

City of Biddeford
Finance Committee
November 09, 2017 5:00 PM Council Chambers

- 1. Call to order**
- 2. Approval of the Minutes**
 - 2.1. October 17, 2017 Finance Committee Minutes
[10-17-2017 Finance Committee Minutes.rtf](#)
- 3. Signing of the expenditure warrant**
- 4. Discussion/Approval**
 - 4.1. Approval/Contract w/P&G Masonry Restoration, Inc./Masonry Wall & Foundation Repairs at Biddeford Police Department
[11-09-2017 Masonry Wall Repair at BPD-ORDER.doc](#)
[11-09-2017 Masonry Wall Repairs-RFP.doc](#)
[11-09-2017 Masonry Work at BPD-BIDS.pdf](#)
 - 4.2. Approval/Purchase of Replacement TASERS for Biddeford Police Department/Axon Enterprises, Inc.
[11-09-2017 Purchase of TASERS for BPD-ORDER.docx](#)
[11-09-2017 Taser Replacement-BPD - backup docs.pdf](#)
 - 4.3. RiverWalk Preliminary Design Work/Wright-Pierce
[11-09-2017 RiverWalk Preliminary Design Work-ORDER.doc](#)
[11-09-2017 RiverWalk Design Proposal.pdf](#)
 - 4.4. Authorization/Award Website Redesign Project and Web Hosting to CivicPlus of Manhattan, KS
[Finance Briefing Memo - Web Redesign](#)
[CivicPlus Proposal - Recommended](#)
[Revize Proposal](#)
[Okcygenio Proposal](#)
[Vision of CA Proposal](#)
 - 4.5. Consideration of Sewer Abatement: Phoenix Management - 1 Summer Street & 87 Alfred Street
[11-09-2017 Sewer Abatement- Phoenix Abatement- MEMO.docx](#)
[11-09-2017 Sewer Abatement-Phoenix Management-backup docs.pdf](#)
[11-09-2017 Chapter 70 Sec 70-32 \(g\) Sewer Abatements.docx](#)
[11-09-2017 WWMC Sewer Abatement Policy Excerpt.pdf](#)
[10-10-2017 WWMC Minutes.docx](#)
 - 4.6. Consideration of Sewer Abatement: DJM Enterprises, LLC - 196 Elm Street
[11-09-2017 Sewer Abatement- DJM Enterprises - MEMO.docx](#)
[11-09-2017 Sewer Abatement- DJM Enterprises- backup docs.pdf](#)
[11-09-2017 Chapter 70 Sec 70-32 \(g\) Sewer Abatements.docx](#)
[11-09-2017 WWMC Sewer Abatement Policy Excerpt.pdf](#)
[10-10-2017 WWMC Minutes.docx](#)
 - 4.7. Authorization/Establishment of Ambulance Revenue Account
[11-09-2017 Ambulance Revenue Account.doc](#)

[11-09-2017 Ambulance Fund - MEMO.docx](#)

5. Other Business

5.1. Unassigned Budget Adjustment

[11-09-2017 Unassigned Budget Adjustment.xlsx](#)

6. Adjournment

City of Biddeford
Finance Committee Meeting Minutes
October 17, 2017

The meeting was called to order at 5:00 pm by Council President John McCurry.

Present: Chair, Council President John McCurry, Mayor Alan Casavant, Councilor Mike Ready, Councilor Steven St. Cyr, City Manager Jim Bennett, Finance Director Cheryl Fournier, and City Clerk Carmen Morris.

Approval of Minutes

Motion by Councilor Ready to approve the Minutes of October 3, 2017, seconded by Councilor St. Cyr.

Vote: unanimous.

Motion carried 4-0.

The expenditure warrant was available for review and signature.

Discussion/Approval

Purchase of 40KW Generator for Main Street Pump Station/PowerPoint Generator Power Systems

Motion by Councilor Ready to recommend to City Council the purchase of the 40KW Generator from PowerPoint Generator Power Systems for \$19,090.00, seconded by Councilor St. Cyr.

Discussion: Carl Marcotte, Assistant Public Works Director, gave an overview explaining to the Committee the low bid did not meet specifications and recommended PowerPoint Generator Power Systems.

Vote: Unanimous.

Motion carried 4-0.

Approval of Ocean Avenue Invasive Species Removal Project

Motion by Councilor Ready to recommend to Council the approval for the funding of this project, seconded by Councilor St. Cyr.

Discussion: Public Works Director, Guy Casavant, presented the item noting the area of the project is known as the Common in Biddeford Pool. Guy explained 20% of the area is in the City right of way and the Land Trust is asking for the City to fund that portion of the project for \$1,313.40. The total cost of the project is \$6,567.00.

Christy Millet, Secretary of the Biddeford Pool Land Trust, spoke for the group giving some history on the Ocean Avenue area.

Vote: unanimous.

Motion carried 4-0.

Approval/J. Richard Martin Community Center Boiler Project

Motion by Councilor Ready to recommend to Council the funding for this project, seconded by Councilor St. Cyr.

Discussion: COO, Brian Phinney, gave an overview with a Power Point presentation on the background of the use of the Community Center and the condition of the current heating system. The Center had a boiler failure in August. The current boilers were installed in 1998 & 1999, the piping for the boilers is 1950's era. Policy decisions need to be made and Brian went over some of the options; abandon the building in favor of a new facility and maintain the costs; do we retain the building and address the current issues; do we retain the building and put a new heating system on the second floor and attic; do we retain the building and do a complete boiler replacement. Brian explained no matter what decision they make there is a need to heat the attic space to get rid of the wet system up there. Brian included the financing terms for the short and long term approach \$42,000.00 vs \$87,000.00

The Committee members decided to send this to the full City Council with no recommendation from Finance Committee. They also feel more information is needed before a final decision is made.

Amended Motion by Councilor Ready to forward the project on to full City Council without a recommendation by the Finance Committee, seconded by Councilor St. Cyr.

Vote: unanimous.

Motion carried 4-0.

Vote on item as amended: unanimous.

Motion carried 4-0

Parking Enforcement Technology

Police Chief, Roger Beaupre, presented this item. He explained they have been looking for technology on the issuance of parking tickets with a mobile device so the officer can go out issue and print a ticket, and have the availability of that information in the records management at the PD. The company is out of Pennsylvania and the Chief explains there are many facets to it. One of them is the ticket is issued on vinyl so weather is not an issue and it takes up to 12 pictures of the vehicle and the violation. The picture is on the ticket so the violator can see it. The initial investment is approximately \$15,000.00 (includes 2 units, set up training, and programming the system). Recurring cost is approximately \$5,000.00 per year for maintenance, software upgrade, and to mail out the tickets. Beach permits could also be tied in to the system eventually. He would like to use the asset forfeiture funds to offset the cost of the units. Presently they collect approximately 38% of parking tickets issued, if that could increase to 70% that would more than offset the \$5,000.00 annual fee. Roger explained this company does work with York with a park as you pay kiosks, and this device is compatible with any other kiosk. It would alert the officer with the pad that a certain issue has expired. What the Chief would like to do is replace manual issuance of tickets with portable devices.

The Finance Committee would like to see this item go through the bid process with at least 3 bids. They are in favor of the idea but would like to see other bids at the next meeting.

Other Business

September 2017 Financial Report

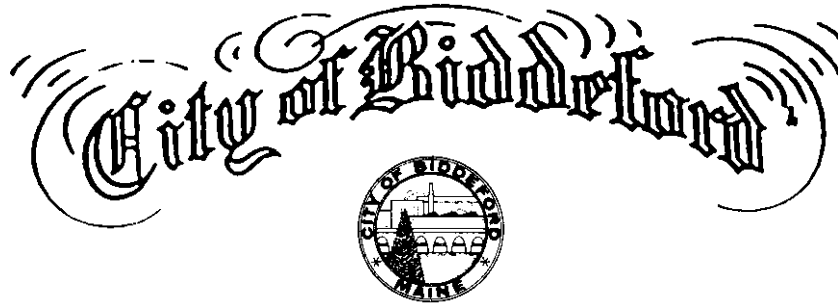
Councilor Ready asked about the Public Safety License permit fees. Finance Director Cheryl Fournier explained they were the ambulance billing. She noted there are revenues to be posted. Councilor St. Cyr asked about debt service on both the school and city side.

Motion to adjourn made by Councilor Ready, seconded by Councilor St. Cyr.

Vote: unanimous.

Motion carried 4-0.

Adjourned at 5:54 pm.



2017.117

IN BOARD OF CITY COUNCIL..NOVEMBER 9, 2017

BE IT ORDERED, that the City Council of the City of Biddeford does here approve contracting with P & G Masonry Restoration, Inc. of Old Orchard Beach, Maine for masonry wall repairs and foundation repairs at the Biddeford Police Department located at 39 Alfred Street, Biddeford in the amount of \$36, 300.00. Funds for this project are partially budgeted in the Police Department Building Maintenance & Repair account, 21146-60450.

NOTE: The Finance Committee will consider this item at their November 9, 2017 meeting and make a recommendation to the full Council.

REQUEST FOR PROPOSAL FOR:
MASONRY WALL REPAIRS AND FOUNDATION REPAIRS

October 4, 2017

PURPOSE:

The purpose of this REQUEST FOR PROPOSAL is for the repair and restoration of exterior brick walls and exterior foundation, at the Biddeford Police Department facility, located at 39 Alfred Street, Biddeford, Maine, and to seal coat exterior brick and cement foundation as identified in the Scope of Work.

VENDOR CERTIFICATIONS

The vendor who is awarded the contract must either be duly registered as a vendor authorized to conduct business in the State of Maine or if not, will need to submit a completed Alternate W-9 form (no fee) with contract and must be willing to comply with all terms and conditions of the State of Maine.

MAINE SECRETARY OF STATE REGISTRATION

A person or persons conducting business under any name other than his/her own legal name must register with the Maine Secretary of State.

CONTRACT TERM:

The term of any resulting contract shall begin on the date of approval by the Finance Committee of the City of Biddeford.

The City of Biddeford shall have the right to terminate the contract at any time by giving the Contractor a thirty-(30) day written notice.

PAYMENT AND COMPENSATION:

Payment terms: 100% due within 30 days after satisfactory completion of work invoiced, receipt of the invoice, approval, and acceptance by the City of Biddeford.

SCOPE OF SERVICES:

Provide the following services:

Grind smooth any brick where facing is delaminated, and grind out any cracked or spit mortar joints $\frac{3}{4}$ " deep, clean these areas and re-point. Once brick is done, remove all loose and unsound material on foundation walls, grind all cracks out, install epoxy into these areas and grind smooth. Patch all areas, let cure and grind smooth. The restoration wash clean all brick and foundation areas with power washer and let dry, and apply one (1) primer coat of Block Surfer then apply two (2) coats of 100% Elastomeric Acrylic Coating. Clean the site and remove all debris once work is completed.

Contractor is responsible for erection and removal of staging, man lifts, scaffolding and other equipment used on project. Contractor is also responsible to ensure coverage of power lines or disconnection from main power source before project begins.

SITE VISITATION:

A pre-bid site visit may be arranged with our facility maintenance person. By contacting Philip Ouellette

Bidders are responsible for having ascertained pertinent local conditions, such as equipment conditions, locations, accessibility and general character of the sites knowledge of conditions affecting the work.

The act of submitting a bid is to be considered full acknowledgment that the bidder inspected the site and is familiar with the conditions and requirements of these specifications.

Contact person is Phil Ouellette @ (207) 282-5127.

ADDITIONAL INFORMATION:

The City of Biddeford reserves the right to make a written request for additional information in writing from a Contractor/Vendor to assist in understanding or clarifying a Bid Proposal.

The City reserves the right to accept or reject any or all of the proposals. Required MSDS's for material brought on site by the successful bidder must be available on site at all times.

All local, state and federal regulations are to be followed. Any fines assessed to the City of Biddeford due to the lack of these regulations being followed will be the responsibility of the successful bidder.

Any fines, damages, etc. assessed to the City of Biddeford due to failure to obtain any permit will be the responsibility of the successful bidder.

All unused material brought on site by the successful bidder must be removed by the bidder.

Shirts are required to be worn at all times on the work site, smoking is allowed only in designated smoking areas, no radios or headsets are allowed, bathrooms are available in the building.

INSURANCE:

The vendor awarded the contract will need to furnish an insurance certificate with a minimum of 250,000.00 per occurrence and 2,000,000.00 aggregate for general liability.

The bidder shall, at its sole expense, obtain said insurance and maintain in force, and shall require any sub-contractor or assignee to obtain and maintain in force, both for the benefit of the State. The certificates shall contain a clause prohibiting cancellations or modifications of the policy earlier than 10 days after written notice thereof has been received by the State.

The policies described above shall be the standard form employed in the State of Maine, issued by underwriters acceptable to the State, and authorized to do business in the State of Maine.

ADDENDUM:

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, the City of Biddeford will fax addenda. Before your submission, always check for any addenda or other materials that may have been issued, which would affect the RFP.

SEALED BIDS:

All bids must be sealed and marked "Masonry Wall Repairs at BPD" on the outside envelope, and sent to the attention of Chief Roger P. Beaupre at 39 Alfred Street, Biddeford, Maine 04005. All bids must be received not later than 3:00 p.m. on October 24, 2017, at which time they will be opened in the Chief's Office.

Jason Demoss
d/b/a DEMACON
P.O. BOX 277
N. Waterboro ME, 04061
c: 207-590-8934

PROPOSAL

Date 10/23/2017

TO:	The City of Biddeford
ATT:	Chief Roger P. Beaupre
RE:	Masonry Wall Repairs at BPD
FAX:	
FROM:	Jason DeMoss

* This price is to provide all necessary labor, materials, equipment and supervision to perform the following;

Exterior Repairs and Coatings

Exterior wall repairs as described in RFP. Repairs to cast in place concrete to include removal of all loose coatings and debri, epoxy injection repairs to cracks, prep and patching of corroded areas with repair mortar and grinding smooth. Brick work repairs to include spot pointing to cracked and deteriorated mortar joints and grinding smooth faces of damaged brick. Upon completion of repairs all areas to be washed, allowed sufficient drying time, then primed and two coats of elastomeric coatings. Contractor to carry any needed permitting and all coordination with cmp and fair point regarding line coverages and temporary relocation. Project to commence in spring 2018 with a completion date prior to July 1st 2018.

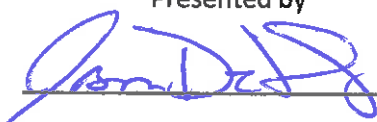
Total \$59,562.00

Modifications

Acceptance of Proposal

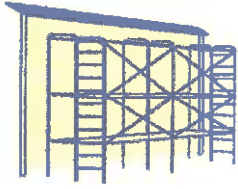
date

Presented by



date 10-23-2017

*Received / opened
3:02 PM
10/24/2017*



MASONRY RESTORATION, INC.

P.O. Box 729, Old Orchard Beach, ME 04064-0729

TEL: (207) 934-8584

FAX: (207) 934-2073

www.pandgmasonryandscaffold.com

October 2, 2017

Biddeford Police Dept.
Alfred Street
Biddeford, ME 04005
ATTN: CHIEF ROGER BEAUPRE

**SUBJECT: MASONRY WALL REPAIRS AND FOUNDATION REPAIRS
TWO SIDES APPROX 160' LONG X 28' HIGH
ONE SIDE APPROX 60' LONG X 28' HIGH**

P&G Masonry Restoration, Inc. is pleased to provide you with pricing for your masonry repairs at the site listed above. P&G to access all repairs using P&G man lift. When this is set P&G to begin repairs.

P&G to grind smooth any brick where facing is delaminated. Then, P&G to grind out any cracked or split mortar joints $\frac{3}{4}$ " deep, clean these areas, and re-point. When this is completed, P&G to remove all loose and unsound material on foundation walls, grind all cracks out, install epoxy into these areas, and grind smooth. P&G will then patch all these areas, let cure, and grind smooth. P&G will then restoration wash clean all brick and foundation areas with power washer and let dry and apply one (1) primer coat (**Loxon Block Surfacers**) then apply two (2) coats of (**Conflex XL 100% Elastomeric Acrylic Coating**) color to be owner's choice. When all work completed, P&G will clean the site and demob.

1. Labor, Materials, Equipment (Rear Side/Left Side Approx 6200SF)
\$21,000.00
2. Labor, Materials, Equipment (Parking Lot Side Approx 4500 SF)
\$15,300.00

All scaffold erected and completed and used by P&G meets or exceeds all OSHA requirements and are strictly enforced. P&G utilizes the highest grade materials available to us for our projects to ensure longevity of our restoration and masonry projects.

\$36,300

*10/24/2017
3:05 pm*

NOTE:	This quote is intended solely for the use of the individual(s) or entity names above. Please note that any disclosure, copying distribution, using in a bid process, or other use of this information is strictly prohibited unless prior written authorization is obtained from P&G Masonry Restoration, Inc. P&G strictly enforces this disclosure.
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NOTE: All work to be done on weekends: (2) men and P&G man lift. Approximately, two weekends.

NOTE: P&G only authorized users of man lifts, scaffolding, and other equipment used on project.

NOTE: Price to erect/dismantle scaffolding for the entire project is included in ALL pricing.

NOTE: Power lines which will interfere with scaffold erection or project in any way which will be dangerous to P&G Masonry Restoration Inc workers shall be the responsibility of owner to ensure coverage of power lines or disconnection from main power source before project begins.

NOTE: Labor rates are based on regular time only (40 hours/week). Overtime will be billed out at time and a half accordingly.

NOTE: Power and Water to be supplied by Owner.

NOTE: P&G Masonry Restoration, Inc. not responsible for any damages or losses due to any alterations being done by owner to scaffolding AFTER P&G Masonry Restoration has completed erecting scaffolding and has left job site. Owner agrees to NOT use the equipment without written authorization from P&G Masonry Restoration, Inc. Owner agrees to indemnify and hold harmless P&G from any medical costs associated with an injury and accept full responsibility for any risks of loss, property damage, or personal injury, including death; that may be sustained to property owned by P&G as a result of equipment being used by untrained people using the equipment according to OSHA Standards, and moving of the equipment without P&G signed authorization during the duration of the project.

NOTE: Owner agrees not to move scaffolding from indicated site without written authorization from P&G Masonry Restoration, Inc. other than what is outlined above.

Biddeford Police Dept.

Page 3 of 3

October 2, 2014

NOTE: Owner agrees that he will NOT have access to the scaffolding during the Duration of the project and will not allow any other residents, guests, etc. to gain access to the scaffolding as well.

NOTE: Any permits, ie sidewalk, etc. to be obtained by owner prior to start of project.

NOTE: Payment terms upon receipt. Payments made later than 3 days after invoice date are subject to interest of 1-1/2 percent per month equaling 18 percent per annum on the unpaid balance. Further, the owner of the property is liable for any reasonable collection costs, court costs, and attorney's fees incurred by P&G MASONRY RESTORATION, INC. in collecting unpaid balances.

Invoice as follows:

First Invoice.....One-Third Upon Arrival on Site

Second Invoice.....One-Third Upon 50% Completion

Third Invoice.....Final One-Third Upon Completion of Project

Best regards,
Gregory S. Toher, Sr.

Please sign below as your acceptance of the terms and conditions which will constitute a Contract between you the owner of the property on which the work and materials are to be provided, and P&G MASONRY RESTORATION, INC. Please send one copy by fax, and original in mail. **PLEASE NOTE THAT IF CONTRACT IS NOT SIGNED WORK WILL NOT BE SCHEDULED AND PROJECT WILL NOT BEGIN WHICH COULD DELAY YOUR PROJECT FURTHER.**

Authorized Signature

Purchase Order #

Date

Print Name and Title of Signature

Proposal

273 Presumpscot Street
P.O. Box 1838
Portland, Maine 04104



Phone: (207) 775-1481
1-800-464-1481
Fax (207) 773-5727



www.hascallandhall.com

PROPOSAL SUBMITTED TO City of Biddeford, Police Department	DATE October 23, 2017	
STREET 39 Alfred Street	JOB NAME Masonry Wall Repair at the Biddeford Police Department	
CITY, STATE AND ZIP CODE Biddeford, Maine 04005	SITE ADDRESS 39 Alfred Street, Biddeford, Maine	
ATTENTION Chief Roger P. Beaupre	PHONE 207-571-0700	EMAIL

We hereby submit specifications and estimates to complete the following scope of work at the Site (the "Work"):

- All labor, equipment and material, except utilities, to complete the following scope of work on the above-mentioned building.
- On a spot point basis, cut to 3/8" depth or to sound mortar all deteriorated brick mortar joints and re-point with mortar matching the existing as closely as possible (approximately 2,479 square feet).
- Remove and replace all badly spalled, cracked, or deteriorated brick with new brick to match existing as closely as possible (approximately 900 brick).
- Remove all deteriorated concrete on foundation down to a sound substrate then repair using a rapid setting repair material (approximately 18 cubic feet).
- Rout all cracks in concrete foundation then seal with urethane sealant (approximately 400 linear feet).
- Clean and caulk all sash and door perimeter joints with a high-grade elastomeric sealant (approximately 120 linear feet).
- Prepare substrate of three (3) walls for new coating. Once walls are dry, apply two (2) coats of a high grade elastomeric breathable masonry coating (approximately 14,311 square feet).
- Clean up and dispose of spent debris properly.

NOTES:

1. This proposal is for the two (2) sides and rear of building. No work has been figured for the front.
2. Our price is based on work being performed in the spring of 2018.
3. Work scope was estimated from bid invitation dated October 4, 2017.
4. Color to be chosen from a standard color chart.
5. The Owner is responsible for notifying tenants of proposed work.
6. This proposal is based on no hazardous material being present.
7. All testing and/or permits, if required, are the responsibility of others.
8. This proposal is based on the work being performed on one (1) mobilization.
9. Owner will be responsible for getting power lines covered, de-energized, and/or rerouted to create a safe work area.
10. This proposal does not include bonds, Davis-Bacon rates or prevailing wages.

Thank you for the opportunity to submit this proposal.

*opened 3:03 PM
10/24/2017*

Terms and Conditions

Acceptance of Proposal – By countersignature on this Proposal, Owner accepts this Proposal provided by Hascall & Hall ("Contractor") and creates a binding contract between Owner and Contractor (the "Contract") incorporating the terms of this Proposal, including the prices, specifications, terms, and conditions contained in this Proposal and Owner authorizes Contractor to complete the Work as specified in the Contract.

Contractor warrants that the Work shall be materially free from any defects in materials or workmanship for a period of one (1) year from completion of Contractor's work. Contractor makes no other warranty and all implied warranties of quality, merchantability and fitness for a particular purpose are hereby disclaimed and waived by Owner. Under no circumstances shall Contractor be liable to Owner for special, indirect or consequential damages, including but not limited to lost profits. The Owner waives any claims for special, indirect or consequential damages arising out of or relating to this Contract or the Work. This waiver includes but is not limited to damages incurred by Owner for rental expenses, for losses of use, income, profit, financing, and business and reputation. Contractor's sole liability under any warranty and Owner's exclusive remedy for breach of any warranty shall be the repair or replacement of defective work or materials by Contractor at Contractor's expense, provided that Contractor may substitute comparable materials for materials no longer available. Contractor shall not be responsible for any damage to the work resulting from Owner's failure to care for, maintain or utilize finished product in the manner in which it was intended and in accordance with instruction provided for use of product. Contractor makes no warranty, explicit or implicit, as to the adequacy, accuracy, or quality of any designs or drawings provided by anyone else, including but not limited to an architect, engineer, or other designer. Any claim for breach of warranty shall be deemed waived by Owner unless Owner gives Contractor written notice of such claim within thirty (30) days of discovery of any defect and unless Owner shall allow Contractor reasonable access to the property to inspect the allegedly defective work and repair or replace any defective work. **CONTRACTOR MAKES NO EXPRESS OR IMPLIED WARRANTIES OF ANY KIND OTHER THAN THOSE LISTED ABOVE.**

Any changes to the Work shall be accomplished by written signed change order by the parties. The additional cost arising from any alteration or deviation from the above specifications and scope of Work will become an extra charge payable by Owner to the Contractor.

If Contractor encounters underground rock or ledge, or utilities, debris, ground water, or other concealed and unknown conditions, Contractor will immediately notify Owner and will stop work until Contractor and Owner have reached an agreement as to equitable compensation to be paid to Contractor for dealing with such conditions. If Contractor encounters a hazardous material or substance, including, but not limited to, asbestos or polychlorinated biphenyl (PCBs), Contractor shall, upon recognizing the condition, immediately stop work and report the condition to Owner. Owner shall obtain the services of a licensed laboratory to verify the presence or absence of the material or substance reported by Contractor. If a hazardous substance is present, the Contract shall terminate and Owner shall pay Contractor for all work performed to date with a 15 percent allowance for overhead and profit, unless Owner and Contractor are able to negotiate an agreement to resolve the presence of the hazardous material.

Contractor shall not be liable for failure to perform for any cause beyond Contractor's control including, but not limited to, strikes, lockouts, industrial disturbances, floods, accidents, fire and the elements, war, rebellion, civil strife, transportation, condition of ground, or acts of God, or for delay in performing this Contract.

Owner will pay for the building permits, and any other necessary permits for the work. Owner will pay all other fees, charges, reimbursements, hook-up charges, facility fees, revolving fees, and other exactions of public agencies and utilities for financing the activities of such agencies and utilities.

Owner shall be responsible for maintaining all risks property insurance on the Site and waives all claims and rights of subrogation against Contractor for damage covered by such insurance. Contractor shall maintain Worker's Compensation Insurance to the extent required by law.

Payment will be made by Owner to Contractor as set forth herein. Owner agrees to pay interest at the rate of 1.5% per month on any unpaid balance due under this Contract. In the event Owner breaches its payment obligations under this Contract, Owner agrees to pay all costs of collection incurred by Contractor, including without limitation reasonable attorneys' and paralegals' fees.

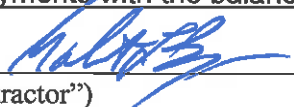
This Contract shall be governed by the laws of the State of Maine. If the parties become involved in a dispute arising out of, connected with, or resulting from the Proposal, the Contract, the Work, or the interpretation thereof, they shall first attempt to resolve the dispute in mediation. If the parties are unable to resolve the dispute within 30 days after one of them requests mediation, then the dispute will be resolved exclusively by binding arbitration between the parties. In no event shall a demand for arbitration be made after the date when institution of legal or equitable proceedings based on such a dispute would be barred by the applicable statute of limitations. The parties will attempt to agree on an arbitrator and procedure for arbitration. If the parties cannot agree, then the arbitration shall be conducted in accordance with the rules of the American Arbitration Association. The arbitrator shall award attorney fees and costs to the prevailing party. Nothing in this section, however, prevents or prohibits Contractor from filing mechanics liens in the Registry of Deeds, and complaints in court related to such liens. Contractor reserves the right to file and perfect a lien related to the Work and agrees to stay such proceeding pending the outcome of mediation and/or arbitration.

We propose hereby to furnish material and labor – complete in accordance with above specifications for the sum of:

Ninety Four Thousand Nineteen dollars (\$94,019.00).

Payment to be made as follows:

Monthly progress payments with the balance due upon completion.

Authorized Signature 
Hascall & Hall, ("Contractor")
By: Robert L. Bergeron, President

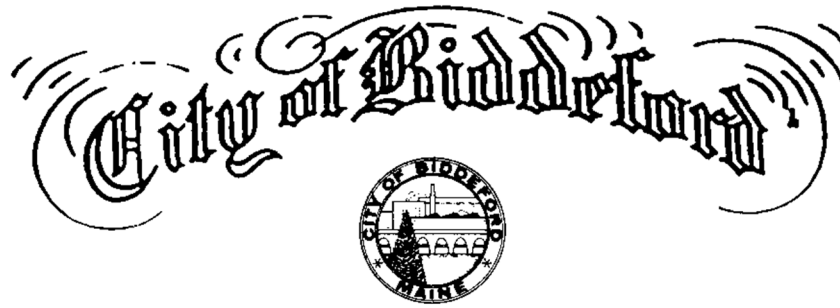
This proposal may be withdrawn by us if not accepted within 15 days.

Authorized Signature _____ ("Owner")

By: _____

Its: _____

Date of Acceptance: _____



2017.118

IN BOARD OF CITY COUNCIL..NOVEMBER 9, 2017

BE IT ORDERED, that the City Council of the City of Biddeford does here approve the purchase of replacement TASERS, or Conducted Electrical Weapons (CEW) from Axon Enterprises, Inc. of Scottsdale, Arizona for the Biddeford Police Department; with a total purchase price of \$67,071.90. This purchase is funded as follows: \$37,519.00 from a Federal JAG Grant, and the remaining \$29,552.90 to be funded through CIP.

Axon Enterprises, Inc. is the exclusive manufacturer of the TASER unit, and the purchase will be factory direct.

NOTE: The Finance Committee will consider this item at their November 9, 2017 meeting and make a recommendation to the full Council.

Axon Enterprise, Inc.*Protect Life.*

17800 N 85th St.
Scottsdale, Arizona 85255
United States
Phone: (800) 978-2737
Fax:



Bill Buhelt
(207) 282-5127
william.buhelt@biddefordmaine.org

Quotation**Quote:** Q-129297-1**Date:** 8/10/2017 10:48 AM**Quote Expiration:** 9/30/2017**Contract Start Date*:** 8/10/2017**Contract Term:** 1 year

AX Account Number:
234884

Bill To:
Biddeford Police Department - ME
39 ALFRED ST
BIDDEFORD, ME 04005
US

Ship To:
Bill Buhelt
Biddeford Police Department - ME
39 ALFRED ST
BIDDEFORD, ME 04005
US

SALESPERSON	PHONE	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Zachary Gallagher	(480)463-2202	zgallagher@taser.com	Fedex - Ground	Net 30

*Note this will vary based on the shipment date of the product.

Hardware

QTY	ITEM #	DESCRIPTION	UNIT PRICE	TOTAL BEFORE DISCOUNT	DISCOUNT (\$)	NET TOTAL
46	11003	HANDLE, YELLOW, CLASS III, X26P	USD 964.05	USD 44,346.30	USD 0.00	USD 44,346.30
46	11501	HOLSTER, BLACKHAWK, RIGHT, X26P	USD 57.04	USD 2,623.84	USD 0.00	USD 2,623.84
46	11010	XPPM, BATTERY PACK, X26P	USD 68.02	USD 3,128.92	USD 0.00	USD 3,128.92
92	44203	CARTRIDGE - 25' HYBRID	USD 29.30	USD 2,695.60	USD 0.00	USD 2,695.60
Hardware Total Before Discounts:						USD 52,794.66
Hardware Net Amount Due:						USD 52,794.66

Extended Warranties

QTY	ITEM #	DESCRIPTION	UNIT PRICE	TOTAL BEFORE DISCOUNT	DISCOUNT (\$)	NET TOTAL
46	11004	WARRANTY, 4 YEAR, X26P	USD 297.75	USD 13,696.50	USD 0.00	USD 13,696.50
Extended Warranties Total Before Discounts:						USD 13,696.50
Extended Warranties Net Amount Due:						USD 13,696.50

Subtotal	USD 66,491.16
Estimated Shipping & Handling Cost	USD 580.74
Grand Total	USD 67,071.90

Hardware Shipping Estimate

Typically, hardware shipment occurs between 4 – 6 weeks after purchase date. Product availability for new or high demand products may impact delivery time.

Axon Enterprise, Inc.'s Sales Terms and Conditions for Direct Sales to End User Purchasers

By signing this Quote, you are entering into a contract and you certify that you have read and agree to the provisions set forth in this Quote and Axon's Master Services and Purchasing Agreement posted at <https://www.axon.com/legal/sales-terms-and-conditions>. You represent that you are lawfully able to enter into contracts and if you are entering into this agreement for an entity, such as the company, municipality, or government agency you work for, you represent to Axon that you have legal authority to bind that entity. If you do not have this authority, do not sign this Quote.

Signature: _____ Date: _____
Name (Print): _____ Title: _____
PO# (if needed): _____

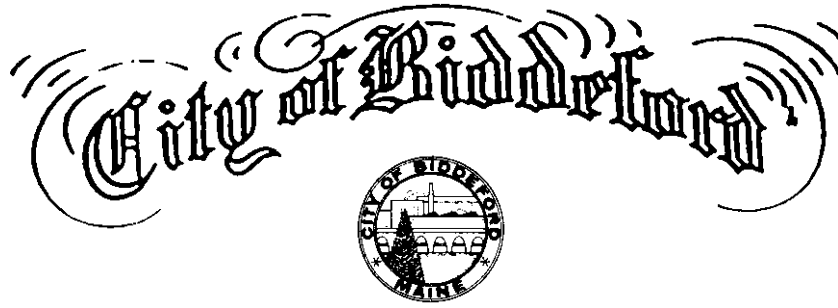
Quote: Q-129297-1

Please sign and email to Zachary Gallagher at zgallagher@taser.com or fax to

THANK YOU FOR YOUR BUSINESS!

'Protect Life'© and TASER® are registered trademarks of Axon Enterprise, Inc, registered in the U.S.
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37,549.00



2017.121

IN BOARD OF CITY COUNCIL..NOVEMBER 9, 2017

BE IT ORDERED, that the City Council of the City of Biddeford does hereby authorize the City Manager to enter into a contract with Wright-Pierce for the RiverWalk Preliminary Design Work, for a total cost of \$194,568; (\$169,568 for project, \$10,000 for out of pocket reimbursements and \$15,000 for contingency);, all to be funded from the Rte 111-Mill Redevelopment Municipal Development and Tax Increment Financing District.

November 1, 2017

W-P Project No. MCVME

Attn: Greg Tansley
Planning Director
City of Biddeford
205 Main Street
Biddeford, ME 04005

Re: Proposal for Engineering Services for the Biddeford Riverwalk

Dear Mr. Tansley:

Wright-Pierce is pleased to submit this proposal for assisting the City of Biddeford with the final planning, design, permitting and bidding for completion of future phases of the Biddeford Riverwalk (extending from Laconia Plaza to Elm Street) as detailed in the Riverwalk Concept Update finalized December 2, 2016.

The 2016 Master Plan update was prepared to support future redevelopment efforts and update cost discussions in support of the continued goal of providing pedestrian friendly connection from Main Street to the Diamond Match site with interconnection to the City of Saco RiverWalk. The Plan divides the total route into nine (9) Individual segments (as listed below) and detailed in the 2016 Master Plan update, with the inclusion of overland connections from the Riverwalk to Main Street and Lincoln Street.

- Segment B – Saco Falls Boardwalk
- Segment C – Falls Plaza
- Segment D1 – Riverdam Boardwalk
- Segment D2 – Riverdam Connector
- Segment E – Pearl Plaza
- Segment F – Spring Island Boardwalk and Connector
- Segment G – Elm Street Crossing
- Segment H – Diamond Street Connector and Boardwalk
- Overland Connections – Riverwalk to Main Street and Lincoln Street

While the 2016 Master Plan contemplates a total of nine segments, there are invariably some logical segments and interconnectivity among portions of the project where design, engineering and construction would need to be thought thru professionally to ensure the projects will come together. To ensure this cohesiveness, we would in general recommend that preliminary design (including survey and utility data collection) be completed concurrently. This would allow a complete assessment of

grades, full understanding of existing facilities that may need modification and determine benchmarks for constructability full use.

To this end, in preparation of the proposal, we have made the following assumptions:

- Survey work to assess existing conditions and utility information will, at a minimum, be in logical segments to accommodate adequate information outside of the project area for connectivity.
- At a minimum, the design of the Saco Falls Boardwalk and RiverDam boardwalk, along with the Falls Plaza (Segment B to E) are recommended to be completed concurrently, as grades and access of these areas will be critical to reconnect back to infrastructure associated with the Laconia Plaza and Pearl Plaza.
- Additionally, permitting packages will also be prepared and submitted in logical segments to each permitting agency, limiting the need for separate pre-application or meeting attendance for each separate segment.

Scope of Work

This letter of engagement has been prepared to cover key milestones in the design, engineering and bidding phase services associated with the future phases of the Riverwalk, as currently defined. These milestones are broken down into preliminary design, final design and permitting, bidding phase services and limited construction administration (C/A).

Task 1 - Preliminary Design

This effort will consist of building on the conceptual designs provided in the 2016 Riverwalk Master Plan update. The effort will include refining alignments and developing detailed cross-sections for the improvements, and conducting initial structural analysis associated with the boardwalk and cantilevered walkway sections. Deliverable for preliminary design will be the preparation of design plans and details for review and discussion with City staff and local stakeholders and holding key stakeholder and public meetings discussing design elements associated with the project.

Key tasks for this effort would include:

Task 1A – Topographic Survey

A topo/utility survey will be completed to develop baseline drawings showing existing conditions within the proposed areas of work. The topo/utility survey will include survey of pertinent manmade features within the project area, including obtaining the existing rim and invert elevations for sanitary sewer and storm drain infrastructure and location of existing water structures, driveways, poles, trees, signs, fences, edge and centerline of pavement, sidewalks, curbing, and other existing features. Buried infrastructure will be surveyed as marked by the City and utilities.

It is our understanding that boundary surveys have been completed for the parcels covered under this project, and that this information will be available during final design to establish permanent and temporary easements.

Task 1B – Subsurface Explorations

A limited subsurface exploration program to define subsurface characteristics within certain portions of the proposed improvements. A report summarizing the findings, including logs of the explorations, will be provided, for use in the design.

Task 1C – Public Meeting and Stakeholder Meetings

As with prior sections of the Riverwalk, it is anticipated that the design effort should include a component of public involvement and stakeholder involvement. We envision conducting either one or two public meetings to present the preliminary designs, discuss aspects of the work (including project cost and schedule) and solicit input (as appropriate) regarding certain aspects of the design. We have also included in our budget time for up to four (4) smaller, more focused meetings with specific property owners/stakeholders to discuss the project.

Task 2 – Final Design and Permitting

Following receipt of input from the Public Meeting and stakeholder meetings, as well as review comments from City Staff, we will further refine the design drawings and develop technical specifications associated with the proposed improvements, as well as move forward with regulatory approvals.

Key tasks for this effort would include:

Task 2A – Bidding and Construction Documents

Upon receipt of the final review comments on the 100% design documents from the City, City's legal counsel, other advisors, and regulatory and financing agencies, as applicable, bidding documents will be prepared and an updated estimate of probable construction cost will be provided to the City. It is assumed that each project will be bid separately; therefore, a set of bid documents (construction drawings and technical specifications) as well as estimate of probably construction cost will be developed for each segment defined above.

Task 2B – Regulatory Approvals

Using the completed final design drawings, we will prepare applications for the required regulatory approvals. We have assumed that the work will require approval from the City of Biddeford Planning Department, Maine DEP under the Natural Resources Protection Act (NRPA) and permitting thru the Saco River Corridor Commission due to its proximity to the river. Based on the current concepts, we have presumed that the work will not require approval from the Corps of Engineers under Section 404 of the Clean Water Act or Section 10 of the Rivers and Harbors Act.

Our budget includes time to prepare application materials, meet with the regulators to discuss the permit application materials, and to respond to their questions during the permit review period, and presentation at the Planning Board meeting.

Task 2C – Easement Development Support

Using the survey information noted above, including boundary survey work completed by others, we will prepare permanent and temporary easements for the proposed Riverwalk.

Task 3 – Bidding Services

Based on available funding, we will support the City during advertisement and procurement of bids for construction. As noted above, it is assumed that each segment will be bid separately at this time, but further refinement of this is recommended.

Bidding services will include:

- Advertising for bids in appropriate newspapers and bidding services
- Distributing drawings and specifications to prospective bidders
- Maintaining a record of prospective bidders to whom bidding documents were issued
- Responding to bidders' questions
- Preparing for and attending a pre-bid conference (if requested)
- Preparing and issuing addenda to the bid documents
- Attending the bid opening
- Preparing a tabulation of bids
- Evaluating bids
- Preparing a letter of recommendation regarding award of the contract

Schedule

It is our understanding that the City is currently evaluating budgets to move forward with design and engineering for portions of the Riverwalk master plan, with the goal of having shovel ready projects prepared as construction funding becomes available. In assessing schedule, we have looked at this project as complete, as similar timing and elements would be required for project segments.

The following summarizes a typical timeframe/schedule, with an assumption that portions of the project would be available to move forward in mid-November. As always, this schedule will be reviewed and refined based on City input and looking holistically at the segments, funding opportunities and timing to meet individual goals of the community.

Task	Approximate Timing
Kick-Off Meeting	Early December 2017
Survey and Utility Coordination* <i>Note: Survey data collection may be impacted by winter conditions</i>	December 2017 – January 2018
Preliminary Design	January 2018 – May 2018
Permit Submission, Review and Approval	June 2018 – September 2018
Final Design and Bidding Document Preparation	July 2018 – November 2018
Project Bidding	December 2018 – January 2019

Project Budget

The design, engineering and bidding phase services have been evaluated for each of the nine segments. The enclosed spreadsheet summarizes the Planning Level Pre-Design Cost Estimates and the Design, Engineering and Bidding allocation, as detailed in the 2016 Master Plan Update.

Both the preliminary engineering (Task 1) and final design and permitting (Task 2) have been further refined and budget estimates noted. For bidding phase services (Task 3), we would recommend the City budget between \$3,000 to \$5,000 for each project bid, with the final cost dependent on the number of segments included and complexity of the segment being bid.

In the 2016 Master Plan Update, the Design, Engineering and Bidding allocation also contemplated limited construction administration (C/A) services. The need for C/A services is highly variable and based on project intricacy, contractor selected, funding requirements, etc. That being said, this budget review does include a placeholder for limited C/A.

Thank you for affording us this opportunity to demonstrate the skills and value that we can bring to these projects. Please feel free to call or e-mail us at any time if you have any questions regarding our qualifications.

Sincerely,

WRIGHT-PIERCE



Jonathan C. Edgerton, P.E.

Senior Vice President

207-798-3727

jonathan.edgerton@wright-pierce.com



Stephanie A. Hubbard, P.E.

Project Manager

207-798-3770

stephanie.hubbard@wright-pierce.com

Riverwalk Engineering Budget
October 19, 2017

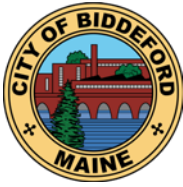
<u>Segment</u>	<u>Planning Level Pre-Design</u>			<u>Design</u>		<u>Task 1</u>		<u>Task 2</u>		<u>Task 3</u>	
	<u>Construction Estimates</u>			<u>Engineering and</u>		<u>Preliminary Design</u>		<u>Final Design/Permitting</u>		<u>Bidding</u>	
	<u>Const (Low)</u>	<u>Const (High)</u>		<u>Bidding</u>							
Segment B – Saco Falls Boardwalk	\$ 525,000	\$ 575,000	\$	51,720	\$	23,274	\$	15,516			
Segment C – Falls Plaza	\$ 310,000	\$ 350,000	\$	29,160	\$	11,664	\$	8,748			
Segment D1 – Riverdam Boardwalk	\$ 500,000	\$ 550,000	\$	49,440	\$	24,720	\$	14,832			
Segment D2 – Riverdam Connector	\$ 340,000	\$ 390,000	\$	34,680	\$	15,606	\$	10,404		See Note **	
Segment E – Pearl Plaza	\$ 280,000	\$ 305,000	\$	16,500	\$	6,600	\$	4,950		below	
Segment F – Spring Island Boardwalk and Connector	\$ 900,000	\$ 950,000	\$	85,890	\$	47,240	\$	25,767			
Segment G – Elm Street Crossing	\$ 120,000	\$ 150,000	\$	12,906	\$	4,517	\$	3,872			
Segment H – Diamond Street Connector and Boardwalk	\$ 475,000	\$ 550,000	\$	50,550	\$	22,748	\$	15,165			
Overland Connections - Riverwalk to Main Street/Lincoln Street	\$ 275,000	\$ 300,000	\$	33,000	\$	13,200	\$	9,900			
Total:	\$ 3,725,000	\$ 4,120,000	\$	363,846	\$	169,568	\$	109,154	\$	-	\$

*The Planning Level Pre-Design Construction Estimates are based on estimates prepared as part of the 2016 RiverWalk Master Plan Update.

Breakdown and cost determination are further detailed in the Master Plan Update

*Permitting budget assumes the filling fees charged by agencies for submission of permit applications to be paid directly by the City

**For bidding phase services, we would recommend the City budget \$3,000 to \$5,000 per project bid. Project is considered to be a group of segments identified above



City of Biddeford

Chief Operating Officer/Technology Dept/IPP
P.O. Box 586 • 205 Main Street
Biddeford, ME 04005
Phone: (207) 571-0032 • Fax: (207) 571-0656

Briefing Memo

TO: Chairman John McCurry, Mayor Alan Casavant, and
Members of the Finance Committee

CC: James Bennett, City Manager
Cheryl Fournier, Finance Director
Greg Copeland, GIS Div

FROM: Brian S. Phinney, COO/Technology/IPP

DATE: November 1, 2017

RE: Request for Approval of Funds for Municipal Website Redesign

The Technology Department's GIS Division released a Request for Proposal (RFP) soliciting pricing for municipal website redesign and hosting. The RFP was posted to the City of Biddeford website and published in the Journal Tribune. The RFP requested pricing on a full redesign of the municipal website to improve functionality, enhance customer experience and ease of use, incorporate standard market features, and enable more efficient staff webpage design and management capabilities. The current platform hosted by Gov Office has not kept pace with industry features. Gov Office is not expected to offer enhanced features until late 2018 and declined to submit a proposal.

The GIS Division received twelve (12) responses to the RFP. Evaluation of the responses indicated all were technically valid however; eight (8) responses exceeded the budgeted amount and were rejected. Of the remaining four (4) qualified bids, the design, development, and deployment costs ranged from \$5,200 to \$10,000 with the annual hosting and maintenance fees beginning in year 2 ranging from \$200 to \$5,876. A bid summary is provided below.

Bidder	Design, Development, and Deployment	Annual Host / Security Fee (begins Yr 2)	Yr 3	Yr 4	Yr 5	5 Yr Implementation Cost
OKCYGENIO	\$ 5,200	\$ 200	\$ 200	\$ 200	\$ 200	\$ 6,000
Revize	\$ 9,200	\$ 1,800	\$ 1,800	\$ 1,800	\$ 1,800	\$ 16,400
Civic Plus	\$ 10,000	\$ 2,000	\$ 2,100	\$ 2,205	\$ 2,315	\$ 18,620
Vision of CA	\$ 9,500	\$ 5,876	\$ 6,170	\$ 6,478	\$ 6,802	\$ 34,826
VTS*	\$ 12,000	\$ 1,875	\$ 2,500	\$ 2,500	\$ 2,500	\$ 21,375
Qsend*	\$ 13,900	\$ 4,200	\$ 4,200	\$ 4,200	\$ 4,200	\$ 30,700
Granicus*	\$ 16,380	\$ 3,540	\$ 3,717	\$ 3,903	\$ 4,098	\$ 31,638
Civic Live*	\$ 20,400	\$ 5,100	\$ 5,100	\$ 5,100	\$ 5,100	\$ 40,800
WSI*	\$ 52,800	\$ 1,251	\$ 1,251	\$ 1,251	\$ 1,251	\$ 57,804
Open Cities*	\$ 32,780	\$ 12,780	\$ 12,780	\$ 12,780	\$ 12,780	\$ 83,900
Glad Design*	\$ 86,000	\$ 240	\$ 240	\$ 240	\$ 240	\$ 86,960
Sumo*	\$ 102,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 110,000

*Excluded: Proposals exceed year one implementation budget

The proposals were evaluated by a staff review committee. Based on evaluation of the proposals received, the review committee recommended award to CivicPlus in the amount of \$10,000 for implementation plus the annual hosting and security fee. Although CivicPlus was not the lowest bidder, it was chosen as the preferred vendor based on features offered and relative comparison of 5-year implementation costs.

OKCYGENIO had no municipal experience and provided a poorly edited and unrealistic proposal given the range of bids received. OKCYGENIO is also India based and has no municipal experience. Vision of CA was the most expensive accepted proposal based on a 5-year implementation cost at \$34,826 with no significant benefit given the cost. Of the two remaining accepted proposals, the review committee unanimously selected CivicPlus over Revize. CivicPlus' administrative user platform is very rich and features WYSIWYG drag and drop formatting which is very user friendly. Since each department manages its own webpage this is seen as a considerable improvement over the current platform and should save staff time while reducing errors. Civic Plus also has considerable municipal experience serving over 2,500 local governments including Portland, ME.

The web redesign project is in accordance with the approved FY2018 License & Software budget authorized under 21111-60315, which carried an expenditure of up to \$10,000 for implementation and \$2,200 for host fees. Civic Plus' annual hosting and security fee, beginning year 2 (FY2019) is \$2,000.

City of Biddeford, Maine

Redesign & Hosting of the City's Website



Oh Biddeford, a jewel on the shore.
Oh Biddeford, my home.
O Biddeford, your people are strong.
A proud city rising; your bright
future calls.
A Proud City Rising Where the
Water Falls.
Oh Biddeford, a jewel on the shore.
Oh Biddeford, my home.
O Biddeford, your people are strong.
A proud city rising; your bright
future calls.
A Proud City Rising Where the
Water Falls.



302 S. 4th Street, Suite 500 | Manhattan, KS 66502
888-228-2233 | www.civicplus.com

Presented by: Dave May

Regional Sales Manager

September 1, 2017

302 South 4th Street, Suite 500
Manhattan, Kansas 66502
888-228-2233



Gregory Copeland, PLS
Engineering Programs Manager, GIS Coordinator
City of Biddeford
205 Main Street
Biddeford, ME 04005

RE: Redesign and Hosting of the City's Website

Dear Mr. Copeland:

Meeting the expectations of citizens is at the core of civic responsibility. Finding that perfect blend of functionality, ease of maintenance and citizen engagement can be daunting. Today's "what I want, when I need it" society is all about digital and timely responses. Saving time and money and increasing citizen satisfaction is every government entity's goal. How do you achieve both? With CivicPlus you can achieve your vision of success.

Our company is passionate about our mission to help make local government better. We are not just designing a website, we are helping build a trusted and long-term relationship between you and your community through our state-of-the-art technology and process. Our expertise lies in collaborating with our clients to deliver the right solution, housed within a modern design that captures the culture of your community.

Your new site will be developed on the most robust and flexible content management systems available. CivicPlus' CivicEngage is an easy-to-use suite of web-based tools that enables local governments such as Biddeford to evolve your web presence to inform and empower your staff and citizens in more efficient ways. It is designed to be simple enough to create a page in less than a minute *and* it integrates easily into your existing systems.

The following information will show you how the CivicPlus CORE solution will reduce your staff's workload, respect your available budget and most importantly provide your community with a powerful online resource. A resource that promotes open and transparent access to your municipal offices and becomes an engaging communication hub for your community.

Please review our proposal closely. We encourage you to contact our references and find out for yourself their experiences working with CivicPlus. We think you will be impressed. With CivicPlus, you will save time, resources, and dollars by moving your communications online and your website visitors will find what they need, when they need it. We look forward to working with you and your staff to help make your vision become a reality.

Sincerely,



Dave May
Regional Sales Manager
May@CivicPlus.com
Direct Line 785-323-1510

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Qualifications

20+

20+ years of experience
with a focus to help
local governments.

200+

200+ employees, many who
have experience in local
government organizations.

2,500+

More than 2,500 local
government clients across
Canada and the U.S.

55k+

Over 55,000 internal admin
users

60M+

More than 60 million online
visitors (and counting!)

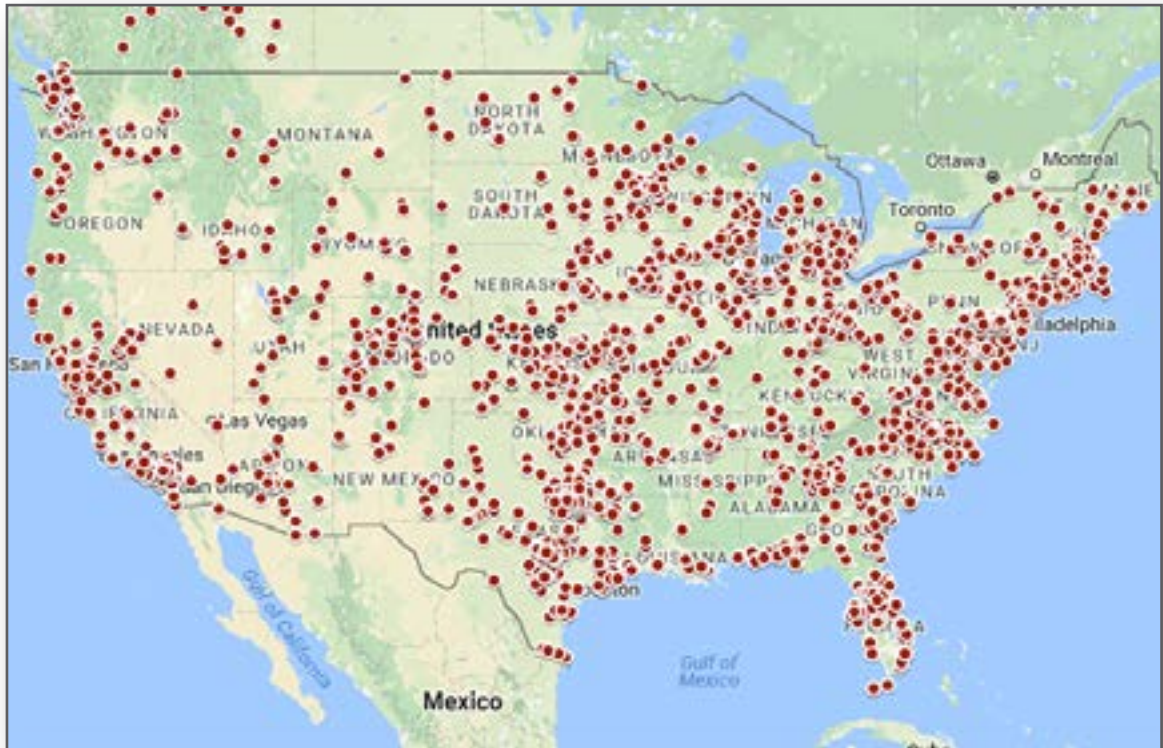


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www.govtech.com/100

CivicPlus Communities



CivicPlus' team of over 200 professionals develop and deliver superior local government web technology, human resources efficiency, parks & recreation management functionality and mass notification solutions for our clients.

CivicPlus is the integrated technology platform for local government, working with over 2,500 local governments including municipalities, counties, and municipal departments. CivicPlus' focus to help local governments work better and engage their citizens through their web environment began in 1994 in Manhattan, Kansas by the owner, Ward Morgan. CivicPlus became a Kansas Corporation in 1998 and is still headquartered in this vibrant university town. Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a world leader in government web technology.

We've steadily grown over the last 20+ years and have honed our skills working with municipal organizations across the US and Canada - helping them streamline their daily work and better inform and connect their communities.

We believe in the goals our clients are seeking to achieve, and we work alongside them to do our part to help. These partnerships have provided great insight into how their web environments need to work and how we can help them find the right solutions to meet those needs. That help means:

- Guiding – with unparalleled consulting and training and facilitating stakeholder buy-in
- Supporting – with exceptional client service before, during and after launch
- Protecting – with industry-leading 24/7 security, support and service, *and*
- Learning – with continual client contact to better ourselves and our products

Ultimately, CivicPlus is a company that's about amazing people doing amazing things. CivicPlus continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our clients, their 55,000+ internal users and the 60 million online visitors (and counting!).

We consider it a privilege to partner with our clients and provide them with a solution that will serve their needs today and well into the future.



Our Promise To You

We will deliver a high-caliber, responsive web presence that reflects your vision in design, features, and functionality. The CivicEngage premium solution is simple-to-use, yet flexible and powerful – with intuitive navigation for your citizens and an intuitive administration for your staff. True live editing and training is included so your staff can be efficient on day one, and we'll continue to support you after launch. Your system will be secure and continuously updated, as our experts develop further cutting-edge solutions designed specifically for local government.

Staff Resumes

From project management to design and development to training and support, a dedicated project team will assist you throughout the development process to ensure your project's success and your complete satisfaction. Our expert project leaders will coordinate your needs with qualified specialists who will work directly with you throughout your project development and beyond.



Adam Block – Manager of Project Administration

Adam leads our project management team. This team oversees inter-departmental and client interactions assuring that your project will be developed in a timely manner by professional website experts.

Education
BS Business Administration
Management
Economics

Resume
Lead Project Manager
Financial Services

5+ Years of Experience
Project Management
Business Management
Team Building
Customer Service



Zach Myers – Lead Graphic Designer

The team of designers, developers and art directors partner with the team project manager in designing and creating our websites. He will coordinate the creative approach with a dedicated senior art director to assist the project manager in the visual direction of your project. Our creative services staff, all with Bachelor of Fine Arts degrees, are responsible for each website overview and uniqueness of design and will work with you until it achieves your vision.

Education
Bachelors of Fine Arts
Graphic Design

Resume
Lead Senior Designer
Design & Development

7+ Years of Experience
Branding
Illustration
Visual & Web Design



Amanda Felber - Assistant Manager of Content Development

Our expert content developers' goal is to migrate and arrange content for usability that exceeds the expectations of citizens and local government. Amanda's content development team strives to deliver a website on schedule that is easily understood, ADA compliant for Section 508 and WCAG Level A & AA, which can be efficiently maintained.

Education
BA in Psychology
Minor in Writing
Coursework in Editing, Business,
and HTML

Resume
Content Developer II
Lead Content Developer

7+ Years of Experience
Customer Service
Team Building
Leadership Coaching
WCAG/ADA Compliance
Web Best Practices for Usability



Jim Flynn – Chief Systems Architect

Jim coordinates and manages our in-house experts on the technical aspects of your project development. His team will develop your new website so it delivers the functionality and integration you need. Jim also leads our hosting and security services to ensure your new website is safe, maintained, and remains updated.

Education
BA Computer Information
Systems

Resume
System Architect
Information Technology Director

18+ Years of Experience
Cyber Security
Network Infrastructure
System and Software Architecture



Jim Steffensmeier – Manager of Training and Consulting

From consulting services to content development to technical specifications, our consulting and training department will assist you in developing the right message in the right way by the right team. He will coordinate his team of professionals to deliver the consulting and training services you need to achieve success. All Trainers and Consultants on Jim's team have UI/UX certifications to ensure they deliver the best experience for our endusers.

Education

MA in Education/Adult Education Training & Training
BS in Psychology
AA in Business Management

Resume

Consulting

10+ Years of Experience

Customer Service
Best Practices & Website Optimization
US Army Veteran



Sumre Amerin – Manager of Account Management

Upon launch of your website to the public, Sumre will assign an account manager to your account. Your dedicated account manager is a specialized team member that will ensure you stay current on CivicPlus solutions. This individual is your main point of contact and will partner with you to create an on-going strategy to better engage your citizens by utilizing the tools and products that CivicPlus has to offer.

Education

BS in Integrated Services

Resume

Performance Management
Consultant
Sales Manager

5+ Years of Experience

Leadership
Customer Service
Project Management
Process Improvement



Constance Huseth – Manager of Client Support

Constance Huseth manages the technical support team for all CivicPlus products. Upon launch of your new CivicPlus website, any technical questions or issues you may encounter may be reported to your CivicPlus Technical Support Team. This specialized team operates on a 3 tier, product specific, escalation process to report technical issues to the products development team and works hand-in-hand with our Help Center to continually improve online assistance content and best practices information.

Education

BA English, Communication

Resume

Technical Support Specialist
Documentation and
Communications Manager

5+ Years of Experience

Technical Support
Business Management
Team Building
Customer Service

COMPANY & CONTACT INFORMATION

Contact Information	Dave May Regional Sales Manager May@CivicPlus.com 785-323-1510	Primary Office	302 S. 4th Street, Suite 500 Manhattan, KS 66502 Toll Free 888-228-2233 Fax 785-587-8951
Legal Name	CivicPlus, Inc.	Company Founder	Ward Morgan, Owner / Chairman of the Board
Incorporated In	State of Kansas	Date Incorporated	June 1998
Company Website	www.CivicPlus.com	Purchasing Vehicles	GSA Contract # GS-35F-0124U TIPS/TAPS Contract # 2092613 Interlocal Purchasing

Experience & References

We have assisted more than 2,500 clients throughout the United States, Australia and Canada with the design, implementation and hosting of new, engaging, innovative and functional websites. Included are just a few examples of relevant sites, similar in scope, which we have designed.

But don't take our word for the success of these sites.

Contact our clients and let them tell you about their experiences working with CivicPlus. Want to see more? Just let us know...we have about 2,500 we can share with you!

Client References



FAYETTE, OHIO

www.villageoffayette.com

Client since December 2016

Genna Biddix, Tax Administrator

Phone: 419-237-2116

Email: gbiddix@villageoffayette.com



CRESTON, IOWA

www.crestoniowa.gov

Client since December 2015

Mike Taylor, City Administrator

Phone: 641-782-2000, ext. 202

Email: mike@crestoniowa.org



MONTE VISTA, COLORADO

www.cityofmontevista.com

Client since March 2016

Azarel Madrigal, Community Outreach Assistant

Phone: 719-852-2692, ext 101

Email: amadrigal@ci.monte-vista.co.us

Client References



HARDEEVILLE, SOUTH CAROLINA

www.cityofhardeeville.com

Client since May 2016

Raven Favor, Media Specialist

Phone: 843-784-2231

Email: rfavor@cityofhardeeville.com



PORTLAND, MAINE

www.portlandmaine.gov

Client since August 2013

Victoria Bourret, Application Program Manager

Phone: 207-874-8739

Email: vjm@portlandmaine.gov

Please note: Portland has a premium website, so some of the features and functionality on their site will not be available with your proposed solution.

Platform Information

The City of Biddeford's proactive vision to develop a user-friendly, self-service government web environment for its community and employees is commendable. You should have complete confidence that the firm you choose to achieve your vision and create your website is the right choice. Becoming your strategic, trusted partner is paramount to the professionals at CivicPlus.

Although you currently have a capable web presence, it's time for a new look with better functionality. CivicPlus will help you re-envision, renew and re-invigorate your website. Working closely with you, we will assist in designing a new look, updated usability, accessibility and quality for the delivery and exchange of information for your audience.

Project Approach

How will we deliver this success for you? We propose the following approach to achieve your vision - our **CORE** program. You will benefit in a multitude of ways:

- **A templated website designed with your guidance and your community in mind** – Our designers work with you to develop a website featuring one of our four outstanding template layouts that will meet your unique needs and requirements.
- **CivicEngage Content Management System (CivicEngage CMS)** – Our robust, secure and sophisticated management system allows development of new content and the migration of existing content all within an intuitive and easy to use platform for your staff to update and manage.
- **Continuing Partnership – means your questions are always answered** – We don't disappear after your website is launched. Our support team ensures your complete satisfaction with our products.
- **Community and Support** – In addition to our live support team, CivicPlus clients and their visitors have 24/7 access to our online Help Center to review user guides, FAQs, and best practices, and submit feedback and suggestions for future system enhancements. Your staff can also connect with other CivicPlus users through the Help Center's Community Forum where you can view trending topics, and vote and comment on system enhancement ideas.
- **Group (with other clients) web-based training** – Designed to meet your needs and capabilities to allow your staff to hit the ground running at Go Live.

We set high standards for government websites with our services - technology and trends are always changing - with CivicPlus, your content management system will be upgraded to keep pace with industry improvements and your visitors' changing needs.

Features & Functionality

Developed for organizations that have a need to update their site frequently, CivicPlus provides a powerful government content management structure and website menu management system. The system allows non-technical employees the ability to easily update any portion of your website instantaneously. Our CivicEngage content management system utilizes Microsoft SQL Server, ASP, JavaScript and HTML for web development.

No HTML knowledge is needed to update your website. However, if desired, HTML code can be used throughout the website for advanced users.

Modules are constantly being developed and upgraded to meet the needs of our clients. More information about your included modules follows.

Calendar

The Calendar Module allows administrators to set up calendar items to help keep the public informed about upcoming events and meetings in your community. Events can be set on a one-time basis or as recurring events for multiple months in advance, with short descriptions and hyperlinks to display the event details. The calendar recognizes the current date as the starting date for the display of events and provides easy navigation to future events. Multiple calendars are available.

- **Department Calendar:** Any page on your site can display the most current calendar items in a special content area, great for departments or sections of the website that wish to have their calendar events appear on their page(s).
- **Featured Events:** You can draw attention to upcoming events using the Featured Events functionality, within the Calendar module.

The Calendar supports multiple views, including a monthly view that displays all the events in a month.



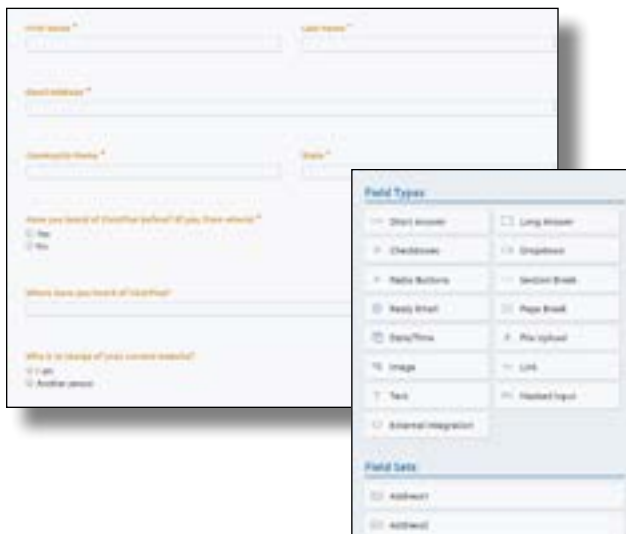
Document Center

The Document Center is a document storage center that allows for a variety of file types (e.g., PDF, spreadsheets, pictures, video files, sound clips and more) to be downloaded or viewed by the end user, allowing for easy access for your site visitors. Instead of bogging down your employees with requests for documentation, site visitors can locate the forms and documents they need easily online. Moreover, all files are organized by our structured filing system of folders and subfolders, keeping all of your information easily obtainable by your citizenry 24/7.

Form Center

The Form Center lets you develop every aspect of your online form with no programming knowledge necessary through a simple drag-and-drop interface. These completely customizable forms can be used as a means for citizens to contact you with questions, requests and feedback or to sign up for various events and activities. You can have as many online forms as you need with this module, creating forms easily from scratch or from our library of sample online forms. You can preview forms as you create and edit them instead of sending it to someone else for changes.

In addition to being able to create your own form, you can track your forms through your website! Any form submitted on your website can be received via email to as many people as you wish and/or be kept in a backend database with basic analytical reporting available. This data can then be exported to Microsoft Access, Excel or other database software.

The image shows a screenshot of the Form Center interface. On the left, there is a form builder with fields for 'Form Name', 'Form ID', 'Form Description', and 'Form Status'. Below these are sections for 'Form Content' and 'Form Settings'. On the right, there is a 'Form Types' panel with a list of form types: Short Answer, Long Answer, Checkboxes, Single Select, Radio Buttons, Section Break, Email Form, Page Break, Date/Time, File Upload, Image, Link, Text, and Nested Input. Below the list is a 'Form Settings' section with 'Form ID' and 'Form Name' fields.

Frequently Asked Questions

Help your citizens reduce time-consuming phone calls or trips to government offices by answering commonly asked questions through your website. Frequently Asked Questions (FAQs) – which can

be organized by departments and/or category – may be added to any page of your website and can be set up to link to additional information or documentation for easy reference. FAQs have their own search feature, so your site visitors can easily find answers to the questions they ask the most.

News Flash

The News Flash Module provides an area where important and timely news and announcements are posted. Any department may utilize this module for posting information that is specific to their department, like a change in meeting location, results from an election, rainout announcements for sports fields and more. News Flash is a dynamic page element that may be placed on any page, and each News Flash item has its own start and expiration date.

Notify Me™

Notify Me allows visitors to sign up and be notified via email about community activities, meetings and other updates to your website. Users can self-manage multiple subscriptions at once, and unsubscribing is easy. You can send out unlimited emails.

This module automatically integrates with our News Flash and Calendar modules. Also, administrators can create as many Notify Me lists as they want.

Quick Links

The Quick Links Module allows you to place links to related and often-requested information directly on the page of your choice. The entire collection of these links is contained within the actual module, and is unlimited in the amount of categories and links that you can provide to your users. The links can be to interior pages of your website, to documents and forms, or to outside websites. You can organize the links by category or item and can set them up to auto-publish and unpublish.

Links to Social Media

CivicPlus understands the importance of how social media sites, like Facebook and Twitter, can help governments connect with their visitors in unique and innovative ways. With our CORE solution, social media sites can be iconically featured and linked to your profile on those websites.

Staff Directory

A time-saving resource for your residents, Staff Directory provides detailed contact information for your staff and various offices all in one place, decreasing the number of calls requesting contact information. You can include as much or as little employee and department information as you deem necessary; plus, Staff Directory entries can be linked to pages throughout your site, providing quick access to a specific department or employee's information. Employee information can include title, biography, photo and contact links via email or form submittal (email addresses are blocked from email harvesting programs). Website users can search the directory for a specific employee by last name, first name or department.

Live Edit

Recognizing that not all site administrators possess high levels of technical expertise, CivicEngage makes it easy to add new content, edit old content, and keep page layout consistent through use of our WYSIWYG editor. Changes are immediately reflected on the site. Live Edit allows you to see where your information will be posted before you make any changes. You can move a page under a different department or move the entire department section of your website to a different location.

Content Scheduling

When creating an entry, simply select the date and time desired for the material to publish and/or unpublish. Material can be set to auto-unpublish or it can be manually retired. Every aspect of the system

can have expiration dates. When items expire they are unpublished from public view but will remain in the system until someone manually removes them from the archive. This allows you to bring the page back at any time with updated content.

Content Versioning

CivicEngage includes version control, a history log for reviewing changes made within the system, file locking through our permission system and an archive of all published content so that previous versions can be accessed or used, if necessary.

Archived content can be viewable by the public if desired, but is typically not shown on the public-facing side of the site and just housed within the Archives. Administrators and staff with module access may access those archives; others will not see them.

Dynamic Breadcrumbs & Site Map

When a user visits your site, Dynamic Breadcrumbs are used to show their location within the website. Breadcrumbs are automatically generated by the CivicPlus system. This feature assists a site visitor in understanding the site structure and navigation. A dynamically generated site map automatically updates itself to your menu system. So if a menu item is renamed, added or deleted in your navigation, the site map will reflect those changes.

Levels of Rights

A central administrator is given the ability to establish groups with specific rights and capabilities to update the website. With CivicPlus, each department is capable of updating their own content. Even though each department can update their own information and web pages, the menu structure, top of page, banner and navigation throughout the site remains the consistent.

Design Layout Options



Layout A - Color sample and gray-



Layout B - Home page and interior page



Layout C - Home page and interior page



Layout D - Color sample and grayscale

Project Timeline/Development

A dedicated project team will assist you throughout our proven development process to ensure your new website achieves your vision of success and delivers you complete satisfaction - guaranteed.

Project Timeline

Consulting, design, usability guidance, programming, secure hosting and dedicated training - CivicPlus delivers all of this and more during the development of your new website.

PROJECT DEVELOPMENT	TIMELINE
Client Gathers Deliverables (Completes online forms and supplies photos)	2-4 weeks
Kick-off and Initial Design Meeting	30 minutes
Design Presentation	3-4 weeks
Content Development and Module set-up	3-4 weeks
CivicPlus Group Webinar Training (client completes video self-training through CivicPlus Connection prior to webinar training)	6 hours
Client Content Additions (most clients choose to add their own content prior to Go Live date)	2-4 weeks
Go Live	16 weeks (average)*

*Because of the unpredictable timelines associated with bidding processes, we rarely supply a custom timeline in our proposal responses. Timelines are set according to your needs and may be modified on discussion with your project manager.

This timeline represents our previous client experience and is based upon the client meeting all deadlines. Many clients indicate a preference toward a more relaxed schedule that allows ample time for each task and review.

Project Development

Our goal is to make your website process as simple as possible for you and your staff and to efficiently deliver your web environment.

Kick-Off and Initial Design Meeting: During this meeting, your CivicPlus project manager will review the chosen layout and will answer any questions or concerns regarding the layout. Additionally, we will discuss any necessary clarification needed surrounding the design or content on your website.

To ensure this is an effective meeting, and to keep your project moving forward and on schedule, we will need you to complete the following tasks prior to the Kickoff meeting:

- Photos – Choose and upload photos that are an excellent representation of your community and should be considered for use in the overall design of the site. Photos must be high-resolution files in order for our designers to manipulate the images for a site. **If you do not have high-resolution photos, CivicPlus will choose stock images which are representative of your community or organization.
- Layout Decision – Review provided documentation of options of the four homepage layouts. Colors, photos, buttons, and other content items should be reviewed and chosen that best represent your community which will then be customized to fit your needs.
- Design & Navigation Worksheets – Once completed, there will be an approximately 30 minute discussion to answer questions and seek clarification on content or design preferences of your site.

CivicPlus Group Webinar Training: In order for your team to be equipped to keep your new website updated and have the capability to add content as needed, up to two (2) members of your organization will participate in a five (5) hour virtual group training (with other CivicPlus clients) on vital features of CivicEngage and the traditional method of editing pages.



Support, Hosting & Security

You are now a part of the CivicPlus family and will continue to receive both technical and consultative support from our Support and Account Management team.

Continuing Service & Support



AROUND-THE-CLOCK SERVICE & SUPPORT

With technology, unlimited support is crucial. Our live support personnel based in the United States are ready to answer your staff members' questions and ensure their confidence in using our site. When you choose CivicPlus, our knowledgeable staff is available from 7 a.m. to 7 p.m. (CST) to field your calls, emails, and live chat. Emergency services are available free of charge after regular hours with our on-call staff 24-hours a day.

CivicPlus is also proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity and the internet in general, our personnel often identify and correct issues before they ever affect our clients' websites.

SUPPORT	MAINTENANCE OF CIVICPLUS APPLICATION & MODULES
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) / 24/7 Emergency Support	Install service patches for OS system enhancements
4-hour response during normal hours	Fixes
Dedicated support personnel	Improvements
Integration of system enhancements	Integration
Usability improvements	Testing
Online training manuals	Development
Proactive support for updates & fixes	Unlimited Administrative Users
Monthly newsletters / Ongoing follow-up check-ins	
CivicPlus Help Center Community Forum	

WWW.CIVICPLUS.HELP - THE CIVICPLUS HELP CENTER

CivicPlus clients and their visitors have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. The Help Center also provides our release notes to keep you in the loop on upcoming enhancements and maintenance. The Community Forum allows your staff and your users to interact with each other, send CivicPlus feedback and suggestions for future system enhancements, and view trending topics among members - along with other functional and engaging features and capabilities.

DEDICATED ACCOUNT MANAGEMENT

CivicPlus has a team of dedicated account managers to help you implement the tools needed to successfully meet the level of community engagement that you desire. Upon website Go Live, you will have a dedicated member of this team to help you keep up on new CivicPlus products and optimize your site. This specialized team member can provide you with further information on how to engage your citizens, utilizing the tools that CivicPlus has put into place on your new website.

Hosting & Security

CivicPlus protects your investment and takes hosting and security of our client sites seriously.

CivicPlus protects your investment and takes hosting and security of our client sites seriously. Redundant power sources and internet access ensures consistent and stable connections. We invest over \$1.0m annually to ensure we adapt to the ever-changing security landscape while providing maximum availability. To help ensure your CORE website is protected at the level you need, CivicPlus offers two options for coverage.

Included Hosting & Security Package

CivicPlus' extensive, industry-leading process and procedures for protecting and hosting your site is unparalleled. From our secure data center facilities to constant and vigilant monitoring and updating of your system, including 99.9% guaranteed up-time (excluding maintenance). We've got you covered.

Gold Hosting & Security Package

If disaster recovery and faster RTO and RPO times are important to you, upgrading to the Gold hosting and security package will help assure business continuity for your community. A fully redundant secondary geographically disparate data center gives you the peace of mind in the event of a disaster. We've got you covered.

Ongoing Protection Services

Whether you choose the included or Gold hosting and security package if you experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options available to you at the time of an event. Whatever your needs are we have an option that will be a fit for your community.

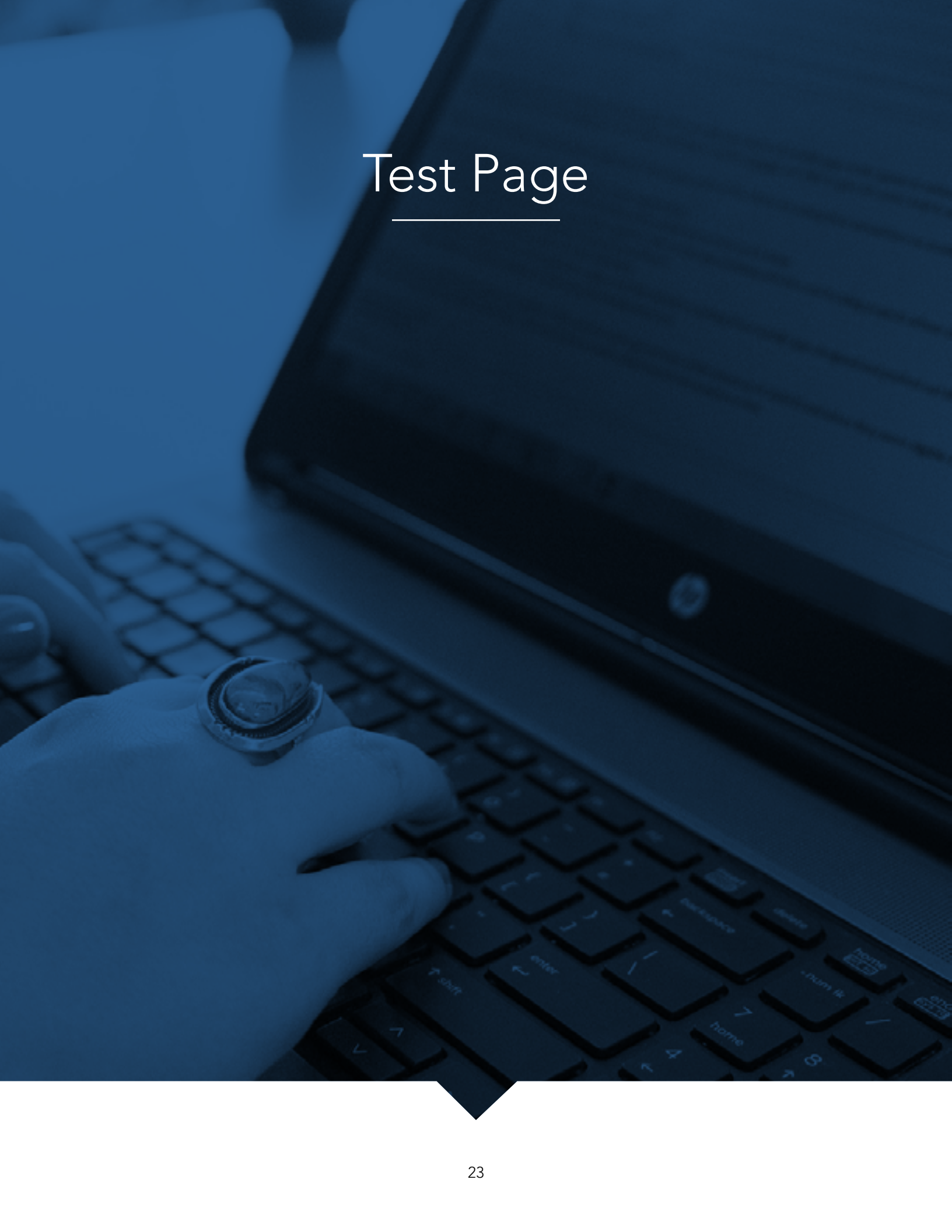


HOSTING & SECURITY FEATURES	INCLUDED	GOLD
Data Center		
Highly reliable data center	✓	✓
Managed network infrastructure	✓	✓
On-site power backup & generators	✓	✓
Multiple telecom/network providers	✓	✓
Fully redundant network	✓	✓
Highly secure facility	✓	✓
System monitoring	Business Hours	24/7/365
Hosting		
Automated CivicEngage software updates	✓	✓
Server management & monitoring	✓	✓
Multi-tiered software architecture	✓	✓
Server software updates & security patches	✓	✓
Database server updates & security patches	✓	✓
Antivirus management & updates	✓	✓
Server-class hardware from nationally recognized provider	✓	✓
Redundant firewall solutions	✓	✓
High performance SAN with N+2 reliability	✓	✓
Bandwidth		
Multiple network providers in place	✓	✓
Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)	✓	✓
Burst bandwidth	22 Gb/s	22 Gb/s

HOSTING & SECURITY FEATURES	INCLUDED	GOLD
Disaster Recovery		
Emergency after-hours support, live agent (24/7)	✓	✓
On-line status monitor by Data Center	✓	✓
Event notification emails	✓	✓
Guaranteed recovery TIME objective (RTO)	14 days	8 hours
Guaranteed recovery POINT objective (RPO)	24 hours	24 hours
Pre-emptive monitoring for disaster situations		✓
Multiple data centers		✓
Geographically diverse data centers		✓
DDoS Mitigation		
Defined DDoS Attack Process	✓	✓
Identify attack source	✓	✓
Identify type of attack	✓	✓
Monitor attack for threshold* engagement	✓	✓
DDoS Advanced Security Coverage		
Continuous DDoS mitigation coverage	NOT INCLUDED Additional coverage available at time of event. Additional fees will apply.	
Content Distribution Network support		
Proxy server support		
Live User Detection service		

***THRESHOLDS:** Traffic exceeds 25 Mb/s sustained for 2+ hours. Traffic over 1 Gb/s at any point during attack

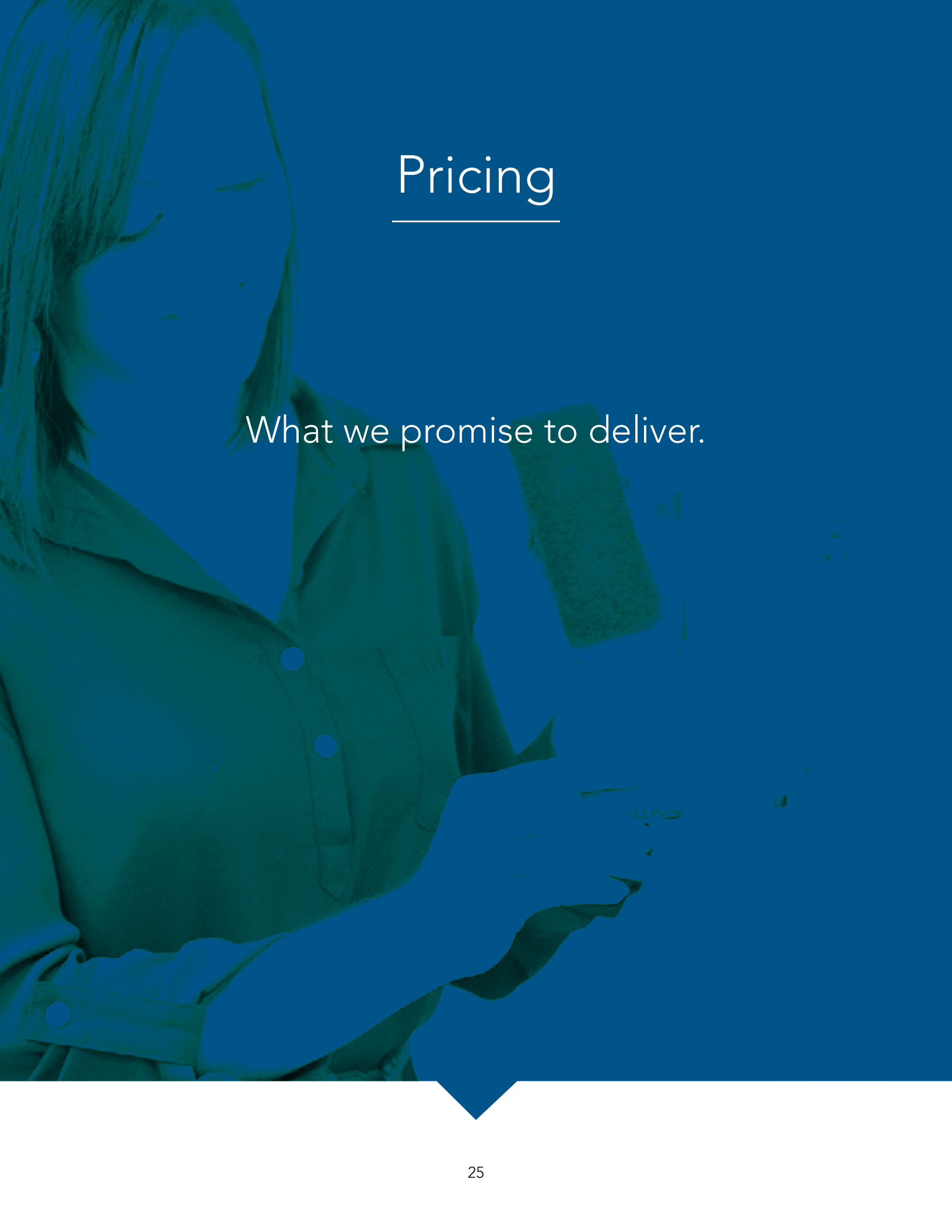
Test Page

A blue-tinted photograph of a person's hand with a ring typing on a laptop keyboard. The hand is positioned in the lower-left foreground, with the index finger pressing a key. A large, ornate ring is visible on the ring finger. The laptop keyboard is in focus, showing keys like 'enter', 'home', and 'num lock'. The laptop screen is visible in the upper right, displaying some text. The overall image has a monochromatic blue color scheme.

Sandbox Site



CivicPlus will provide the City of Biddeford with a sandbox site. This site will allow the City to login, view and test the functionality available on the CivicEngage CMS. Please note, not all of the features and functionality you will see in the sandbox site is available to the City since you are being offered a CORE solution to fit your budgetary needs. Please review the Features & Functionality section in this proposal for the ones available to Biddeford. Your Regional Sales Manager, Dave May, can provide more information about the sandbox site.

A woman with blonde hair, wearing a white lab coat, is shown from the chest up. She is holding a clipboard with a pen in her right hand. The image is overlaid with a solid blue color, making the woman and her actions appear in shades of blue. The text 'Pricing' is centered in the upper half of the image, and 'What we promise to deliver.' is centered below it.

Pricing

What we promise to deliver.

Year 1 Investment Proposal

All quotes are priced per project and presented in US dollars.
Pricing is valid for 60 days from September 1, 2017.

As detailed in the included the proposal, Biddeford's project development includes:

✓ Website Design, Development & Deployment

- Initial CivicEngage content management system - upgrades, maintenance and support
- Client will choose from pre-designed layout templates and customize the color palette (No changes will be made to the template design)
- Use of generic homepage slideshow included or provide 12 photos images for personalized slideshow, banner and background images
- Migration of 225 pages of existing content from URL www.biddefordmaine.org
- Five (5) hours of group (with other clients) virtual training for up to two (2) staff members and unlimited access to online training library

✓ Hosting & Security

- Included Hosting & Security Package

Total Investment – Year 1.....\$10,000
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Annual Investment

Year 2 and Beyond

✓ Annual Hosting and Maintenance Service

(Beginning year 2)

Receive maximum benefit at minimal cost while protecting your investment. Each year of your contract, you'll receive system enhancements, maintenance and optimization and have full access to our support staff so your site stays up-to-date with our latest features and functionality. Your annual services fee includes redundant hosting services, daily backups, extensive disaster recovery plans, 24/7 support, software maintenance, system enhancements, recurring training, and access to the CivicPlus community. Annual Hosting and Maintenance Services are subject to a cumulative annual 5% technology fee increase beginning Year 3 (for non-CPA payment projects) and beyond.

Annual Hosting
& Maintenance
(Beginning year 2)

\$2,000

✓ CivicPlus Redesign

You will never have to start your site from the ground up again! With a CivicPlus CORE website, at the end of your fourth year of continuous service with us, you can receive a website redesign (limited to existing modules) at a discounted price.

PROPOSAL FOR The City of Biddeford, Maine

Prepared by Thomas J. Jean

Thomas.Jean@revize.com

1890 Crooks Rd, Troy, MI 48084

Ph: 248-269-9263 x14 Fax: 866-346-8880

www.revize.com September 1st, 2017



Dear City of Biddeford,

Thank you for considering Revize as your web development partner. For nearly two decades, Revize has been a leader in providing high quality, government-compliant web solutions. A myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

A Revize website will allow your residents and businesses to easily fill out and submit documents, review and pay bills and taxes, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

Revize national clients include:	Maine clients include:
• The City of Logan, UT • The City of Seguin, TX • The City of St. Petersburg, FL • The City of Cedar Rapids, IA • And Many More!	• Augusta, ME • Saco, ME • Augusta School District • Saco School District • Alfred, ME (In development) • And Many More!

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.

Sincerely,

Thomas J. Jean

Thomas J. Jean
 Project Manager
 248-269-9263 x14
Thomas.Jean@revize.com

Overview and Qualifications

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your government/community is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website featuring a plethora of high quality online services that your constituents will want to use regularly. In more than two decades of working with government leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the right balance between the total cost of the solution and the quality of the design, online apps and user functionality. In simpler terms, you need a solution that works for you and serves your constituents.

About Us

With more than 1,200 government clients nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected government website experts in the United States and we proudly stand by our work.

Our Innovative Responsive Web Design (RWD) and Web Apps

Revize has been a pioneer in implementing the latest trends in design by using Responsive Web Design (RWD). This technology ensures that site visitors have an optimal viewing experience — easy reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from desktop monitors to mobile phones. RWD provides flexible and fluid website layouts that adapt to almost any screen. When you implement a dynamic new website powered by Revize, you will not only get an outstanding look, layout and navigation, but you also receive 24/7 access to our Government Communication Center for residents, business and visitors.

Here you will find the communication tools you need such as

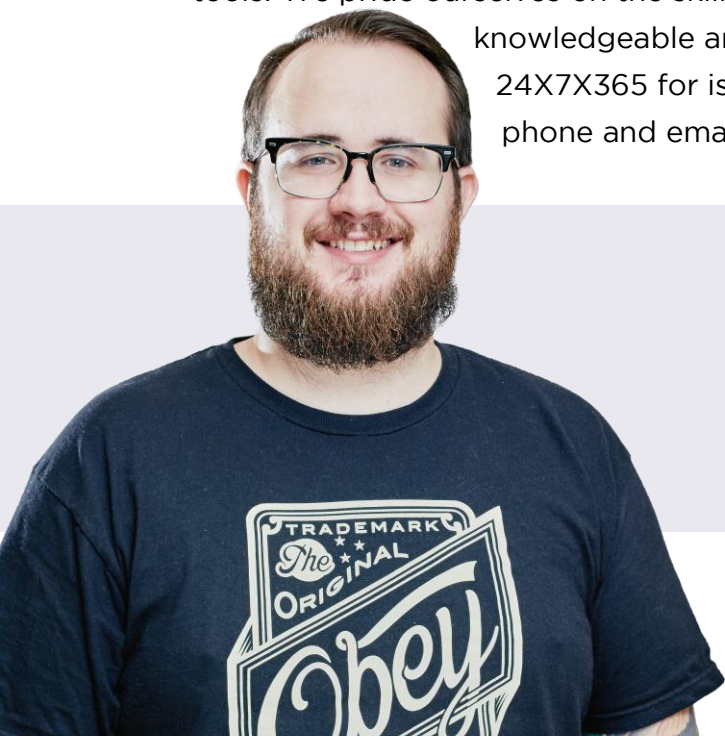
- Public Service Request App
- Calendar of Events
- E-Notification Modules
- On-Line Payment Portal
- Facilities Reservations
- News Center with Facebook/Twitter Integration
- Emergency Alerts
- Online Forms / Survey Tools
- E-Newsletter Applications
- Job Posting and Tracking Module
- Public Records Request Track

Our Award-Winning Government CMS

Revize is renowned as a leader in providing practical, high-value, easy to use content management software Government CMS. This simple-to-use yet powerful solution enables clients to manage their online presence with high functionality and style. With applications such as an online document center, public service request app, public records request tracker, agendas and minutes, frequently asked questions and more, Revize ensures that our clients have the tools they need to make information and services available for website users at the click of a mouse.

Quick Deployment, Personalized Training and Support

Revize addresses time concerns by completing websites in considerably less time than our competitors. And because our software is so easy to use, we are also able to effectively train our clients in less than half the time it takes our competitors. Our training program is customized based on each client's needs, and we provide hands on training the way you want it - either onsite or off site through web conferencing tools. We pride ourselves on the skills of our support staff, who are responsive, knowledgeable and helpful. Our online support portal is available 24X7X365 for issue tracking and management. We also provide phone and email support during regular business hours.



Did you know?

Our technical support staff are trained developers. When you call for tech support, you'll be speaking to staff with direct knowledge of development!

Revize Project Team

Denise Brazier

Project Manager/Trainer

Denise is an educator by nature. Her 20 years of experience in the public school system has made her a master of engaging participants during training. She effortlessly builds effective relationships with all clients. Denise has served as Advisory Counselor, Coordinator, Publicity Director, and Project Manager for several organizations in the education, non-profit and public sectors. She has been appointed to the state's quality committee evaluating organizational policies and procedures for recognition.

- **Philosophy:** "Always explain things in easy terms for your audience"
- **Education & Training:** MS in the Art of Education from Marygrove College.
- **Expertise:** Training, education, teaching, public affairs and project management.
- **Role on your website project:** Project Management/Trainer

Ray Akshaya

Technical Director

Ray has 20+ years of extensive technical experience with internet and website solutions. He has worked on hundreds of government, non-profit and educational websites and has a keen eye for web visitor requirements, information architecture, and usability. He is also a long-time veteran of Revize Software Systems and our clients enjoy working with him. In his career, he has deployed and/or assisted with technical solutions for more than 500 websites. When working on a project, Ray always visualizes himself in the client's chair at the closing stages of the project and makes sure that all decisions made on a project are in alignment with the client's vision and best practices for developing the system.

- **Philosophy:** "Work Hard, Help People and Live Honest."
- **Education:** MS in Engineering Science, Louisiana State University, Baton Rouge
- **Expertise:** Client Management, Project Management, Technology Development for CMS & Web Apps
- **Role on your website project:** Technical Director

Samir Alley

Creative Director

Samir has more than a decade of experience in managing web site design projects. He has deployed 360+ municipal websites and has a solid background in web design and the latest web technologies. Formerly with Google, Samir is a leader equipped to handle any kind of sophisticated web project. He is an exceptional communicator with an innate listening skill that gives him the ability to understand and deploy a client's unspoken needs. Samir's blend of creativity, proficiency, and technical knowledge is unsurpassed in the industry.

- **Philosophy:** "Empathy, Focus, and... Impute"
- **Expertise:** Web Project Management - Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- **Role on your website project:** Graphic design of website and backup support.

Tom Gooden

Website Developer / Graphic Designer, Illustrator

Tom is a senior front-end developer and designer with Revize with more than 10 years of experience in website development. He is highly skilled in his ability to leverage the latest technologies to create fast and innovative web solutions. He commands an intense, yet light-hearted creative presence at Revize, producing excellent design work.

- **Philosophy:** Design and development are constantly evolving, and learning new methods and practices gives me a "geeky" excitement. What I truly enjoy most is that I can create what is considered to be art, but at the same time serves a very functional purpose.
Expertise: Skilled in Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- **Role on your website project:** Graphic design of website and backup support.

Other Team Members Assigned to Project

- **Kathryn Requard:** Web Designer
- **Thomas Jean:** Project Manager
- **Richard Opiniano:** HTML Developer
- **Joseph Nagrant:** Account Manager
- **Derek Ortiz:** Backend Developer/Support
- **Sarah Thomason:** Technical Support

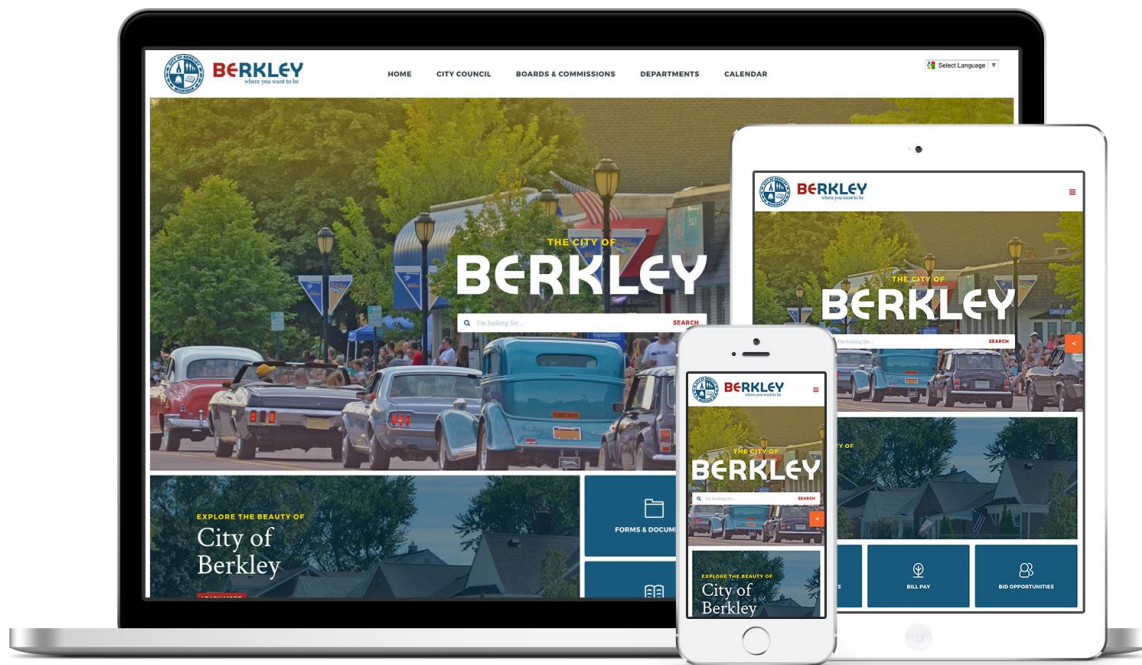


Did you know?

Revize has been building websites for municipalities for over 20 years!

References:

Berkley, Michigan
www.berkleymich.org



Details:

The City of Berkley, Michigan located on in Metro Detroit is a community with varying needs. The website was built in 2017 to accommodate each of these needs. Residents are able to submit a public service request from the mobile app and receive a response from the city within minutes. Although this City does have a lot of information on the website, the design does not overpower you with that information. Instead, the homepage invites you into the website with image tiles that intuitively lead you to useful information. This website is an excellent representation of the full ability of the Revize build team!

Contact Info:

Chelsey Humphrey, Communications Coordinator
Phone: (248) 658-3330
Email: communications@berkleymich.net
Website Launched: 2017

City of Wylie, Texas
(Savvy Award Winner)
www.ci.wylie.tx.us



Contact: **Craig Kelly, Public Information Officer**

Email: Craig.kelly@wylietexas.gov

300 Country Club Rd. – Wylie, TX 75098

Phone: (972) 516-6016

The Village of Glencoe, Illinois

www.villageofglencoe.org



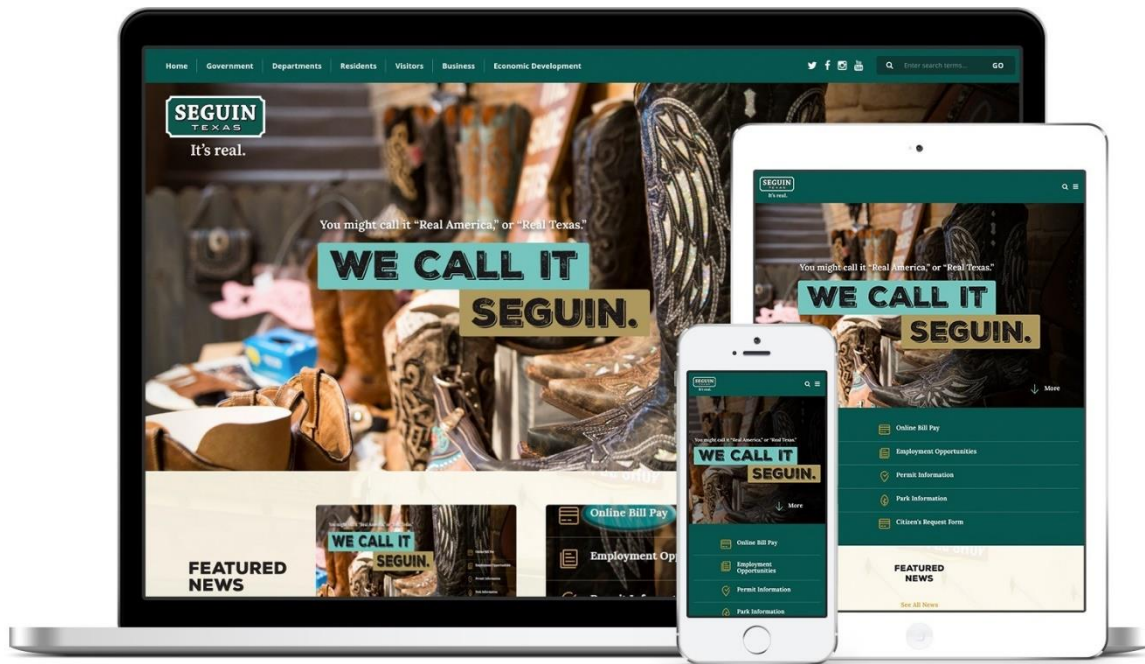
Details:

The Village of Glencoe is beautiful community on the shores of Lake Michigan just north of Chicago. This website brings together an amazing design with a full suite of web apps to engage Village residents. Smooth transitions from the home page to interior pages of this website allow users to find exactly what they are looking for easily. The Revize Public Service Request App, Village Manager's Blog, fillable online form database, and a high traffic featured news and headlines area round out this website!

Contact Info: Megan Hoffman, mhoffman@villageofglencoe.org 847-835-4114

The City of Seguin, Texas

www.seguintexas.gov



Details:

The City of Seguin, Texas is a clear example of how we adapt to our clients' needs and custom tailor our process. During our on-site discovery meeting in Seguin, we determined that, in addition to the city website, there were some overarching goals of economic development and increasing the library's presence online. Therefore, instead of "shoehorning" those departments in the main City website, we built a new City website, EDC website, Visitors website, and Library website, all with a similar brand but a unique design. Our focus is to help achieve the goals of our clients. While we cannot guarantee this type of addition, we are always looking for ways to deliver more than our clients expect!

- www.seguintexas.gov
- www.seguinedc.com
- library.seguintexas.gov
- www.visitseguin.com

Contact Info: Morgan Ash, mash@seguintexas.gov 830-386-2590

Flagler County, Florida

www.FlaglerCounty.org



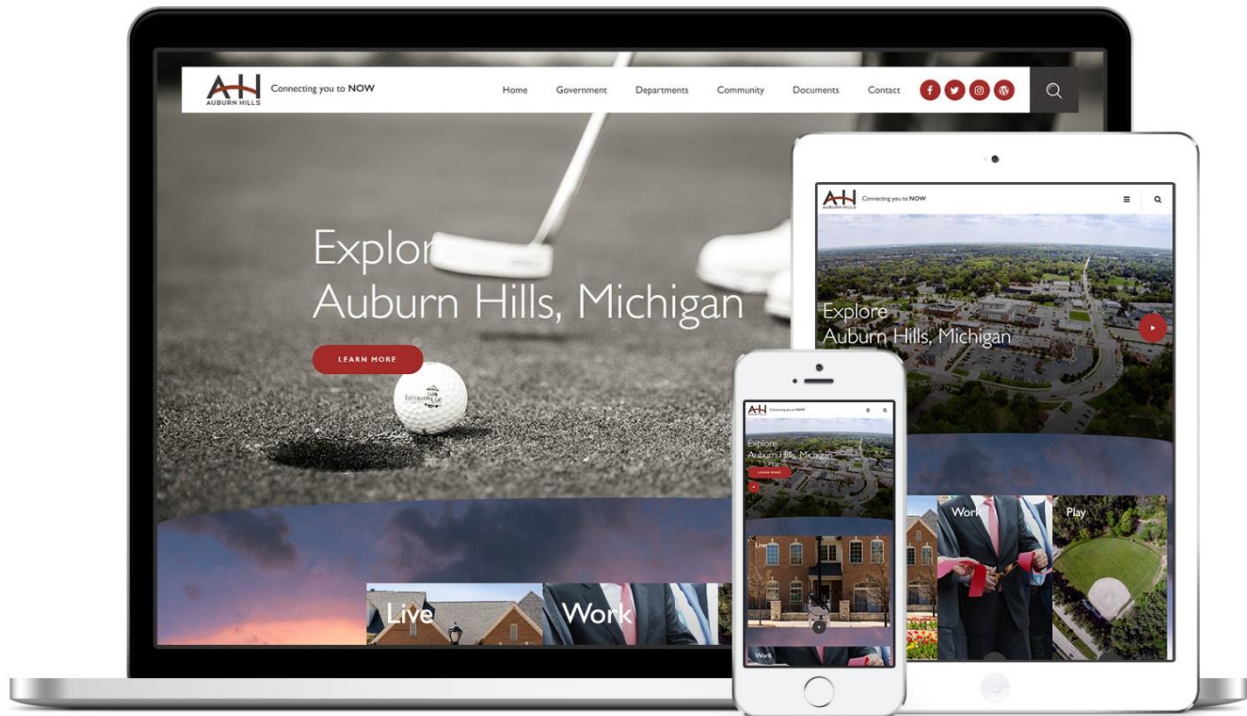
Details:

Flagler County is a County of over 100,000 residents about 24 miles north of Daytona Beach. Flagler has many departments with varying levels of needs on the website. The success of any county or large city website relies on balancing these departmental needs, whilst showcasing a unified vision. In this website, we did just that. While respecting the County's history, we also designed the site to towards innovation. Users will notice that they can easily find the most important online services without having to search through line after line of text. Also, the Revize HR application was added into this website for a seamless hiring process. All 3rd party applications are integrated in a way that was right for each particular department. This website is the perfect mix of functionality and design!

Contact Info: Julie Murphy, JMurphy@FlaglerCounty.org 386-313-4039

Auburn Hills, Michigan

www.auburnhills.org



Details:

Another longtime Revize client, Auburn Hills is now up and live with their newly redesigned site. Auburn Hills has many departments with varying levels of needs on the website. The success of any city website relies on balancing these departmental needs, whilst showcasing a unified vision. In this website, we did just that. While respecting the City's history, we also designed the site to towards innovation. Users will notice that they can easily find the most important online services without having to search through line after line of text. This website is the perfect mix of functionality and design!

Contact Info:

Kyle Scislowicz, Media Communications Assistant

Phone: (248) 364-6726

Email: kscislowicz@auburnhills.org

Website Launched: 2017

Approach and Understanding

Phase 1: Initial Meeting, Communication Strategy, SOW

Your Revize Account Manager will set up the initial internal project planning meeting where we will talk about the overall management of your project, establish a timeline, and devise a Revize-Client Communication Strategy that will keep everyone engaged and up-to-date on the progress of the project. We will also discuss specific technical requirements of the project and determine the phases through which those requirements will be addressed. In addition, Revize will address the content strategy of the new site, any new content that needs to be written and how to fit the existing content into the new site. Additionally, as an optional item, Revize will discuss the process of conducting online surveys to gather feedback from your constituents for the new website layout and requirements. After this meeting, Revize will develop a Statement of Work and provide it to the client for review and approval. Prior to the design kick-off meeting, you will receive our questionnaire to complete with various answers that will help our designers gather information regarding your needs and preferences. Our team will also brainstorm ideas and suggestions with you during the meeting.

Phase 2: Discovery & Design

If there is client approval, we will collect feedback from the residents on the new design layout by setting up an online survey with a set of standard questions. The survey questions need to be approved by the client prior to our adding a link from your current website. This link can also be distributed through other channels like email, newsletter or any other form of communications you might be using to stay in touch with your residents. Usually there is a 1- to 2-week survey period. Once survey results have been tabulated and your needs have been determined, you and your Revize team will participate in a Design Kick-Off Meeting. A senior designer and team will conduct an in-depth interview, and brainstorm ideas with you about your vision for the look and feel of your custom website. Our efforts on this project will extend far beyond placement of provided information within a stunning design.

Wire Frame to Concept

- **Logo Design:** Revize will meet with you to discuss your vision for the new logo. From this discovery process we will provide three concepts of the new logo. You can pick one of the logos and we will move forward with up to 3 revisions.

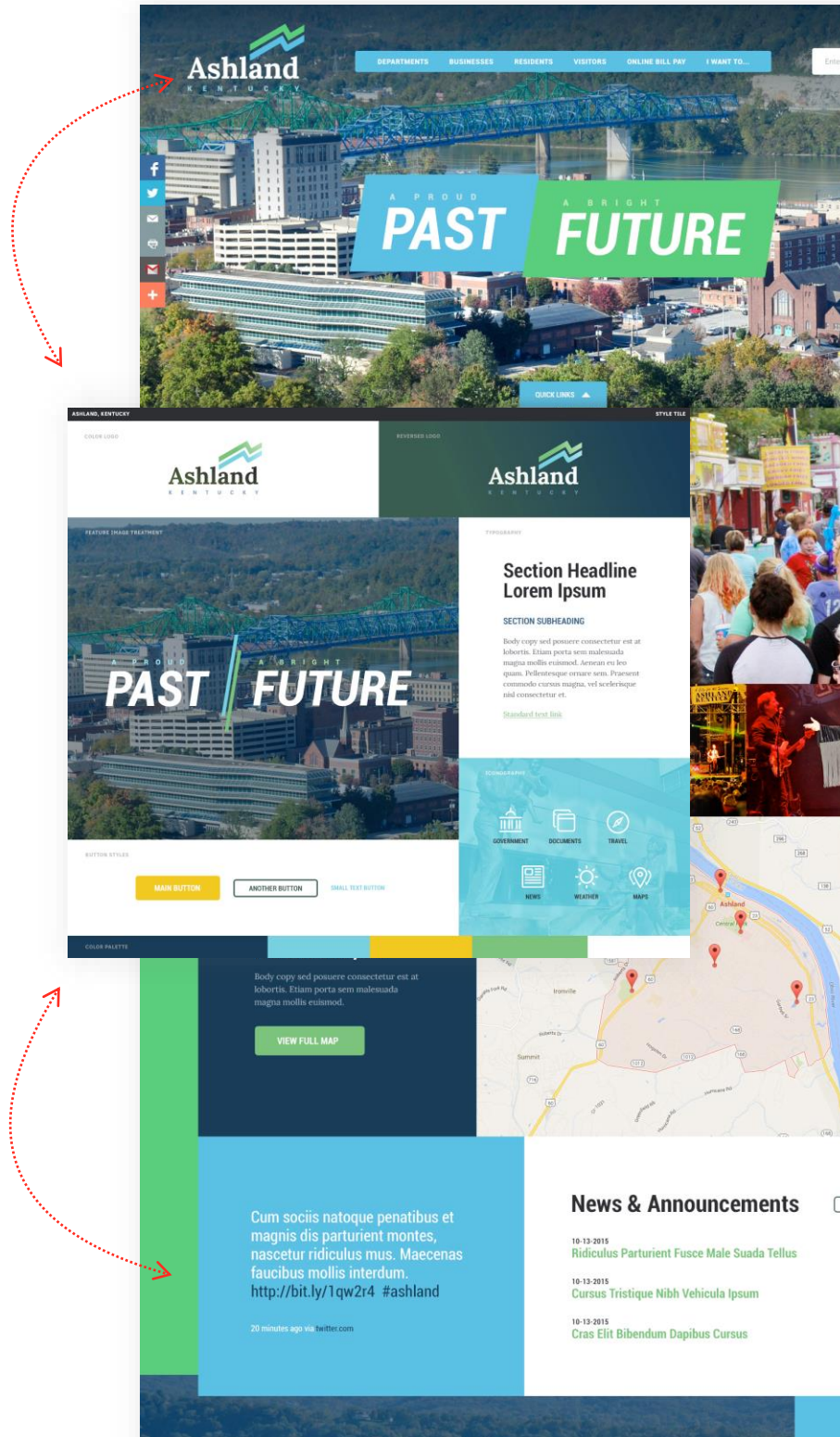
- **Design Deliverable:** The design concepts for this phase will be based on one or possibly two home page layouts. The client will review and provide design feedback to the designer for changes. Revize asks that clients have no more than three iterations of changes up to the point that the final concept is approved.

- **Final Home Page Sign Off:**

When all changes have been made, Revize will present your final home page design and layout for approval. Customer approval is required to proceed to the next phase, the inner pages of the website, and the process repeats itself before the actual HTML & CSS is written.

- **Final Inner Page Sign Off:**

When all changes have been made, Revize will present your final inner page designs and layouts for approval. Customer approval is required to proceed to the next phase, when the actual HTML & CSS is written.



Phase 3: Template Development, CMS Integration

First, the Revize development team will transform the approved designs from mere pictures into fully-functioning HTML/CSS and Revize Smart Tag enabled web page templates using the Revize Dreamweaver Extension. The Revize Smart Tags are fully customizable and allow customers to expand functionality as needed. To maximize this extensibility, the full Revize Java API is provided to clients with our Advanced Training Program.

Phase 4: CMS Modules Setup

In this phase, all of the features and modules the client has requested will be set up, e.g. calendar, document center, picture galleries, alert center, e-Notify, etc. are all brought to life and made functional while also being tested in the Revize CMS. Revize enhances current modules and adds new modules continuously, and you will receive all future updates to modules at no additional cost.

Phase 5: Custom Functionality Development

In this phase and according to your specifications, custom functionality of existing CMS modules, database scripting and programming, as well as any custom application development will be executed. The Revize development team will be interfacing directly with your technical staff to obtain information and test information exchange and application functionality. This phase may overlap phases 2 – 4.

Phase 6: Quality Assurance Testing

In our testing phase, we ensure that your website meets functionality, performance and security standards. Our QA team uses mock data to test navigation and interfaces of the templates, along with any custom developed applications or modules. Additionally, through a series of tests, we perform input validation to ensure that security mechanisms cannot be bypassed if anybody tampers with data he or she sends to the application, including HTTP requests, headers, query strings, cookies, and form fields. We also ensure that when errors do occur, they are processed in a secure manner to reduce or eliminate exposure of sensitive implementation information.

Phase 7: Content Development / Content Migration

Revize will develop all of the pages for your site to make the initial content available upon site deployment. Our content development and migration experts use the latest standard formatting practices to develop the navigation and create the most effective content possible for your website. This includes spelling and style corrections into the new website.

There are no limits to the number of pages you can create after you have gone through training.

Revize will implement an effective website architecture with the latest technology and usability trends so your website visitors can find information in an instant. We will also assess your current website content and incorporate what you currently have with additional content to maximize interest and excitement for your readers. Our content experts are educated in proper writing and terminology, and will use correct grammar, spelling and punctuation.

Our web designers use creative typography which makes the website more visually appealing and also plays a role in defining the hierarchy of content to be placed on the web page. Variations in size and color are used, as well as strategic placement on the page to highlight certain site areas so the visitors can easily navigate the site. Effective typography also ensures that your website will look good on desktop, laptop, mobile and tablet devices.

Phase 8: Training Your Staff (in-person or web based training)

Once your website is ready for you to begin editing, you will be able to easily revise your content as often as needed. Revize will train you on how to operate the Administrative and Content Editor functions so you can manage your website. We typically provide this training on-site; however, we can also provide on-line training for your staff if you prefer. For your convenience, training materials can be downloaded from the Revize website. After training, our friendly and responsive support staff is always here to answer questions and provide training refreshers as needed.

Final Phase: You Go Live!

At last, your website content is complete and your staff is sufficiently trained! The final phase in the process is to redirect your website domain name from your old site to your beautiful new one. Once this is completed, Revize will closely monitor the transfer for the first 24 hours to ensure that everything is working properly. Any issues that arise will be immediately resolved.

Marketing & Ongoing Consultation

Revize seizes on every effort to make our clients' sites highly visible. We draft press releases for posting on our website and for distribution locally, and will continuously monitor your site after it goes live so that you can take advantage of all marketing opportunities. We also look to submit your site for different awards and recognition competitions to further maximize your site's exposure.

Search Engine Registration and Marketing

Revize will input all the targeted keywords to make your web pages search engine friendly, thus enabling users to find targeted information when they do a Google, Yahoo or any other search on your site.

Security

Revize takes website security very seriously and we provide our clients with the very best website protection protocols. Our data centers are located on secure premises equipped with card-reader access, security cameras and guards on duty 24/7 to ensure the physical protection from unauthorized entry.

Our web and network administrators monitor network activity 24-hours-a-day to ensure system integrity and protection against threats such as Denial of Service (DoS) attacks that could corrupt your website or block user access. Maintaining the secure configuration of our web servers is managed through application of appropriate patches and upgrades, security testing, vulnerability scans, monitoring of logs, and backups of data and OS.

Revize Quote

Phase 1: Project Planning and Analysis, SOW	\$500
Phase 2: Discovery & Design from scratch - One concept, three rounds of changes, home page template and inner page design and layout, includes Responsive Web Design!	\$2,500
Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with linking to any additional 3rd party web application. You also receive all updates to all CMS modules for the life of your Revize relationship. And you own the technology, design and content!	\$3,800
Phase 5: QA Testing	\$400
Phase 6: Content migration from old website into new website including spell checking and style corrections up to 500 webpages and documents	\$1,900
Phase 7: Content editing and site administration training (one day session)	\$600
Phase 8: Go live!	Included
Special Revize Partner Discount	(\$500)
OPTIONAL: Annual tech support, CMS software updates (unlimited users), and website health checks. website hosting Included free of charge (Unlimited storage space): First Year Included!	\$1,800
Grand Total (1st year) Second year and onward investment	\$9,200 \$1,800/year
Free Website Redesign included in year 4!	



OKCYGENIO

COMPANY PROFILE – 2017

OKCYGENIO

NEAR AMERICAN CONSULATE,
A49, GROUND FLOOR, ASHIRWAD
BUILDING, LANE-3, STREET-3, IA
COLONY, BEGUMPET 500003
HYDERABAD - INDIA

RUA GOMES DE CARVALHO 1666 - VILA
OLIMPIA 04547-006 SÃO PAULO,
BRAZIL.

CALL: +91-040-40112457

WWW.OKCYGENIO.COM

WWW.WEBINVESTGROUP.COM.BR/EN



This document has been prepared in good faith on the basis of information available at the date of preparation with creative presentation of truthful information.

Check WWW.OKCYGENIO.COM for latest updates.

And check us out more at your favorite Networking site:

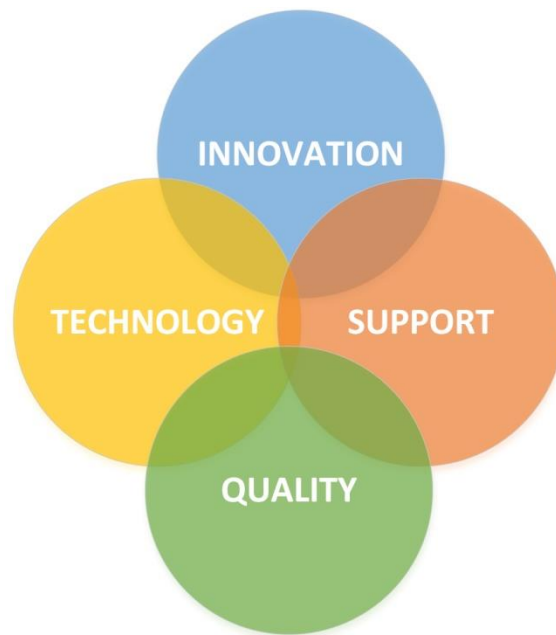


Know us more @ okcygenio.com/Blog

OKCYGENIO's COMMITMENT

Our approach focuses on new way of business, thereby combining IT innovations and adoption while leveraging an organization's current assets.

Our team is committed to provide IT Services with:



We endeavor ourself to be best at what we do: Okcygenio has a vision of evolving into an IT Company that is admired, ensuring that the solutions being delivered include best practice with the chosen area of technology.

- Our focus is to achieve uncompromised customer satisfaction.
- Cultivate and encourage an environment of mutual respect within company and extending it to clientele.
- Encourage commitment and personal learning of workforce.
- We believe in **“WALK TOGETHER WIN TOGETHER”**.

VISION:

Inspire our workforce, challenge the path to success and to be a company that best understands the customer and grow along.

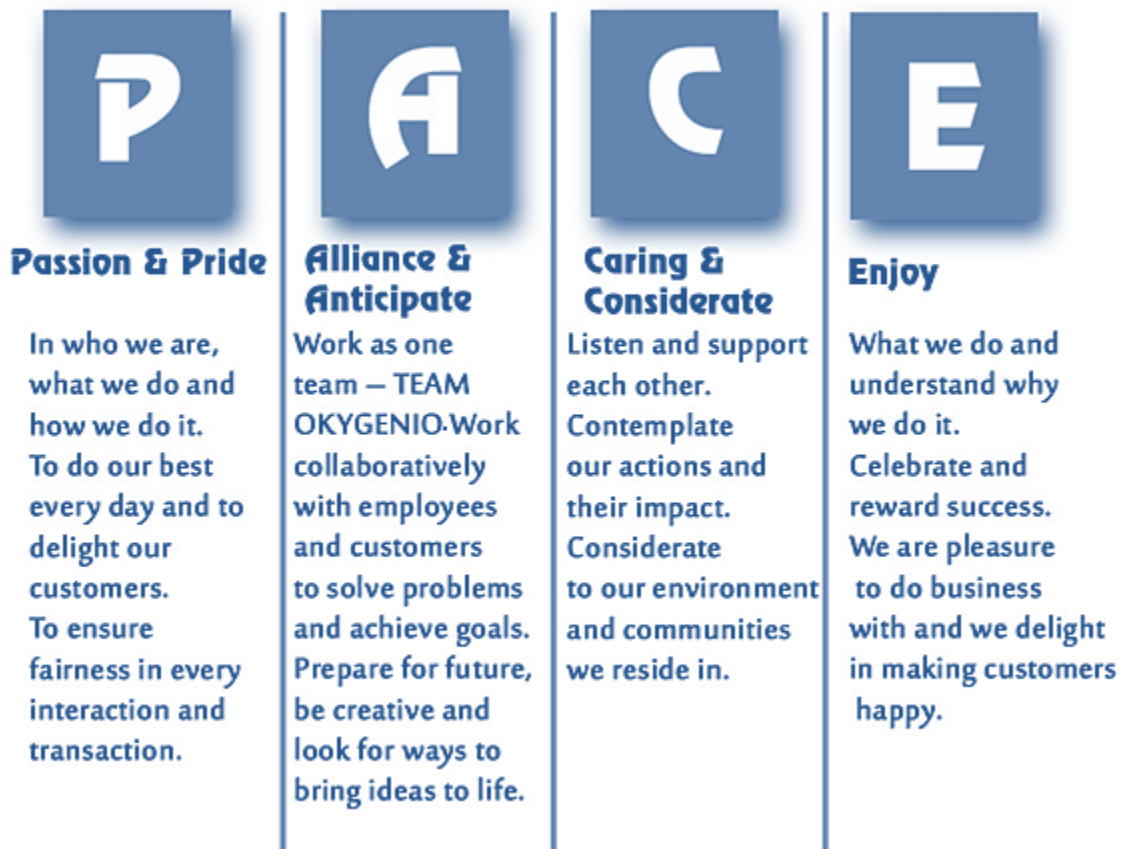
MISSION:

Powered by team of talented people, we are committed to professionally integrate effective and innovative deliverables to meet our clientele's needs. Our goal is to simply make technology an asset to your business but not a liability.



VALUES:

Organizational values guide your organization's thinking and actions. We designed our organizational values in terms five dimensions: prosocial, market, financial, achievement, and artistic. Your values are your corporate culture, they are the essence of the company's identity – the principles, beliefs or philosophy of values.



.....adopt the PACE of technology; its secret is innovation.

OUR MERITS

- Transparency and Reliability; we believe are key to WIN TOGETHER.
- Unique and creative solutions that meet the clienteles' expectations not only by realizing the clienteles' business objectives, but particularly by our strict adherence to the ethical principles.
- Continuous search for opportunities beyond business objectives for growth and learning.
- Creative approaches to the clienteles' special needs in order to find unique and tailored technological solutions.
- Team work based on progressive innovation and uncompromising quality; which attains new benchmarks.
- Strong technological background with professional quality of services provided by a highly motivated team
- We endeavor for open culture, in which everyone is a hands-on contributor and feels comfortable sharing ideas and opinions.



OUR SERVICES

Okcygenio's business analysis teams bring extensive industry-specific expertise to fully capture both the vision and business requirements for the software product. Our technical analysts consult with your teams to propose proven yet innovative approaches for achieving the performance, functionality and interface requirements. And Okcygenio's UX design teams ensure the UI is intuitive and efficient for achieving business goals. Okcygenio employs a global delivery model that provides optimal value and superior quality for our clients.

Outsourced Product Development:

Today, software product development means so much more than programming excellence. It's the ability to assemble teams with deep domain knowledge, solid technical skills, and diverse talents ranging from business requirements and software-architecture design to development, testing, and maintenance. Forward-looking organizations, particularly start-ups and ISVs, are increasingly recognizing the value that a smart and agile outsourcing partner can provide and many such companies are partnering with us today for outsourced product development

- New Product Development
- Feature & Functional Enhancement
- Application Maintenance and Support
- Testing & Quality Assurance

Web Solutions:

With the help of our highly qualified and skilled IT professionals, we have been able to serve our clients with valuable Web Application Development Services. Our web application development and custom programming services include everything from a simple content management system enabled website to the most complex web-based internet applications, e-commerce portals, and social networking development services.

- Business Applications
- Website Development.
- Internet & Extranet Applications
- Content Management System
- ERP Portals Solutions and Support.
- Responsive Designs

Mobile Applications:

Okcygenio's mobile app developers analyze the scope of your business and targeted customers to craft your-business-specific; mobile applications which completely put the business reins in your hands and empower you to drive up your ROI. Okcygenio delivers expert mobile application development services from its **Offshore Development Centre (ODC)** so that you get high quality apps at affordable prices and empower your business to leapfrog over your rival businesses to enjoy a distinctive competitive edge.

- Mobile Application Development [iOS/Andrid/Windows]
- Mobile UI Design & Development
- Hybrid applications

Testing Services

Okcygenio has expertise and experience in various testing software and technologies. Our testing team includes experts who are proficient in manual and automated testing. Our **software testing services** are designed specifically to meet client's needs. We have put together best practices into a structured testing methodology and is capable of delivering cost-effective, bug-free solutions using the blended delivery model. Our expert test engineers will leave no stone unturned in the search for bugs that could interfere with the software / product. In fact, you can count on our refined skills and process to catch bugs earlier rather than later, saving you considerable expense.

- Application Testing
- Mobile Testing
- Testing in Agile Projects
- Test Automation Solutions

E Commerce Solutions

eCommerce sales will experience double-digit percentage growth in the coming years. What's driving the growth? One factor is mobile. Smartphones and tablets are boosting the amount of time consumers spend online. More than half of U.S. online consumers now have at least one mobile device, and they're using them to research purchases, find stores and to find the best prices available — often completing a transaction directly on the device. Another factor is the increased investment by companies in their eCommerce initiatives and technology. These investments are creating enhanced purchase experiences that are contributing to an ever expanding preference for online shopping.

- Template designing.
- Logo and images designing.
- Catalog management.
- Shopping cart management.
- Content management.
- Payment gateway integration.
- Logistic Management.

- Facebook login integration.
- Bulk uploading products and updating prices and stock.
- Customized solutions.

Online Marketing Services

In today's ever-growing and highly competitive marketing trend success online can be. You are missing the boat if you think that just owning a website is more than enough to reach your targeted audience. E-business venture succeed only in the wake of quality traffic to your site. Reaching out to your customers and establishing your identity is crucial to success online.

- SEO/SEM - Search Engine Optimization/Marketing
- SMM - Social Media Marketing
- SMO - Social Media Optimization
- Mobile SEO

Operations & Maintenance

In today's environment, businesses are highly dependent on IT systems for day to day operations. As your business evolves, applications need to change to suit new business scenarios. Application Support and Maintenance is an important element towards enhancing and extending the life of the applications. Ocygenio focuses on seamlessly maintaining and transforming your business-critical applications to meet changing business needs.

Our comprehensive set of frameworks, proven methodologies; compliant processes and domain expertise help enable our customers to achieve:

- Faster time-to-market
- Improved operational efficiency and reduced cost by decreasing the number and duration of business-critical application outages
- Best utilization of improved productivity for strategic initiatives

DEVELOPMENT & QUALITY POLICY

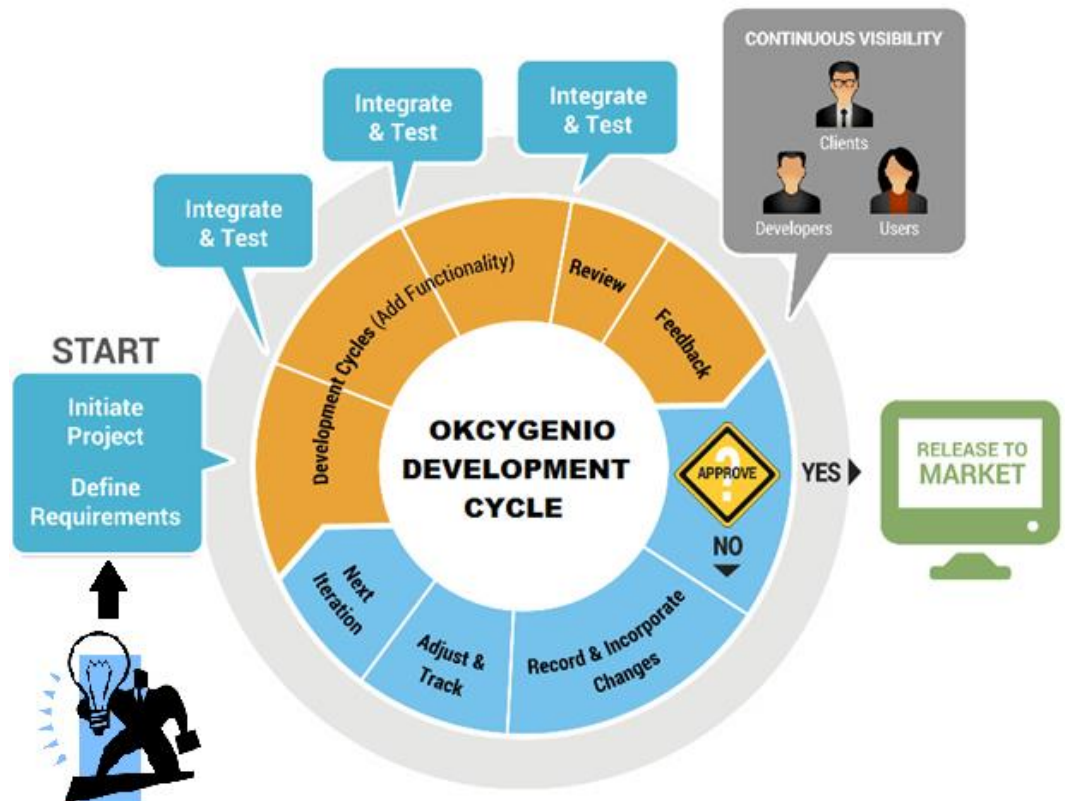
OKCYGENIO offers quality, timely services and products to our customers. Our objective is to supply services that exceed the desired quality in accordance with

our customer requirements and specifications. At OKCYGENIO quality is essential – in our services, our workplace and environment, and in our people. To achieve the above objective and satisfy the customer expectations, OKCYGENIO ensures this through established standards and guidelines. Quality problems arising in various areas are to be identified and solved with speed, technical efficiency and economy. We develop quality awareness through process improvements, trainings, assessment and development of our workforce. The successful operation of the system relies upon the cooperation and involvement of personnel at all levels. Our commitment to quality will ensure the continued success of OKCYGENIO and the satisfaction of customers and staff.

We are committed to improving our performance in every aspect of our business.

Our Objective is to;

- To improve customer satisfaction through qualitative measure of performance.
- To achieve financial objectives through continuous improvement.
- To drive productivity.
- To pro-actively manage business risk from a development, sales, service and quality aspect.
- To promote a culture of organizational learning and challenging work environment to sustain a competent workforce.



TECHNOLOGY MATRIX



OUR VERTICALIZATION

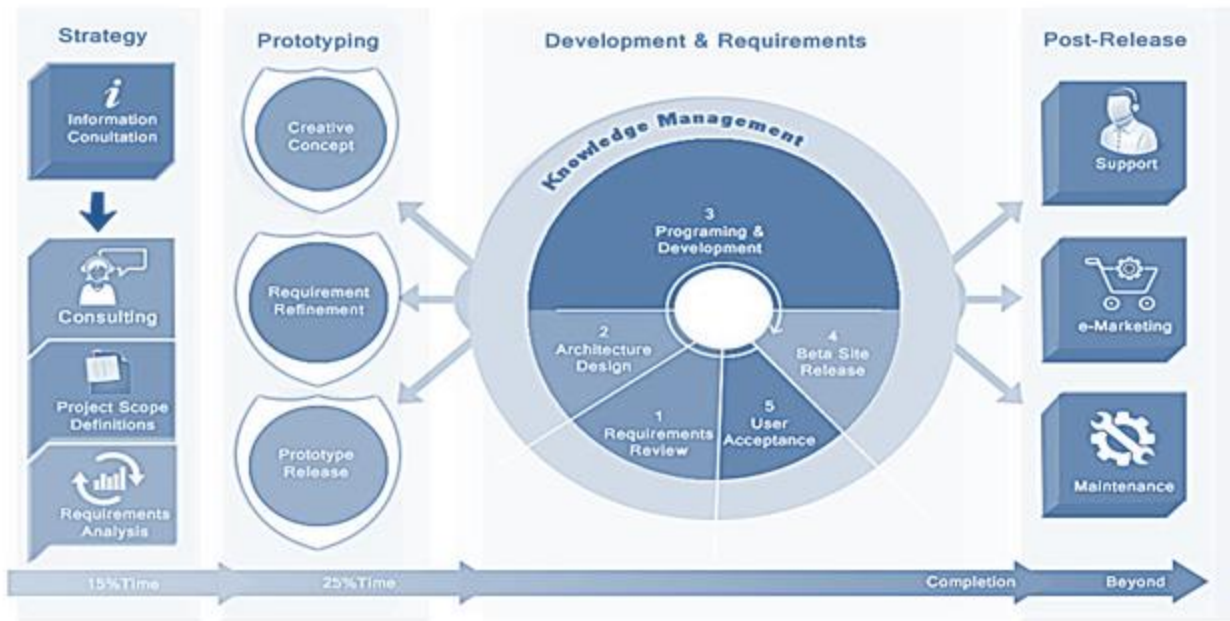


OUR APPROACH

With continuous business evolution and market progression we devised our approach to be more open, interconnected, secure, mobile and decentralized environments. Our approach helps you to develop a strategic roadmap that aligns our IT strategy to your business priorities.

Development Approach

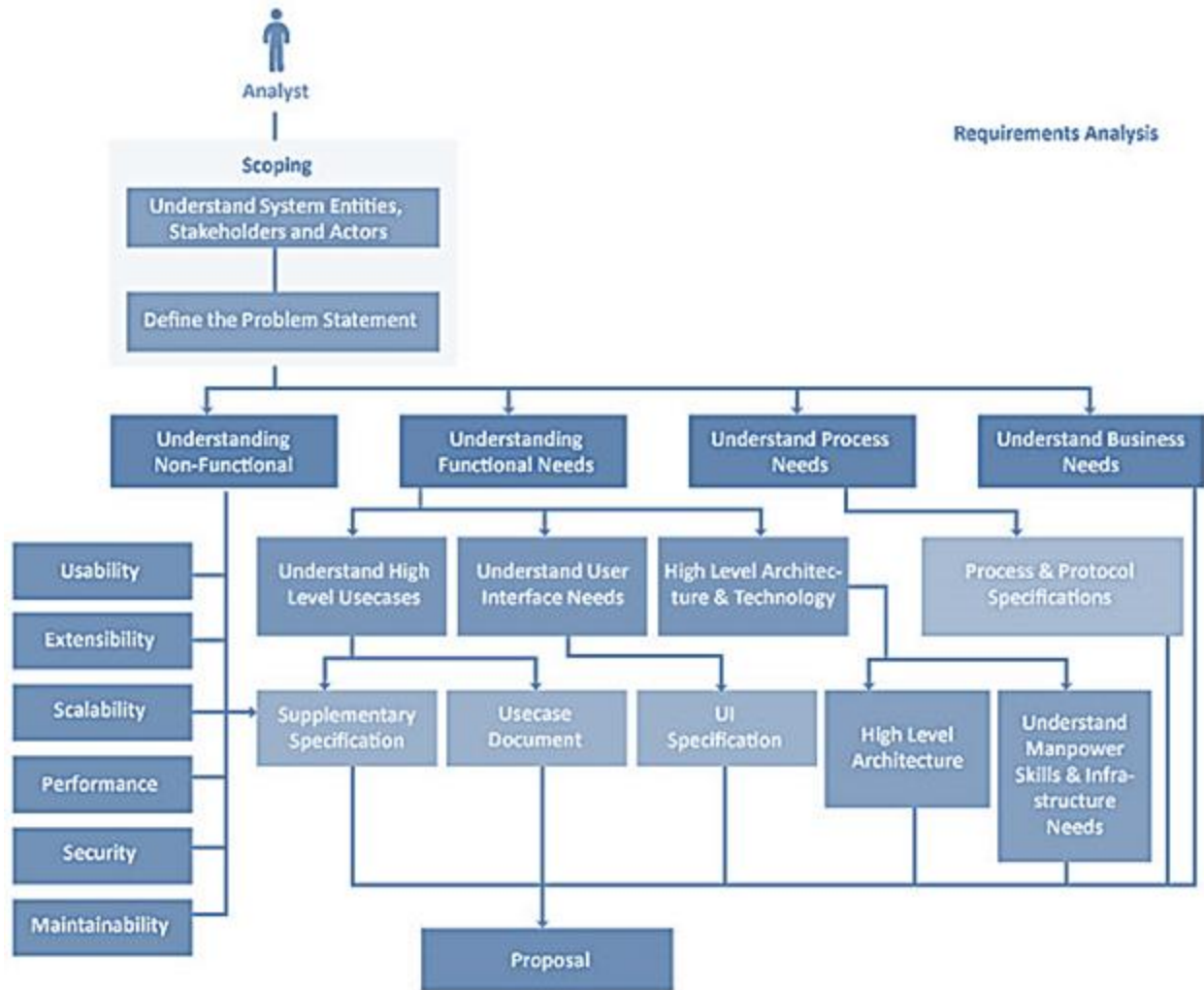
OKCYGENIO has implemented a project management structure to mitigate differences and to address Risk Factors and take advantage of the cost/resource advantages. Once the project is initiated, we further analyze requirements, design the necessary support systems, and prepare the development environment and testing environment.



Requirement Analysis

Each project starts with needs analysis to develop the formal Statement of Work. The functional expert meets with the client and gathers information, and if necessary revises the Proposal and Cost Estimate. During this phase we will refine our understanding of the project requirements, study existing legacy applications, and determine a reliable architecture by making key decisions on software architecture and design layouts. In this step, we will determine UI navigation, which is crucial for any application. Each choice we make in the architecture will influence the performance, scalability and the future scope for development.

The schematic below shows our methodology during this phase;

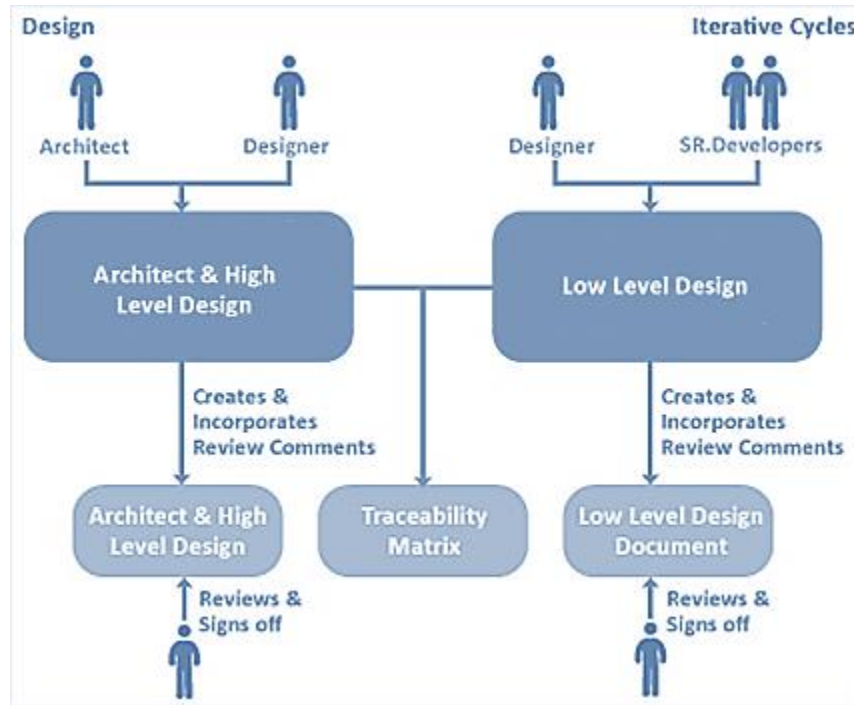


Design & Development Phase

In the design phase the architecture is established. This phase starts with the requirement document delivered by the requirement phase and maps the requirements into architecture. The architecture defines the components, their interfaces and behaviors. The deliverable design document is the architecture. The design document describes a plan to implement the requirements. This phase represents the "how" phase. Details on computer programming languages and environments, machines, packages, application architecture, distributed architecture layering, memory size, platform, algorithms, data structures, global type definitions, interfaces, and many other engineering details are established. The design may include the usage of existing components.

In our approach, the team, given a complete requirement document, must also indicate critical priorities for the implementation team. A critical implementation

priority leads to a task that has to be done right. If it fails, the product fails. If it succeeds, the product might succeed. At the very least, the confidence level of the team producing a successful product will increase. This will keep the implementation team focused. Exactly how this information is conveyed is a skill based on experience more than a science based on fundamental foundations.



In the implementation/development phase, the team builds the components either from scratch or by composition. Given the architecture document from the design phase and the requirement document from the analysis phase, the team should build exactly what has been requested, though there is still room for innovation and flexibility. For example, a component may be narrowly designed for this particular system, or the component may be made more general to satisfy a reusability guideline. The architecture document should give guidance. Sometimes, this guidance is found in the requirement document.

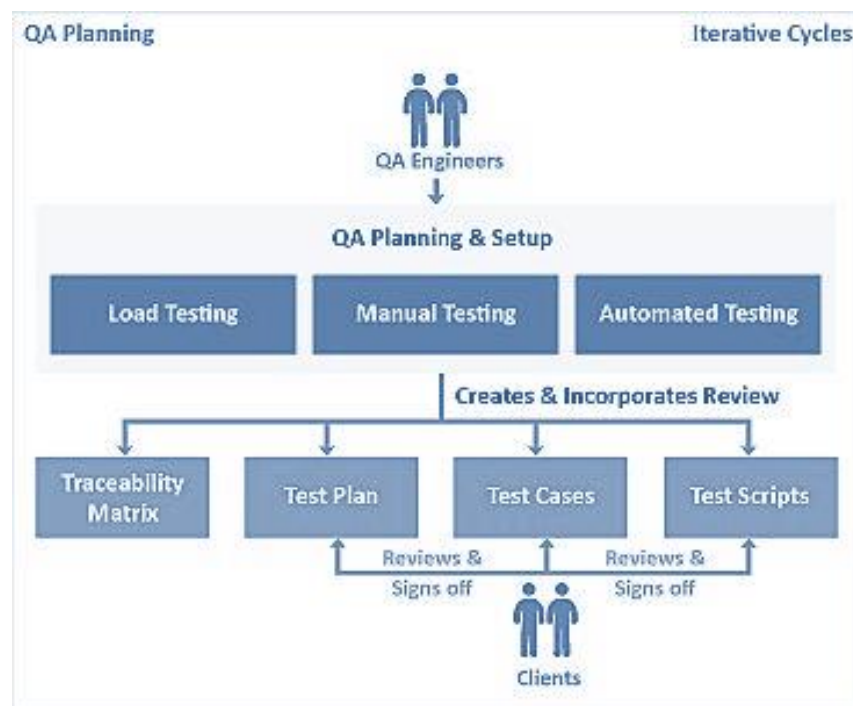
The implementation phase deals with issues of quality, performance, baselines, libraries, and debugging. The end deliverable is the product itself.

Quality Assurance Planning/Testing and Delivery

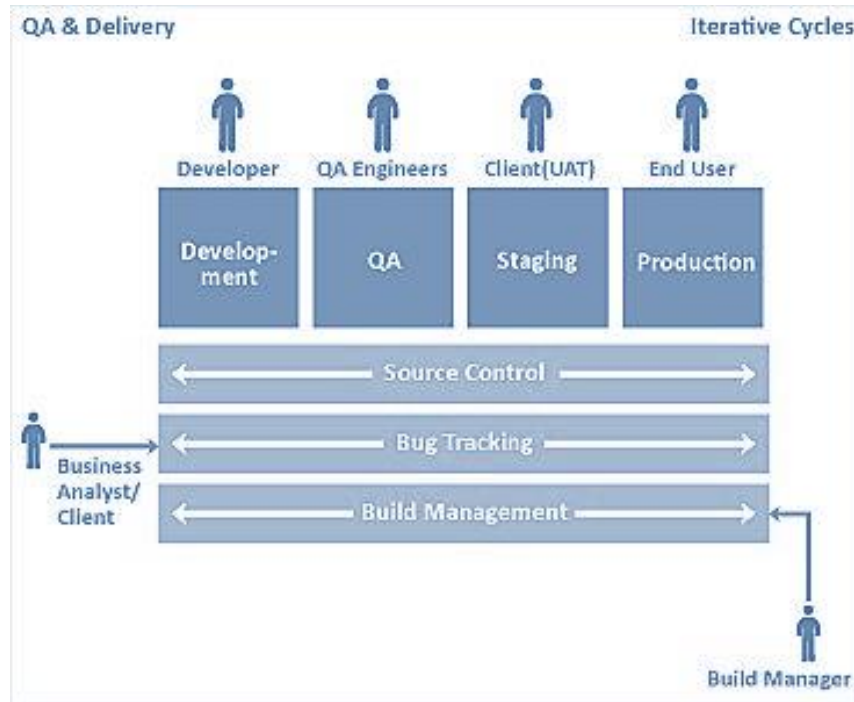
Software Testing is a discipline that holds a critical responsibility of ensuring a product's quality in truly delivering value and meeting the expectations of the end user. Quality can easily become a very subjective element to deal with. It takes a lot of experience, forethought and customization to build objectivity into every test effort. Our test methodology ranges all the way from Quality Consulting to Quality Sustenance, which gives you the flexibility to pick the entire suite of services or just a specific service to meet your current quality needs.

Our test processes and methodology are strongly built on:

- A well-defined test strategy and plan, to provide rigorous and structured testing
- Transparent and periodic communication with all the stakeholders
- Strong industry domain focus
- Strict use of metrics and in house frameworks to accurately measure and improve quality



Delivery is the ability of an organization to both hit their promise dates, as well as to get their products in customers' hands in a timely manner.



SERVICE PLEDGE

In a speech in South Africa in 1890 Mahatma Gandhi said this:

“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider of our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us the opportunity to do so”

This philosophy is well worth absorbing and we are committed in putting this at the heart of all our customer interactions. Here is what it means to us;

- Commit to quality service
- Know your products & customers
- Be honest & transparent with customer
- Always deliver what you promise
- Focus on making customers – not on sales
- Partner your customer in your success
- Open and Clear communication



OUR PROJECTS

*Few of our WEB & MOBILE projects only



The [Social Marketplace](#) provides greater collaboration and interactivity among its customers and partners segment, generating more results through technology.



Social Shop provides discount coupon tools and publishers deals on social networks like facebook and whatsapp, as advertising tool for the store owner to profit from it.



The GEOBIT provides a number of advantages for customers looking to offer products or services in an environment with geolocation. Based on the concept of the platform [www.AIRBNB.com](#)



[OXIBIZ](#) is a first social network with e-commerce in Brazil and in the world to small retailers. Free to companies and individuals who need to sell over the internet with management and control tools.



The [OXIPAG](#) is an innovative Multilateral Exchange system. This method today is a new trend, which facilitates credit for various needs, stimulating circulation of goods and services between you and other companies.



[Uticket](#) is a social network for anyone or any event, can sell quickly and safely tickets.



Any individual may sponsor monthly amount to assist the athlete in the growth of his career. With the contribution, the sponsor shall receive monthly reports on the athlete's performance and you will get a small share of the athlete's pass.



[BELEZZA](#) is designed for consultants & beauty product sellers, so that they can reach customers via internet and make business profits online.



The UProfile collection, unifies and integrates data from user profiles, to make more assertive way to deliver content and advertising



You click, it gives a "WYGED" taking a picture of clothing or accessory of your friend or someone in the streets and the WYG, recognizes the product indicating the nearest store or you will choose to buy at WYG.



[LAVME](#) is the first and only application in the world that allows the connection between people who want to wash the car and a team that does not stop growing



[Axti Insurance](#) is one of the leading Malaysia based Insurance Company. Okcygenio developed [intranet](#) and [extranet](#) solutions for Axti Insurance



[CATWALKER](#) is an event notifier and finder application according to your geo location. Available on Web and [Mobile](#).



[MUDAQUI](#) is a logistic marketplace providing solutions for both Commercial and Residential individuals.

OTICA.IN

[OTICA](#) is an online eyewear coupon portal catering to Brazil.



[FREETRAINER](#) is a marketplace exclusively designer for fitness folks for finding personal trainer and booking online.



Birthday or Anniversary or Kitty with your friends, [ONDECOMEMORAR](#) is the place to come and choose your favorite venue with huge discounts.



MBBS STUDY ABROAD CONSULTANCY
GOLD INDIA EDUCATION SERVICES

[MBBS ABROAD STUDY](#) is one of the leading education consultancy specializing in providing opportunities to budding Doctors



MyForexTradingSchool
EVERY CANDLE TELLS YOU A STORY

In a country where Forex Trading is less known, [MyForexTradingSchool](#) is breaking the ice by benchmarking the teachings and techniques.



GladOrNot

[GladOrNot](#) is the UK based Review and Feedback collection website.



[PayMagic](#) is a one stop solution created to replace all other individual applications on user smartphone.



A Government initiative, [MyCity](#) App helps you to connect and report your complaints to the Municipal Corporation in your city. You can report problems pertaining to Sanitation, Street lights, Roads and Manholes with picture and location.

THANK YOU





Website Proposal

OKCYGENIO

September 01st, 2017

Prepared by: Suyodhan Reddy Talakanti

Prepared for: The City of Biddeford

Introduction

Thank you for the opportunity to submit a proposal for the redesign of the The City of Biddeford, Maine website (hereon addressed as Biddeford City) Working together, I believe we can create a site that is simple to navigate and has a professional yet welcoming design.

Based on our preliminary studying your Requirement document and existing website, I have identified and listed below the Needs and Solutions that we will want to address in this project.

Needs

BIDDEFORD CITY needs a website to reach out to the community and also to serve and support the current users.

Furthermore, BIDDEFORD CITY needs a website that can be maintained by a BIDDEFORD CITY employee/staff, without the need to regularly employ Okcygenio® to make changes. The BIDDEFORD CITY employee needs to be able to add and revise both text and photos and additional pages if necessary.

Solutions

Okcygenio® will provide BIDDEFORD CITY with a fresh new web design that is easy to navigate and provides useful information to current subscribers. The design will also convey to potential subscribers that BIDDEFORD CITY is ready to support and guide generations ahead.

The design will integrate the current logo and colour palette so it will maintain a familiar look to current subscribers, but will at the same time show them that BIDDEFORD CITY Website is improving its web presence in order to serve them better.

Content Management System

Central to the new design from Okcygenio® will be a robust Content Management System (CMS) that will allow BIDDEFORD CITY Staff to make changes easily to the website, without requiring a dedicated workstation or additional software. Not only will the CMS save BIDDEFORD CITY revision costs but it will also ensure that the website stays fresh and up to date.

Website Organization

The new design will have five main landing pages:

1. Home Page
2. About/Contact
3. New and Events
4. Gallery/Resources
5. Blog/Community/Forum

These five pages will be "hardwired" into the new design by Okcygenio® and links to them will appear in the horizontal menu bar at the top of the page (below the logo and other header content).

On each of these pages, we will include a left-hand column that BIDDEFORD CITY can use to create links to as many "subpages" as they wish. Therefore, the CMS allows for as many pages as necessary, without incurring additional cost beyond the original design and landing pages fee.

Assessment

Websites are unique, and Okcygenio® knows full well that each person or company has specific needs and desires. Our aim is to make your website stronger and more useful for you and your customers. First, we discuss and assess what works and what does not with your current website, what you want to keep and what you want to change. Next, we identify problem areas and how to make improvements. After Biddeford City approves of all changes, Okcygenio® hits the ground running to ensure timely delivery of your new website.

Process and Timeline

Our top priority is your satisfaction. Therefore, we do all we can to make sure your website redesign is seamless and transparent. Depending on the scope of work, a redesign can take anywhere from several weeks to a month – and Okcygenio® guarantee continuous support for minor updates free of cost. While we do all the heavy lifting, your input is an important function in the process. Before any work begins we will establish expectations. Our No. 1 priority is meeting Biddeford City's deadlines with a website redesign you are proud to call your own.

Objective	Timeline
Connecting, planning	One week
Client approval of changes	Up to one week
First draft of redesign created	Up to two weeks
Client approval/changes	Within one week
Implement changes	Up to two weeks
Final draft of redesign, beta testing	Up to two weeks
Client approval and launch	Up to two weeks

Services

When working with Okcygenio®, here's what you can expect in the redesign process:

Planning Phase

First we connect with the client and analyze the pros and cons of the existing website and plan the next steps. This phase includes:

- Updating the site map
- Reorganizing existing content and identifying where new information will go

- Reviewing competitor websites to compile effective keywords and search-engine optimization (SEO)

Development Phase

Once we are all on the same page, the rebuild begins. This part includes:

- New home and interior pages
- HTML, CSS, JavaScript compliance
- Content Management System (CMS) creation
- CMS configuration
- Migrating existing content to new site
- Optimization for mobile

Testing and Beta Phase

Now that the nuts and bolts of your new website have been created, it's time to see it in action. This phase includes:

- Code and browser testing
- Analytics setup, through Google or others, to capture site user data
- Putting the site to work to see how it handles video, images, text, and then making necessary adjustments

Launch Phase

We're almost there. This is the most exciting moment of the website redesign for the client. This phase includes:

- New site host setup
- Domain Name System (DNS) transfer
- Setting up email
- Going live



Note: We assure you to follow World Wide Web Consortium (W3C) and European Computer Manufacturers Association (ECMA) standards.

Pricing

Name	Man-hours
Planning	360
UX/UI	
Content Support	
Programming	
Testing/Launching	
Training Client	
Support	
TOTAL Manhours	360
TOTAL Cost in USD	\$5200
Not inclusive of local taxes @ 18%	

Hosting:

Hosting is the critical element in Website design and development and choosing the right partner is equally necessary. We at Okcygenio® are [GoDaddy Pro Members](#) and we would use the same for all our partners for their hosting needs. Below is our solution

30GB SSD STORAGE	\$200 Pricing per annum and can be changed depending on the vendor policies.
4,00,000 monthly visitors	
SSL Certificate	

Billing and Schedule

50% of the total upon signing this website redesign proposal. 30% before Website launch.
20% one week after successful completion of the project.

Desired method of payment: Wire Transfer.

Our Work

FINTECH:

<http://www.oxibiz.com>

<http://oxipag.com>

SAAS

<http://www.socialmarketplace.in>

E-COMM

<http://www.freetrainer.com.br>

Know us more @ okcygenio.com/Blog

<http://www.uticket.me>

<http://www.beleza.me>

<http://gladornot.com>

<http://www.getpickle.in>

<http://cinematicweddings.in>

<http://vehideal.com>

EDUCATION

<https://myforextradingschoo.com>

<http://mbbsabroadstudy.com>

<http://www.triadsquare.com>

MOBILE

<http://lavme.com.br>

<https://play.google.com/store/apps/details?id=com.lavme>

PayMagic - <https://play.google.com/store/apps>

SWMS - <https://play.google.com/store/apps>

Conclusion:

Okcygenio® believes that technology is at the forefront of empowering people and organizations throughout the world. Our core business values are therefore, to discover opportunities for creating transformation; to use our knowledge and expertise in supporting positive change and to enable people in producing powerful new developments.

In our each relationship, we emphasize on innovation. Our structured team works with a methodology and knowledge to innovate and deliver excellent services.

We wish to be of service to you in the very near future.

Email	<u>suyodhan@okcygenio.com</u>
Voice	(011)(91)(998-550-8747)
Web	<u>www.okcygenio.com</u>
Physical	NEAR AMERICAN CONSULATE, A49, GROUND FLOOR, ASHIRWAD BUILDING, LANE-3, STREET-3, IA COLONY, BEGUMPET 500003 HYDERABAD - INDIA



VISION™

City of Biddeford

Website Proposal

Sara Wise-Martinez

Regional Sales Manager

303-324-1262 / 310.656.3103 fax

sara@visioninternet.com

Vision

222 N Sepulveda Blvd, Suite 1500

El Segundo, CA 90245

www.visioninternet.com

Date: August 31, 2017

Dear Selection Committee Members,

Thank you for the opportunity to submit a proposal for the upgrade of the City of Biddeford's website. Based on your RFP, we can see creating a comprehensive website designed to enhance the communication efforts of the City is a top priority. Our expertise in current trends and best practices will provide the City of Biddeford with an award-winning turn-key solution.

Why is Vision uniquely positioned to help transform Biddeford's website?

- **Your customers will be our customers.** We work hard to serve our customers, but define customers as more than the government agencies that use our software. We look to the end users, citizens who expect the best experience possible with their local government.
- **You will never be alone.** Creating a great customer experience isn't a set-it-and-forget-it proposition. We view our customers as long-term partners that inspire each other to grow, innovate and succeed.
- **Your success will be guided by our expertise.** Anyone can build a website, but Vision has 20+ years of experience empowering local governments to build better digital interactions. Throughout the development and after launch, our customers have access to training, resources and educational opportunities that help them thrive.
- **Your toolset will constantly grow and evolve.** To stay still is to fall behind. Vision always looks and pushes forward, making sure that users' high expectations for the latest features are being met and exceeded.

We see tremendous potential for your website and would welcome the opportunity to help you achieve it. I look forward to talking with you soon about what's next for the City of Biddeford.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Sara Wise-Martinez'.

Sara Wise-Martinez
Regional Sales Manager

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The background of the slide is a warm, yellow-toned photograph. It shows a person's hand holding a pen, poised to write on a notepad. Several small, rectangular sticky notes are attached to the top of the notepad. The overall aesthetic is clean and professional, suggesting a focus on organization and planning.

Qualifications

Company Qualifications and History

Over the past 20 years, Vision has lead the development of more than 700 websites for progressive local government organizations across North America. Our approach, which focuses on capturing the unique characteristics of each community we serve, is what sets us apart from other firms in our industry. Not only have our websites won hundreds of industry awards for the quality of their design and technology, but Vision has been consistently recognized as a leading provider of government technology solutions by GovTech, ELGL and more.



Company Information and Office Location	
Company Name	Vision Technology Solutions, LLC dba Vision
Office Location and Contact Information	222 N. Sepulveda Blvd., Suite 1500 El Segundo, CA 90245 310-656-3100 888-263-8847 toll free 310-656-3103 fax
Company Operation	Limited Liability Company
Years in Business	20 Years
Number of Employees	68 Employees
Primary Contact	Sara Wise-Martinez Regional Sales Manager 303-324-1262 / 310.656.3103 fax sara@visioninternet.com

Company History

The fact that Vision has been in business for the past twenty years offering website consulting, design, development, hosting, and maintenance services is not nearly as important as how this experience equips us to address the unique needs of Biddeford. The insights gained, combined with the consequent innovation stoked from serving government clients across the US, well position Vision to be a thought leader in the industry.

In the beginning, when the notion of a government agency even providing a website offering basic contact information was considered “cutting edge”, Vision launched its first version of the visionCMS which enabled even non-technical staff to update and maintain dynamic websites. The flexibility and ease of use sparked creativity and agencies began expanding the services offered to residents online - adding features like job applications, RFP postings, and eNotifications - transforming websites into virtual city halls. As the use of smartphones became widespread, Vision focused on delivering mobile-friendly services and was the first local government provider to offer Responsive Web Design to clients. Innovation, focused firmly on the resident experience, is at our core.

If experience has shown us one thing it's that creating a successful online presence requires more than just technology. Our clients want a trusted adviser that can help them achieve their emerging goals. When the City of West Hollywood desired a creative design that would represent their unique identity and “not look like a government website”- they came to us. The resulting colorful, bold website has won seven awards from industry associations and creative agencies. When the City of Bell's new administration struggled to regain public trust in the wake of a corruption scandal - they came to us. Together we created a website that adhered to best practices for transparency and won an “A” rating from the Sunny Awards.

Each of the agencies we have partnered with over the years has had unique goals and objectives. We recognize you will, too. Our history of innovation and expertise in online government makes us exceptionally qualified to help lead the City through a comprehensive, research-based process to achieve your goals.

Award Winning Websites

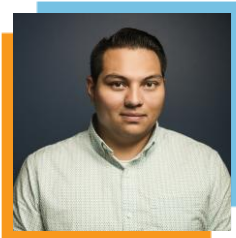
In total, Vision has won over 350 awards for its clients. Below is a small sampling of our award winning projects.

- City of Cedar Park, TX (www.cedarparktexas.gov)
 - TAMIO Award
- City of Dana Point, CA (www.danapoint.org)
 - CAPIO Award of Excellence
- City of Hurst, TX (www.hursttx.gov)
 - TAMIO Award
- City of Provo, UT (www.provo.org)
 - MarCom Platinum Award
 - W3 Silver Award
- City of Reno, NV (www.cityofreno.com)
 - 3CMA Savvy Award
 - MARCOM Gold Award
 - NAGW Members' Choice Award
 - W3 Silver Award
- Town of Breckenridge, CO (www.townofbreckenridge.com)
 - 3CMA Award of Excellence
 - MarCom Platinum Award
- Town of Chapel Hill, NC (www.ci.chapel-hill.nc.us)
 - 3CMA Savvy Award
 - Creativity International Awards Silver Award
 - WMA Government Standard of Excellence
- City of Manhattan Beach, CA (www.ci.manhattan-beach.ca.us)
 - MarCom Gold Award
 - Web Marketing Association Standard of Excellence Award
- Calcasieu Parish Police Jury, LA (www.cppj.net)
 - 3CMA Award of Excellence
 - Communicator Award of Distinction
 - Creativity Annual Awards Honorable Mention
 - Hermes Creative Platinum Award
- Durham County, NC (www.dconc.gov)
 - Government Technologies The Center for Digital Government – Best Digital County

36  National Association of Government Web Professionals	12  MarCom Awards	11  Association of Marketing and Communication Professionals	10  Graphic Design USA Awards	23  City-County Communications & Marketing Association	27  Interactive Media Awards	19  Creativity Media & Interactive Awards
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Staff Resumes

An essential component of Vision's qualification for this project is our team. Vision enjoys the contributions of long-term, dedicated staff who guide the development of each and every project. Their expertise will ensure the success of your development.



David Rodriguez, Project Implementation Manager

David's technical expertise coupled with extensive experience as a project manager enables him to guide the development of each website Vision produces. He oversees our staff of project managers and implementation processes, creates necessary documentation and provides support to your Project Manager during the development.

Years of Experience: 5

Joined Vision Team: 2014

Recent Projects:

- Yuma County, AZ (www.yumacountyaz.gov)
- Pinehurst, NC (www.vopnc.org)
- Oklahoma City, OK (www.okc.gov)



Uriz Goldman, User Experience (UX) Manager

Since joining Vision in 2005, Uriz has guided the development of hundreds of local government websites. As a Certified User Experience Consultant, he is passionate about creating more intuitive customer experiences for our clients and will oversee the comprehensive User Experience Analysis for your website.

Years of Experience: 18

Joined Vision Team: 2005

Education:

- Bachelor of Science, Management Information Systems
- NN/g UX Certified

Recent Projects:

- Sandy, UT (www.sandy.utah.gov)
- Augusta County, VA (www.co.augusta.va.us)
- Wilmington, NC (www.wilmingtonnc.gov)



Natalia Cudlip, Art Director

Natalia's eye for detail and creativity have resulted in some of Vision's most stunning website designs since she joined Vision in 2007. As our Art Director, she leads our team of designers to help uncover what makes your community unique and collaborate with the team to bring it to life with a beautiful, custom design.

Years of Experience: 14

Joined Vision Team: 2007

Education:

- Bachelor of Arts, Computer Animation
- Web Graphic Design Certification

Recent Projects:

- Breckenridge, CO (www.townofbreckenridge.com)
- Orange County Sanitation District, CA (www.ocsd.com)
- Williamsburg, VA (www.williamsburgva.gov)



Brian Pope, Technical Trainer

Brian is an experienced educator who leads technical training on our content management system. He will equip you to get the most out of visionLive™, both through the initial training included in your project and through on-going live training webinars available to all clients.

Years of Experience: 7

Joined Vision Team: 2016

Education:

- Bachelor of Arts, Education and Spanish



Robert Schnelle, Client Success Manager

Robert knows visionLive inside and out and has a passion for serving customers. He will work with you once your website launches to ensure you're getting the most out of your relationship with Vision, by monitoring the site's performance, consulting with you about new features and services and providing feedback during your Site Health Check calls.

Years of Experience: 20

Joined Vision Team: 2014

Education:

- Network+ and CCNA Certified

References



References

City of Ames, Iowa

Contact name: Stan Davis, IS Manager
Phone number: 515-239-5188
E-mail: sdavis@city.ames.ia.us
URL: www.cityofames.org
Launch Date: November 2015
Service Provided: Vision Content Management System implementation, graphic design, interactive components and features, hosting and maintenance.

City of Westland, Michigan

Contact name: Daniel Bourdeau, Chief Technology Officer
Phone number: 734-713-3880
E-mail: dbourdeau@cityofwestland.com
URL: www.cityofwestland.com
Launch Date: April 2014
Service Provided: Vision Content Management System implementation, graphic design, interactive components and features, hosting and maintenance.

Jackson County, Illinois

Contact name: Josh Barringer, IT Director
Phone number: 618-687-7280
E-mail: jbarringer@jacksoncounty-il.gov
URL: www.jacksoncounty-il.gov
Launch Date: March 2016
Service Provided: Vision Content Management System implementation, graphic design, interactive components and features, hosting and maintenance.

References (Cont.)

City of Yonkers, New York

Contact name:	Eddie Ayala, Special Assistant to the Mayor
Phone number:	914-337-6000
E-mail:	Eddie.ayala@yonkersny.gov
URL:	www.yonkersny.gov
Launch Date:	May 2014
Service Provided:	Vision Content Management System implementation, graphic design, interactive components and features, hosting and maintenance.

Town of Arlington, Massachusetts

Contact name:	Joan Roman, Public Information Officer
Phone number:	781-316-3350
E-mail:	jroman@town.arlington.ma.us
URL:	www.arlingtonma.gov
Launch Date:	July 2014
Service Provided:	Vision Content Management System implementation, graphic design, interactive components and features, hosting and maintenance.

The background of the slide features a photograph of two individuals, a man and a woman, seated at a desk in what appears to be a professional or academic setting. They are both looking towards the camera. On the desk, there is a laptop, a mouse, a water bottle, and a smartphone. The entire image is covered with a semi-transparent yellow filter. A dark blue rectangular box is positioned on the left side of the image, containing the text 'Platform Information' in white. A thin light blue vertical line is located to the right of this box.

Platform Information

Technology Overview

Maintaining an effective website requires the flexibility to adapt and respond to your community's evolving needs. The functionality offered through our visionLive™ CMS will not only equip your users with intuitive tools to maintain content, but places control in your hands to control your homepage, mobile experience and search.



Comprehensive Functionality

Government websites are unique in that they must provide a wide range of information and services to their audiences. Over the last 20 years, Vision has developed a wide range of components and features in order to equip you with the tools you need to get the job done.



Flexibility

Your website will evolve and change over time in order to meet the needs of your community. The flexibility built into the visionLive™ CMS is designed to give you more direct control to react to those changes quickly and easily.



Mobility

Your website must provide information and services to visitors seamlessly across a wide variety of devices. Vision was the first local government provider to offer Responsive Web Design and has made mobile control a priority within the visionLive™ platform.

Comprehensive Functionality

In addition to providing an easy-to-use interface for editors to make updates and changes to the website, Vision's Content Management System includes a wide range of components that were specifically developed with the needs of local government in mind. While the specific features included for your website will be determined by the edition of visionLive™ selected, some of our most popular components include:



Workflows and Permissions

Most local government websites are maintained by a wide range of staff within the organization, requiring tools to help facilitate site governance. The permission structure built into the CMS allows you to designate who is able to access and edit specific content. Additionally, with the optional Approval Cycle, you can establish review and approval workflows for content publishing.



visionSocial

Keeping your website and various social media channels up to date and consistent can be a challenge. With visionSocial, you can manage your social posts directly through the CMS. Choose the social media account you would like to update, customize and schedule a single post (or series of posts) all while updating content on your website.



visionSearch

After studying how residents use local government websites, we know search is one of the most popular ways to navigate to key content. The functionality built into visionSearch will allow you to optimize the search experience on your website by being able to configure it to search multiple sites, set synonyms and more.

Other available features include:

- Auto-Archiving
- Business Directory
- Calendar
- Citizen Request Manager
- eNotification
- Event Registration
- Form and Survey Builder
- Facility Directory and Reservation Tool
- FAQ

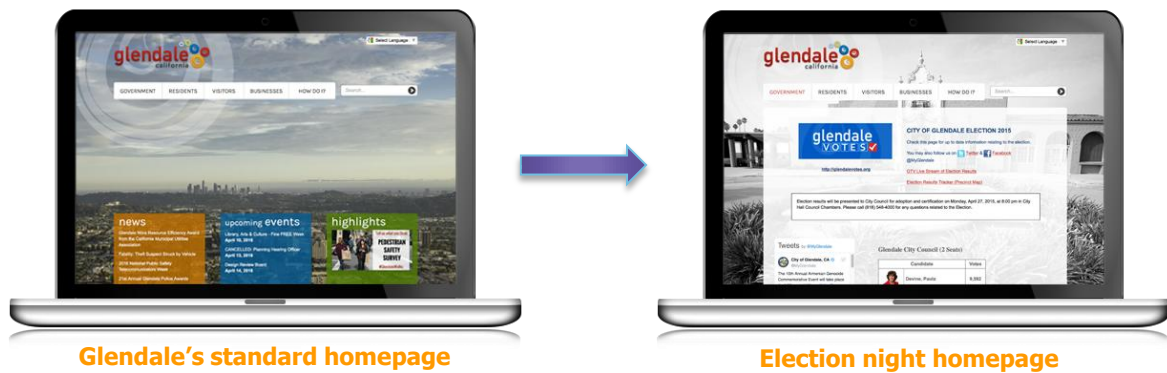
- Job Application Manager
- Online Payments
- RFP Postings
- Service Directory
- Staff Directory
- Translation
- visionMobile Designer™
- WCAG 2.0 Compliance

Flexibility

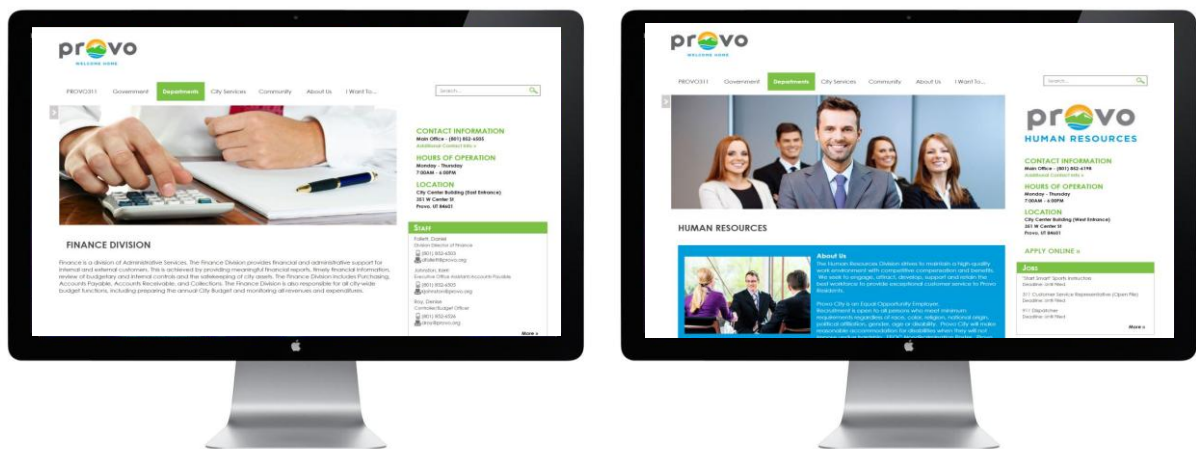
Leveraging your website to effectively communicate with your community requires adjusting your message from time to time. With the tools built into visionLive™, you will be able to change your website's background image, swap out buttons and even create a new homepage if needed.

Consider this example from the City of Glendale. On an average day, the site's homepage showcases the landscape and beauty of the community. However, on election night, the website is flooded with traffic seeking the results. With just a few clicks in the CMS, the communications team at Glendale can overwrite the homepage to display all relevant election information.

Easily Change Your Homepage for Special Events:



The drag-and-drop template builder also allows you to configure special layouts for all of your departments' unique needs. As an example, the City of Provo's Finance and Human Resources departments serve different audiences, so they configured their pages to showcase relevant components, like Job Postings for HR and Staff Directory for finance.



Mobility

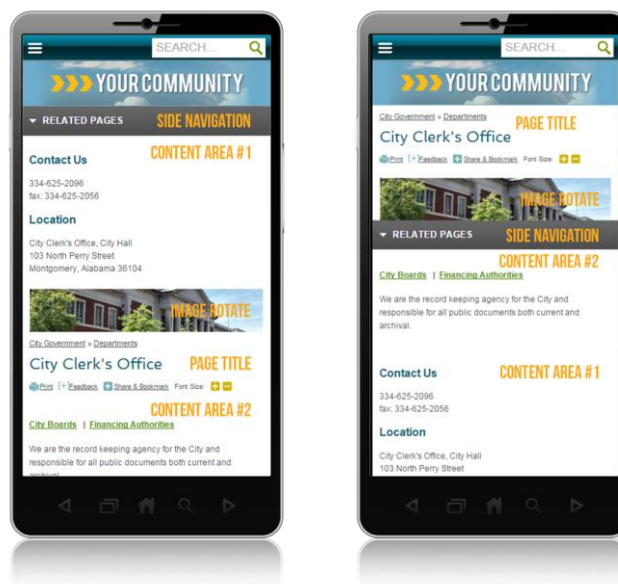
All Vision websites are implemented with Responsive Web Design (RWD) ensuring content automatically resizes to fit mobile, tablet and monitor screens.

While RWD will make your site viewable across all devices, there may be times where you will want to adjust your content to make it easier to read and use on smaller screens.



visionMobile Designer™ enables you to move, hide and reorder content for your mobile site, giving you full control to design your website's mobile experience. The result is superior usability for your mobile visitors, who will be able to more easily access the content you want them to see. According to Vision's analytics, 33% of local government website traffic was mobile in 2015, meaning this tool will allow you to serve a significant portion of your customers like never before.

Drag and Drop to Prioritize Key Mobile Content:



Standard Mobile Design

Reordered Mobile Design

Email Features

Our solution allows you to increase communication, draw in more repeat users, and get important information out more quickly, using our email based e-Notification tool.

Our included e-Notification tool provides a sign-up box allowing users to add their email addresses to receive important notices, and set their preferences for the e-Notifications they would like to receive. Each registration is verified via a confirmation email that the user must respond to in order to complete the registration process. This same mechanism allows each user to change preferences including opting out from subscription lists.

To better manage the e-Notification process, your staff can see how many subscribers there are for each category, plus edit subscriber information and export the subscriber database for use in other systems.

The best part about our e-Notification tool is that it also integrates with the Calendar and News and Newsletter components, giving you the ability to broadcast event and news content from your website to your subscribers. There is no need to recreate the content. This integrated approach enables your users to sign up for different types and categories of content on a single subscription page in order to have it delivered directly into their email box.

Accessibility

In today's digital world, accessibility compliance reaches far beyond physical modifications to buildings and curbs. Ensuring customers who have visual disabilities, difficulty reading and problems browsing with a mouse can fully access local government websites is vital to providing accessible services to the community.

To help promote the creation and maintenance of compliant websites, Vision has built several key features into the visionLive CMS, including:

- Mouse-free navigation
- Required alt-tags
- Form field labels

While implementing a compliant CMS is an important step, local governments who prioritize accessibility must also know how to create and maintain compliant content. Vision offers curriculum-based accessibility training courses and other services designed to empower your staff. We can discuss adding them to the scope of your project depending on your specific needs.

Available services include:

WCAG 2.0 Standards Training

Screen readers rely heavily on proper use of headings, styles and links to present information to those with visual impairments. As part of our accessibility training, we can teach your staff about these requirements and how to write and format content to be optimized for screen readers, such as this link example:

⊗ **Not Accessible:** [Click here](#) to see more information on water restrictions

✓ **Accessible:** [Click here for more information on water restrictions](#)

WCAG 2.0 Content Reformatting

Even though training for your staff is available, you may have a large amount of content on your website that needs to be reworked in order to comply with WCAG 2.0 standards. Vision offers a content reformatting service, where our migration team can reformat your content (e.g. page content, images) to comply with AA standards, including proper link structure, header sequencing, table formatting and image alt-tags.

Manual Accessibility User Experience Assessment

Software tools are often used to provide an automated way to check whether a site is accessible, but even sites that are technically compliant can still be difficult to use for those with disabilities. To provide a more complete assessment, we can manually testing your website's top five tasks with users who have vision impairments, hearing impairments and difficulties using a mouse. The results will be compiled into a report that will include actionable and practical recommendations for improving the experience for these users.

Integration of Third-Party Components

Today, there are many advanced components for such functions as:

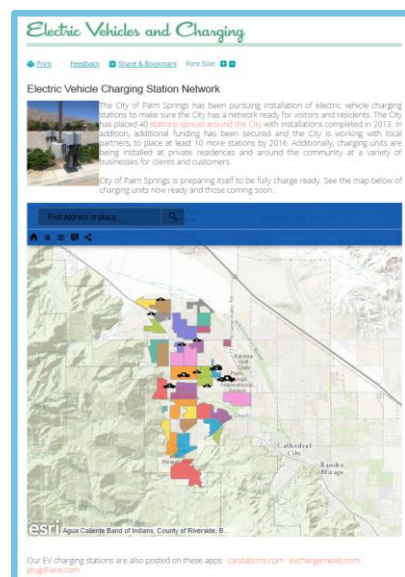
- eCommerce and ePayment
- GIS Mapping (ESRI)
- Park and Recreation Services
- Permitting
- Service Requests (CRM – Salesforce)
- Streaming Video
- Others

Our content management system can easily work with these third-party systems, provided they are web-enabled. Most of these types of components can be given the same look and feel as your main website via modifications to the presentation template. For your project, we will provide you with a variety of ways to incorporate third-party tools, including:

- HTML templates (That can be used to match the look and feel of your design to the third party tools)
- Links in the overall website navigation
- iFrames

Over the years, we have integrated many systems including NeoGov, Salesforce, ESRI Mapping and Novus Agenda into our websites.

While custom interfaces to third-party systems are not included within the budget, they are available for an additional fee. We will provide a firm quote for interfaces after analyzing the databases and requirements during the consulting phase of your project.



ESRI Mapping Example

Salesforce Integration Example

Hosting Details

Biddeford will receive comprehensive hosting through our visionLive™ subscription service, ensuring optimal website performance, protection and security.

Robust Hosting

Physical

Certified data center SSAE 16 Type II compliant
Security access via ID, biometrics, CCTV and keycard
Redundant ISP providers
Firewall protection

Power

Power failure equipment including battery backup
Redundant generator backup

Monitoring and Backup

24 hour monitoring
Daily onsite/offsite data backups
99.9% guaranteed uptime

Shared Server

Quad core or Hex-core processors
Vmware high availability configuration

Web Server

Dual processors with quad cores at minimum 2.8 GHz CPU
Minimum 6 GB RAM
Minimum 40 GB Hard Drive
Windows Server 2012

Database Server

Dual processors with multiple cores at minimum 2.8 GHz CPU
Minimum 8 GB RAM
Minimum 80 GB hard drive
Windows Server 2012
Microsoft SQL Server 2012

DDoS Mitigation

Distributed Denial of Service (DDoS) attack protection is standard for **all subscribers** and detects malicious traffic within seconds:

Global terabit-scale network has over 1 Tbps of active capacity

Continuous coverage and monitoring

Smart detection technology uses dual methods to accurately diagnose and mitigate attacks:

- Signature-based identifies the source
- Heuristics-based analyzes the behavior

Disaster Recovery

In the event of any outage impacting our primary data center, your website visitors will be able to access your website as usual via our backup data center, which is: Geographically separate from our primary data center SSAE 16 Type II compliant

Standard for All Subscribers

Guaranteed Recovery Time Objective (RTO):

≤ 90 minutes

Guaranteed Recovery Point Objective (RPO):

15 minutes Recurring monthly failover testing



Hosting Details (cont.)

Biddeford will receive comprehensive hosting through our visionLive™ subscription service, ensuring optimal website performance, protection and security.

Data Security

Vision owns and controls all equipment used in our primary data center. Our data center is Rackspace. Rackspace has the following certifications:

SSAE 16 SOC 1 Type 2

An external auditing firm completes an SSAE 16 SOC 1 Type 2 review of the data center on an annual basis.

PCI DSS

An external assessment was completed in September 2014 by a Quality Service Assessor (QSA) to validate the data center's compliance with the Payment Card Industry (PCI) Data Security Standard (DSS) version 3.0 as a "Level 1" service provider for its collection services. The data center has scheduled ongoing PCI DSS review on an annual basis.

Vision's web sites are hosted on Microsoft Server virtual devices with N + 2 physical device failover. Your website will be collocated with other sites on the same server but will be fully partitioned with its own database, site instance and IIS application pool. Your server will be fully dedicated to web hosting and the visionLive CMS software. Critical operating system patches are applied immediately and non-critical patches are applied monthly. There are no open source technologies in use in the web server infrastructure, however open source packages are leveraged in Vision's CMS software.

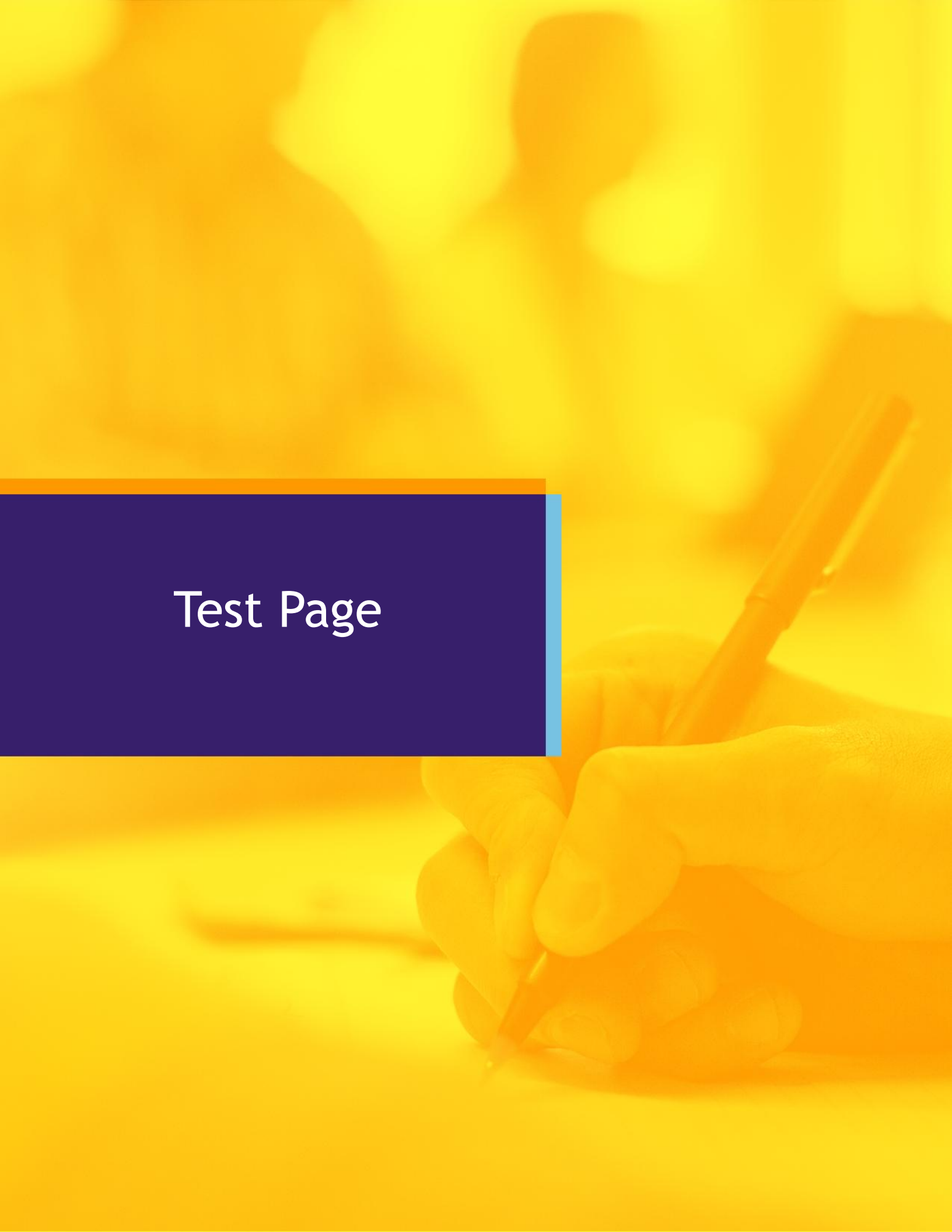
All of Vision's servers are monitored 24/7/365 with enterprise-level monitoring software. This software is installed in multiple data centers and our network engineers and programmers are always on call.

We run backups to devices both onsite in our data center and offsite in our office. We maintain 14 days of backups on a RAID device in the data center and one day of backups on a backup server in our El Segundo office. We randomly test our backups at minimum once per week via a full restore.

Additionally, Vision performs regular stress tests on our servers and ensures all visionLive updates pass a Qualys Web Application Scan prior to releasing them on our production servers.

Project Schedule and Milestones

1 Project Visioning	Key Milestones: Collect/Compile Logos & Images Approved Homepage Layout	Duration: 3 Weeks Vision Staff: Project Manager Art Director/Designer
2 Graphic Design	Key Milestones: City selects one of Vision's four best practice templates to implement Homepage & Interior Page Design	Duration: 4 Weeks Vision Staff: Project Manager Art Director/Designer
3 Development & Training	Key Milestones: Programming of Website User Acceptance Testing Content Preparation & Migration Identification of Additional Work (if needed) End User Training on visionLive™	Duration: 9 Weeks Vision Staff: Project Manager Training Manager Technical Support Manager
4 Go-live & Maintenance	Key Milestones: Final Content Check DNS Update Public Launch of Website Transition of Client Success Manager through visionLive™	Duration: 3 Weeks Vision Staff: Project Manager Technical Support Manager Client Success Manager



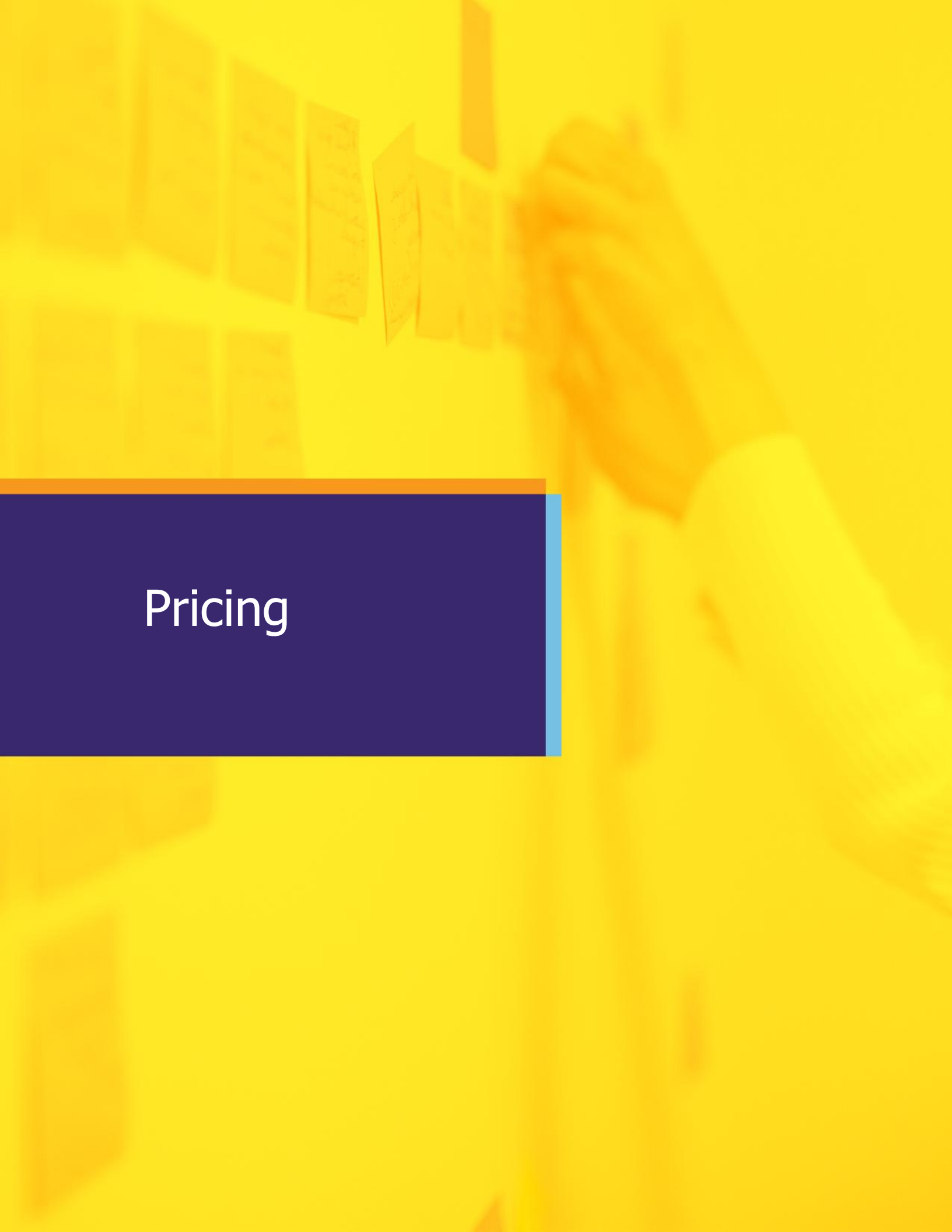
Test Page

Test Page

In order to protect our proprietary information, as opposed to providing you with a username and password to a demonstration/test site in our public proposal, we can provide this information through a secure email or over the phone.

To set-up access to a test site (along with a free demonstration that can answer any questions you may have), please reach the contact for this proposal, Sara Wise Martinez, at the information below.

Sara Wise-Martinez
Regional Sales Manager
303-324-1262 / 310.656.3103 fax
sara@visioninternet.com

The background of the slide is a warm, yellow-toned photograph. It shows a person's hand holding a pen, poised to write on a notepad. Several sticky notes are attached to the notepad, some of which contain handwritten text. The overall aesthetic is clean and professional, suggesting a focus on business or academic topics.

Pricing

Project Estimate

Vision's package includes the creation of a new website based on our library of best practice templates. This streamlined approach allows you to receive a beautiful, functional website to serve your membership at the best possible cost to the City.

Website Redesign Package	
Design, Navigation & Layout	
Select one of Vision's four best practice templates recommended specifically for the City of Biddeford to implement, including: • Changing the slide show / hero image • Changing the text on the graphic buttons, but no style modifications • Creating two additional homepage widgets • Incorporating the color scheme of your choice (1 selection) • One round of revisions	Included
Training	
Your staff will be able to log into one of our weekly new user training sessions. <i>(Individual training sessions are available for an additional cost.)</i>	Included
Content Migration	
Includes Vision migrating 50 pages of content	Included
	\$9,500
Basic visionLive™ Subscription	
Website Content Management System, Hosting & Support	
Included features and services outlined in Appendices A & B	\$5,876/year*

*Subject to 5% annual increase

5 Year Total Cost of Ownership Summary

Year 1	
Included Professional Services 1 st Year of visionLive™ FREE	\$9,500
Year 2	
2 nd Year of visionLive (Assumes Basic Edition)	\$5,876
Year 3	
3 rd Year of visionLive (Assumes Basic Edition + 5% Increase)	\$6,170
Year 4	
4 th Year of visionLive (Assumes Basic Edition + 5% Increase)	\$6,478
Year 5	
5 th Year of visionLive (Assumes Basic Edition + 5% Increase)	\$6,802
5 Year Total	\$34,826*

*Please note annual pricing is based on a standard 5 year contract term.

Optional Professional Services

Individual Web-Based Training	
4 hour training session conducted via Webex Limited to no more than 2 attendees	\$1,675
Onsite Training Program	
Two consecutive days onsite • Classroom style content editor training • Advanced administrator training • All travel expenses	\$4,540

Additional Information

Included Warranty

All unmodified programming code developed by Vision is warranted to be free of any material errors or bugs so long as the City maintains a visionLive™ Subscription.

Duration of Offer

Vision agrees to perform the services at the prices quoted in this proposal. This quote is valid for 180 days.

Website Accessibility

The website frontend navigation and graphic design will be generally compliant with WCAG 2.0 A.

Ownership and Licensing

All rights, title, and interests to the website design and visionLive™ will remain with Vision. However, under your customer agreement, Vision will grant you a license that will enable the City to reproduce or modify for its own use the website design forever. Further, Vision will grant a subscription-based license to visionLive™, and the City will be free to use visionLive™ so long as the City remains a visionLive™ subscriber with a valid customer contract. The City owns all information and content, such as logos and images.

The background of the slide is a warm, yellow-toned photograph. It shows a person's hand holding a pen, poised to write on a notepad. Several small, rectangular sticky notes are attached to the top of the notepad, each containing some illegible text. The overall composition is soft and focused on the act of writing or organizing information.

Appendices

Appendix A: Software Subscription (visionLive™) Details

Vision provides visionLive™, a subscription-based Content Management System and service plan designed to equip you with the technology, expertise and training to keep your website relevant and effective over time. Based on our assessment of Biddeford's needs, we are including the Basic Edition in the quoted Project Plan. Please see the following pages for details.

visionLive^{cloud} editions Basic Edition	
Annual Price	\$5,876
visionLive™ Functionality	
Site Administration & Security	
 Advanced WYSIWYG Editor	✓
 In-page Editing	✓
 User Management & Security	✓
 Navigation Management	✓
 Accessibility Features	✓
 visionMobile Designer	✓
 Mega Menu Designer *	✓
 Extranet (Password Protected External Content)	✓
User Experience & Interactivity	
 Calendar	✓
 FAQs	✓
 Facility Directory	✓
 Staff Directory	✓
 Service Directory	✓
 Google Translation	✓
 Online Form Builder	✓
 News Postings	✓
 Job Posts	✓
 Facilities/Events Registration	✓
 Online Polling	✓
 Citizen Request Management Tool	✓
 Business Directory	✓
 RFP Posts	✓
 Online Payments	✓
 Job Application Manager	✓

*Requires an implementation fee

visionLive editions Basic Edition	
Outreach, Media & Social Networking	
 eNotification Tool	✓
 Emergency Alerts	✓
 RSS Feeds	✓
 Facebook & Twitter Feed Readers	✓
 Audio & Video Embedding	✓
 Photo Gallery & Slide Show	✓
Hosting	
 State of the Art 3rd Party Datacenter (SSAE 16 Type 2 Certified)	✓
 Full Hardware Redundancy	✓
 Redundant Generator Backup	✓
 Daily Data Backups	✓
 Intrusion Protection	✓
 24/7 Monitoring	✓
 99.9% Uptime Guarantee	✓
 State of the Art 3rd-Party DDoS Mitigation Service	✓
 Disaster Recovery Facility with On-going Data Replication	✓
 Storage	50 GB
Support and On-going Services	
 Training & Best Practice Webinars	✓
 Access to On-Demand Training Library	✓
 On-going New User Training (via WebEx)	✓
 Monthly Office Hours (via WebEx)	✓

Appendix B: visionLive™ Functionality Descriptions

visionLive offers comprehensive functionality to enable the management of local government websites.

Site Administration

Accessibility

Receive accessibility and WCAG 2.0 tips to help create and maintain the compliance of your content.

Application Programming Interface (API)

Use our API to fetch information for the Calendar and GovTrack service request manager.

Analytics

Track, analyze and interpret how your community is using your site with Google Analytics.

Archiving

Automatically archive content whenever changes are saved. Easily restore previous versions with a single click.

Broken Link Reporting

Review and correct broken links identified and submitted by site users.

Content Scheduling

Schedule content to publish or expire on any date automatically. Additionally, schedule periodic review dates for content.

Dashboard

Customize your own administrative dashboard. Select and move components to match the way you work.

Document Central

Upload documents to a central repository that can be accessed as you edit content across the CMS, eliminating duplicate effort and ensuring consistency.

Extranet

Create password-protected content for specific groups, such as elected officials, employees, etc.

Friendly URL Manager

Provide a friendly and easy-to-read URL that automatically redirects to any page on your website.

Image Library

Upload images to a central repository that can be accessed as you edit content across the CMS, eliminating duplicate effort and ensuring consistency. Also perform basic edits on uploaded images.

Import/Export

Import and export data from the CMS via XML or CSV format. Available in most components such as Calendar, eNotifications, News, FAQs, RFP Posts and Staff Directory.

In-App Messaging

Receive notifications and support from Vision directly in the CMS. Gain quick access to contextual user guides, collaborate on product ideas, learn about upcoming webinars and get improved customer support.

In-Page Editing

Edit pages directly on your site while in Site Preview mode.

Navigation Management

Add, edit or update site navigation with the drag-and-drop menu tree structure.

Mega Menu

Provide robust navigation on your site, with the option to include news, calendar or other highlighted information in the menu.

Mobile Editor (visionMobile Designer)

Move, hide and reorder content to optimize how it displays for mobile users.

visionLive Functionality Descriptions (cont.)

Site Administration (cont.)

Page Template Builder

Create and configure customized interior page layouts that can be used throughout the website. Drag and drop desired content and widgets to create a new layout. Set permissions to limit which page templates can be used by content editors.

Spell Checker

Check your content for proper spelling before it is published with the built-in spell checker.

WYSIWYG Page Editor

Update content on your site by creating or editing any page using our easy-to-use WYSIWYG content editor.

User Experience & Interactivity

Business Directory

Showcase businesses in your community including name, description, location, contact information, links and a picture or logo for each listing.

Calendar

Create calendars for different departments and categories and view by day, week, month or agenda view. Get a PDF download of any calendar view. Color code events by category, provide additional context with images, and allow registration for selected events. Includes integrated social media publishing.

Emergency Alert Banner

Create customized emergency or other information banners that show at the top of each webpage.

Emergency Homepage

Publish a pre-created alternative homepage that can be swapped with your usual homepage during emergencies or special events, like elections.

eNotification

Provide a way for visitors to sign up to get email alerts on topics of their choosing, with options to bundle updates into a daily, weekly or monthly digest.

Facilities Directory

Display maps and listings of local facilities, construction zones, art walks or any location-based point of interest. Include online reservations to encourage use of public facilities for events.

Forms and Surveys

Create custom forms and surveys to move more of your services online. Manage responses through the CMS and export for additional reporting.

Frequently Asked Questions (FAQs)

Create a list of common questions and answers that can be filtered by category or department. Integrates with Service Request Management so visitors can find answers on their own before contacting you.

Job Posts and Application Manager

Create, post, and manage job descriptions and custom job applications all in one place, directly from your website.

News

Publish news stories, press releases, features, and other content on your website. Share news easily through integrated social media publishing.

Photo Gallery

Display large numbers of images from community events and other activities. Site visitors can click through each image or choose to view them as a slideshow.

Search (visionSearch)

Make it easy for site visitors to find what they're looking for with a robust customizable search, featuring sorting, filtering and advanced search features. Promote pages to top of search results, add search synonyms to tailor search results, define the scope of the search index.

Service Directory

Summarize the key services and contact information for your organization. The directory can be grouped by category or department.

visionLive Functionality Descriptions (cont.)

User Experience & Interactivity (cont.)

Online Payments

Allow users to make payments online. Can be added to online forms, facility reservations and event registrations.

Request for Proposal (RFP) Posts

Publish RFPs online. Allow vendors to sign up to receive email notifications of new opportunities.

Streaming Video

Share streaming video directly on your site using our 3rd party integration.

Service Request Management

(govTrack Citizen Request Management)

Allow users to report and receive status updates on code violations and service requests. Assign submitted requests to specific staff, set rules for resolution timeframe and create reports to track staff response times and performance.

Social Media Display

Display feeds from your Facebook and Twitter accounts on your website to increase the visibility of your social media channels.

Translation

Make your website available in other languages using the integrated Google Translate web plugin.

Engagement

eNotification

Provide a way for visitors to sign up to get email alerts on topics of their choosing, with options to bundle updates into a daily, weekly or monthly digest.

Online Polls

Post simple, one question polls to your website to get feedback from and promote engagement with your community.

Resident Dashboard

Allow visitors to create an account and manage eNotification subscriptions, service requests and other preferences on your site.

RSS Feeds

Provide a way for visitors to stay up to date on all content updates related to specific topics. Create custom, topic-related RSS feeds aggregating relevant events, news, pages and other content into a single feed.

Social Media Management (visionSocial)

Manage and schedule social media posts while creating news, calendar and other content to increase your productivity. Customize messages to increase engagement on each social channel and plan multiple posts across multiple channels to build campaigns.



Thank you



City of Biddeford

Finance Department - (207) 284-9333

205 Main Street, P O Box 586

Biddeford, ME 04005

November 1, 2017

To: Finance Committee

From: Cheryl Fournier, Finance Director

Re: Wastewater Abatement – 1 Summer St & 87 Alfred St

Attached is the information regarding 1 Summer St & 87 Alfred St abatement request. The Wastewater Management Commission approved to move this request to the Finance Committee on October 11th.

The bill was dated 1/24/17 in the amount of \$107,658.93 that goes back to 2005. Attached is the detail history of the account and letter from Phoenix Management. The estimated bill was \$78.26 per month instead of the actual estimated amount of \$786.08 (average for March-August 2017).

BE IT ORDERED that the Finance Committee authorizes the Finance Director to abate the sewer bill for 1 Summer St & 87 Alfred St in the amount of \$_____:

PHOENIX MANAGEMENT

RESIDENTIAL & COMMERCIAL

4/13/17

2/8/17

Mr. Rick Dutremble
Waste Water Committee
City of Biddeford
205 Main Street
Biddeford, ME 04005-0586

RE: Summer St Housing Associates Sewer Billing

Dear Mr Dutremble;

Please accept this letter as our formal request to appeal the recent billing of \$107,659 in back usage. We understand that this back billing came as a result of the sewer district discovering that the meter that was used or the reading of the data was done incorrectly since 1998 or 2000 time period. From what we understand the meter reading errors were resulting in us getting a bill that was roughly 10% of the actual usage that should have been billed.

We have owned the project for over 25 years. The project has been managed in the past by multiple management agents. The first being Coastal Management, then Emerald Management and most recently my management company, Phoenix Management took over in 2008. When we inherited the project books we noticed the expense being below normal but because it's primarily an elderly community we simply thought it was running inexpensively and did not question it.

The project itself is a low income section 8 elderly/family project. The project has always operated close to breakeven but in the last 4 years the project has operated in the negative. We have not received our 2016 audited financials yet but it looks like we will be negative by about \$12K. In 2015 (Attached audited financials) we were negative by \$13K and the year before that negative by \$10K. Now we are faced with trying to figure out how to pay for on a go forward basis the now accurate billing which will added thousands to the annual expenses never mind the recent back billing of the \$107K.

We are requesting that the City work with us to reduce the current charge of \$107K and agree to a long term payment plan. What we hope could work is :

- Reduce the \$107,659 down to \$40,000
- Allow the \$40,000 to be paid down over 20 years starting with the first payment being due end of 2017



40 Water Street, PO Box 759, Saco, ME 04072
Phone (207) 571-3061 • 1 (866) 701-3904 • Fax (207) 571-3066
info@phoenixmanagementcompany.com



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City of Biddeford
SEWER

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AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Bill#	P	Service #	Type	Parcel	Curr Read #	Usage	Ending Balance	Total Due
000117	19575 SUMMER, ST HOUSING ASSOC SUMMER ST & 87 ALFRED ST	345446	30	-001	Charge	0384200000	84600	14600	857.02	112916.01
	08/15/2017	343606	30	-001	Pmt Pr	CHECK	Chk/Ref # 4692		-776.74	
	07/17/2017	343606	30	-001	Charge		70000	13300	780.71	
	08/17/2017	341007	30	-001	Pmt Pr	CHECK	Chk/Ref # 4692		-3.97	
	07/24/2017	341007	30	-001	Pmt Pr	CHECK	Chk/Ref # 4677		-676.95	
	07/24/2017	341007	30	-001	Pmt In	CHECK	Chk/Ref # 4677		-3.97	
	07/24/2017	341007	30	-001	Revers	CHECK			676.95	
	07/24/2017	341007	30	-001	Pmt In	CHECK	Chk/Ref # 4677		3.97	
	07/24/2017	341007	30	-001	Pmt Pr	CHECK	Chk/Ref # 4677		-676.95	
	07/24/2017	341007	30	-001	Pmt In	CHECK	Chk/Ref # 4677		-3.97	
	06/14/2017	341007	30	-001	Charge		56700	11600	680.92	
	06/21/2017	340579	30	-001	Pmt Pr	CHECK	Chk/Ref # 4660		-874.63	
	05/23/2017	340579	30	-001	Charge		45100	14900	874.63	
	05/02/2017	338332	30	-001	Pmt Pr	CHECK	Chk/Ref # 4630		-657.44	
	04/20/2017	338332	30	-001	Charge		30200	11200	657.44	
	04/30/2017	335739	30	-001	Pmt Pr	CHECK	Chk/Ref # 4630		-909.85	
	03/30/2017	335739	30	-001	Charge		19000	15500	909.85	
	05/02/2017	335312	30	-001	Pmt Pr	CHECK	Chk/Ref # 4630		-.42	
	04/06/2017	335312	30	-001	Pmt Pr	CHECK	Chk/Ref # 4617		-850.73	
	03/09/2017	335312	30	-001	Charge		3500	3500	851.15	
	01/24/2017	333423	30	-001	Charge		2956000	15000	107658.93	
	04/06/2017	328673	30	-001	Pmt Pr	CHECK	Chk/Ref # 4617		-.42	
	01/20/2017	328673	30	-001	Pmt Pr	CHECK	Chk/Ref # 4569		-72.25	
	01/20/2017	328673	30	-001	Pmt In	CHECK	Chk/Ref # 4569		-.42	

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City of Biddeford
SEWER

AR Category: 60

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Account # Location	Customer Name	Form Type: A ACCOUNT DETAIL				Interest Due		Ending Balance		Total Due	
		Date	Bill#	P	Service #	Type	Parcel	Curr Read #	Usage	Amount	
		12/14/2016	328673	30	-001	Charge		294100	1300	72.67	
		12/12/2016	328246	30	-001	Pmt Pr	CHECK	Chk/Ref # 4551		-78.26	
		11/16/2016	328246	30	-001	Charge		292800	1400	78.26	
		12/12/2016	326382	30	-001	Pmt Pr	CHECK	Chk/Ref # 4551		-78.72	
		12/12/2016	326382	30	-001	Pmt In	CHECK	Chk/Ref # 4551		-.46	
		10/27/2016	326382	30	-001	Pmt Pr	CHECK	Chk/Ref # 4514		-26.94	
		10/13/2016	326382	30	-001	Charge		291400	1800	105.66	
		10/27/2016	323795	30	-001	Pmt Pr	CHECK	Chk/Ref # 4514		-78.72	
		10/27/2016	323795	30	-001	Pmt In	CHECK	Chk/Ref # 4514		-.46	
		10/12/2016	323795	30	-001	Pmt Pr	CHECK	Chk/Ref # 4504		-10.72	
		09/13/2016	323795	30	-001	Charge		289600	1600	89.44	
		10/12/2016	321945	30	-001	Pmt Pr	CHECK	Chk/Ref # 4504		-78.26	
		10/12/2016	321945	30	-001	Pmt In	CHECK	Chk/Ref # 4504		-.46	
		09/15/2016	321945	30	-001	Pmt Pr	CHECK	Chk/Ref # 4484		-21.53	
		08/15/2016	321945	30	-001	Charge		288000	1700	99.79	
		09/15/2016	319361	30	-001	Pmt Pr	CHECK	Chk/Ref # 4484		-79.30	
		08/18/2016	319361	30	-001	Pmt Pr	CHECK	Chk/Ref # 4458		-20.49	
		08/18/2016	319361	30	-001	Pmt In	CHECK	Chk/Ref # 4458		-.58	
		07/12/2016	319361	30	-001	Charge		286300	1700	99.79	
		08/18/2016	318900	30	-001	Pmt Pr	CHECK	Chk/Ref # 4458		-78.26	
		08/18/2016	318900	30	-001	Pmt In	CHECK	Chk/Ref # 4458		-.46	
		06/22/2016	318900	30	-001	Charge		284600	1400	78.26	
		06/08/2016	316689	30	-001	Pmt Pr	CHECK	Chk/Ref # 4419		-99.79	
		05/25/2016	316689	30	-001	Charge		283200	1700	99.79	
		05/02/2016	314097	30	-001	Pmt Pr	CHECK	Chk/Ref # 4390		-78.26	
		04/14/2016	314097	30	-001	Charge		281500	1400	78.26	

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City of Biddeford
SEWER

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AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Bill# P Service #		Type	Parcel	Curr Read # Usage		Interest Due Ending Balance		Total Due
		Date						Amount		
		04/14/2016	313682	30 -001	Pmt Pr	CHECK	Chk/Ref # 4381	-78.26		
		03/18/2016	313682	30 -001	Charge		280100	1400	78.26	
		03/07/2016	309657	30 -001	Pmt Pr	CHECK	Chk/Ref # 4358	-78.26		
		02/16/2016	309657	30 -001	Charge		278700	1400	78.26	
		02/19/2016	309241	30 -001	Pmt Pr	CHECK	Chk/Ref # 4345	-55.90		
		01/21/2016	309241	30 -001	Charge		277300	1000	55.90	
		01/11/2016	308812	30 -001	Pmt Pr	CHECK	Chk/Ref # 4318	-55.90		
		12/15/2015	308812	30 -001	Charge		276300	1000	55.90	
		11/30/2015	305922	30 -001	Pmt Pr	CHECK	Chk/Ref # 4288	-55.90		
		11/12/2015	305922	30 -001	Charge		275300	1000	55.90	
		11/13/2015	304407	30 -001	Pmt Pr	CHECK	Chk/Ref # 4269	-55.90		
		10/13/2015	304407	30 -001	Charge		274300	1000	55.90	
		10/19/2015	303992	30 -001	Pmt Pr	CHECK	Chk/Ref # 4251	-111.53		
		09/22/2015	303992	30 -001	Charge		273300	1900	111.53	
		09/04/2015	300015	30 -001	Pmt Pr	CHECK	Chk/Ref # 4228	-158.49		
		08/13/2015	300015	30 -001	Charge		271400	2700	158.49	
		08/05/2015	299599	30 -001	Pmt Pr	CHECK	Chk/Ref # 4212	-176.10		
		07/16/2015	299599	30 -001	Charge		268700	3000	176.10	
		07/07/2015	298732	30 -001	Pmt Pr	CHECK	Chk/Ref # 4192	-152.62		
		06/16/2015	298732	30 -001	Charge		265700	2600	152.62	
		07/07/2015	294833	30 -001	Pmt Pr	CHECK	Chk/Ref # 4192	- .39		
		06/10/2015	294833	30 -001	Pmt Pr	CHECK	Chk/Ref # 4175	-89.05		
		05/12/2015	294833	30 -001	Charge		263100	1600	89.44	
		06/10/2015	294382	30 -001	Pmt Pr	CHECK	Chk/Ref # 4175	- .39		
		05/13/2015	294382	30 -001	Pmt Pr	CHECK	Chk/Ref # 4156	-44.33		

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City of Biddeford
SEWER

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AR Category: 60

Account #
Location

Customer Name

Form Type: A ACCOUNT DETAIL

Parcel

Interest Due Usage Ending Balance Total Due

Amount

Curr Read #

Type

Service #

P

Bill#

Date

04/15/2015	294382	30	-001	Charge			261500	800	44.72	
05/13/2015	293969	30	-001	Pmt Pr	CHECK		Chk/Ref # 4156		-.39	
04/27/2015	293969	30	-001	Pmt Pr	CHECK		Chk/Ref # 4145		-66.69	
04/27/2015	293969	30	-001	Pmt In	CHECK		Chk/Ref # 4145		-.39	
03/24/2015	293969	30	-001	Charge			260700	1200	67.08	
03/06/2015	289991	30	-001	Pmt Pr	CHECK		Chk/Ref # 4113		-67.08	
02/17/2015	289991	30	-001	Charge			259500	1200	67.08	
02/04/2015	289576	30	-001	Pmt Pr	CHECK		Chk/Ref # 4094		-50.31	
01/15/2015	289576	30	-001	Charge			258300	900	50.31	
01/13/2015	289071	30	-001	Pmt Pr	CHECK		Chk/Ref # 4082		-55.90	
12/17/2014	289071	30	-001	Charge			257400	1000	55.90	
12/08/2014	287290	30	-001	Pmt Pr	CHECK		Chk/Ref # 4061		-61.49	
11/26/2014	287290	30	-001	Charge			256400	1100	61.49	
11/10/2014	284721	30	-001	Pmt Pr	CHECK		Chk/Ref # 4042		-50.31	
10/22/2014	284721	30	-001	Charge			255300	900	50.31	
10/16/2014	284298	30	-001	Pmt Pr	BANK XFER				-55.90	
09/19/2014	284298	30	-001	Charge			254400	1000	55.90	
09/18/2014	282488	30	-001	Pmt Pr	BANK XFER				-67.08	
08/21/2014	282488	30	-001	Charge			253400	1200	67.08	
08/18/2014	279931	30	-001	Pmt Pr	BANK XFER				-50.31	
07/18/2014	279931	30	-001	Charge			252200	900	50.31	
06/23/2014	279051	30	-001	Pmt Pr	BANK XFER				-61.49	
06/10/2014	279051	30	-001	Charge			251300	1100	61.49	
05/28/2014	277241	30	-001	Pmt Pr	BANK XFER				-72.67	
05/13/2014	277241	30	-001	Charge			250200	1300	72.67	
05/28/2014	274687	30	-001	Pmt Pr	BANK XFER				-.69	

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Account #
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Customer Name

Date		Bill#	P	Service #	Type	Parcel	Curr Read #	Usage	Amount
05/13/2014		274687	30	-001	Pmt Pr	BANK XFER			-55.21
05/13/2014		274687	30	-001	Pmt In	BANK XFER			-.33
04/10/2014		274687	30	-001	Charge		248900	1000	55.90
05/13/2014		274177	30	-001	Pmt Pr	BANK XFER			-.36
04/29/2014		274177	30	-001	Pmt Pr	BANK XFER			-61.13
04/29/2014		274177	30	-001	Pmt In	BANK XFER			-.36
03/18/2014		274177	30	-001	Charge		247900	1100	61.49
03/19/2014		272344	30	-001	Pmt Pr	BANK XFER			-67.08
03/03/2014		272344	30	-001	Charge		246800	1200	67.08
02/13/2014		269770	30	-001	Pmt Pr	BANK XFER			-50.31
01/21/2014		269770	30	-001	Charge		245600	900	50.31
01/08/2014		267949	30	-001	Pmt Pr	BANK XFER			-78.26
12/17/2013		267949	30	-001	Charge		244700	1400	78.26
01/08/2014		267530	30	-001	Pmt Pr	BANK XFER			-44.72
12/12/2013		267530	30	-001	Charge		243300	800	44.72
12/09/2013		265656	30	-001	Pmt Pr	BANK XFER			-67.08
11/27/2013		265656	30	-001	Charge		242500	1200	67.08
12/09/2013		265242	30	-001	Pmt Pr	BANK XFER			-.39
11/21/2013		265242	30	-001	App Cr				-66.69
11/21/2013		265242	30	-001	Charge		241300	1200	67.08
11/21/2013		264141	30	-001	App Cr				66.69
09/16/2013		264141	30	-001	Pmt Pr	BANK XFER			-117.00
08/16/2013		264141	30	-001	Charge		240100	900	50.31
09/16/2013		260179	30	-001	Pmt Pr	BANK XFER			-.39
08/20/2013		260179	30	-001	Pmt Pr	BANK XFER			-66.69

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Form Type: A ACCOUNT DETAIL

Customer Name		Bill# P Service #		Type		Parcel	Interest Due			Ending Balance		Total Due
Date							Curr Read #	Usage	Amount			
08/20/2013	260179	30	-001	Pmt In		BANK XFER						
07/12/2013	260179	30	-001	Charge			239200	1200	67.08			
07/09/2013	259321	30	-001	Pmt Pr		BANK XFER			-61.49			
06/11/2013	259321	30	-001	Charge			238000	1100	61.49			
06/10/2013	257474	30	-001	Pmt Pr		BANK XFER			-67.08			
05/16/2013	257474	30	-001	Charge			236900	1200	67.08			
04/29/2013	254900	30	-001	Pmt Pr		BANK XFER			-67.08			
04/09/2013	254900	30	-001	Charge			235700	1200	67.08			
04/10/2013	254476	30	-001	Pmt Pr		BANK XFER			-89.44			
03/15/2013	254476	30	-001	Charge			234500	1600	89.44			
03/04/2013	252620	30	-001	Pmt Pr		BANK XFER			-72.67			
02/15/2013	252620	30	-001	Charge			232900	1300	72.67			
02/06/2013	250043	30	-001	Pmt Pr		BANK XFER			-83.85			
01/16/2013	250043	30	-001	Charge			231600	1500	83.85			
01/10/2013	249611	30	-001	Pmt Pr		BANK XFER			-72.67			
12/18/2012	249611	30	-001	Charge			230100	1300	72.67			
12/10/2012	249180	30	-001	Pmt Pr		BANK XFER			-72.67			
11/16/2012	249180	30	-001	Charge			228800	1300	72.67			
10/30/2012	245247	30	-001	Pmt Pr		BANK XFER			-105.66			
10/15/2012	245247	30	-001	Charge			227500	1800	105.66			
10/03/2012	244825	30	-001	Pmt Pr		BANK XFER			-78.26			
09/14/2012	244825	30	-001	Charge			225700	1400	78.26			
10/03/2012	243008	30	-001	Pmt Pr		BANK XFER			-.98			
09/19/2012	243008	30	-001	Pmt Pr		BANK XFER			-77.28			
09/19/2012	243008	30	-001	Pmt In		BANK XFER			-.46			
08/13/2012	243008	30	-001	Charge			224300	1400	78.26			

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name		Bill#	P	Service #	Type	Parcel	Interest Due		Ending Balance	Total Due
	Date	Name						Curr Read #	Usage		
										Amount	
	09/19/2012	240430	30	-001	Pmt Pr	BANK XFER				-52	
	08/23/2012	240430	30	-001	Pmt Pr	BANK XFER				-88.92	
	08/23/2012	240430	30	-001	Pmt In	BANK XFER				-52	
	07/13/2012	240430	30	-001	Charge			222900	1600	89.44	
	06/13/2012	240013	30	-001	Pmt Pr	BANK XFER				-72.67	
	06/13/2012	240013	30	-001	Charge			221300	1300	72.67	
	06/07/2012	237721	30	-001	Pmt Pr	BANK XFER				-72.67	
	05/16/2012	237721	30	-001	Charge			220000	1300	72.67	
	05/02/2012	235153	30	-001	Pmt Pr	BANK XFER				-83.85	
	04/17/2012	235153	30	-001	Charge			218700	1500	83.85	
	03/30/2012	234706	30	-001	Pmt Pr	BANK XFER				-72.67	
	03/13/2012	234706	30	-001	Charge			217200	1300	72.67	
	03/05/2012	232911	30	-001	Pmt Pr	BANK XFER				-78.26	
	02/13/2012	232911	30	-001	Charge			215900	1400	78.26	
	01/24/2012	230327	30	-001	Pmt Pr	BANK XFER				-83.85	
	01/10/2012	230327	30	-001	Charge			214500	1500	83.85	
	01/09/2012	229831	30	-001	Pmt Pr	BANK XFER				-67.08	
	12/16/2011	229831	30	-001	Charge			213000	1200	67.08	
	12/09/2011	228030	30	-001	Pmt Pr	BANK XFER				-72.67	
	11/14/2011	228030	30	-001	Charge			211800	1300	72.67	
	10/31/2011	225450	30	-001	Pmt Pr	BANK XFER				-83.85	
	10/11/2011	225450	30	-001	Charge			210500	1500	83.85	
	09/28/2011	225027	30	-001	Pmt Pr	BANK XFER				-78.26	
	09/12/2011	225027	30	-001	Charge			209000	1400	78.26	
	08/31/2011	223194	30	-001	Pmt Pr	BANK XFER				-83.85	

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Account # Location	Customer Name		Form Type: A ACCOUNT DETAIL							
	Date	Bill#	P	Service #	Type	Parcel	Interest Due		Ending Balance	Total Due
							Read #	Usage		
	08/16/2011	223194	30	-001	Charge		207600	1500	83.85	
	07/29/2011	220614	30	-001	Pmt Pr	BANK XFER			-83.85	
	07/11/2011	220614	30	-001	Charge		206100	1500	83.85	
	06/20/2011	219640	30	-001	Pmt Pr	BANK XFER			-83.85	
	06/07/2011	219640	30	-001	Charge		204600	1500	83.85	
	05/26/2011	219213	30	-001	Pmt Pr	BANK XFER			-99.79	
	05/12/2011	219213	30	-001	Charge		203100	1700	99.79	
	04/28/2011	215276	30	-001	Pmt Pr	BANK XFER			-83.85	
	04/12/2011	215276	30	-001	Charge		201400	1500	83.85	
	04/12/2011	214840	30	-001	Pmt Pr	BANK XFER			-89.44	
	03/29/2011	214840	30	-001	Charge		199900	1600	89.44	
	03/08/2011	212983	30	-001	Pmt Pr	BANK XFER			-89.44	
	02/18/2011	212983	30	-001	Charge		198300	1600	89.44	
	02/14/2011	212555	30	-001	Pmt Pr	CHECK	Chk/Ref # 3091		-83.85	
	01/18/2011	212555	30	-001	Charge		196700	1500	83.85	
	01/03/2011	209879	30	-001	Pmt Pr	BANK XFER			-61.49	
	12/10/2010	209879	30	-001	Charge		195200	1100	61.49	
	12/13/2010	208078	30	-001	Pmt Pr	BANK XFER			-78.26	
	11/19/2010	208078	30	-001	Charge		194100	1400	78.26	
	11/16/2010	207650	30	-001	Pmt Pr	BANK XFER			-61.49	
	10/25/2010	207650	30	-001	Charge		192700	1100	61.49	
	10/12/2010	205043	30	-001	Pmt Pr	BANK XFER			-67.08	
	09/23/2010	205043	30	-001	Charge		191600	1200	67.08	
	09/01/2010	203186	30	-001	Pmt Pr	BANK XFER			-72.67	
	08/17/2010	203186	30	-001	Charge		190400	1300	72.67	
	07/29/2010	200591	30	-001	Pmt Pr	BANK XFER			-61.49	

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Bill# P Service #		Type	Parcel	Interest Due			Ending Balance	Total Due
		Date				Curr	Read #	Usage		
									Amount	
		07/19/2010	200591	30	-001	Charge				
		07/01/2010	200159	30	-001	Pmt Pr		1100	61.49	
		06/16/2010	200159	30	-001	Charge			-72.67	
		06/01/2010	197925	30	-001	Pmt Pr		1300	72.67	
		05/17/2010	197925	30	-001	Charge			-67.08	
		05/06/2010	195369	30	-001	Pmt Pr		1200	67.08	
		04/12/2010	195369	30	-001	Charge			-61.49	
		03/31/2010	194931	30	-001	Pmt Pr		1100	61.49	
		03/22/2010	194931	30	-001	Charge			-61.49	
		03/10/2010	194484	30	-001	Pmt Pr		1100	61.49	
		02/26/2010	194484	30	-001	Charge			-72.67	
		02/12/2010	192683	30	-001	Pmt Pr		1300	72.67	
		01/28/2010	192683	30	-001	Charge			-61.49	
		12/30/2009	190094	30	-001	Pmt Pr		1100	61.49	
		12/14/2009	190094	30	-001	Charge			-72.67	
		11/30/2009	189671	30	-001	Pmt Pr		1300	72.67	
		11/17/2009	189671	30	-001	Charge			-61.49	
		10/23/2009	187889	30	-001	Pmt Pr		1100	61.49	
		10/13/2009	187889	30	-001	Charge			-55.90	
		09/24/2009	185297	30	-001	Pmt Pr		1000	55.90	
		09/15/2009	185297	30	-001	Charge			-50.31	
		08/28/2009	184878	30	-001	Pmt Pr		900	50.31	
		08/20/2009	184878	30	-001	Charge			-61.49	
		07/27/2009	183094	30	-001	Pmt Pr		1100	61.49	
		07/13/2009	183094	30	-001	Charge			-61.49	
								1100	61.49	

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Account # Location	Customer Name	Form Type: A ACCOUNT DETAIL			
		Interest Due	Ending Balance		
Date	Bill# P Service #	Type	Parcel		
05/30/2008	158590 30	-001 Pmt Pr			
05/13/2008	158590 30	-001 Charge	163000	800	
04/25/2008	156032 30	-001 Pmt Pr			
04/15/2008	156032 30	-001 Charge	162200	900	
04/09/2008	155525 30	-001 Pmt Pr			
03/26/2008	155525 30	-001 Charge	161300	800	
02/28/2008	153751 30	-001 Pmt Pr			
02/15/2008	153751 30	-001 Charge	160500	800	
02/12/2008	153323 30	-001 Pmt Pr			
02/01/2008	153323 30	-001 Charge	159700	800	
02/12/2008	150718 30	-001 Pmt Pr			
01/11/2008	150718 30	-001 Pmt Pr			
12/19/2007	150718 30	-001 Charge	158900	1000	
01/11/2008	150295 30	-001 Pmt Pr			
01/04/2008	150295 30	-001 Pmt Pr			
01/04/2008	150295 30	-001 Pmt In			
11/21/2007	150295 30	-001 Charge	157900	800	
11/13/2007	148527 30	-001 Pmt Pr			
10/25/2007	148527 30	-001 Charge	157100	1000	
09/21/2007	145930 30	-001 Pmt Pr			
09/17/2007	145930 30	-001 Charge	156100	900	
08/22/2007	144161 30	-001 Pmt Pr			
08/14/2007	144161 30	-001 Charge	155200	900	
07/25/2007	141569 30	-001 Pmt Pr			
07/13/2007	141569 30	-001 Charge	154300	1000	

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Customer Name				Form Type: A ACCOUNT DETAIL		Interest Due Ending Balance		Total Due	
Date	Bill#	P	Service #	Type	Parcel	Curr Read #	Usage	Amount	
07/10/2007	141070	30	-001	Pmt Pr				-39.52	
06/22/2007	141070	30	-001	Charge		153300	800	39.52	
06/08/2007	140320	30	-001	Pmt Pr				-34.58	
05/30/2007	140320	30	-001	Charge		152500	700	34.58	
04/26/2007	138570	30	-001	Pmt Pr				-34.58	
04/19/2007	138570	30	-001	Charge		151800	700	34.58	
04/11/2007	135952	30	-001	Pmt Pr				-39.52	
03/21/2007	135952	30	-001	Charge		151100	800	39.52	
03/08/2007	135464	30	-001	Pmt Pr				-49.40	
02/26/2007	135464	30	-001	Charge		150300	1000	49.40	
01/25/2007	133718	30	-001	Pmt Pr				-34.58	
01/16/2007	133718	30	-001	Charge		149300	700	34.58	
12/27/2006	131119	30	-001	Pmt Pr				-39.52	
12/12/2006	131119	30	-001	Charge		148600	800	39.52	
11/29/2006	130706	30	-001	Pmt Pr				-29.64	
11/21/2006	130706	30	-001	Charge		147800	600	29.64	
11/08/2006	128965	30	-001	Pmt Pr				-44.46	
10/12/2006	128965	30	-001	Charge		147200	900	44.46	
10/10/2006	126389	30	-001	Pmt Pr				-39.52	
09/18/2006	126389	30	-001	Charge		146300	800	39.52	
09/01/2006	125949	30	-001	Pmt Pr				-42.03	
08/18/2006	125949	30	-001	Charge		145500	900	42.03	
07/21/2006	123959	30	-001	Pmt Pr				-46.70	
07/17/2006	123959	30	-001	Charge		144600	1000	46.70	
07/11/2006	123554	30	-001	Pmt Pr				-37.36	
06/29/2006	123554	30	-001	Charge		143600	800	37.36	

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Date	Bill#	P	Service #	Type	Parcel	Curr Read #	Usage	Ending Balance	Total Due
										Amount	
		07/11/2006	121223	30	-001	Pmt Pr	CHECK	Chk/Ref # 2033		-.84	
		06/23/2006	121223	30	-001	Pmt Pr				-45.86	
		06/12/2006	121223	30	-001	Charge		142800	1000	46.70	
		06/23/2006	119492	30	-001	Pmt Pr	CHECK	Chk/Ref # 2025		-.84	
		06/14/2006	119492	30	-001	Pmt Pr				-36.52	
		06/14/2006	119492	30	-001	Pmt In				-.24	
		05/08/2006	119492	30	-001	Charge		141800	800	37.36	
		06/14/2006	116924	30	-001	Pmt Pr	CHECK	Chk/Ref # 2014		-9.94	
		06/14/2006	116924	30	-001	Pmt Pr				-32.09	
		04/18/2006	116924	30	-001	Charge		141000	900	42.03	
		06/14/2006	116501	30	-001	Pmt Pr	CHECK	Chk/Ref # 2014		-9.94	
		06/14/2006	116501	30	-001	Pmt Pr	CHECK	Chk/Ref # 2014		-36.76	
		06/14/2006	116501	30	-001	Pmt In	CHECK	Chk/Ref # 2014		-.60	
		03/29/2006	116501	30	-001	Charge		140100	1000	46.70	
		02/10/2006	114773	30	-001	Pmt Pr	CHECK	Chk/Ref # 1697		-42.03	
		01/31/2006	114773	30	-001	Charge		139100	900	42.03	
		12/22/2005	112156	30	-001	Pmt Pr	CHECK	Chk/Ref # 1675		-42.03	
		12/07/2005	112156	30	-001	Charge		138200	900	42.03	
		12/01/2005	111756	30	-001	Pmt Pr	CHECK	Chk/Ref # 1660		-46.70	
		11/17/2005	111756	30	-001	Charge		137300	1000	46.70	
		10/26/2005	109449	30	-001	Pmt Pr	CHECK	Chk/Ref # 1646		-37.36	
		10/17/2005	109449	30	-001	Charge		136300	800	37.36	
		10/14/2005	107390	30	-001	Pmt Pr	CHECK	Chk/Ref # 1633		-46.70	
		09/21/2005	107390	30	-001	Charge		135500	1000	46.70	
		09/14/2005	105666	30	-001	Pmt Pr				-41.67	

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Date	Bill#	P	Service #	Type	Parcel	Curr Read #	Interest Due	Ending Balance	Total Due
08/23/2005	105666	30	-001	App Cr				Amount	
08/23/2005	105666	30	-001	Charge		134500	1100	-9.70	
08/23/2005	103093	30	-001	App Cr				51.37	
08/12/2005	103093	30	-001	Charge				9.70	
08/11/2005	103093	30	-001	App Cr		133400	1000	46.70	
07/25/2005	102660	30	-001	Pmt Pr				-56.40	
07/15/2005	102660	30	-001	Charge				-42.03	
08/11/2005	102117	30	-001	App Cr		132400	900	42.03	
07/25/2005	102117	30	-001	Pmt Pr	CHECK			56.40	
07/12/2005	102117	30	-001	Charge		Chk/Ref # 1592		-112.44	
05/10/2005	100092	30	-001	Pmt Pr		131500	1200	56.04	
04/21/2005	100092	30	-001	Charge				-42.03	
04/07/2005	126	30	-001	Pmt Pr		130300	900	42.03	
03/20/2005	126	30	-001	Charge				-46.70	
								46.70	

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Chapter 70, Article II, Division 1, Sec. 70-32 User Fees

(g) Review of charge.

- (1)** Any user who feels his sewer bill is in error may make written application to the Commission requesting a review of his/her user charge. Said written request shall, where necessary, show the actual or estimated average flow and/or strength of his/her wastewater in comparison with the values upon which the charge is based, including how the measurements or estimates were made.
- (2)** In lieu of abatement — request of payment equal to last quarter/monthly amount to be based on previous history before coming to the wastewater Commission, if there is no previous history, amount must be paid in full.
- (3)** Review of the request shall be made by the Commission and, if substantiated, the Commission shall direct that appropriate action be taken. Any charge abated shall become a credit against the next billing period if under \$50 and refunded if over \$50.

Sewer User Abatement Policy

DEFINITIONS

ABATEMENT: A deduction from the full amount of a sewer bill because of hardship or any other extraordinary circumstances that would have to be authorized by the Wastewater Commission.

ADJUSTMENT: A correction or modification of the sewer bill because of a submeter reading.

CREDIT: A deduction from the sewer bill because of a water leak, etc.

SEWER USER ABATEMENT POLICY

No abatement will be considered if over 90 days from the most current billing Date.

Wastewater, which did not enter the sewer system:

Based on evidence of receipts/invoice provided by homeowners/business professionals, or by inspection by a City Employee, then the city will abate all the difference between the current consumption value and the average of the last three years of billing history. In the event that the previous billing consumption values are estimated or are suspect, then the Comptroller will substitute representative consumption values.

Wastewater, which did enter the sewer system:

If, in the opinion of the Commission, the wastewater did enter the collection system, then partial abatements may be given based on the following criteria, except no abatement will be considered that will reduce the bill below the minimum charge.

Billing Errors:

The City may issue a "make-up" bill for services that the user received, but were previously unbilled.

- (1) If the "make-up" bill is for service that was unbilled because of an error; made by the City or the Biddeford-Saco Water Company, or a meter failure that could not reasonably have been detected by either the City, the Water Company, or the user; then the City may bill or collect for services that occurred for one (1) year prior to the issuance of the "make-up" bill for a period not to exceed one (1) year from the issuance of the "make-up" bill.
- (2) If the "make-up" bill is for service that was previously unbilled because of unauthorized use or misrepresentation by the user, the City may bill for service that occurred up to ten (10) years before the issuance of the "make-up" bill.
- (3) In all cases where actual flow data is unavailable, the Commission shall estimate the water usage based on Historical usage, comparable facilities, or engineering estimates. No abatement will be considered that will reduce the bill below the minimum charge.

Leaking Fixtures:

If, in the opinion of the Commission, water entered the sewer system from a leaking fixture, it will only come to the Commission if over \$999.99, or at the discretion of the Comptroller of City Services. The Commission can abate up to 50% of the difference between the highest consumption value and the average consumption value over the previous three years.

The above shall follow all procedures of PFA (Petition For Abatement).

Abatement Amount = (Disputed consumption – Highest Consumption) X (up to) 50%

Appeal Process:

The decision made by the Wastewater Commission, denying the abatement, under this section can be appealed by the owner to the Finance Committee in writing. The Wastewater Commission reasons for its decisions shall be included in the writing forwarded to the Finance Committee. Action by the finance Committee shall notify the Wastewater Commission and the claimant of the time and place when the Finance Committee will take up the recommendation of the Wastewater Commission. If the claimant disagrees with the recommendation of the Wastewater Commission, the claimant shall be given an opportunity to show that the recommendation is arbitrary, capricious, or unsupported by substantial evidence. The Wastewater Commission shall also be given the opportunity to be heard. The Finance Committee shall approve the recommendations of the Wastewater Commission unless it finds that it is arbitrary, capricious, or unsupported by substantial evidence. The Finance Committee shall order the claim dismissed or paid in accordance with this decision, which shall be final.

REQUIREMENT OF PETITION FOR ABATEMENT (PFA)/CREDIT

- A. Customers requesting an abatement/credit for a leak must do so in writing.
- B. The customer **must** include a copy of the plumbers repair bill or a store receipt for the parts purchased for the repair.
- C. The letter should include a current reading from the water meter.

Note: the meter reading is important due to the fact that the water company will sometimes estimate the quarter due to inability of entering the building or the remote reader may be malfunctioning.

- D. The billing department will provide a history of the account in question.
- E. This information will provide a paper trail for the customer's history and also be available in the future for audits.
- F. The Commission will make a determination for completeness of request. In the event more information is needed by the commission, the applicant will be notified to supply additional information. If the request is deemed complete, the commission may take action on the request.
- G. The commission will notify the applicant the date and time of meeting. The customer does not have to appear before the board, but may do so if they wish.
- H. An agent for the City can make an appointment with the customer to verify the provided information if necessary.

ADJUSTMENT CALCULATION

There will probably be 1 or 2 quarters affected by the leak. Look at the history and determine what regular consumption is for the same time frame for the last three years. The highest consumption used or no lower than minimum.

EX:	03/01/02	4400	03/01/01	1400
			03/01/00	800
			0301/99	900

$4400 - 1400 = 3000$ cubic feet in question

$3000 / 2 = 1500$ cubic feet allowed to abate

$1500 \times \$4.76 = \71.40 Total dollars abated

A letter should accompany the abatement to the homeowner along with a copy of the abatement policy. This leaves no question.



City of Biddeford, Maine
PFA FORM

Date: _____ PFA #: _____ Account #: _____
Name: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Meter Location: _____
Business _____ Resident _____ Other _____
Requested amount to be abated: _____

Please attach a short note and any copies of repair bills and/or store slips receipts for parts purchased, by you, for repairs. If you need additional space, please use back of this form.

_____ Customers requesting an abatement for a leak must do so in writing, **within 90 days of the Billing Date.**
_____ The Customers **must** include a copy of the plumbers repair bill or a store receipt for the parts purchased for the repair.
_____ The letter should include a current reading from the water meter.
_____ **Note:** The meter reading is important due to the fact that the water company will sometimes estimate the quarter due to inability of entering the building or the remoter reader may be malfunctioning.
_____ The billing department will provide a history of the account in question.
_____ This information will provide a paper trail for the Customers' history and also be available in the future for audits. (A file by "Customer Last Name" should be established for these records.
_____ The Customer shall provide, in advance, all required information to the Wastewater Commission in support of their request so that the Board can make a determination of completeness. Prior to the next scheduled meeting, the Customer will be notified. At the next scheduled meeting, the decision of the Customer's claim will be disclosed.
_____ An agent for the City can make an appointment with the Customer to verify the validity of the abatement claim.

NOTE: ALL SEWER BILLS TO BE PAID IN FULL BEFORE BEING FORWARDED TO THE WASTEWATER MANAGEMENT COMMISSION

.....
OFFICE USE ONLY

Action taken meeting of _____, 20____

_____ Date: _____
WWMC Chairperson
Approved _____ Disapproved _____ Approved Conditionally _____

The wastewater management commission made the following decisions at their October 10, 2017 meeting

Item 3 Phoenix Management

Bob Mills made the motion to reduce what's owed to 1/2 and to except their offer to cover it with a payment bond

Dennis second it and recommend It go to finance and Council for approval

Vote 5 to 0 in favor of the motion

Mrs. Caron item

Bob Mills made the motion to reduce what she owed to 1/2

Dennis seconded the motion and suggested she get a letter stating the terms of the agreement and that It need not go to council, the staff could handle it

Vote 5 to 0 in favor of the motion

Peter Bartlett item

Mr. and Mrs. Bartlett did not attend

Bob Mills made a motion for tabling The item until we're Bartletts could be present

Bob Q seconded the motion

Vote 5-0 in favor of the motion

Brian Pacquette item

Bob Mills made a motion to reduce his bill to zero sense it was an apparent meter issue and to request that the water company make up the difference

Sean Tarpey seconded the motion

Vote. 3-2 in favor of the motion

Debra Miles item

Bob Q made the motion to forward it to finance committee since the dollar figure was large

Bob M Second the motion

Vote. 5-0 in favor of the motion



City of Biddeford

Finance Department - (207) 284-9333

205 Main Street, P O Box 586

Biddeford, ME 04005

November 1, 2017

To: Finance Committee

From: Cheryl Fournier, Finance Director

Re: Wastewater Abatement – 196 Elm St

Attached is the information regarding 196 Elm St abatement request. The Wastewater Management Commission approved to move this request to the Finance Committee on October 11th.

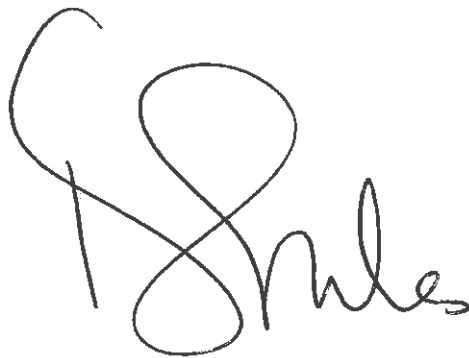
The bill was dated 3/07/17 in the amount of \$13,031.40. Attached is the detail history of the account and letter from DJM Enterprises LLC. The estimated bill was \$516.56 per month instead of the actual estimated amount of \$789.51 (average for May-August 2017).

BE IT ORDERED that the Finance Committee authorizes the Finance Director to abate the sewer bill for 169 Elm St in the amount of \$_____:

on
Biddeford
To: Waste Water.

DJM Enterprises LLC
220 Elm St. #103
Biddeford, Me. 04005
4-11-17
690-0923

I would like to appeal
estimated bill of \$13,031.40
for 196 Elm St. Biddeford.
which I don't agree with.
(or the interest on others)



DEBORAH MILES

SEWER USE BILLING

Customer Copy

Keep this portion for your records

BILL IS DUE UPON RECEIPT



City of Biddeford

PO Box 586
Biddeford, ME 04005-0586
207-286-9387

Customer			Service Location	
DJM ENTERPRISES LLC			196 ELM ST	
Bill Number	Bill Date	Customer Number	Account Number	Due Date
334277	03/07/2017	14231	003630	04/07/2017

705 1 AV 0.373 E0201X 10208 D2294479373 S2 P4037605 0001:0001



DJM ENTERPRISES LLC
220 ELM ST
BIDDEFORD ME 04005-5214

DESCRIPTION	PRESENT READ DATE	PREVIOUS READ DATE	PRESENT METER READ	PREVIOUS METER READ	READ CODE	USAGE	CHARGE
SEWER	12/14/2016	09/15/2016	8000	0	A	8000	\$13,501.00
Last Pay Amt	Last Payment Date	Past Due Amount	Interest/Penalty		Current Charges	Amount Due	
\$516.56	12/07/2016	\$0.00	\$0.00		\$13,501.00	\$13,501.00	

To avoid interest costs and/or real estate tax lien and foreclosure under Maine statutes, all sewer charges must be paid. This bill will be subject to an interest charge 31 days after billing date. Past due 31 days from billing date.

1109.60
\$13,031.40



Make this the last bill you get in the mail
Sign up for Paperless Billing Today
www.biddefordmaine.org

To avoid standing in line, it is recommended that bills be paid by mail. Please make check or money order payable to CITY OF BIDDEFORD and return the payment stub below by mail to the payment address below. If paying in person, bring the payment portion to: City Hall, 205 Main St., Ground Floor

YOU MAY PAY YOUR BILL BY CREDIT OR DEBIT CARD WHEN VISITING CITY HALL

Detach and return the portion below with your payment



City of Biddeford

PO Box 0235
Brattleboro, VT 05302-0235
207-286-9387

NOTE: Payments made after
04/07/2017 will accrue interest

SEWER USE BILL
Remittance Copy

Customer			Service Location	
DJM ENTERPRISES LLC			196 ELM ST	
Bill Number	Bill Date	Customer Number	Account Number	Current Charges
334277	03/07/2017	14231	003630	\$13,501.00
			Past Due Amount	Interest/Penalty
			\$0.00	\$0.00
			Due Date	Amount Due
			04/07/2017	\$13,501.00
			Amount Paid	

DJM ENTERPRISES LLC
220 ELM ST
BIDDEFORD ME 04005-5214

05056042017200334277100013501002

0001:0001

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City of Biddeford
SEWER

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AR Category: 60

Account #
Location

Customer	Name
----------	------

Date

Bill# P Service #

Type

Parcel

Form Type: A ACCOUNT DETAIL

Total Due

	Curr Read #	Usage	Amount
--	-------------	-------	--------

003630	14231	DJM ENTERPRISES LLC		0381000000	380.08	13031.40	13411.48
196	ELM ST	BIDD ME 04005					
					Usage	Amount	

Chk/Ref # 2711 -645.70

6900	6900	645.70
------	------	--------

Chk/Ref # 2538 -933.33

23900	15900	933.33
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Chk/Ref # 2428 -469.60

8000	8000	13501.00
------	------	----------

ChrK/Ref #	
4159700	-516.56

chk/Ref #	2065	-516.56
chk/Ref #	8800	516.56

4150900 8800 516.56

-516.56
Chk/Ref # 1933

4142100	8800	516.56
---------	------	--------

Chk/Ref # 1780 -516.56

4133300	8800	516.56
---------	------	--------

Chk/Ref # 1611	-516.56
----------------	---------

Chk/Ref #	1611	-3.01
4124500	8800	-2.5

8800 516.56
#12300
Chk/Ref # 1451
-516.56

4115700	8800	516.56
---------	------	--------

Chk/Ref # 1217
-516.56

Chk/Ref # 1217	-3.01
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4106900	8800	516.56
---------	------	--------

Chk/Ref # 1162 -434.38

Chk/Ref #	
1162	-2.53

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Bill# P Service #		Type	Parcel	Interest Due			Total Due
		Date				Curr Read #	Usage	Amount	
		04/22/2015	294738 40	-001 Charge		4098100	7400	434.38	
		04/29/2015	292756 40	-001 Pmt Pr	CHECK	Chk/Ref # 1112		-5.55	
		04/22/2015	292756 40	-001 Pmt Pr	CHECK	Chk/Ref # 600581		-945.39	
		04/22/2015	292756 40	-001 Pmt In	CHECK	Chk/Ref # 600581		-5.55	
		03/20/2015	292756 40	-001 Charge		4090700	16200	950.94	
		03/23/2015	288066 40	-001 Pmt Pr	CHECK	Chk/Ref # 1046		-950.94	
		03/23/2015	288066 40	-001 Pmt In	CHECK	Chk/Ref # 1046		-16.64	
		12/11/2014	288066 40	-001 Charge		4074500	16200	950.94	
		10/14/2014	283299 40	-001 Pmt Pr	CHECK	Chk/Ref # 2559		-945.07	
		10/14/2014	283299 40	-001 Pmt In	CHECK	Chk/Ref # 2559		-5.51	
		09/10/2014	283299 40	-001 Charge		4058300	16100	945.07	
		07/07/2014	278011 40	-001 Pmt Pr	CHECK	Chk/Ref # 2339		-950.94	
		07/07/2014	278011 40	-001 Pmt In	CHECK	Chk/Ref # 2339		-5.55	
		05/28/2014	278011 40	-001 Charge		4042200	16200	950.94	
		06/26/2014	273190 40	-001 Pmt Pr	CHECK	Chk/Ref # 2312		-950.94	
		06/26/2014	273190 40	-001 Pmt In	CHECK	Chk/Ref # 2312		-16.64	
		05/20/2014	273190 40	-001 Revers	CHECK			100.00	
		05/20/2014	273190 40	-001 Revers	CHECK			95.04	
		05/20/2014	273190 40	-001 Pmt In	CHECK	Chk/Ref # 2183		4.96	
		05/05/2014	273190 40	-001 Pmt Pr	CHECK	Chk/Ref # 2183		-95.04	
		05/05/2014	273190 40	-001 Pmt In	CHECK	Chk/Ref # 2183		-4.96	
		04/04/2014	273190 40	-001 Pmt Pr	CHECK	Chk/Ref # 2136		-100.00	
		03/13/2014	273190 40	-001 Charge		4026000	16200	950.94	
		02/21/2014	268724 40	-001 Pmt Pr	CHECK	Chk/Ref # 2079		-939.20	
		02/21/2014	268724 40	-001 Pmt In	CHECK	Chk/Ref # 2079		-5.48	
		12/31/2013	268724 40	-001 Charge		4009800	16000	939.20	

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City of Biddeford
SEWER

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Account # Location	Customer Name		Bill#	P	Service #	Type	Parcel	Interest Due		Total Due
	Date	Name						Read #	Usage	
	09/30/2013	263108	40	-001	Pmt Pr	CHECK		Chk/Ref # 1882		-962.68
	09/30/2013	263108	40	-001	Pmt In	CHECK		Chk/Ref # 1882		-5.62
	08/09/2013	263108	40	-001	Charge			3993800	16400	962.68
	07/05/2013	258271	40	-001	Pmt Pr	CHECK		Chk/Ref # 1739		-956.81
	07/05/2013	258271	40	-001	Pmt In	CHECK		Chk/Ref # 1739		-5.58
	05/29/2013	258271	40	-001	Charge			3977400	16300	956.81
	04/17/2013	253416	40	-001	Pmt Pr	CHECK		Chk/Ref # 1639		-903.98
	04/17/2013	253416	40	-001	Pmt In	CHECK		Chk/Ref # 1639		-5.27
	03/08/2013	253416	40	-001	Charge			3961100	15400	903.98
	12/20/2012	248187	40	-001	Pmt Pr	CHECK		Chk/Ref # 1504		-927.46
	12/20/2012	248187	40	-001	Pmt In	CHECK		Chk/Ref # 1504		-5.41
	11/13/2012	248187	40	-001	Charge			3945700	15800	927.46
	10/16/2012	243796	40	-001	Pmt Pr	CHECK		Chk/Ref # 1438		-945.07
	10/16/2012	243796	40	-001	Pmt In	CHECK		Chk/Ref # 1438		-5.51
	08/24/2012	243796	40	-001	Charge			3929900	16100	945.07
	12/04/2012	239815	LFEE	-001	Pmt Pr	CHECK		Chk/Ref # 1481		-39.00
	12/04/2012	239815	LIEN	-001	Pmt Pr	CHECK		Chk/Ref # 1481		-9.32
	12/04/2012	239815	LIEN	-001	Pmt In	CHECK		Chk/Ref # 1481		.22
	12/04/2012	239815	LIENI	-001	Pmt Pr	CHECK		Chk/Ref # 1481		-23.51
	12/04/2012	239815	LIEN	-001	Pmt Pr	CHECK		Chk/Ref # 1481		-671.66
	12/04/2012	239815	LIEN	-001	Pmt In	CHECK		Chk/Ref # 1481		-15.67
	07/13/2012	239815	LFEE	-006	Adj					39.00
	07/13/2012	239815	LIEN	-005	Adj					9.32
	07/13/2012	239815	LIENI	-004	Adj					23.51
	07/13/2012	239815	LIEN	-003	Adj					671.66

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name		Bill# P Service # Type			Parcel	Interest Due		Ending Balance	Total Due
	Date		Bill#	P Service #	Type		Curr Read #	Usage	Amount	

	07/13/2012		239815	DMD	-002 Adj				-9.32	
	07/13/2012		239815	40	-001 Adj				-671.66	
	06/13/2012		239815	DMD	-002 Adj				9.32	
	06/13/2012		239815	DMD	-002 Charge				.00	
	06/13/2012		239815	40	-001 Charge				671.66	
	06/29/2012		238577	40	-001 Pmt Pr	CHECK	Chk/Ref # 1330		-956.81	
	05/30/2012		238577	40	-001 Charge		3913800	16300	956.81	
	04/13/2012		233707	40	-001 Pmt Pr	CHECK	Chk/Ref # 1272		-898.11	
	04/13/2012		233707	40	-001 Pmt In	CHECK	Chk/Ref # 1272		-5.24	
	02/22/2012		233707	40	-001 Charge		3897500	15300	898.11	
	01/31/2012		228823	40	-001 Pmt Pr	CHECK	Chk/Ref # 1218		-671.66	
	01/31/2012		228823	40	-001 Pmt In	CHECK	Chk/Ref # 1218		-7.84	
	11/30/2011		228823	40	-001 Pmt Pr	CHECK	Chk/Ref # 1153		-255.80	
	11/21/2011		228823	40	-001 Charge		3882200	15800	927.46	
	06/13/2012		224006	40	-001 Adj				-671.66	
	01/31/2012		224006	40	-001 Pmt Pr	CHECK	Chk/Ref # 1218		-279.28	
	01/31/2012		224006	40	-001 Pmt In	CHECK	Chk/Ref # 1218		-22.19	
	09/02/2011		224006	40	-001 Charge		3866400	16200	950.94	
	06/14/2011		218209	40	-001 Pmt Pr	CHECK	Chk/Ref # 1916		-980.29	
	06/14/2011		218209	40	-001 Pmt In	CHECK	Chk/Ref # 1916		-5.72	
	05/06/2011		218209	40	-001 Charge		3850200	16700	980.29	
	06/15/2011		213776	40	-001 Pmt Pr	CHECK	Chk/Ref # 1916		-1003.77	
	06/15/2011		213776	40	-001 Pmt In	CHECK	Chk/Ref # 1916		-17.57	
	03/11/2011		213776	40	-001 Charge		3833500	17100	1003.77	
	12/22/2010		208881	40	-001 Pmt Pr	CHECK	Chk/Ref # 1741		-1027.25	
	12/03/2010		208881	40	-001 Charge		3816400	17500	1027.25	

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City of Biddeford
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AR Category: 60

Account #
Location

Customer Name

Date

Bill# P Service #

Type

Parcel

Form Type: A ACCOUNT DETAIL

Interest Due Ending Balance Total Due
Curr Read # Usage Amount

12/04/2010	203982	40	-001	Pmt Pr	CHECK	Chk/Ref # 1741	-6.10
12/04/2010	203982	40	-001	Pmt In	CHECK	Chk/Ref # 1741	- .04
10/19/2010	203982	40	-001	Pmt Pr	CHECK	Chk/Ref # 132862	-1038.76
10/19/2010	203982	40	-001	Pmt In	CHECK	Chk/Ref # 132862	-6.10
09/02/2010	203982	40	-001	Charge		3798900 17800	1044.86
12/04/2012	199953	CERTLN-001		Pmt Pr	CHECK	Chk/Ref # 1481	-48.22
12/04/2012	199953	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481	-9.22
12/04/2012	199953	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481	-2.58
12/04/2012	199953	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481	-94.86
12/04/2012	199953	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481	-1185.74
12/04/2012	199953	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481	-332.01
12/04/2012	199953	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481	-118.81
12/04/2012	199953	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481	-1080.08
12/04/2012	199953	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481	-302.42
12/04/2012	199953	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481	-23.98
12/04/2012	199953	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481	-184.47
12/04/2012	199953	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481	-51.65
12/04/2012	199953	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481	-191.07
12/04/2012	199953	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481	-1273.79
12/04/2012	199953	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481	-356.66
12/04/2012	199953	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481	-219.53
12/04/2012	199953	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481	-1291.40
12/04/2012	199953	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481	-361.59
06/14/2010	199953	DMD -006		Adj			9.22
06/14/2010	199953	DMD -006		Charge			.00

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City of Biddeford
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AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name		Bill# P Service # Type			Parcel	Interest Due		Ending Balance	Total Due	
	Date		Bill#	P	Service #	Type		Curr Read #	Usage	Amount	
	06/14/2010		199953	40	-005	Charge				1185.74	
	06/14/2010		199953	40	-004	Charge				1080.08	
	06/14/2010		199953	40	-003	Charge				184.47	
	06/14/2010		199953	40	-002	Charge				1273.79	
	06/14/2010		199953	40	-001	Charge				1291.40	
	07/13/2009		199953	CERTLN-018		Adj				48.22	
	07/13/2009		199953	LIEN	-017	Adj				9.22	
	07/13/2009		199953	LIENI	-016	Adj				94.86	
	07/13/2009		199953	LIEN	-015	Adj				1185.74	
	07/13/2009		199953	LIENI	-014	Adj				118.81	
	07/13/2009		199953	LIEN	-013	Adj				1080.08	
	07/13/2009		199953	LIENI	-012	Adj				23.98	
	07/13/2009		199953	LIEN	-011	Adj				184.47	
	07/13/2009		199953	LIENI	-010	Adj				191.07	
	07/13/2009		199953	LIEN	-009	Adj				1273.79	
	07/13/2009		199953	LIENI	-008	Adj				219.53	
	07/13/2009		199953	LIEN	-007	Adj				1291.40	
	07/13/2009		199953	DMD	-006	Adj				-9.22	
	07/13/2009		199953	40	-005	Adj				-1185.74	
	07/13/2009		199953	40	-004	Adj				-1080.08	
	07/13/2009		199953	40	-003	Adj				-184.47	
	07/13/2009		199953	40	-002	Adj				-1273.79	
	07/13/2009		199953	40	-001	Adj				-1291.40	
	10/19/2010		198725	40	-001	Pmt Pr	CHECK	Chk/Ref #	132862	-1179.87	
	10/19/2010		198725	40	-001	Pmt In	CHECK	Chk/Ref #	132862	-47.19	
	05/26/2010		198725	40	-001	Charge		3781100	20100	1179.87	

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AR Category: 60

Account #
Location

Customer Name

Date Bill# P Service # Type Parcel

Form Type: A ACCOUNT DETAIL

Interest Due Ending Balance Total Due

Curr Read # Usage Amount

10/19/2010	193486	40	-001	Pmt Pr	CHECK	Chk/Ref # 132862	-1179.87		
10/19/2010	193486	40	-001	Pmt In	CHECK	Chk/Ref # 132862	-82.59		
02/25/2010	193486	40	-001	Charge		3761000	20100	1179.87	
06/14/2010	188686	40	-001	Adj				-1185.74	
11/09/2009	188686	40	-001	Charge		3740900	20200	1185.74	
06/14/2010	183886	40	-001	Adj				-1080.08	
07/24/2009	183886	40	-001	Charge		3720700	18400	1080.08	
06/14/2010	180275	40	-001	Adj				-184.47	
06/08/2009	180275	40	-001	Charge		3702300	3300	184.47	
06/14/2010	178620	40	-001	Adj				-1273.79	
04/10/2009	178620	40	-001	Charge		3699000	21700	1273.79	
06/14/2010	173784	40	-001	Adj				-1291.40	
01/28/2009	173784	40	-001	Charge		3677300	22000	1291.40	
06/15/2009	168948	40	-001	Adj				-1261.55	
10/31/2008	168948	40	-001	Charge		3655300	21900	1261.55	
06/15/2009	164576	40	-001	Adj				-1169.28	
08/29/2008	164576	40	-001	Charge		3633400	22400	1169.28	
08/28/2008	160564	CERTLN-001	Pmt Pr					-48.09	
08/28/2008	160564	LIEN -001	Pmt Pr					-9.09	
08/28/2008	160564	LIEN -001	Pmt In					-.11	
08/28/2008	160564	LIENI -001	Pmt Pr					-100.54	
08/28/2008	160564	LIEN -001	Pmt Pr					-1117.08	
08/28/2008	160564	LIEN -001	Pmt In					-13.59	
08/28/2008	160564	LIENI -001	Pmt Pr					-122.31	
08/28/2008	160564	LIEN -001	Pmt Pr					-1111.86	

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Date	Bill#	P Service #	Type	Parcel	Interest Due	Ending Balance	Total Due
							Usage	Amount	
		08/28/2008	160564	LIEN -001	Pmt In			-13.53	
		08/28/2008	160564	LIENI -001	Pmt Pr			-.19	
		08/28/2008	160564	LIEN -001	Pmt Pr			-1.62	
		08/28/2008	160564	LIEN -001	Pmt In			-.02	
		08/28/2008	160564	LIENI -001	Pmt Pr			-193.40	
		08/28/2008	160564	LIEN -001	Pmt Pr			-1289.34	
		08/28/2008	160564	LIEN -001	Pmt In			-15.68	
		08/28/2008	160564	LIENI -001	Pmt Pr			-201.07	
		08/28/2008	160564	LIEN -001	Pmt Pr			-1117.08	
		08/28/2008	160564	LIEN -001	Pmt In			-13.59	
		07/22/2008	160564	CERTIN-018	Adj			.00	
		07/22/2008	160564	LIEN -017	Adj			9.09	
		07/22/2008	160564	LIENI -016	Adj			-9.09	
		07/22/2008	160564	LIEN -015	Adj			100.54	
		07/22/2008	160564	LIENI -014	Adj			1117.08	
		07/22/2008	160564	LIEN -013	Adj			-1117.08	
		07/22/2008	160564	LIENI -012	Adj			122.31	
		07/22/2008	160564	LIEN -011	Adj			1111.86	
		07/22/2008	160564	LIENI -010	Adj			-1111.86	
		07/22/2008	160564	LIEN -009	Adj			.19	
		07/22/2008	160564	LIENI -008	Adj			1.62	
		07/22/2008	160564	LIEN -007	Adj			-1.62	
		07/22/2008	160564	DMD -006	Adj			193.40	
		07/22/2008	160564	40 -005	Adj			1289.34	
		07/22/2008	160564	40 -004	Adj			-1289.34	
		07/22/2008	160564	40 -003	Adj			201.07	

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AR Category: 60

Account #
Location

Customer Name

Date

Bill#

P

Service #

Type

Parcel

Form Type: A ACCOUNT DETAIL

Interest Due Ending Balance Total Due
Curr Read # Usage Amount

07/22/2008	160564	40	-002	Adj			1117.08
07/22/2008	160564	40	-001	Adj			48.09
07/22/2008	160564	40	-001	Adj			-1117.08
06/22/2008	160564	DMD	-006	Charge			9.09
06/22/2008	160564	40	-005	Charge			1117.08
06/22/2008	160564	40	-004	Charge			1111.86
06/22/2008	160564	40	-003	Charge			1034.55
06/22/2008	160564	40	-002	Charge			1289.34
06/22/2008	160564	40	-001	Charge			1117.08
06/16/2008	160564	CERTLN-018		Adj			48.09
06/16/2008	160564	LIENI -016		Adj			109.63
06/16/2008	160564	LIEN -015		Adj			1016.54
06/16/2008	160564	LIENI -014		Adj			-994.77
06/16/2008	160564	LIEN -013		Adj			2228.94
06/16/2008	160564	LIENI -012		Adj			-122.12
06/16/2008	160564	LIEN -011		Adj			-1110.24
06/16/2008	160564	LIENI -010		Adj			1305.26
06/16/2008	160564	LIEN -009		Adj			1289.15
06/16/2008	160564	LIENI -008		Adj			199.45
06/16/2008	160564	LIEN -007		Adj			1118.70
06/16/2008	160564	DMD	-006	Adj			-202.49
06/16/2008	160564	40	-005	Adj			-2406.42
06/16/2008	160564	40	-004	Adj			177.48
06/16/2008	160564	40	-003	Adj			-1198.24
06/16/2008	160564	40	-002	Adj			-2406.42

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name		Bill# P Service #			Type	Parcel	Interest Due		Ending Balance	Total Due
	Date							Curr Read #	Usage		
	06/16/2008	160564	40	-001	Adj					-57.18	
	06/16/2008	160564	40	-001	Adj					9.09	
	12/04/2012	180733	CERTLN-001		Pmt Pr	CHECK	Chk/Ref # 1481			-48.31	
	12/04/2012	180733	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481			-9.31	
	12/04/2012	180733	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481			-3.72	
	12/04/2012	180733	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481			-164.00	
	12/04/2012	180733	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481			-1261.55	
	12/04/2012	180733	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481			-504.62	
	12/04/2012	180733	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481			-152.01	
	12/04/2012	180733	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481			-1169.28	
	12/04/2012	180733	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481			-467.71	
	12/04/2012	180733	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481			-148.61	
	12/04/2012	180733	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481			-1143.18	
	12/04/2012	180733	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481			-457.27	
	12/04/2012	180733	LIENI -001		Pmt Pr	CHECK	Chk/Ref # 1481			-181.24	
	12/04/2012	180733	LIEN -001		Pmt Pr	CHECK	Chk/Ref # 1481			-1132.74	
	12/04/2012	180733	LIEN -001		Pmt In	CHECK	Chk/Ref # 1481			-453.10	
	07/14/2009	180733	CERTLN-015		Adj					.00	
	07/14/2009	180733	LIEN -014		Adj					9.31	
	07/14/2009	180733	LIENI -013		Adj					-9.31	
	07/14/2009	180733	LIEN -012		Adj					164.00	
	07/14/2009	180733	LIENI -011		Adj					1261.55	
	07/14/2009	180733	LIEN -010		Adj					-1261.55	
	07/14/2009	180733	LIENI -009		Adj					152.01	
	07/14/2009	180733	LIEN -008		Adj					1169.28	
	07/14/2009	180733	LIENI -007		Adj					-1169.28	

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Date	Bill#	P	Service #	Type	Parcel	Curr Read #	Usage	Ending Balance	Total Due
		07/14/2009	180733	LIEN	-006	Adj				148.61	
		07/14/2009	180733	DMD	-005	Adj				1143.18	
		07/14/2009	180733	40	-004	Adj				-1143.18	
		07/14/2009	180733	40	-003	Adj				181.24	
		07/14/2009	180733	40	-002	Adj				1132.74	
		07/14/2009	180733	40	-001	Adj				48.31	
		07/14/2009	180733	40	-001	Adj				-1132.74	
		06/15/2009	180733	CERTLN-015	Adj					48.31	
		06/15/2009	180733	LIENI	-013	Adj				173.31	
		06/15/2009	180733	LIEN	-012	Adj				1097.55	
		06/15/2009	180733	LIENI	-011	Adj				-1109.54	
		06/15/2009	180733	LIEN	-010	Adj				2430.83	
		06/15/2009	180733	LIENI	-009	Adj				-3.40	
		06/15/2009	180733	LIEN	-008	Adj				-26.10	
		06/15/2009	180733	LIENI	-007	Adj				1350.52	
		06/15/2009	180733	LIEN	-006	Adj				984.13	
		06/15/2009	180733	DMD	-005	Adj				-1152.49	
		06/15/2009	180733	40	-004	Adj				-118.37	
		06/15/2009	180733	40	-003	Adj				-1350.52	
		06/15/2009	180733	40	-002	Adj				-2275.92	
		06/15/2009	180733	40	-001	Adj				-57.62	
		06/15/2009	180733	40	-001	Adj				9.31	
		06/15/2008	180733	DMD	-005	Charge				9.31	
		06/15/2008	180733	40	-004	Charge				1261.55	
		06/15/2008	180733	40	-003	Charge				1169.28	

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Date	Bill#	P	Service #	Type	Parcel	Curr Read #	Interest Due	Ending Balance	Total Due
		06/15/2008	180733	40	-002	Charge				1143.18	
		06/15/2008	180733	40	-001	Charge				1132.74	
		06/15/2009	159395	40	-001	Adj				-1143.18	
		05/21/2008	159395	40	-001	Charge		3611000	21900	1143.18	
		06/15/2009	154558	40	-001	Adj				-1132.74	
		02/22/2008	154558	40	-001	Charge		3589100	21700	1132.74	
		06/16/2008	149325	40	-001	Adj				-1117.08	
		11/09/2007	149325	40	-001	Charge		3567400	21400	1117.08	
		06/16/2008	145012	40	-001	Adj				-1111.86	
		08/23/2007	145012	40	-001	Charge		3546000	21300	1111.86	
		06/16/2008	140901	40	-001	Adj				-1.62	
		07/26/2007	140901	CERTIF-001		Pmt Pr				-5.96	
		07/26/2007	140901	LIEN -001		Pmt Pr				-8.96	
		07/26/2007	140901	LIEN -001		Pmt In				-.04	
		07/26/2007	140901	LIENI -001		Pmt Pr				-96.84	
		07/26/2007	140901	LIEN -001		Pmt Pr				-1173.81	
		07/26/2007	140901	LIEN -001		Pmt In				-4.95	
		07/26/2007	140901	LIENI -001		Pmt Pr				-102.91	
		07/26/2007	140901	LIEN -001		Pmt Pr				-935.55	
		07/26/2007	140901	LIEN -001		Pmt In				-3.95	
		07/26/2007	140901	LIENI -001		Pmt Pr				-98.20	
		07/26/2007	140901	LIEN -001		Pmt Pr				-1024.65	
		07/26/2007	140901	LIEN -001		Pmt In				-4.32	
		07/26/2007	140901	LIENI -001		Pmt Pr				-133.51	
		07/26/2007	140901	LIEN -001		Pmt Pr				-1227.60	
		07/26/2007	140901	LIEN -001		Pmt In				-5.18	

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AR Category: 60

Account # Location	Customer	Name	Form Type: A ACCOUNT DETAIL										
			Date	Bill#	P	Service #	Type	Parcel	Interest Due			Total Due	
									Usage	Ending Balance	Amount		

	07/26/2007	140901	LIENI	-001		Pmt	Pr					-145.92	
	07/26/2007	140901	LIEN	-001		Pmt	Pr					-1034.55	
	07/26/2007	140901	LIEN	-001		Pmt	In					-4.36	
	07/26/2007	140901	40	-001		Pmt	Pr					-37.38	
	07/26/2007	140901	40	-001		Pmt	In					-.72	
	07/26/2007	140901	CERTIF-018			Penlty						5.96	
	07/23/2007	140901	40	-001		Adj						39.00	
	07/12/2007	140901	CERTIF-018			Adj						.00	
	07/12/2007	140901	LIEN	-017		Adj						8.96	
	07/12/2007	140901	LIENI	-016		Adj						-8.96	
	07/12/2007	140901	LIEN	-015		Adj						96.84	
	07/12/2007	140901	LIENI	-014		Adj						1173.81	
	07/12/2007	140901	LIEN	-013		Adj						-1173.81	
	07/12/2007	140901	LIENI	-012		Adj						102.91	
	07/12/2007	140901	LIEN	-011		Adj						935.55	
	07/12/2007	140901	LIENI	-010		Adj						-935.55	
	07/12/2007	140901	LIEN	-009		Adj						98.20	
	07/12/2007	140901	LIENI	-008		Adj						1024.65	
	07/12/2007	140901	LIEN	-007		Adj						-1024.65	
	07/12/2007	140901	DMD	-006		Adj						133.51	
	07/12/2007	140901	40	-005		Adj						1227.60	
	07/12/2007	140901	40	-004		Adj						-1227.60	
	07/12/2007	140901	40	-003		Adj						145.92	
	07/12/2007	140901	40	-002		Adj						1034.55	
	07/12/2007	140901	40	-001		Adj						5.96	

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Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name		Bill#	P	Service #	Type	Parcel	Interest Due			Total Due
	Date							Curr	Read #	Usage	
	07/12/2007	140901	40	-001	Adj			-1034.55			
	06/12/2007	140901	LIENI -016	Adj				105.80			
	06/12/2007	140901	LIEN -015	Adj				1076.97			
	06/12/2007	140901	LIENI -014	Adj				-1070.90			
	06/12/2007	140901	LIEN -013	Adj				2109.36			
	06/12/2007	140901	LIENI -012	Adj				-4.71			
	06/12/2007	140901	LIEN -011	Adj				89.10			
	06/12/2007	140901	LIENI -010	Adj				1069.06			
	06/12/2007	140901	LIEN -009	Adj				1129.40			
	06/12/2007	140901	LIENI -008	Adj				-878.73			
	06/12/2007	140901	LIEN -007	Adj				2059.20			
	06/12/2007	140901	DMD -006	Adj				-142.47			
	06/12/2007	140901	DMD -006	Charge				8.96			
	06/12/2007	140901	40 -005	Adj				-2401.41			
	06/12/2007	140901	40 -005	Charge				1173.81			
	06/12/2007	140901	40 -004	Adj				292.05			
	06/12/2007	140901	40 -004	Charge				935.55			
	06/12/2007	140901	40 -003	Adj				-1170.57			
	06/12/2007	140901	40 -003	Charge				1024.65			
	06/12/2007	140901	40 -002	Adj				-2262.15			
	06/12/2007	140901	40 -002	Charge				1227.60			
	06/12/2007	140901	40 -001	Adj				-14.92			
	06/12/2007	140901	40 -001	Adj				8.96			
	06/12/2007	140901	40 -001	Charge				1034.55			
	06/16/2008	139370	40 -001	Adj				-1289.34			
	05/11/2007	139370	40 -001	Charge				3524700	24700		1289.34

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Account #
Location

Customer Name

Form Type: A ACCOUNT DETAIL

Date	Bill#	P	Service #	Type	Parcel	Curr Read #	Usage	Ending Balance	Total Due
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06/16/2008	134521	40	-001	Adj				-1117.08	
01/31/2007	134521	40	-001	Charge		3500000	21400	1117.08	
06/12/2007	129756	40	-001	Adj				-1173.81	
11/06/2006	129756	40	-001	Charge		3478600	22600	1173.81	
06/12/2007	124949	40	-001	Adj				-935.55	
08/01/2006	124949	40	-001	Charge		3456000	18900	935.55	
06/12/2006	121323	DMD	-002	Charge				7.50	
06/12/2006	121323	40	-001	Adj				-7.50	
06/12/2006	121323	40	-001	Adj				7.50	
06/12/2006	121323	40	-001	Charge				1381.05	
06/11/2006	121323	DMD	-001	Pmt Pr	CHECK	Chk/Ref # 1683		-7.50	
06/11/2006	121323	40	-001	Pmt Pr	CHECK	Chk/Ref # 1683		-1381.05	
06/11/2006	121323	40	-001	Pmt In	CHECK	Chk/Ref # 1683		-80.27	
06/12/2007	120276	40	-001	Adj				-1024.65	
05/12/2006	120276	40	-001	Charge		3437100	20700	1024.65	
06/12/2007	115557	40	-001	Adj				-1227.60	
03/13/2006	115557	40	-001	Charge		3416400	24800	1227.60	
06/12/2007	110701	40	-001	Adj				-1034.55	
11/02/2005	110701	40	-001	Charge		3391600	20900	1034.55	
06/12/2006	106449	40	-001	Adj				-1381.05	
09/06/2005	106449	40	-001	Charge		3370700	27900	1381.05	
07/06/2005	101256	40	-001	Pmt Pr	CHECK	Chk/Ref # 1207		-83.94	
06/21/2005	101256	40	-001	Pmt Pr	CHECK	Chk/Ref # 4521		-747.66	
06/21/2005	101256	40	-001	Pmt In	CHECK	Chk/Ref # 4521		-5.37	
05/19/2005	101256	40	-001	Charge		3342800	16800	831.60	

09/07/2017 13:03
rdutremble

City of Biddeford
SEWER

P 16
ubacthst

AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Date	Bill#	P	Service #	Type	Parcel	Curr Read #	Usage	Ending Balance	Total Due
		06/21/2005	3366		CNVINT-001	Pmt Pr				-139.93	
		06/21/2005	3366	40	-001	Pmt Pr				-3184.63	
		06/21/2005	3366	40	-001	Pmt In				-41.13	
		04/06/2005	3366		CNVINT-001	Adj				139.93	
		03/21/2005	3366	40	-001	Charge				3184.63	
		06/21/2005	3365		CNVINT-001	Pmt Pr				-15.56	
		06/21/2005	3365	40	-001	Pmt Pr				-960.30	
		06/21/2005	3365	40	-001	Pmt In				-12.40	
		04/06/2005	3365		CNVINT-001	Adj				-139.93	
		03/20/2005	3365		CNVINT-001	Charge				155.49	
		03/20/2005	3365	40	-001	Charge				960.30	

** END OF REPORT - Generated by Richard Dutremble **

Chapter 70, Article II, Division 1, Sec. 70-32 User Fees

(g) Review of charge.

- (1)** Any user who feels his sewer bill is in error may make written application to the Commission requesting a review of his/her user charge. Said written request shall, where necessary, show the actual or estimated average flow and/or strength of his/her wastewater in comparison with the values upon which the charge is based, including how the measurements or estimates were made.
- (2)** In lieu of abatement — request of payment equal to last quarter/monthly amount to be based on previous history before coming to the wastewater Commission, if there is no previous history, amount must be paid in full.
- (3)** Review of the request shall be made by the Commission and, if substantiated, the Commission shall direct that appropriate action be taken. Any charge abated shall become a credit against the next billing period if under \$50 and refunded if over \$50.

Sewer User Abatement Policy

DEFINITIONS

ABATEMENT: A deduction from the full amount of a sewer bill because of hardship or any other extraordinary circumstances that would have to be authorized by the Wastewater Commission.

ADJUSTMENT: A correction or modification of the sewer bill because of a submeter reading.

CREDIT: A deduction from the sewer bill because of a water leak, etc.

SEWER USER ABATEMENT POLICY

No abatement will be considered if over 90 days from the most current billing Date.

Wastewater, which did not enter the sewer system:

Based on evidence of receipts/invoice provided by homeowners/business professionals, or by inspection by a City Employee, then the city will abate all the difference between the current consumption value and the average of the last three years of billing history. In the event that the previous billing consumption values are estimated or are suspect, then the Comptroller will substitute representative consumption values.

Wastewater, which did enter the sewer system:

If, in the opinion of the Commission, the wastewater did enter the collection system, then partial abatements may be given based on the following criteria, except no abatement will be considered that will reduce the bill below the minimum charge.

Billing Errors:

The City may issue a "make-up" bill for services that the user received, but were previously unbilled.

- (1) If the "make-up" bill is for service that was unbilled because of an error; made by the City or the Biddeford-Saco Water Company, or a meter failure that could not reasonably have been detected by either the City, the Water Company, or the user; then the City may bill or collect for services that occurred for one (1) year prior to the issuance of the "make-up" bill for a period not to exceed one (1) year from the issuance of the "make-up" bill.
- (2) If the "make-up" bill is for service that was previously unbilled because of unauthorized use or misrepresentation by the user, the City may bill for service that occurred up to ten (10) years before the issuance of the "make-up" bill.
- (3) In all cases where actual flow data is unavailable, the Commission shall estimate the water usage based on Historical usage, comparable facilities, or engineering estimates. No abatement will be considered that will reduce the bill below the minimum charge.

Leaking Fixtures:

If, in the opinion of the Commission, water entered the sewer system from a leaking fixture, it will only come to the Commission if over \$999.99, or at the discretion of the Comptroller of City Services. The Commission can abate up to 50% of the difference between the highest consumption value and the average consumption value over the previous three years.

The above shall follow all procedures of PFA (Petition For Abatement).

Abatement Amount = (Disputed consumption – Highest Consumption) X (up to) 50%

Appeal Process:

The decision made by the Wastewater Commission, denying the abatement, under this section can be appealed by the owner to the Finance Committee in writing. The Wastewater Commission reasons for its decisions shall be included in the writing forwarded to the Finance Committee. Action by the finance Committee shall notify the Wastewater Commission and the claimant of the time and place when the Finance Committee will take up the recommendation of the Wastewater Commission. If the claimant disagrees with the recommendation of the Wastewater Commission, the claimant shall be given an opportunity to show that the recommendation is arbitrary, capricious, or unsupported by substantial evidence. The Wastewater Commission shall also be given the opportunity to be heard. The Finance Committee shall approve the recommendations of the Wastewater Commission unless it finds that it is arbitrary, capricious, or unsupported by substantial evidence. The Finance Committee shall order the claim dismissed or paid in accordance with this decision, which shall be final.

REQUIREMENT OF PETITION FOR ABATEMENT (PFA)/CREDIT

- A. Customers requesting an abatement/credit for a leak must do so in writing.
- B. The customer **must** include a copy of the plumbers repair bill or a store receipt for the parts purchased for the repair.
- C. The letter should include a current reading from the water meter.

Note: the meter reading is important due to the fact that the water company will sometimes estimate the quarter due to inability of entering the building or the remote reader may be malfunctioning.

- D. The billing department will provide a history of the account in question.
- E. This information will provide a paper trail for the customer's history and also be available in the future for audits.
- F. The Commission will make a determination for completeness of request. In the event more information is needed by the commission, the applicant will be notified to supply additional information. If the request is deemed complete, the commission may take action on the request.
- G. The commission will notify the applicant the date and time of meeting. The customer does not have to appear before the board, but may do so if they wish.
- H. An agent for the City can make an appointment with the customer to verify the provided information if necessary.

ADJUSTMENT CALCULATION

There will probably be 1 or 2 quarters affected by the leak. Look at the history and determine what regular consumption is for the same time frame for the last three years. The highest consumption used or no lower than minimum.

EX:	03/01/02	4400	03/01/01	1400
			03/01/00	800
			0301/99	900

$4400 - 1400 = 3000$ cubic feet in question

$3000 / 2 = 1500$ cubic feet allowed to abate

$1500 \times \$4.76 = \71.40 Total dollars abated

A letter should accompany the abatement to the homeowner along with a copy of the abatement policy. This leaves no question.



City of Biddeford, Maine
PFA FORM

Date: _____ PFA #: _____ Account #: _____
Name: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Meter Location: _____
Business _____ Resident _____ Other _____
Requested amount to be abated: _____

Please attach a short note and any copies of repair bills and/or store slips receipts for parts purchased, by you, for repairs. If you need additional space, please use back of this form.

_____ Customers requesting an abatement for a leak must do so in writing, **within 90 days of the Billing Date.**
_____ The Customers **must** include a copy of the plumbers repair bill or a store receipt for the parts purchased for the repair.
_____ The letter should include a current reading from the water meter.
_____ **Note:** The meter reading is important due to the fact that the water company will sometimes estimate the quarter due to inability of entering the building or the remoter reader may be malfunctioning.
_____ The billing department will provide a history of the account in question.
_____ This information will provide a paper trail for the Customers' history and also be available in the future for audits. (A file by "Customer Last Name" should be established for these records.
_____ The Customer shall provide, in advance, all required information to the Wastewater Commission in support of their request so that the Board can make a determination of completeness. Prior to the next scheduled meeting, the Customer will be notified. At the next scheduled meeting, the decision of the Customer's claim will be disclosed.
_____ An agent for the City can make an appointment with the Customer to verify the validity of the abatement claim.

NOTE: ALL SEWER BILLS TO BE PAID IN FULL BEFORE BEING FORWARDED TO THE WASTEWATER MANAGEMENT COMMISSION

.....
OFFICE USE ONLY

Action taken meeting of _____, 20____

_____ Date: _____
WWMC Chairperson
Approved _____ Disapproved _____ Approved Conditionally _____

The wastewater management commission made the following decisions at their October 10, 2017 meeting

Item 3 Phoenix Management

Bob Mills made the motion to reduce what's owed to 1/2 and to except their offer to cover it with a payment bond

Dennis second it and recommend It go to finance and Council for approval

Vote 5 to 0 in favor of the motion

Mrs. Caron item

Bob Mills made the motion to reduce what she owed to 1/2

Dennis seconded the motion and suggested she get a letter stating the terms of the agreement and that It need not go to council, the staff could handle it

Vote 5 to 0 in favor of the motion

Peter Bartlett item

Mr. and Mrs. Bartlett did not attend

Bob Mills made a motion for tabling The item until we're Bartletts could be present

Bob Q seconded the motion

Vote 5-0 in favor of the motion

Brian Pacquette item

Bob Mills made a motion to reduce his bill to zero sense it was an apparent meter issue and to request that the water company make up the difference

Sean Tarpey seconded the motion

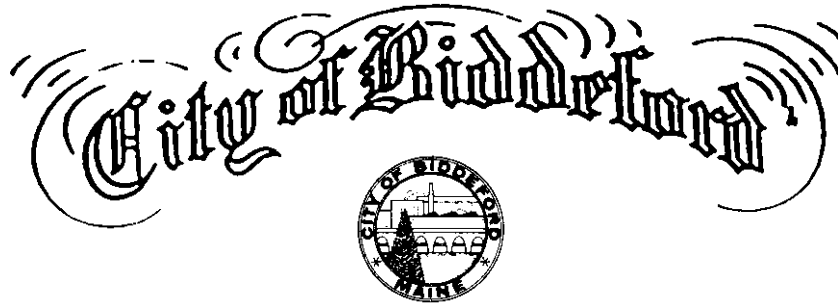
Vote. 3-2 in favor of the motion

Debra Miles item

Bob Q made the motion to forward it to finance committee since the dollar figure was large

Bob M Second the motion

Vote. 5-0 in favor of the motion



2017.123

IN BOARD OF CITY COUNCIL..NOVEMBER 9, 2017

BE IT ORDERED, that the City Council of the City of Biddeford does hereby authorize the establishment of an Ambulance Special Revenue Fund.



City of Biddeford

Finance Department - (207) 284-9333

205 Main Street, P O Box 586

Biddeford, ME 04005

November 1, 2017

To: Finance Committee and Council

From: Cheryl Fournier, Finance Director

Re: Handling of Ambulance Revenue

Upon my starting, Jim asked me to look into the ambulance revenue. As you may recall, there were few individuals that truly understood how the City was 'accounting' for the actual revenue being earned through this activity. In an effort to make reporting more transparent and easier to understand, staff is recommending an adjustment to the process. We are recommending the creation of a special revenue fund for ambulance revenue. This will allow us to complete a budgeted transfer to the General Fund for what is budgeted, and show in more detail the revenue and expense in the special revenue fund.

Using a Special Revenue Fund will allow us to post the revenue and expenses in more detail and allow us to post them according to the activity; however, allow the General Fund to have a revenue equal to budget. Currently, revenue and bad debt are not posted in the same area, which makes it more difficult to give you a full picture of the activity. Moving to an Ambulance Fund would allow for better reporting and greater transparency.

The only difference this will truly make, is now you will see the activity in the Fund 200s (Special Revenue Funds) portion of the financial statements. It will give you a balance sheet and statement of revenue/expenditures. One of the expense lines will be the transfer to the General Fund. Being able to see the revenue and expenses all in one report will allow you to know how much the Ambulance Fund is contributing to the bottom line.

Knowing how much the Ambulance Fund is contributing to the bottom line, will allow easier budget process in the future.

I will be glad to address any questions that you might have.

City of Biddeford
Budget Adjustment
As of November 01, 2017

Unallocated Budget Adjustment		250,000.00
<u>Budget Adjustments</u>		
Change for HOB	12,500.00	
Heating System	40,000.00	
		<u>52,500.00</u>
Adjusted Unallocated Budget		302,500.00
<u>City Administration Adjustments</u>		
Reduced one staff member in PW	(60,293.00)	
		<u>(60,293.00)</u>
Remaining Unallocated Budget		<u>242,207.00</u>
Overlay (Tax Rate Calculation-Assessing)		234,295.32