

## **FINANCE & ADMINISTRATION COMMITTEE MEETING**

Monday, November 18, 2013

**5:30 p.m.**

Hampden Town Office

1. Meeting Minutes
2. Review & Sign Warrants
3. Old Business
  - a. Set Service Fees for 2013/2014
4. New Business
  - a. Request to use GIS Mapping Reserve Funds for GeoLibrary Board's Orthoimagery Update Program – Recommendation of Planning & Development Committee
  - b. Ambulance Billing Abatements:
    1. 2011-27,716.96
    2. 2012 - \$25,056.64
  - c. Request to use Computer Reserve Funds for Purchase of New Phone System for All Departments
5. Public Comment
6. Committee Member comments

To: Susan Lessard, Town Manager  
From: Kelly Karter, Assessor *Kelly*  
RE: Service Fee Calculations  
Date: October 30, 2013

Following is a listing of the calculated service fees that apply to residential property according to our Service Fee Ordinance.

I have added wording to the billing regarding the financial information for each entity as of June 30, 2013, per Tom Russell's suggestion.

The list is as follows:

Penquis Mental Health	\$ 2,002.35
Community Housing of Maine	\$ 2,104.89
OHI George St.	\$ 2,119.86
OHI Patterson Rd.	\$ 1,623.31
Medical Care Development	\$ 5,263.94
The Housing Foundation	\$21,991.28
 Total Service Fees	 \$35,105.63

\*\*Please note that Aspenledge is on the tax rolls again this year as it is currently vacant.

These fees have been calculated according to the ordinance. Some will change once the financials are submitted.

**MEMO**

To: Susan Lessard

From: Kelly Karter 

Date: October 30, 2013

Subject: Penquis Mental Health Service Charge

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, I submit the following calculations for the 2013/2014 fiscal year.

Property Owner: Penquis Mental Health

Property Location: 1012 Carmel Road North  
Hampden, Maine 04444

Legal Description: Map 1 Lot 31-A  
Book 11872 Page 215

2013 Municipal Budget	\$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)
Divided By Total Valuation	\$592,465,500 (=0.011521)
Times the Just Value	\$ 173,800
Service Charge Due	\$ 2,002.35

**MEMO**

To: Property Owner

From: Town of Hampden

Date: November 4, 2013

Subject: Penquis Mental Health Service Charge

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, the Council approved the following Service Charge fee for the 2013/2014 fiscal year on November 4, 2013.

When you have completed your financial information for the year ending June 30, 2013, please submit your gross income if you feel the fee exceeds 2% of your gross income. This information should be submitted to the Town Manager for review by the Hampden Town Council.

Property Owner: Penquis Mental Health

Property Location: 1012 Carmel Road North  
Hampden, Maine 04444

Legal Description: Map 1 Lot 31-A  
Book 11872 Page 215

2013 Municipal Budget      \$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)

Divided By Total Valuation    \$592,465,500 (=0.011521)

Times the Just Value          \$    173,800

Service Charge Due            \$       2,002.35



**MEMO**

To: Susan Lessard

From: Kelly Karter 

Date: October 30, 2013

Subject: Community Housing of Maine

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, I submit the following calculations for the 2013/2014 fiscal year.

Property Owner: Community Housing of Maine

Property Location: 177 Canaan Road  
Hampden, Maine 04444

Legal Description: Map 5 Lot 27-A  
Book 10137 Page 137

2013 Municipal Budget      \$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)

Divided By Total Valuation    \$592,465,500(=0.011521)

Times the Just Value            \$    182,700

Service Charge Due              \$       2,104.89

**MEMO**

To: Property Owner

From: Town of Hampden

Date: November 4, 2013

Subject: Community Housing of Maine

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, the council approved the following Service Charge fee for the fiscal year 2013/2014 on November 4th.

When you have completed your financial information for the year ending June 30, 2013, please submit your gross income if you feel the fee exceeds 2% of your gross income. This information should be submitted to the Town Manager for review by the Hampden Town Council.

Property Owner: Community Housing of Maine

Property Location: 177 Canaan Road  
Hampden, Maine 04444

Legal Description: Map 5 Lot 27-A  
Book 10137 Page 137

2013 Municipal Budget \$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)

Divided By Total Valuation \$ 592,465,500 (=0.011521)

Times the Just Value \$ 182,700

Service Charge Due \$ 2,104.89



**MEMO**

To: Susan Lessard

From: Kelly Karter *Kelly*

Date: October 30, 2013

Subject: OHI

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, I submit the following calculations for the 2013/2014 fiscal year.

Property Owner: OHI

Property Location: 35 George St  
Hampden, Maine 04444

Legal Description: Map 23 Lot 70-C  
Book 9404 Page 115

2013 Municipal Budget      \$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)

Divided By Total Valuation    \$592,465,500 (=0.011521)

Times the Just Value            \$    184,000

Service Charge Due              \$       2,119.86

**MEMO**

To: Property Owner

From: Town of Hampden

Date: November 4, 2013

Subject: OHI

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, the Council approved the following Service Charge fee for the 2013/2014 fiscal year on November 4, 2013.

When you have completed your financial information for the year ending June 30, 2013, please submit your gross income if you feel the fee exceeds 2% of your gross income. This information should be submitted to the Town Manager for review by the Hampden Town Council.

Property Owner: OHI

Property Location: 35 George St  
Hampden, Maine 04444

Legal Description: Map 23 Lot 70-C  
Book 9404 Page 115

2013 Municipal Budget      \$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)

Divided By Total Valuation    \$592,465,500 (=0.011521)

Times the Just Value            \$    184,000

Service Charge Due              \$       2,119.86



**MEMO**

To: Susan Lessard

From: Kelly Karter 

Date: October 30, 2013

Subject: OHI

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, I submit the following calculations for the 2013/2014 fiscal year.

Property Owner: OHI

Property Location: 143 Patterson Road  
Hampden, Maine 04444

Legal Description: Map 5 Lot 39  
Book 9144 Page 102

2013 Municipal Budget	\$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)
Divided By Total Valuation	\$592,465,500 (=0.011521)
Times the Just Value	\$ 140,900
Service Charge Due	\$ 1,623.31

**MEMO**

To: Property Owner

From: Town of Hampden

Date: November 4, 2013

Subject: OHI

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, the Council approved the following Service Charge fee for the 2013/2014 fiscal year on November 4, 2013.

When you have completed your financial information for the year ending June 30, 2013, please submit your gross income if you feel the fee exceeds 2% of your gross income. This information should be submitted to the Town Manager for review by the Hampden Town Council.

Property Owner: OHI

Property Location: 143 Patterson Road  
Hampden, Maine 04444

Legal Description: Map 5 Lot 39  
Book 9144 Page 102

2013 Municipal Budget      \$6.825.830 (Original Budget Less Gen. Asst. of \$10,000)

Divided By Total Valuation    \$592.465.500 (=0.011521)

Times the Just Value          \$    140,900

Service Charge Due            \$       1,623.31

Hampden  
Name: OHI

**Valuation Report**

10/30/2013

Page 1

05-0-039

Map/Lot:

Location:

143 PATTERSON RD

Account: 569 Card: 1 of 1

Neighborhood 49 Central Rural

Zoning/Use Rural  
Topography /Rolling  
Utilities Drilled Well/Septic System  
Street Paved

**Sale Data**  
Sale Date 12/29/2003  
Sale Price 128,000  
Sale Type Land & Bldg  
Financing Unknown  
Verified Public Record  
Validity Arms Length Sale

Reference 1  
Reference 2  
Tran/Land/Bldg 1 2 29  
X Coordinate 0 Y Coordinate 0  
Exemption(s) 66 0 0 Land Schedule 1

**Land Description**

Units	Method - Description	Price/Unit	Total	Fctr	Influence	Value
2.00	Acres-ImprovSite(Frac)	39,525.00	39,525	100%		39,525
1.57	Acres-Rear Land 1	3,720.00	5,840	100%		5,840
Total Acres 3.57						Land Total 45,365

**Dwelling Description**

**Replacement Cost New**

Modern Log Home	One Story	1,056 Sqft	Grade B 100	Base	63,806
Exterior	Wood Siding	Masonry Trim	None	Trim	0
Dwelling Units	1 OTHER Units-0	Roof Cover	Asphalt Shingles	Roof	0
					0
Foundation	Concrete	Basement	Dry Full Bmt	Basement	0
Fin. Basement Area	None	Basement Gar	None	Fin Bsmt	0
Heating	100% Electric	Cooling	0% None	Heat	-1,482
Rooms	5	HEARTH/CHIMNE	1	HEARTH/CHIM	1,501
Bedrooms	2	Add Fixtures	0		
Baths	1	Half Baths	0	Plumbing	0
Attic	None			Attic	0
FirePlaces	0			Fireplace	0
Insulation	Full			Insulation	0
Unfin. Living Area	NONE			Unfinished	0

**Dwelling Condition**

Built	Renovated	Kitchens	Baths	Condition	Layout	Total			
1985	0	Typical	Typical	Average	Typical	63,825			
Functional Obsolescence	Economic Obsolescence	Phys. %	Func. %	Econ. %	Value(Rcnld)				
None	None	87%	100%	150%	83,292				
Outbuildings/Additions/Improvements					Percent Good	Value Rcnld			
Description	Year	Units	Grade	RCN	Cond	Phy	Func	Econ	
Open Frame Porch	1985	56	B 100	818	Avg.	87%	100%	150%	1,068
Encl Frame Porch	1985	120	B 100	1720	Avg.	87%	100%	150%	2,244
Frame Garage	1985	360	B 100	6844	Avg.	87%	100%	150%	8,931
1,056 SFLA		78.88 = \$/SFLA (4)					Outbuilding Total		12,243

Calc. Land 45,400 Calc. Bldg 95,500 Total 140,900

**MEMO**

To: Susan Lessard

From: Kelly Karter



Date: October 30, 2013

Subject: Medical Care Development; DBA Hampden Meadows

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, I submit the following calculations for the 2013/2014 fiscal year.

Property Owner: Medical Care Development; DBA Hampden Meadows

Property Location: 1282 Kennebec Road  
Hampden, Maine 04444

Legal Description: Map 1 Lot 23-A  
Book 5818 Page 81

2013 Municipal Budget	\$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)
Divided By Total Valuation	\$592,465,500(=0.011521)
Times the Just Value	\$ 456,900
Service Charge Due	\$ 5,263.94

**MEMO**

To: Property Owner

From: Town of Hampden

Date: November 4, 2013

Subject: Medical Care Development; DBA Hampden Meadows

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, the council approved the following Service Charge fee for 2013/2014 fiscal year on November 4, 2013.

When you have completed your financial information for the year ending June 30, 2013, please submit your gross income if you feel the fee exceeds 2% of your gross income. This information should be submitted to the Town Manager for review by the Hampden Town Council.

Property Owner: Medical Care Development; DBA Hampden Meadows

Property Location: 1282 Kennebec Road  
Hampden, Maine 04444

Legal Description: Map 1 Lot 23-A  
Book 5818 Page 81

2013 Municipal Budget      \$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)

Divided By Total Valuation    \$592,465,500 (= 0.011521)

Times the Just Value          \$    456,900

Service Charge Due            \$        5,263.94



**MEMO**

To: Susan Lessard

From: Kelly Karter *Karter*

Date: October 30, 2013

Subject: The Housing Foundation

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, I submit the following calculations for the 2013/2014 fiscal year.

Property Owner: The Housing Foundation

Property Location: 113 Western Avenue  
Hampden, Maine 04444

Legal Description: Map 31 Lot 8  
Book 4249 Page 321

2013 Municipal Budget	\$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)
Divided By Total Valuation	\$592,465,500 (=0.011521)
Times the Just Value	\$ 1,908,800
Service Charge Due	\$21,991.28

**MEMO**

To: Property Owner

From: Town of Hampden

Date: November 4, 2013

Subject: The Housing Foundation

---

In accordance with the Service Charge Ordinance approved by the Hampden Town Council on May 18, 1992, the council approved the following Service Charge fee for the 2013/2014 fiscal year on November 4, 2013.

When you have completed your financial information for the year ending June 30, 2013, please submit your gross income if you feel the fee exceeds 2% of your gross income. This information should be submitted to the Town Manager for review by the Hampden Town Council.

Property Owner: The Housing Foundation

Property Location: 113 Western Avenue  
Hampden, Maine 04444

Legal Description: Map 31 Lot 8  
Book 4249 Page 321

2013 Municipal Budget      \$6,825,830 (Original Budget Less Gen. Asst. of \$10,000)

Divided By Total Valuation    \$592,465,500 (=0.011521)

Times the Just Value          \$ 1.908.800

Service Charge Due            \$21,991.28

Hampden  
 Name: HOUSING FOUNDATION, THE  
 (ROE VILLAGE - HAMPDEN)

**Valuation Report**

10/30/2013

Page 1

31-0-008

Account: 2413 Card: 1 of 1

Map/Lot:

Location:

113 WESTERN AVE

Neighborhood 21 Residential B

Zoning/Use Residential B  
 Topography /Level  
 Utilities /All Public  
 Street Paved

Reference 1

Reference 2

Tran/Land/Bldg 1 1 67

X Coordinate 0 Y Coordinate 0

Exemption(s) 66 0 0 Land Schedule 4

**Land Description**

Units	Method - Description	Price/Unit	Total	Fctr	Influence	Value
2.50	Acres-Improved Site	54,945.00	137,363	100%		137,363
1.50	Acres-Rear Land 1	3,300.00	4,950	100%		4,950
Total Acres 4						Land Total 142,313

**Commercial Description**

Occupancy Type	Apartments
Class & Quality	Frame.....Exc.
# Dwelling Units	30
Exterior	Vinyl
Stories & Height	1 STORY @ 8'
Heating/Cooling	Hot Water/Radiant
Built	1991
Remodeled	0
Base Cost/Sqft	58.77
Heat-Cool/Sqft	+
Total	65.69
Size Factor	X 0.957
Adjusted Cost/Sqft	62.87
Total Square Feet	X 17,980
Replacement Cost	1,130,403
Condition	Very Good
% Good Physical	X .91
Functional	X 1.00
Subtotal	1,028,667

Data used for calculations supplied by Marshall & Swift which hereby reserves all rights herein. Copyright 2013, Marshall & Swift.

Economic Factor X 1.650 Total Value 1,697,301

**Outbuildings/Additions/Improvements**

Description	Year	Units	Grade	RCN	Cond	Percent Good			Value Rcnld
						Phy	Func	Econ	
Slab	1991	4495	C 100	11372	V.G.	91%	100%	165%	17,076
Slab	1991	4495	C 100	11372	V.G.	91%	100%	165%	17,076
Slab	1991	4495	C 100	11372	V.G.	91%	100%	165%	17,076
Slab	1991	4495	C 100	11372	V.G.	91%	100%	165%	17,076
Slab	1997	240	C 100	607	Avg.	92%	100%	165%	921
17,980 SF		98.25 = \$/SF (4)				Outbuilding Total			69,225

Calc. Land 142,300 Calc. Bldg 1,766,500 Total 1,908,800

1-800-551-0000  
 0-211-0001  
 01-000-0000

TOWN OF HAMPDEN

SERVICE CHARGE ORDINANCE

Sec. 1. Authority. This Ordinance is enacted pursuant to 30-A M.R.S.A. § 3001 and 36 M.R.S.A. § 652(1)(L).

Sec. 2. Purpose. The purpose of this Ordinance is to establish an annual service charge to recover the cost of providing municipal services, other than education and general assistance, to owners and/or occupants of certain institutional and organizational real property which is otherwise exempt from state or municipal taxation.

Sec. 3. Creation of Service Charge. An annual service charge is hereby established, effective with the municipal fiscal year commencing on July 1, 1992. The service charge shall be levied by the municipal officers against all residential property owned by an organization or institution if the property is otherwise totally exempt from property taxation and is used to provide rental income. The service charge shall not apply to student housing or parsonages.

Sec. 4. Calculation of Service Charge. The service charge shall be calculated according to the actual cost of providing municipal services to the property in question and the persons who use that property. Municipal services shall include, without limitation, the following: fire protection, police protection, road maintenance and construction, traffic control, snow and ice removal, sewer service, sanitation services, and any other services. For the purpose of this Ordinance, municipal services shall not include education and general assistance. The service charge for each property shall be determined in accordance with the following formula:

$$\frac{B}{V} \times JV = SC$$

where:

B = Budget for the current fiscal year for municipal services, except education and general assistance

V = Total taxable valuation of municipality for the current fiscal year

JV = Just Value of property in question

SC = Service Charge of property in question.

The Assessor shall provide the municipal officers with the following information at the time of the annual tax commitment: (1) list of property to which a service charge is applicable under this ordinance, (2) total taxable valuation of the municipality for the current fiscal year, and (3) the just value of the properties in question. The Town Manager shall provide the municipal officers with the amount of the budget for municipal services for the current fiscal year, along with a proposed service charge for each property based on the foregoing formula.

Sec. 5. Levy of Service Charge. The municipal officers shall levy the annual service charge on the tax exempt property subject to a service charge under this Ordinance, and shall establish a due date for payment of the same. The Treasurer shall send a statement to every affected property owner setting forth the amount of the service charge levied on the subject property.

Sec. 6. Limitation on Service Charges. The total service charges levied by the municipal officers under this Ordinance against any institution or organization shall not exceed 2% of the gross annual revenues of that institution or organization. Provided, however, that in order to qualify for the foregoing limitation, the institution or organization shall file with the municipal officers an audit of the revenues of the institution or organization for its last fiscal year which ended immediately prior to the municipal fiscal year for which the service charge was levied. The municipal officers shall abate the service charge amount that is in excess of 2% of the gross annual revenues.

Sec. 7. Collection. Unpaid service charges shall be collected in any manner available to the municipality, including, without limitation, the procedure provided in 38 M.R.S.A. § 1208, as may be amended from time to time.

Sec. 8. Use of Revenues. Revenues accrued from service charges shall be used, as much as possible, to fund the cost of providing the municipal services which were considered in calculating the service charges.

Sec. 9. Appeals. Any institution or organization may challenge the decision of the municipal officers to levy a particular service charge or the amount of a particular service charge by filing an appeal with the Board of Assessment Review. Such appeals shall be filed in writing with the Town Clerk within 60 days of the date on which notice is provided to the institution or organization by the Treasurer under Sec. 5 above indicating the amount of the service charge levied by the municipal officers. The Board of Assessment Review shall conduct a public hearing on the appeal and shall issue a written decision thereon within 60 days of the date that the appeal was filed with the Town Clerk. Failure to issue a decision on an appeal within 60 days of the date the application was filed shall be deemed to

be a denial thereof. The appeal shall be processed in accordance with all applicable laws or ordinances, and such rules of procedure as may be established by or for the Board of Assessment Review. Any decision by the Board may be appealed to Superior Court by an aggrieved party pursuant to Rule 80B of the Maine Rules of Civil Procedure.

Sec. 10. Severability. Should any provisions of this Ordinance be declared invalid by the Courts, such decision shall not invalidate any other provision of this Ordinance.

*Approved by Council 5-18-92*  
*Effective 6-17-92*

4a



Denise Hodsdon <clerk@hampdenmaine.gov>

**P&D Actions of November 6, 2013**

1 message

Dean Bennett <economicdevelopment@hampdenmaine.gov>

Tue, Nov 12, 2013 at 3:34 PM

To: Sue Lessard <manager@hampdenmaine.gov>

Cc: Denise Hodsdon <clerk@hampdenmaine.gov>, Gretchen Heldmann <gheldmann@hampdenmaine.gov>

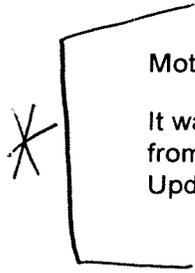
Sue,

Here are two actions items from last Wednesdays P&D Meeting.

Actions from the November 6, 2013 Meeting

Motion:

It was moved and seconded to recommend to Town Council the approval and subsequent signing of the "Exclusive Authorization to Sell" with Epstein Commercial Real Estate. Vote: 4-0 (Authorization Attached)



Motion:

It was moved and seconded to recommend to Town Council the approval of an appropriation of up to \$13,000 from the GIS Mapping Reserve for the town's portion of costs related to the GeoLibrary Board's Orthoimagery Update Program. Vote: 3-1

Thank You,  
Dean

--  
Dean L. Bennett  
Director of Community and Economic Development  
106 Western Avenue  
Hampden, Maine 04444  
207-862-3034

CLEAN Hamp BC Pk 9 26 rev tar 11 04 13.doc  
61K

# MEMO



**To:** Susan Lessard & Town Council  
**From:** Gretchen Heldmann  
**Date:** 11/13/2013  
**Re:** Reserve Request for 03-731-00

**Message:**

Per the Planning & Development Committee recommendation at their 6 November 2013 meeting, this is a request to expend up to \$13,000 to participate in the GeoLibrary Board's orthoimagery update program, monies to be used to buy-up to six-inch resolution imagery for the entire town in 2014.

We last flew imagery in 2006 at six-inch resolution for a cost of nearly \$40,000. This program will save us over 60% and will update the nearly eight year old imagery. As with any technology, eight years old is getting up there in age – most computers would have been replaced by this point, for example. The economies of scale make this program have great cost-savings, and the return on investment in imagery has been demonstrated in the GeoLibrary Board's Return on Investment study (minimum 400% return). The program provides a base resolution of two-foot if we do not buy-up; the cost is split in even thirds among the county, state, and federal governments.

In Hampden, we have used imagery for a variety of purposes, ranging from comp plan maps to shoreland zone updates, to the waterfront marina deal, to providing the imagery to a number of local businesses for their own site location development and study purposes.

Additional note: The Penobscot County Budget Committee met on 12 November 2013 and voted unanimously to fund their 1/3 share for the 2014 flight.

I am happy to provide details at the meeting if needed.

Thank you,



PO Box 249 – 349 Coldbrook Road, Hampden, ME 04444 - 207-862-4070 [www.hobouchard.com](http://www.hobouchard.com)

---

Hampden Town Council  
106 Western Avenue  
Hampden, ME 04444

12 November 2013

Dear Councilors,

On behalf of H.O. Bouchard, Inc., I am writing in support of the Town of Hampden participating in a buy-up to six-inch resolution imagery as part of the Maine GeoLibrary Board's proposal to update orthophotography/aerial imagery for Penobscot County in 2014, and the entire State of Maine on a five-year cycle. Updated imagery is critical to the work that we do, and the GeoLibrary Board's plan is a fair and extremely economical way to do it.

We have been working with the Town on development plans for the Coldbrook Road so-called "triangle area". Updated imagery is an important component to keeping this work going and being able to make the best and most informed decisions possible. It is also important to have access to imagery that we and our consultants can legally use in our mapping – which we cannot do with Google Earth imagery as it violates their terms of use policy. This program would also provide imagery with known accuracy specifications, which is another thing the Google Earth imagery lacks – and those specifications are important to know for mapping, engineering, and surveying.

The value of this program is in economies of scale. Last time Hampden updated its imagery in 2006, it cost nearly \$40,000 for six-inch resolution imagery. With this program, the Town can buy-up to the same six-inch resolution for just \$13,000 – this is a savings of over 60%. I understand there is a town reserve account for this exact purpose, and there is more than enough money in the reserve. I urge you to use that reserve and fund this buy-up.

Your support is crucial in this endeavor; I urge you to please support the Town of Hampden participating in a buy-up to six-inch resolution as part of the GeoLibrary Board's orthophotography update plan. Thank you for your consideration.

Sincerely,

Brian H. Bouchard  
President / CEO

# **SARGENT**

**C O R P O R A T I O N**

*Excellence for Generations*

November 12, 2013

Hampden Town Council  
106 Western Avenue  
Hampden, ME 04444

Dear Councilors,

On behalf of Sargent Corporation, I am writing in support of the Town of Hampden participating in a buy-up to six-inch resolution imagery as part of the Maine GeoLibrary Board's proposal to update orthophotography/aerial imagery for Penobscot County in 2014, and the entire State of Maine on a five-year cycle. Updated imagery is critical to the work that we do, and the GeoLibrary Board's plan is a fair and extremely economical way to do it.

We use imagery frequently in our line of work, as it is helpful when applying to the Town or State for various types of permits related to earthwork and construction. Whether it is site preparation earthwork or managing our aggregate resource locations, it is critical to have updated imagery. It is also important to have access to imagery that we can legally use in our mapping – which we cannot do with Google Earth imagery as it violates their terms of use policy. This program would also provide imagery with known accuracy specifications, which is another thing the Google Earth imagery lacks – and those specifications are important to know for mapping, engineering, and surveying.

The value of this program is in economies of scale. Last time Hampden updated its imagery in 2006, it cost nearly \$40,000 for six-inch resolution imagery. With this program, the Town can buy-up to the same six-inch resolution for just \$13,000 – this is a savings of over 60%. I understand there is a town reserve account for this exact purpose, and there is more than enough money in the reserve. I urge you to use that reserve and fund this buy-up.

Your support is crucial in this endeavor; I urge you to please support the Town of Hampden participating in a buy-up to six-inch resolution as part of the GeoLibrary Board's orthophotography update plan. Thank you for your consideration.

Sincerely,



Herbert R. Sargent  
President,

**Main Office**  
378 Bennoch Road  
P.O. Box 435  
Stillwater, Maine 04489  
Phone: 207/827-4435  
Fax: 207/827-6150

**Bangor Regional Office**  
489 Odlin Road  
Suite 101  
Bangor, Maine 04401  
Phone: 207/990-1735  
Fax: 207/990-2432

**Mid-Atlantic Regional Office**  
11139 Air Park Road  
Suite 1  
Ashland, VA 23005  
Phone: 804/368-7118  
Fax: 804/368-7387



www.maine.gov

# MAINE OFFICE OF GEOGRAPHIC INFORMATION SYSTEMS

Dept. of Administrative & Financial Services  
Office of Information Technology

145 State House Station, 51 Commerce Drive, Augusta, ME 04333-0145

Voice: 207-624-7700 | TTY 888-577-6690



www.maine.gov/megis

Paul LePage  
Governor

Sawin Millett  
Commissioner

Jim Smith  
Chief Information Officer

Michael Smith  
State GIS Manager

## Memorandum of Agreement

Between the City of Ellsworth

and the Maine Office of GIS

Regarding Collection of Orthoimagery

DRAFT – CONTINGENT UPON COUNTY FUNDING

### 1. Project Duration

This MOA will remain in effect until December 31, 2014 or can be rescinded by either party with thirty (30) days' notice or amended as agreed upon by both parties.

### 2. Project Description

The Maine Office of GIS (MEGIS) provides geospatial data and support to the GIS community in Maine. As part of that mission, MEGIS supports the programs of the Maine GeoLibrary, including the Maine Orthoimagery Program.

The Maine Library of Geographic Information (GeoLibrary) serves as the State coordinating body for mapping data and is implementing a 5-year program to acquire new aerial photography (orthoimagery) for the State. This program allows municipalities to "buy up" their area to a higher quality than would otherwise be needed at the State level. This program is being implemented by the GeoLibrary and MEGIS.

In this project, MEGIS and the City of Ellsworth ("Town") will work cooperatively with several other entities to acquire aerial orthoimagery in 2014 based on the parameters outlined below.

### 3. Statement of Work

This is an agreement for MEGIS to collect funding from the Town as part of the State's orthoimagery contract with Woolpert, Inc. Specifically, MEGIS will:

- Collect funding in the amount of \$ 16,000 from the Town
- Keep this funding in a separate account specifically for orthoimagery collection
- Provide the resulting data to the Town within 30 days of the data's final delivery

Initial deliverables will be satisfied no later than September 15, 2014. In the unlikely event the orthoimagery collection is not carried out, MEGIS agrees to immediately return the funding to the Town.

#### Important Dates:

- January 1, 2014 - this MOA must be signed
- February 15, 2014 - 100% Town funding must be provided to MEGIS
- March 30, 2014 - MEGIS must provide 50% funding to Woolpert
- July 1, 2014 - First data delivery due and 20% funding to Woolpert
- September 15, 2014 - Last data delivery due and 20% funding to Woolpert
- October 15, 2014 - Final Acceptance and remaining 10% due to Woolpert

#### 4. Funding and Resources

The Town shall provide funding in the amount of \$ 16,000. MEGIS shall invoice the Town for the full amount upon execution of this agreement.

#### 5. Deliverables

MEGIS will deliver orthoimagery as follows to the Town:

1. Imagery to be delivered as 4-band GeoTIFFs with no compression
  - bands to include red, blue, green and near-infrared (822-887nm)
  - Imagery collected during leaf-off conditions in the Spring of 2014 with digital Leica ADS40/80 instruments
  - Pixel resolution of 6" with ASPRS Level 3 accuracy (RMSE = 2') or better
  - Complete coverage based on the tile structure
  - Sun angle greater than 30 degrees
  - Streams within their normal banks attempted
  - No clouds, snow, fog, haze, smoke, or other ground obstructing conditions
  - Less than 5% cloud cover, tip average 1 degree or less, tilt average one degree or less, crab average 3 degrees or less
  - Shadows and building lean to be handled with subsequent data
  - Spectral reflectance from water will not obscure shoreline features
2. Ground control data to be delivered in the format provided by Woolpert
3. Elevation data (DEMs, DTMs, etc.) to be delivered in the format provided by Woolpert
4. FGDC-compliant metadata to be delivered

#### 6. Staffing

Staffing for the project shall be comprised as follows:

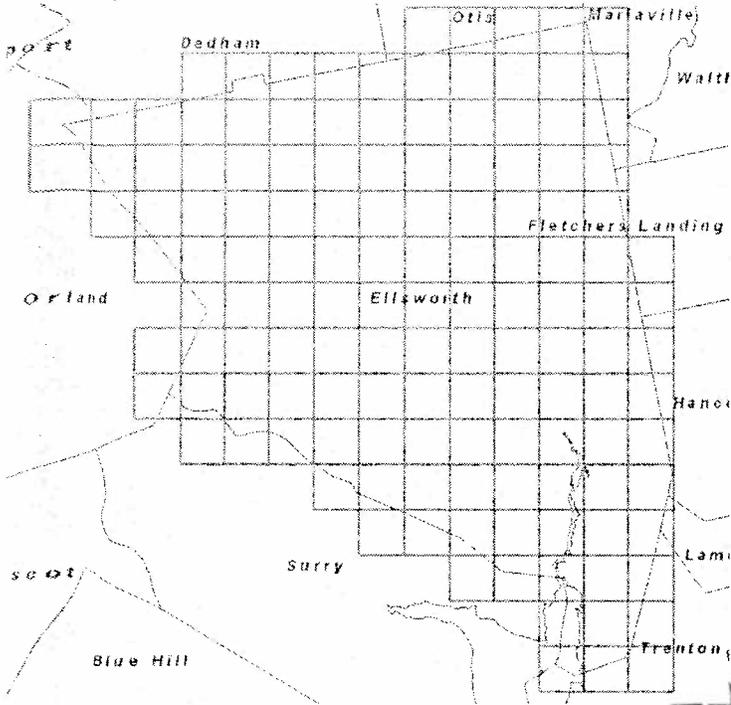
Town Administrative Contact – xxxxx

Town Technical Contact – xxxxx

MEGIS project contact -Joseph Young

MEGIS manager -Michael Smith

## 7. Project Area



Agreed

\_\_\_\_\_  
Michael Smith  
State GIS Manager  
Maine Office of GIS

\_\_\_\_\_  
DATE

\_\_\_\_\_  
XXXXXX  
City of Ellsworth, Maine

\_\_\_\_\_  
DATE

4c



Denise Hodsdon <clerk@hampdenmaine.gov>

**updated phone info**

2 messages

Gretchen Heldmann <gheldmann@hampdenmaine.gov>

Thu, Oct 31, 2013 at 5:08 PM

To: Susan Lessard <manager@hampdenmaine.gov>, Denise Hodsdon <clerk@hampdenmaine.gov>, Kandy McCullough <kmccullough@hampdenmaine.gov>

Hi all,

Wanted to send an update regarding phones -

Please see attached phone estimate from OTT, which now includes the rebate amounts we would receive through Polycom (so equipment looks like it would end up around \$9,235). Amount budgeted in Tech Reserve acct for phone system upgrade: \$30,000. I don't believe all of that money is "in there" at this time, but enough years have gone by that there is more than enough in there to cover this proposed upgrade.

2 new 24-port PoE (Power Over Ethernet) switches: \$1,800 This was budgeted separately from phone upgrades in the Tech Reserve, as Networking Equipment. Budgeted was \$12,000 and I believe that is all in there currently.

Current balance of Tech Reserve: \$92,459.24 From this, I will be spending \$9,300ish on the new town office server. Also budgeted in this account are monies for grant match for new toughbooks for HPS (just replaced two ambulance ones), new HPS server, projectors, plotter, etc as they need to be replaced. The only items on the radar right now are the phone system, network equipment, and TO server. HPS server will be next year. Plotter will probably be next year. Projectors etc are as needed.

I will get Time Warner pricing next week.

All other questions I believe were answered in Julie's response to my email the other day.

Any other questions come up, please let me know.

Thanks,  
~G

---

Gretchen Heldmann, GISP  
GIS/IT Specialist, Town of Hampden  
Office Hours: Mon.-Thurs. 7:30am-6pm  
106 Western Avenue  
Hampden, ME 04444  
Phone: (207)862.4500 x142  
<http://www.hampdenmaine.gov/>  
**\*!NEW!\* Aerial Imagery for Maine!**  
<http://www.maine.gov/geolib/orthophotography.htm>

 **Phone Models and Polycom Rebates.pdf**  
46K

---

**Gretchen Heldmann** <gheldmann@hampdenmaine.gov>

Thu, Nov 7, 2013 at 4:39 PM

To: Susan Lessard <manager@hampdenmaine.gov>, Denise Hodsdon <clerk@hampdenmaine.gov>, Kandy McCullough <kmccullough@hampdenmaine.gov>

Hi all,

Time Warner pricing per our account manager:

the free version we currently have is 7M down and 768K up on both modems (recall we have two modems here, one for town office and one for public safety)

15M down 2M up \$120/mo

35M down 5M up \$174/mo

50M down 5M up \$250/mo

We should speak with OTT on what they recommend, but Time Warner recommended the 35/5. Each price should be multiplied by two, because it would be per modem.

A three year contract with Time Warner would need to be signed, but during that contract we can adjust the speed up or down.

Any questions please let me know.

Thanks,  
~G

---

Gretchen Heldmann, GISP  
GIS/IT Specialist, Town of Hampden  
Office Hours: Mon.-Thurs. 7:30am-6pm  
106 Western Avenue  
Hampden, ME 04444  
Phone: (207)862 4500 x142  
<http://www.hampdenmaine.gov/>  
\*!NEW!\* Aerial Imagery for Maine!  
<http://www.maine.gov/geolib/orthophotography.htm>

[Quoted text hidden]

**Hosted PBX Hardware, Installation & Training**

Service Location	Service Type	Quantity	Cost	Ext Cost	POLYCOM REBATES	
Town Office	Polycom Soundpoint IP 450 (3-line phone)	12	\$190.00	\$2,280.00	\$300.00	
	Polycom Soundpoint IP 335 (2-line phone)	2	\$125.00	\$250.00	\$30.00	
	Soundstation IP 5000 Conference	1	\$430.80	\$430.80	\$50.00	
	Polycom Power Supplies	2	\$20.00	\$40.00		
	Installation & Training	1	\$250.00	\$250.00		
		<b>SUBTOTAL</b>		<b>\$3,250.80</b>		
Police Station	Hosted User Installation	1	\$700.00	\$700.00		
	Polycom Soundpoint IP 450 (3-line phone)	10	\$155.00	\$1,550.00	\$250.00	
Public Works	Polycom 331 (2-line phone)	9	\$93.00	\$837.00		
	Polycom Power Supplies	1	\$20.00	\$20.00		
	Analog Terminal Adapter	1	\$75.00	\$75.00		
	Bogen UTI 1	1	\$150.00	\$150.00		
	Installation & Training	1	\$250.00	\$250.00	\$0.00	
		<b>SUBTOTAL</b>		<b>\$2,882.00</b>		
Pool	Hosted User Installation	1	\$1,200.00	\$1,200.00		
	Polycom Soundpoint IP 450 (3-line phone)	1	\$155.00	\$155.00	\$25.00	
	Polycom Power Supplies	1	\$20.00	\$20.00		
	Installation & Training	1	\$50.00	\$50.00		
		<b>SUBTOTAL</b>		<b>\$225.00</b>		
		<b>SUBTOTAL</b>		<b>\$50.00</b>		
Rec Center	Polycom Soundpoint IP 450 (3-line phone)	1	\$155.00	\$155.00	\$25.00	
	Polycom 331 (2-line phone)	2	\$93.00	\$186.00	\$0.00	
	Polycom Power Supplies	3	\$20.00	\$60.00		
	Installation & Training	1	\$50.00	\$50.00		
		<b>SUBTOTAL</b>		<b>\$451.00</b>		
		<b>SUBTOTAL</b>		<b>\$150.00</b>		
Library	Hosted User Installation	1	\$150.00	\$150.00		
	Polycom Soundpoint IP 450 (3-line phone)	1	\$155.00	\$155.00	\$25.00	
	Polycom Power Supplies	1	\$20.00	\$20.00		
	Analog Terminal Adapter	1	\$75.00	\$75.00		
	Installation & Training	1	\$50.00	\$68.40		
		<b>SUBTOTAL</b>		<b>\$318.40</b>		
Library	Hosted User Installation	1	\$100.00	\$100.00		
	Polycom Soundpoint IP 450 (3-line phone)	2	\$155.00	\$310.00	\$50.00	
	Polycom 331 (2-line phone)	1	\$93.00	\$93.00	\$0.00	
	Polycom Power Supplies	3	\$20.00	\$60.00		
	Installation & Training	1	\$50.00	\$50.00		
		<b>SUBTOTAL</b>		<b>\$513.00</b>		
	<b>SUBTOTAL</b>		<b>\$150.00</b>			
	<b>One-Time Equipment &amp; Training Total</b>		<b>\$9,990.20</b>		<b>\$755.00</b>	
					<b>TOTAL REBATE</b>	



Town Of Hampden  
10/7/2013

900D Hammond St  
Bangor ME 04401  
207-992-9897

OTT COMMUNICATIONS

		3 yr term			5 yr term				
Service Location	Service Type	Quantity	Cost EA	Ext Cost	Ext Coat	Notes	COST COMP with TDS	Description	
Town Office	HPBX Enhanced Users	12	\$16.00	\$192.00	\$156.00	14 phones			
	HPBX Basic Users	2	\$16.00	\$20.00	\$16.00				
Police Station	HPBX Enhanced Users	5	\$16.00	\$80.00	\$65.00	19 phones			
	HPBX Basic Users	15	\$10.00	\$150.00	\$120.00	Need 1 Basic user for Paging system			
	Voicemail only	20	\$3.00	\$60.00	\$60.00				
Public Works	HPBX Enhanced Users	1	\$16.00	\$16.00	\$28.00	1 phone			
	HPBX Basic Users	0	\$10.00	\$0.00	\$8.00				
Pool	HPBX Enhanced Users	1	\$16.00	\$16.00	\$13.00				
	HPBX Basic Users	2	\$10.00	\$20.00	\$24.00				
Rec Center	HPBX Enhanced Users	1	\$16.00	\$16.00	\$13.00				
	HPBX Basic Users	1	\$10.00	\$10.00	\$8.00	for ATA - CORDLESS PHONE base			
Library	HPBX Enhanced Users	2	\$16.00	\$32.00	\$28.00				
	HPBX Basic Users	1	\$10.00	\$10.00	\$8.00				
ALL LOCATIONS:	Toll at \$0.029 per minute	926.4	\$0.029	\$26.866	\$26.866		\$64.85	Toll at \$0.07 per minute	
	INTERNET with TDS	1	\$137.00	\$137.00	\$669.87	Does not include monthly taxes	\$726.95	Lines Charges with TDS	
	COPPER LINES keeping WITH TDS	7	\$30.00	\$210.00	\$210.00		\$137.00	TDS INTERNET	
				NEW monthly pricing before taxes:		CURRENT TDS charges before taxes:			
				\$916.87		\$928.80			
<b>Hosted PBX Hardware, Installation &amp; Training</b>									
Service Location	Service Type	Quantity	Cost	Ext Cost	Ext Coat	Notes			
Town Office	Polycom 450 (3-line phone)	12	\$190.00	\$2,280.00					
	Polycom 335 (2-line phone)	2	\$125.00	\$250.00					
Police Station	Soundstation 5000 Conference	1	\$359.00	\$430.80					
	Polycom Power Supplies	2	\$20.00	\$40.00		CUSTOMER PROVIDING SWITCH WITH POE			
	Installation & Training	1	\$250.00	\$250.00					
Public Works	Hosted User Installation	1	\$700.00	\$700.00					
			<b>SUBTOTAL</b>	\$3,950.80					
Police Station	Polycom 450 (3-line phone)	10	\$155.00	\$1,550.00					
	Polycom 331 (2-line phone)	9	\$93.00	\$837.00					
Public Works	Polycom Power Supplies	1	\$20.00	\$20.00		CUSTOMER PROVIDING SWITCH WITH POE			
	Analog Terminal Adapter	1	\$75.00	\$75.00		For Overhead Paging System			
	Bogen UJT 1	1	\$150.00	\$150.00		For Overhead Paging System			
Public Works	Installation & Training	1	\$250.00	\$250.00					
	Hosted User Installation	1	\$1,200.00	\$1,200.00					
			<b>SUBTOTAL</b>	\$4,082.00					
Public Works	Polycom 450 (3-line phone)	1	\$155.00	\$155.00					
	Polycom Power Supplies	1	\$20.00	\$20.00					
Public Works	Installation & Training	1	\$50.00	\$50.00					
	Hosted User Installation	1	\$50.00	\$50.00					

Pool	Polycom 450 (3-line phone)	1	\$155.00	\$275.00					
	Polycom 331 (2-line phone)	2	\$93.00	\$186.00					
	Polycom Power Supplies	3	\$20.00	\$60.00					
	Installation & Training	1	\$50.00	\$50.00					
	Hosted User Installation	1	\$150.00	\$150.00					
	<b>SUBTOTAL</b>		<b>\$601.00</b>						
Rec Center	Polycom 450 (3-line phone)	1	\$155.00	\$155.00					
	Polycom Power Supplies	1	\$20.00	\$20.00					
	Analog Terminal Adapter	1	\$75.00	\$75.00					
	Installation & Training	1	\$50.00	\$68.40					
	Hosted User Installation	1	\$100.00	\$100.00					
	<b>SUBTOTAL</b>		<b>\$418.40</b>						
Library	Polycom 450 (3-line phone)	2	\$155.00	\$310.00					
	Polycom 331 (2-line phone)	1	\$93.00	\$93.00					
	Polycom Power Supplies	3	\$20.00	\$60.00					
	Installation & Training	1	\$50.00	\$50.00					
	Hosted User Installation	1	\$150.00	\$150.00					
	<b>SUBTOTAL</b>		<b>\$663.00</b>						
	<b>One-Time Equipment &amp; Training Total</b>		<b>\$9,990.20</b>						
			payment	\$319.13					
			with 36 month contract	\$191.48					
			with 60 month contract						
			Amortization over contract period is available:						

**Notes**

HPBX is Hosted PBX. Service Maintenance and Upgrades are all included in monthly pricing.

FLEX premium Package includes discounted phones, 10 Enhanced Users, 3,000 minutes Long Distance, 1 Toll Free number, 1000 minutes of Toll Free, an Auto Attendant with 10 extensions and 20% discount on internet connectivity. One Package per site only. Nationwide toll after the 3000 minutes is \$0.029/minute. Calls to Canada are billed at \$0.08 per minute and are not included in the 3000 minutes.

Proposal is based on information provided to date. Editing Phone models and user types will prompt changes to proposal.

HPBX can be run on any provider's High Speed Broadband; however QOS would need to be discussed.

All portrayed pricing is based on a monthly term except for the Hardware, Installation & Training which is one time fee.

Switches with POE can be purchased or used in replacement of individual POE bricks for each phone.

Polycom phones come with a 1-yr warranty



Denise Hodsdon &lt;clerk@hampdenmaine.gov&gt;

---

**Updated Equipment Pricing Per Request!**

1 message

Julie Downer &lt;julie.downer@ottcommunications.com&gt;

Tue, Oct 8, 2013 at 9:54 AM

To: "Gretchen Heldmann (gheldmann@hampdenmaine.gov)" <gheldmann@hampdenmaine.gov>,  
"clerk@hampdenmaine.gov" <clerk@hampdenmaine.gov>, "kmccullough@hampdenmaine.gov"  
<kmccullough@hampdenmaine.gov>

Cc: Dan Baker &lt;dan.baker@ottcommunications.com&gt;

Hello Gretchen!

I know you have been out of the office, so I took this time to work on getting the Equipment fees reduced for The Town Of Hampden. I met with senior sales manager and expressed your need to have the Invoice below \$10,000. The attached update is what he has proposed and approved!! J

We still want to offer the first month of service free as we mentioned in September for any delays we may have caused in your process. I believe that credit should cover or help with the cost of the 2 POE switches you are looking to install for the system.

Please let us know what we can do next to help!

Best Regards,

Julie &amp; Dan

Julie Downer

OTT Communications

(Office) 207 992-9897

Julie Downer Ottcommunications

---

**From:** Julie Downer**Sent:** Thursday, September 26, 2013 4:21 PM**To:** Gretchen Heldmann (gheldmann@hampdenmaine.gov); 'clerk@hampdenmaine.gov'; 'kmccullough@hampdenmaine.gov'**Cc:** Dan Baker**Subject:** HPBX PRICING PROPOSAL, Month End Offers and Answers to Questions**Importance:** High

Dear Gretchen, Kandy & Denise,

Thank you all for meeting with me yesterday! I am EXCITED to share the attached proposal with you!

**IMPORTANT THINGS TO NOTE:**

1. If your office is able to sign paperwork on Monday or Tuesday of next week (Dated for 9-30-13) THEN you will Receive a **CREDIT off your FIRST bill of \$569.87 (ONE MONTH FREE)** AND will be eligible to receive a **REBATE check from POLYCOM** for replacing your old phones with theirs in the amount of **\$675.00!** Their offer is good through 9-30-13 also and a copy of their program info is attached.
2. Even with keeping 7 Copper lines, your bill is roughly the same monthly going with the 5 year HPBX Upgraded Phone System!
3. Installation of this system takes approx. 4 to 6 weeks, so you will have time to update any Switches needed, etc before installation.

**ANSWERS TO QUESTIONS:**

1. When a person answers a call and hits the PARK option – this places the call on hold on their extension...SO, when you page the person to pick it up, you would say, "SO AND SO, Please pick up the call on X220 (for example). The person can then use any phone in the office (either phone model 445 or 331) to hit RETRIEVE and dial the 3 digit extension to pick up the call. This being said, you would only be able to park one call at a time. You CAN however continue to take calls on your other incoming line, put them on hold, transfer them etc until the parked call is retrieved from your phone.
2. TIP LINE Voicemail only – YES, we can block the incoming caller ID for this voicemail!

Julie Downer

Account Executive

OTT Communications

900D Hammond Street, Bangor, Me, 04401

(Office) 207-992-9897

(Fax) 207-992 9297

Julie Downer Ottcommunications



OTT Communications is a leading provider of cloud based communication services.

Connect with us today and learn about OTT Communications Cloud Powered Network.

[Click here for more information.](#)



Denise Hodsdon &lt;clerk@hampdenmaine.gov&gt;

---

## Hampden updates, questions, timeline

2 messages

Gretchen Heldmann &lt;gheldmann@hampdenmaine.gov&gt;

Tue, Oct 29, 2013 at 5:04 PM

To: Julie Downer &lt;julie.downer@ottcommunications.com&gt;

Cc: Susan Lessard &lt;manager@hampdenmaine.gov&gt;, Denise Hodsdon &lt;clerk@hampdenmaine.gov&gt;, Kandy McCullough &lt;kmccullough@hampdenmaine.gov&gt;

Hi Julie,

We met with the manager and came up with some more questions. Please bear with us, as we might have already covered some of this:

- On the second page of the estimate, there is a cell that discusses the features of FLEX Premium Package - does this cell apply to us? For example, it discusses 3,000 minutes of long distance (per month? per year?) and also a 20% internet connectivity fee (what?). Please explain.
- What is the geographic area that is covered by long distance?
- I believe you mentioned before that the install timeframe would be 4-6 weeks. Please explain how this would actually work - would you install infrastructure at all locations and then "flip the switch" so to speak? Would you install location by location? We obviously cannot be without phones at the town office for 4-6 weeks...so we are just trying to understand logically/logistically how this works.
- When you set up the phone system, with that initial install and configuration, will you set up everything correctly with e911? We understand that if we move phones from one location to another, that it's our responsibility to update e911, but we need some clarification/reassurance on the initial e911 functioning setup.
- Please provide a list of at least five references, including at least two municipal or other school/government organizations.

I also wanted to let you know the time frame we are working on - we may not have been clear in how the process works. While we can make a recommendation, for an expenditure of this type, whether going out to bid or not, it has to go to the Council for approval. The project needs to go to the Council Finance Committee first, and if they recommend to move it forward, it could go to the Council that same night. The next opportunity for this would be Nov. 18th.

With that in mind, please let us know what to expect regarding the change in month, promos, etc. Will you need to re-update the estimate after the 1st of the month, for example?

Thank you for your time and we look forward to the answers!

~G

---

Gretchen Heldmann, GISP  
GIS/IT Specialist, Town of Hampden  
Office Hours: Mon.-Thurs. 7:30am-6pm  
106 Western Avenue  
Hampden, ME 04444  
Phone: (207)862.4500 x142  
<http://www.hampdenmaine.gov/>  
\*!NEW!\* Aerial Imagery for Maine!  
<http://www.maine.gov/geolib/orthophotography.htm>

---

Julie Downer <julie.downer@ottcommunications.com>

Wed, Oct 30, 2013 at 2:07 PM

To: Gretchen Heldmann <gheldmann@hampdenmaine.gov>

Cc: Susan Lessard <manager@hampdenmaine.gov>, Denise Hodsdon <clerk@hampdenmaine.gov>, Kandy McCullough <kmccullough@hampdenmaine.gov>, Dan Baker <dan.baker@ottcommunications.com>, Bob Froberg <bob.froberg@ottcommunications.com>

**From:** Gretchen Heldmann [mailto:gheldmann@hampdenmaine.gov]

**Sent:** Tuesday, October 29, 2013 5:04 PM

**To:** Julie Downer

**Cc:** Susan Lessard; Denise Hodsdon; Kandy McCullough

**Subject:** Hampden updates, questions, timeline

Hi Julie,

We met with the manager and came up with some more questions. Please bear with us, as we might have already covered some of this:

- On the second page of the estimate, there is a cell that discusses the features of FLEX Premium Package - does this cell apply to us? For example, it discusses 3,000 minutes of long distance (per month? per year?) and also a 20% internet connectivity fee (what?). Please explain. – **We did not quote a Flex Packages for the Town Of Hampden because it would have been more expensive and you could not utilize all the benefits you would have been paying for (3,000 toll minutes for 1 building and 20% off Internet with OTT – we cannot do Internet in Hampden and you did not need 3,000 minutes.) The flex Bundle costs \$298.99 per month for 10 enhanced Users and you will only pay \$160.00 for 10 enhanced users on a 3-yr. term or just \$130.00 for 10 enhanced users on a 5-year term.**
- What is the geographic area that is covered by long distance? **Nationwide at \$0.029 per minute. Canada toll at \$0.08 per minute. You will keep your current Local Calling area and not be billed for local calls.**
- I believe you mentioned before that the install timeframe would be 4-6 weeks. Please explain how this would actually work - would you install infrastructure at all locations and then "flip the switch" so to speak? Would you install location by location? We obviously cannot be without phones at the town office for 4-6 weeks...so we are just trying to understand logically/logistically how this works. **We will do one location at a time and one phone is cut over at a time so you are never "down". We may do one large location on one day and a couple smaller ones on another day for example but the days can be set up close together.**
- When you set up the phone system, with that initial install and configuration, will you set up everything correctly with e911? We understand that if we move phones from one location to another, that it's our responsibility to update e911, but we need some clarification/reassurance on the initial e911 functioning setup. **YES, we set up each phone to the e911 address where we plug them in at installation. You can refer to the E911 Pages in our contract – this verifies the physical address for each building.**
- Please provide a list of at least five references, including at least two municipal or other school/government organizations.

**Maine State Legislature**

Scott W Clark, IT Director

(207)287-1625

Over 400 phones

**Maine General Medical Center**

Trish Chubbuck

Center Coordinator

(207) 620-9165

[trish.chubbuck@mainegeneral.org](mailto:trish.chubbuck@mainegeneral.org)

Three locations – 57 users

**Bangor Federal Credit Union**

Rachel Laprell

(207) 947-0374

50 phones

**MSAD 6**

Scott Nason

(207) 929-9149

[snason@bonnyeagle.org](mailto:snason@bonnyeagle.org)

606 phones

**Town of Greenbush**

Jerry Davis

(207) 826-2050

[greenbh1@midmaine.com](mailto:greenbh1@midmaine.com)

4 phones

I also wanted to let you know the time frame we are working on - we may not have been clear in how the process works. While we can make a recommendation, for an expenditure of this type, whether going out to bid or not, it has to go to the Council for approval. The project needs to go to the Council Finance Committee first, and if they recommend to move it forward, it could go to the Council that same night. The next opportunity for this would be Nov. 18th. **Sounds good. If you need Dan or Bob to attend in case of more questions, please let us know. I will be flying back from Texas on this date (my son is graduating from Air force Boot camp on the 15<sup>th</sup>). Bob Froberg is my direct manager and the Director of Sales for OTT. He can authorize any pricing needs or requests in my absence. Here is his contact information:**

Bob Froberg

Director-Commercial and Wholesale Sales

OTT Communications

56 Campus Drive-Poland Hall

New Gloucester, Maine 04260

207-688-8226(Office)

207-615-4686 (Cell)

With that in mind, please let us know what to expect regarding the change in month, promos, etc. Will you need to re-update the estimate after the 1st of the month, for example?

**We can commit to the same pricing as offered on the contract submitted this month through November for you, not a problem!**

Thank you for your time and we look forward to the answers!

**Thank you all for your hard work and time as well! J**

~G

---

Gretchen Heldmann, GISP  
GIS/IT Specialist, Town of Hampden  
Office Hours: Mon.-Thurs. 7:30am-6pm  
106 Western Avenue  
Hampden, ME 04444  
Phone: (207)862.4500 x142  
<http://www.hampdenmaine.gov/>  
\*!NEW!\* Aerial Imagery for Maine!  
<http://www.maine.gov/geolib/orthophotography.htm>



Denise Hodsdon <clerk@hampdenmaine.gov>

---

**Fwd: OTT References**

1 message

---

**Gretchen Heldmann** <gheldmann@hampdenmaine.gov>

Wed, Nov 13, 2013 at 12:53 PM

To: Denise Hodsdon <clerk@hampdenmaine.gov>, Susan Lessard <manager@hampdenmaine.gov>

---

Gretchen Heldmann, GISP  
GIS/IT Specialist, Town of Hampden  
Office Hours: Mon.-Thurs. 7:30am-6pm  
106 Western Avenue  
Hampden, ME 04444  
Phone: (207)862.4500 x142  
<http://www.hampdenmaine.gov/>  
**\*!NEW!\* Aerial Imagery for Maine!**  
<http://www.maine.gov/geolib/orthophotography.htm>

----- Forwarded message -----

**From: Kandy McCullough** <kmccullough@hampdenmaine.gov>  
**Date:** Wed, Nov 13, 2013 at 12:52 PM  
**Subject:** OTT References  
**To:** Gretchen Heldmann <gheldmann@hampdenmaine.gov>

I was able to speak with Rachel Laprell of Bangor Federal Credit Union about their experience with OTT. She said they had the phones installed about two years ago. They have not had any issues with the phones or the service. When they have had questions or maintenance needs, they have been addressed promptly and professionally. She said she is very happy with the service and the system, she would not hesitate to use OTT again in the future and would most certainly recommend them to anyone.

I have left telephone messages and sent emails to the other references provided, but have not received responses from any of them.

--

**Kandy A. McCullough**  
Administrative Assistant

Hampden Public Safety  
106 Western Avenue  
Hampden, ME 04444  
Phone: 207-862-4000  
Fax: 207-862-4588

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail



Denise Hodsdon <clerk@hampdenmaine.gov>

---

## Reference Letter for OTT from Maine General Medical Center

1 message

---

**Kandy McCullough** <kmccullough@hampdenmaine.gov>

Wed, Nov 6, 2013 at 3:28 PM

To: Gretchen Heldmann <gheldmann@hampdenmaine.gov>, Susan Lessard <manager@hampdenmaine.gov>, Denise Hodsdon <clerk@hampdenmaine.gov>

I received this recommendation from Maine General today. I am awaiting responses from a couple of other references also, but these folks seem very happy with OTT.

----- Forwarded message -----

From: **Chubbuck, Trish** <Patricia.Chubbuck@mainegeneral.org>

Date: Wed, Nov 6, 2013 at 2:59 PM

Subject: RE: OTT Communications

To: Kandy McCullough <kmccullough@hampdenmaine.gov>

Good afternoon,

OTT Communications has done a really great job in converting all of our phone systems in Augusta and Bangor. The transition was smooth and the support staff have been extremely supportive, helpful and knowledgeable. They are prompt and courteous whenever I contact them, and the phones are easy to use with clear, concise printed instructions for use. It was most helpful to our staff to have hands on training on the phone systems as well.

It is a pleasure working with OTT Communications and the staff.

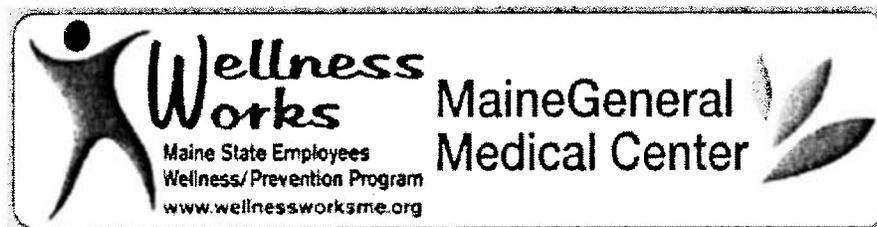
**Trish Chubbuck**

Center Coordinator

State of Maine Contract

Phone: 207.620.9165 Fax: 207.620.8478

trish.chubbuck@mainegeneral.org



--

**Kandy A. McCullough**

Administrative Assistant

Hampden Public Safety

106 Western Avenue

Hampden, ME 04444

# TDS Managed IP Quote

Quantity	One-Time Charges	Total
41	Polycom VV500 Phone Sets promo @ \$178.20 each	\$7,306.20
24	Polycom VVX500 (Promo) with Penny Promo	(\$4,276.56)
1	Bogen Tamb telephone access for paging	\$182.00
1	Bogen WMT1A power transformer for paging unit	\$28.00
1	Innomedia ATA (required for ATA Basic)	\$69.00
4	Set Up Fee @ \$150.00 each site	\$600.00
5	Fiber Switch Connection (Multi Mode) @ \$117.00 each	\$585.00
	<b>Total</b>	<b>\$4,493.64</b>
	<b>Monthly Charges</b>	
10	Premium Office Packages @ \$38.95 each	\$389.50
14	Office Packages @ \$34.95 each	\$489.30
17	Convenience Packages @ \$15.00 each	\$255.00
21	Individual Voicemail Boxes @ \$4.95 each	\$103.95
1	6Mbps	\$299.00
4	3Mbps @ \$159.00 each	\$636.00
1	Managed Services - Single 24 Port Gigabit LAN Switch	\$50.00
1	Managed Services - Add'l 24 Port Gigabit LAN Switch	\$40.00
3	Managed Services - First/Add'l 8 Port Gigabit LAN Switch @ \$20.00 each	\$60.00
5	10 Static IP Addresses @ \$10.00 each	\$50.00
12	Analog Voice Lines (Centrex Rate @ \$17.70+ misc fees)	\$334.80
1	ATA Basic (this is for paging)	\$5.95
1	ATA Service	\$1.50
2	ATA Auto Attendant @ \$10.00 each	\$20.00
10	Block of 10 DID Numbers @ \$1.50 each	\$15.00
1	Secondary Directory Number	\$4.50
18	Custom Call Routing Numbers @ \$1.50 each	\$27.00
	<b>Total</b>	<b>\$2,781.50</b>
	TDS Volume Discount	(\$300.00)
	<b>Total Monthly Charges</b>	<b>\$2,481.50</b>

PLEASE NOTICE Tabs marked TDS Penny Promo & Polycom Rebate Offer

I have included all of the Analog Lines in this total (Alarms, Fax Lines, Skehan Center)

**IMPORTANT:** Public Safety will need to have separate cable runs for the phones only; gigabit infrastructure.... The Sales Engineer made this a point to remember & stated that due to this being public safety it requires separate runs & that no 3rd party allowed (Rick the sales Engineer stated that Gretchen is aware of this, from our visit that we had with her on 03/27/13). This is an additional cost to the quote & the Sales Manager stated that we will cover up to \$1000.00 for this job (it is typically \$100.00 per run).