthoud, Town Clerk: re-read the bids from both companies. First Call they came in at \$2,200.00 per month. Kelley Connect they came in at \$2,600.00 per month.

Mayor Gibson: if First Call representative would like to speak.

Connor Smith: First Call IT services. Simply put I want to have a win-win relationship with the town. I think that there are opportunities to work closer together. We are here to support, there are opportunities to work closer together. Jenelle and I have had some good conversations on where we need to go.

Eric Clausen: Kelley Connect IT services, I appreciate you all having me here. Jenelle has been great allowing us to understand where you are. Being more proactive. Looking at what you have currently and what is the long term for the future. What makes the big difference is the relationship with you.

Mayor Gibson: questions from the council.

Councilmember Wolff: questions for First Call. What would you say is the average number of calls per month for assistance.

Connor Smith: tech time, .3 per hour per end point and there are 18 end points, about 6 hours per month on average. That is actually good.

Councilmember Wolff: what are the issues?

Connor Smith: line of business applications. Software that you use. New users, changes.

Councilmember Wolff: would these fall in extra chargers?

Connor Smith: those do not, all of those covered.

Councilmember Wolff: so those extra charges on the claims what would those be?

Connor Smith: new computer, phone handset, things like that.

Councilmember Wolff: onboarding fee?

Connor Smith: no there is not.

Councilmember Wolff: term policies?

Connor Smith: I did put a note in there about that. Standard terms and conditions. We basically want to comply with what the town needs.

Councilmember Wolff: age limit on the computers?

Connor Smith: age does not matter, just whether it is compatible with current software.

Councilmember Wolff: can the town select their own computers or laptops, or do you have to do the purchasing?

Connor Smith: you can do that and then just use our labor.

Councilmember Wolff: on the cloud back up that you offer, if gives 250 gigabytes, that is included in the contract.

Connor Smith: right.

Councilmember Wolff: what is our current gigabytes that we have used?

Connor Smith: this is a discussion that we had, where data is being stored. On PC's, on the cloud on the server. Moving to a dot gov. is one of those things.

Councilmember Wolff: I take it we have not exceeded that limit to be charged.

Connor Smith: no.

Councilmember Wolff: what is the price per hour for a virus removal?

Connor Smith: support is part of the agreement, \$130.00 per hour in 15-minute increments.

Mayor Gibson: we are close to getting the dot gov.

Pam Sosa: yes, we just need to get some information from one of these companies.

Connor Smith: yes, that is the correct approach.

Councilmember Michalson: how do you factor cyber security?

Connor Smith: we have that built in. Backups, fire walls in the agreement. Software patch management. Criminal justice may have some higher end requirements and those would have to be worked out.

Councilmember Michalson: police department, public works.

Connor Smith: right, fire walls are in place, off sight logging is in place. House keeping item on where data is being stored. Digital assets and where they are being stored

Councilmember Michalson: email security?

Connor Smith: this will improve, moving into a dot gov and Microsoft 365.

Councilmember Michalson: sometimes we have trouble with our streaming is that included too?

Connor Smith: band width is a separate issue, internet provider, the wireless system and your cameras associated with that.

Mayor Gibson: along those lines, the only real issue that we have now is the sound.

Jenelle Berthoud: yes.

Councilmember Barker: cost, \$2,200.00 per month. 18 PC's. how many PC's do we have with you right now?

Connor Smith: 18.

Councilmember Brown: do you do training to the staff for suspicious emails and stuff?

Connor Smith: we do, fish testing and are included in the agreement, we do not do training on Microsoft 365.

Councilmember Brown: if the staff gets suspicious emails?

Connor Smith: it goes to the help desk, and we research those.

Mayor Gibson: just to clarify, Jenelle and I had conversations early on and how they wanted to be involved with both the council and the staff and in the past, those offers were rejected by the previous administration.

Jenelle Berthoud: yes.

Mayor Gibson: they are more than willing to do that and have offered in the past and it was rejected.

Connor Smith: it goes right to his point, IT anymore, we have to know your people and your objectives. The more we understand and what is going on.

Mayor Gibson: one more clarification, I think that was part of the past, was that I don't think, I think what happened in the past should stay in the past.

Councilmember Wolff: extended hours of service. You and from what I read that there are additional charges outside of that. Cloud backups?

Eric Clausen: cloud backups, we don't have a centralized area to back up. We recommend that you go over to Office 365 and leveraging them to back up data before we add another. If we want to centralize, we can look at that.

Councilmember Wolff: how long is the data stored?

Eric Clausen: office 365, and they back up, you have that back up for ever.

Councilmember Wolff: your contract does not allow pc's to be over 5 years of age.

Eric Clausen: we are a bit lenient about that. It is really about dealing with failing equipment. When it is beyond Microsoft's life, security risk.

Councilmember Wolff: your contract states that we have to go with you when handling the purchase, going through your company.

Eric Clausen: that is not it, you do not have to get it through us. We do not have to be stuck to that.

Councilmember Wolff: the town has "non-standard" phones.\$220.00 per hour.

Eric Clausen: allwarx phones, I talked to them, we can transfer the license for you, we can hold the licenses, and Anders can handle that for \$225.00 per month.

Mayor Gibson: they are internet phones.

Councilmember Brown: same questions about cyber security. I go through that training. Being part of a network system, we hear about others going through an attack.

Eric Clausen: it is a great question; you may have noticed that we have a lot of things around cyber security. This is the future on cyber security, this uses AI technology, hacking behaviors. I would not expect.

Councilmember Wolff: I did see a difference between the two. 18 users.

Eric Clausen: I was going off of the RFP.

Jenelle Berthoud: that is why we are doing this, for clarification.

Connor Smith: confusion is end points versus users. Email accounts, lower number.

Eric Clausen: we are only concerned about users that have an email account.

Councilmember Brown: both of you said, moving to Microsoft 365, I have a question, have both of you looked at the PC's here, police department and at the sewer plant are they capable.

Eric Clausen/Connor Smith: no.

Mayor Gibson: the get out clause, the was 90 days and now it is 30 days, they are both great companies, just keep in mind that we have a 30 day out clause with both companies, First Call and Kelley Connect. Is there a motion

Councilmember Wolff: I would like to stay with our current provider, based on price.

Mayor Gibson: we have a motion for First Call.

Councilmember Barker: 2<sup>nd</sup>.

Mayor Gibson: there is a motion and a 2<sup>nd</sup>, is there further discussion? Seeing none, to be clear there is a motion and a 2<sup>nd</sup> to award the contract to First Call. Jenelle, please take the vote.

Councilmember Barker: aye.

Councilmember Brown: aye.


Councilmember Michalson: no.

Councilmember Wolff: aye.

Mayor Gibson: passes 3-1. We will get with First Call and the contract ends November 1<sup>st</sup>. We will have that attorney review the contract.

5. Adjournment

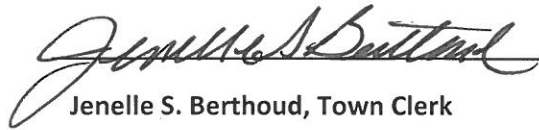
APPROVE:



---

Steve Gibson, Mayor

ATTEST:



Jenelle S. Berthoud, Town Clerk