Town of Bernardston
Selectboard Meeting Minutes

Board Members
Brian J. Keir   Stanley D. Garland, Chairman   Kenneth R. Bordewieck

Minutes for the meeting of January 23, 2024
Meeting held at Bernardston Town Hall
38 Church St, Bernardston, MA 01337

Selectboard Members Present:
Stan Garland
Ken Bordewieck
Brian Keir

Others Present:
Karen Kelly
Brian Lech
Crystal Calouro

Stan called the meeting to order at 3:00pm.

First order of business: Crystal Calouro is the President and owner of AdvanTech. AdvanTech produced a handout (see attached) that outlines the network topology for the Town of Bernardston, AdvanTech Quotes: one quote for the network infrastructure and another quote for IT management and support package options. The network will connect all sites to the Town Hall via an IPSEC VPN Tunnel. Any remote users from home will connect with the Sonicwall NetExtender SSLVPN client.

AdvanTech will monitor the health of our infrastructure and identify issues that may impact performance. Identified issues are raised to the customer for remediation approval Included with Fully Managed IT Support is time spent supporting these technical issues, as well as providing end-user support both remote and onsite when necessary. User training sessions are included. All details supporting the discussion are included in the handout and quotes.

The Town has to be selective on the number of laptops that will be allowed on the server.

Second order of business: The Town Administrator is asking the Selectboard to provide topics of interest for the Annual Town Report Selectboard summary and comments for 2023. The Town Administrator also asked for a decision regarding the dedication page. Louella Atherton, Jane Dutcher, Bob Raymond and Fred Johnson were mentioned.
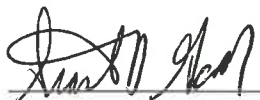*(Continue on next page)*

Third order of business: Cushman Library Board of Trustees want a joint meeting with the Selectboard. No date is set at this time. Cushman Library invoicing was discussed. All bills generated from the Cushman Library clean-up will be redirected to Cushman Library for payment. This includes the dumpster rental. Stan wants to follow up with Donna to re-verify if the Town has any authority over the Cushman Library Director.
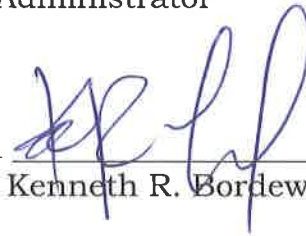
With no further business to be discussed, Ken motioned to adjourn the meeting at 4:25 pm. Brian seconded and the meeting was adjourned.

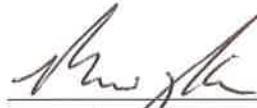Attested by: Karen Kelly, Town Administrator

_____, Chairman   _____   _____
Stanley D. Garland   Kenneth R. Bordewieck   Brian J. Keir

Network Topology for Town of Bernardston

AdvanTech

VPN CLIENT

COMPLIANCE REASONS

File Server   Mail Server

Physical Server/
Domain
Controller

The network will connect all sites to the
Town Hall via an IPSEC VPN Tunnel. Any
remote users from home will connect with
the Sonicwall NetExtender SSLVPN client.

This ensures secure communication
between the servers and the remote
locations.

Town Hall
(Server Location)

MAIN AUTHORITIVE SERVER

SSL VPN

Remote Devices

Police Station   COA   Fire Dept.   DPW   ?
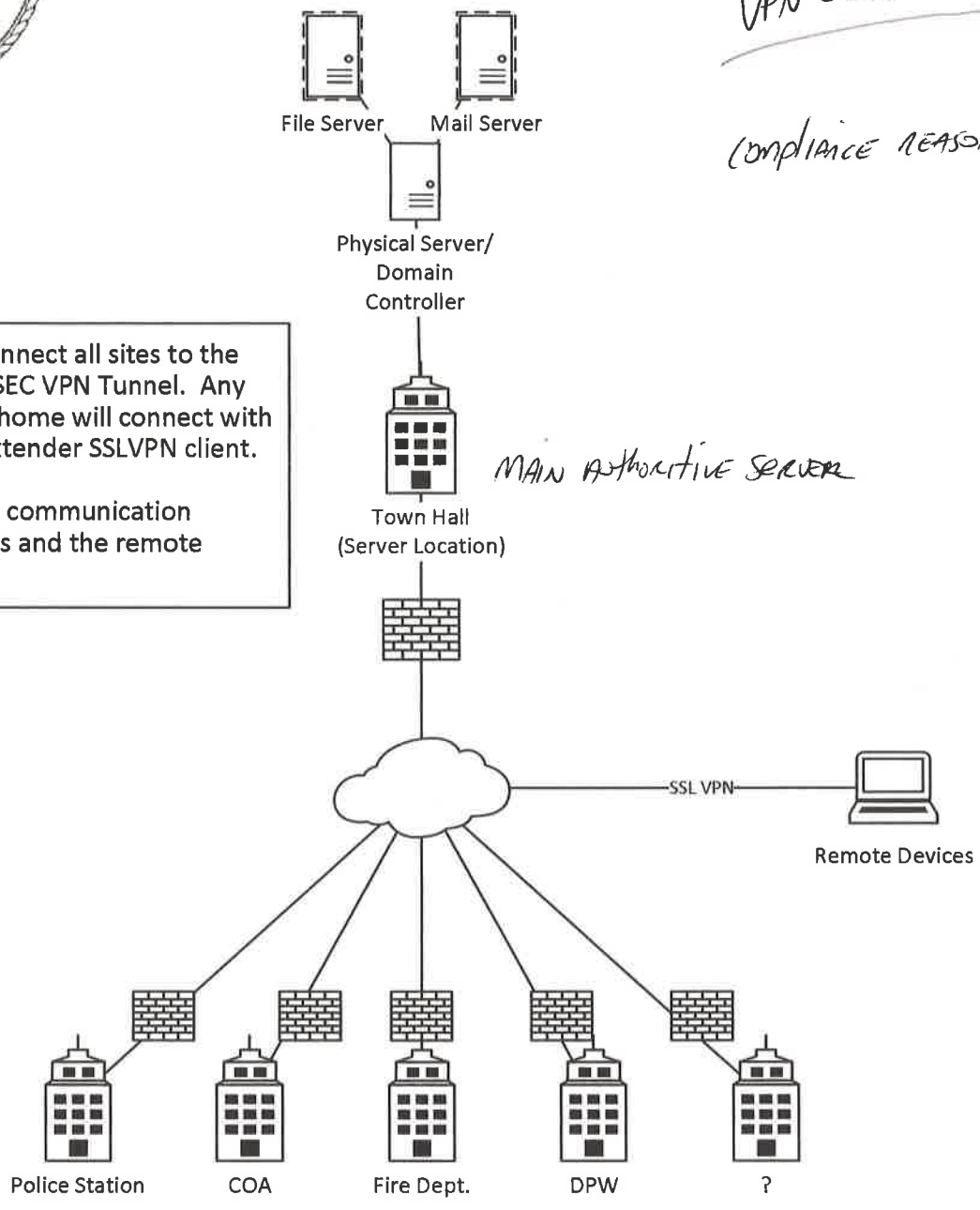
Firewall – Sonicwall TZ Series

Internet/Cloud

CHRYSTAL + BRIAN

AdvanTech
Quote

AdvanTech

From:

Brian Lech
AdvanTech
283 Flint Street
Fall River, MA 02723

(508) 676-7800
blech@advantechit.com

Prepared for:

Jennifer Reynolds
Town of Bernardston

,
United States

coa@townofbernardston.org

Quantity	Description	Unit Price	Ext. Price
1.00	Poweredge T550	$20,826.35	$20,826.35
1.00	Sonicwall TZ570	$1,598.43	$1,598.43
5.00	SonicWall TZ270 Network Security/Firewall Appliance - 8 Port - 10/100/1000Base-T	$529.68	$2,648.40
6.00	UniFi 6 Long-Range Access Point	$201.00	$1,206.00
1.00	Exchange 2019 Standard	$780.00	$780.00
1.00	Setup, Configure, install server. Configure Hyper-V, create VM for Mail server and File Server Migrate mail into Exchange, assist in configuring mail login for users. Setup Active Directory and configure Group Policies. Install and configure a sonicwall at each location, linking them with a site to site VPN tunnel. Install a Wireless AP at each location, configure Unifi Network Application to adopt access points. Test and verify connectivity from offices to the server, ensure mail flow functions properly after migration. Configure proper DMARC, SPF and DKIM records.	$17,000.00	$17,000.00
		Subtotal:	**$44,059.18**
		Sales Tax:	**$48.75**
		Total:	**$44,107.93**

Signature:_____

Date: _____

Mon 01/22/2024 3:56PM UTC-05

IT SUPPORT

PRO MANAGED SERVICE

EDR | ENDPOINT Detection
→ Better than Anti-Virus

24/7 Remote Monitoring & Alerts

Servers
- ✓ Connectivity
- ✓ CPU usage
- ✓ Clock Drift
- ✓ Disk space
- ✓ Disk I/O
- ✓ Disk queue length
- ✓ Physical Drive
- ✓ Logical Drive
- ✓ Fan status
- ✓ Hardware inventory
- ✓ Local IP
- ✓ Memory Utilization
- ✓ Patch Status
- ✓ SMART Status.
- ✓ Server Temperature
- ✓ Antivirus Status
- ✓ Windows Services
- ✓ Windows Event Log
- ✓ Windows Firewall Status
- ✓ Reboot Required
- ✓ Uptime
- ✓ UAC status
- ✓ Warrranty Status
- ✓ Specific services & Applications

Network and Core Devices
- ✓ CPU usage
- ✓ Memory
- ✓ Syslog
- ✓ Traffic
- ✓ Query ports
- ✓ Connections
- ✓ Interface health
- ✓ Fan status
- ✓ Connectivity
- ✓ Critical Processes
- ✓ VPN Status
- ✓ Stack Status
- ✓ Wireless access point

Workstations
- ✓ CPU usage
- ✓ Memory
- ✓ Disk Space
- ✓ Hardware Inventory
- ✓ Patch Status
- ✓ SMART Status
- ✓ UAC status
- ✓ Reboot Required
- ✓ Windows Firewall
- ✓ Warranty

Scheduled Preventative Maintenance

Servers
- ✓ Check Disk
- ✓ UAC
- ✓ Temp file cleanup
- ✓ Defrag
- ✓ Disk Maintenance
- ✓ Windows Patch Management
- ✓ Third Party Patch Management
- ✓ Set power plan
- ✓ Clear event log
- ✓ Reboot
- ✓ SQL, Exchange, Active Directory Inclusions

Network and Core Devices
- ✓ Firmware Updates
- ✓ Backup running config
- ✓ Log Analysis

Workstations
- ✓ Check Disk
- ✓ UAC
- ✓ Temp file cleanup
- ✓ Defrag
- ✓ Disk Cleanup
- ✓ Windows Patch Management
- ✓ Third Party Patch Management
- ✓ Set power plan
- ✓ Clear event log
- ✓ Reboot

AdvanTech monitors the health of your infrastructure and identifies issues that may impact performance. Identified issues are raised to the customer for remediation approval. **Included with Fully Managed IT Support is time spent supporting these technical issues, as well as providing end-user support both remote and onsite when necessary.** If issues arise, either through our own identification via monitoring or maintenance activities or through customer- initiated requests, then our service desk will work to solve your issues.

FULLY MANAGED IT SUPPORT

People-Focused, Comprehensive solutions, that Deliver
More Value

Get IT Taken Care Of So You Can Take Care Of Business.

Too many organizations rely on sub-par IT support options that are too slow, lack expertise, or simply don't prioritize their needs. You need IT you can count on. And, while internal IT can be a good fit in some circumstances, if you're looking for an expert to handle all of your technology, you won't find that single person at a feasible cost. You can rely on AdvanTech for trustworthy IT, avoid the high cost of internal IT hires, and plan for a better business technology strategy and future.

Value Added Services Include:

- 24/7 Remote Monitoring and Alerts: Network and Servers
- 24/7 Emergency Remote Support for Monitored Systems
- Preventative Workstation maintenance and monitoring
- **Level 1, 2, 3+ End User Support (Remote & Onsite when needed)**
- Microsoft Patch Management, and EDR
- Asset procurement, planning, infrastructure mapping
- Project Consulting, Planning

Other options:
- Cybersecurity
- O365 Management
- Data Backup
- Project Implementation

Most services provided during business hours.

Our Fully Managed IT Support is Right for Your Organization if:

You can't afford downtime.

Every time an IT problem occurs, it distracts your employees from their work or makes them physically unable to do their job. Our managed services keeps your infrastructure stable.

You're looking for a turnkey solution.

Monitoring and managing an IT infrastructure is a full-time job. When you have business to run, doing it right is nearly impossible. Proactive, intelligent, reliable remote monitoring and management services are the key to unlocking your productivity and efficiency.

You Need Expertise.

We're familiar with the latest technologies, trends, and security threats, ensuring that your company is always ahead in terms of technology. In addition, our services are scalable and robust.

AdvanTech

From:

Brian Lech
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283 Flint Street
Fall River, MA 02723

(508) 676-7800
blech@advantechit.com

Prepared for:

Jennifer Reynolds
Town of Bernardston

United States

coa@townofbernardston.org

Quantity	Description	Unit Price	Ext. Price
14.00	Fully Managed IT: Workstation /Workstation(s): Advanced Performance Monitoring, Real time Optimization, OS & 3rd Party Patch Management, Configuration Management & Enforcement, Managed EDR, Scheduled Preventative Maintenance, Unlimited Remote & Onsite Support.	$125.00	$1,750.00
1.00	Fully Managed IT: Server (s): Advanced Performance Monitoring, Configuration Management, Key Application Maintenance, Real Time Server Optimization, License & Asset Management, Managed EDR, Remote & Onsite Support, Emergency priority - Hypervisor, 2 VM's	$250.00	$250.00
1.00	Fully Managed IT: Network Device(s): Firewall Management & Maintenance, Router Monitoring, Switch Monitoring, Monthly Network Health Review, Remote & Onsite Support, Emergency priority. (6 sites)	$250.00	$250.00
		Subtotal:	**$2,250.00**
		Sales Tax:	**$0.00**
		Total:	**$2,250.00**

Signature:_____

Date: _____

NEW ENGLAND IT SERVICES

il AdvanTech

ProActive IT SUPPORT

People-Focused, Comprehensive solutions, that Deliver More Value

Get IT Taken Care Of So You Can Take Care Of Business.

Too many organizations rely on sub-par IT support options that are too slow, lack expertise, or simply don't prioritize their needs. You need IT you can count on. And, while internal IT can be a good fit in some circumstances, if you're looking for an expert to handle all of your technology, you won't find that single person at a feasible cost. You can rely on AdvanTech for trustworthy IT, avoid the high cost of internal IT hires, and plan for a better business technology strategy and future.

Value Added Services Include:

· 24/7 Remote Monitoring and Alerts: Network and Servers
· 24/7 Emergency Remote Support for Monitored Systems
· Preventative Workstation maintenance and monitoring
· Microsoft Patch Management, and EDR

Other options:
· End user support ($150/hr)
· Consulting
· Cybersecurity
· O365 Management
· Data Backup
· Project Implementation

Most services provided during business hours.

Our Pro Managed IT Support is Right for Your Organization if:

You can't afford downtime.

Every time an IT problem occurs, it distracts your employees from their work or makes them physically unable to do their job. Our managed services keeps your infrastructure stable.

You're looking for a turnkey solution.

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Quote

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Quantity	Description	Unit Price	Ext. Price
14.00	Managed IT:ProActive Workstation(s): Availability Monitoring, OS & 3rd Party Patch Management, Hosted Anti-Spam, EDR, Scheduled Preventative Maintenance Any support requests outside of routine maintenance would be billed at $150/hour with a 15-minute minimum bill and billed at 15 minute increments after that.	$40.00	$560.00
1.00	Fully Managed IT: Server (s): Advanced Performance Monitoring, Configuration Management, Key Application Maintenance, Real Time Server Optimization, License & Asset Management, Managed EDR, Remote & Onsite Support, Emergency priority	$250.00	$250.00
1.00	Fully Managed IT: Network Device(s): Firewall Management & Maintenance, Router Monitoring, Switch Monitoring, Monthly Network Health Review, Remote & Onsite Support, Emergency priority (6 locations)	$250.00	$250.00
		Subtotal:	**$1,060.00**
		Sales Tax:	**$0.00**
		Total:	**$1,060.00**

Signature:_____   Date: _____

Town of Bernardston
Selectboard Special Meeting Agenda
Tuesday, January 23, 2024, 3:00 PM

Bernardston Town Hall, 38 Church Street, Bernardston MA
Board Members

Brian J. Keir   Stanley D. Garland, Chairman   Kenneth R. Bordewieck

Agenda

Call to Order

Brian Lech, Solutions Architect, Advantech

Other Business Unknown at time of posting

Adjourn

This meeting was posted on Thursday, December 21, 2023 at 4:04pm