



**DOVER SCHOOL
DISTRICT**

DOVER SCHOOL BOARD – AGENDA

Meeting Type:	Special Session #2
Meeting Location:	Media Ctr. (Rm. 306) McConnell Center
Meeting Date:	Monday, June 22, 2015
Meeting Time:	6:30 pm

- A. CALL TO ORDER**
- B. ROLL CALL**
- C. PLEDGE OF ALLEGIANCE**
- D. CITIZENS' FORUM (Limited to Agenda Items Only)**
- E. AGENDA APPROVAL**
- F. CONSENT AGENDA**
 - 1. Resignations/Retirements:**
 - a. Amanda Isabelle, DMS Dean of Students
 - b. Amanda Starck, GES Music Teacher
 - 2. Nominations:**
 - a. Sheet 1: Nomination and Election of Non Union Staff
 - b. Sheet 2: Nomination and Election of Administrators-Tentative
 - 3. Donations**
 - a. Donation Approval—Hannaford Corp--\$1,000 to DHS
- G. POLICY ADOPTION:**

GCBD—Rules and Regulations in the Application of Administrative Personnel Policies and Salary Schedules
- H. OLD BUSINESS:**
 - 1. Approval of Request to Close Schools for July 4th Holiday Week
- I. NEW BUSINESS:**
 - 1. First Student Discussion
 - 2. Start/Stop Time Discussion
 - 3. IT Department Update
 - 4. Approval of Bid for IT Audit
 - 5. Approval of Bid for Interim IT Management Services
- J. SCHOOL BOARD MATTERS OF INTEREST**
- K. ADJOURNMENT**

June 15, 2015

Principal Lyndes:

It has a pleasure to have worked for the Dover Middle School for the past fourteen years. I regret to inform you that I am resigning my position as Dean of Students at the middle school, effective June 30, 2015. Thank you for the opportunity to teach and to be an administrator to the wonderful students, parents, and colleagues in the Dover community.

Sincerely,

A handwritten signature in cursive script that reads "Amanda Isabelle". The signature is fluid and extends to the right with a long, sweeping tail.

Amanda Isabelle

JUN 16 PM 12:04

LaFleur, Robin

From: Starck, Amanda
Sent: Wednesday, June 17, 2015 8:17 AM
To: Dunton, Beth; Arbour, Elaine; LaFleur, Robin
Subject: Amanda Starck, Letter of Resignation

To Whom It May Concern,

Please accept this message as notification that I am resigning from my position as music teacher at Garrison Elementary School. I have accepted a position at a school much closer to home to reduce my commute time. I will truly miss the staff and students at Garrison School, but I'm looking forward to beginning the next chapter of my life.

Thank you,
Amanda Starck

06/17/2015

**OFFICE OF THE SUPERINTENDENT
DOVER PUBLIC SCHOOLS
DOVER, NEW HAMPSHIRE**

TO: **DOVER SCHOOL BOARD**

DATE: June 22, 2015

MEMORANDUM: Nomination of Non Union Staff

In accordance with Chapter 189, Section 39 of the New Hampshire School laws of 1963, I hereby nominate the following persons for the designated positions for the 2015-2016 school year.

SAU OFFICE
Libby Simmons

Contract Coordinator



**DOVER HIGH SCHOOL
AND
REGIONAL CAREER TECHNICAL CENTER**



PETER DRISCOLL
Principal
p.driscoll@dover.k12.nh.us

25 ALUMNI DRIVE
DOVER, NEW HAMPSHIRE 03820-4365
(603) 516-6900 Fax (603) 516-6926
www.dover.k12.nh.us/dhs

LOUISE PARADIS
Director of Career Technical Education
l.paradis@dover.k12.nh.us

JON ALTBERGS
Dean of Instruction
j.altbergs@dover.k12.nh.us

DAVID BENNETT
Dean of Students
d.bennett@dover.k12.nh.us

KIMBERLY STEPHENS
Dean of Students
k.stephens@dover.k12.nh.us

June 8, 2015

Dear Dover School Board Members,

This letter is to seek your acceptance of a \$1,000 donation from Hannaford Corporation as part of their program to support local schools. Dover High School is the recipient of this generous donation because of our participation in the Hannaford Helps Schools Program.

Thank you for your authorization of acceptance of this donation.

Sincerely,

Peter Driscoll
Dover High School Principal

cc: Guidance

2005 New Hampshire High School of Excellence
Accredited New England Association of Schools and Colleges

DOVER SCHOOL DISTRICT	POLICY CODE: GCBD
DATE OF ADOPTION: 11/19/14 A ROLL CALL VOTE PASSED: 7/0	PAGE 1 OF 7

SECOND READING

RULES AND REGULATIONS IN THE APPLICATION OF ADMINISTRATIVE PERSONNEL POLICIES AND SALARY SCHEDULES

The following rules and regulations will govern the application of personnel policies for administrative personnel in the Dover public schools.

RECOGNITION:

The Dover School Board recognizes the administrative personnel as including the principals, deans, career technical center director, ~~director of curriculum, assessment and instruction, special education director,~~ and athletics and physical education director, who will be referred to throughout this document as administrative personnel. The administrative group is professionally responsible for the operation of the school system and is considered an integral part of the system in its relationship with the Dover School Board.

EVALUATIONS:

It is agreed and understood that prior to July 1 of each year hereafter, the administrator shall have been evaluated as to his/her professional service by appropriate certified personnel, and be given a copy of said evaluation that shall contain a provision allowing written comment by the administrator. A conference shall be held with the administrator to discuss the evaluation, and the administrator shall be given a full and complete opportunity to correct and improve upon any designated deficiencies within the next year following the evaluation. Should the administrator not be evaluated as required herein, the administrator's efforts and professional services shall be deemed conclusively to be at least satisfactory in all respects and for all purposes.

WITHHOLDING OF SALARY INCREASE:

The District may withhold the negotiated salary increase of an administrator whom the District determines is performing less than satisfactorily. This will not occur before the District identifies the administrator's weakness and makes reasonable attempts to help the administrator to overcome these weaknesses.

The phrase "reasonable attempts" shall include, but not be limited to the following:

- A. The provision of a written clarification of weakness(es).
- B. The provision of written goals, results, behavior patterns, etc., that the District deems necessary for that administrator to be satisfactory.
- C. Development of a written plan that will assist the administrator in reaching the above goals.
- D. Establishment of an evaluation schedule during the year that may include observations and discussions which may provide the administrator with guidance and direction.

ABSENCE REPORTING:

A record of leave will be submitted via Aesop for days not worked to include sick, vacation, and professional leave for all administrative personnel recognized by this policy.

BENEFITS:

Administrative personnel will receive any and all benefits pertaining to other groups of personnel in the Dover school system, including, but not limited to, the following:

1. Professional Incentive Compensation

Administrative personnel in degree-granting programs will be reimbursed up to the in-state UNH degree credit tuition costs with a limit of sixteen (16) credits per calendar year, while maintaining a grade of "B" or better. Administrative personnel enrolled in a course directly related to the individual's area of administrative responsibility, but who are not enrolled in a prescribed curriculum, will be reimbursed up to the UNH tuition costs up to eight (8) credits per year, while maintaining a grade of "B" or better. Course reimbursement will be paid only if taken in a New England state authorized program or other nationally accredited college or university. Foreign institutions will be evaluated based on credentials supplied to the superintendent prior to attendance.

The Dover School Board will contribute toward the cost of professional dues for administrative personnel upon presentation of membership to the superintendent and if funds have been budgeted and are available.

2. Sick Leave

200 day administrative personnel shall receive eighteen (18) days and full-year administrative personnel 220 or 225 days) shall receive eighteen (18) days sick leave with pay for personal illness for each year of service in the Dover school system cumulative to two hundred seventy five (275) days. Individuals may be asked for confirmation of an illness by a physician for seven (7) or more incidents of sick leave use in any school year.

3. Personal/Emergency Leave

Administrative personnel may request up to a total of five (5) days personal/emergency leave in a given school year without loss of salary. Such leave shall require the prior approval of the superintendent. In cases where the reasons are of a highly personal nature, prior notification shall be given, indicating that the reasons are personal with only such justification as is necessary to provide the superintendent with adequate cause to grant the request. Non-scheduled emergency leaves shall be supported in writing as soon after the fact as possible.

4. Funeral Leave

Pay shall not be deducted for up to five (5) days of absence related to the death of a member of the administrator's immediate family, defined as spouse, child, parent, or sister or brother residing in the household. Such leave shall be granted for up to three days for the death of a sister, brother, sister-in-law, brother-in-law, daughter-in-law, son-in-law, parent-in-law, or of a relative living in the household. Such leave shall also be granted for one day for the death of a grandparent, aunt, uncle, or close personal friend if approved by the superintendent.

5. Military Leave

Military leave shall be granted to any administrator who is inducted or called to active duty in any branch of the armed forces of the United States. For the period of said call to active duty, said administrator will be compensated by the District paying the difference between their school district salary and their annualized military salary. Upon return from such leave, an administrator will be placed on the salary schedule at the level which the administrator would have achieved had the administrator remained actively employed in the system during the period of the absence. Salary scale growth limit is equal to the period of original induction or period of call to active duty.

6. Jury Leave

Administrative personnel on jury duty shall be entitled to pay differential and continued benefits while fulfilling this duty.

7. Parental Leave

An administrator who is pregnant shall be entitled, without pay or salary schedule growth, upon request, to a leave to begin at any time between the commencement of her pregnancy and one (1) school year after the child is born. Except in cases of emergency the administrator shall give at least thirty (30) days notice prior to the date on which her leave is scheduled to begin. An administrator who is pregnant may continue in active employment as late into her pregnancy as she desires, provided she is able to perform her required administrative duties.

A male administrator may be entitled, upon request, to a parental leave to begin at any time between the birth of his child and one (1) school year thereafter.

An administrator adopting an infant (birth to first birthday) child may be granted a parental leave at any time after the date of the adoption and may continue the leave for up to one (1) school year after the adoption. Such leave may commence upon the administrator's receiving de facto custody of the infant, or up to three (3) months earlier if necessary to fulfill the requirements for adoption.

Parental leaves will not exceed one year in duration, and an administrator on parental leave must notify the superintendent in writing of his or her intent to return to work by March 1, preceding the beginning of the school year.

8. Extended Leave

Administrators may request an unpaid extended leave of absence which shall be granted at the discretion of the superintendent and School Board for any of the following reasons:

- a. to pursue academic studies
- b. to accept a position with the Peace Corps, Vista, or a similar governmental agency
- c. for prolonged illness, needed rest, necessities of the home, professional improvement, or any other activity which would benefit the Dover school system

Upon return from an extended leave of absence administrative personnel shall be assigned to the same or a substantially equivalent position. All benefits to which the administrator was entitled at the time of the leave, including accumulated sick leave, shall be restored upon return.

9. Health Insurance

The School Board shall provide health insurance for administrative personnel during the term of their employment through the SchoolCare program or another program providing substantially equivalent or improved coverages or services on the following basis:

Ninety percent (90%) of the premiums of the SchoolCare Point of Service Option, or the School Care HMO Option.

If an administrator does not subscribe to the School Department of the City of Dover, New Hampshire, New Hampshire School Health Care Coalition plan, SchoolCare health program, or to another City of Dover health insurance plan through a family member, he/she will receive a lump sum payment of three thousand dollars (\$3,000) on or before December 15th of the school year.

The School Board agrees to submit or have submitted retired administrators' payments for health insurance at the School Department group rate.

10. Life Insurance

The School Board shall provide life insurance coverage for administrative personnel during the term of their employment in the amount of \$100,000 for natural death and \$200,000 for accidental death. Coverage for new personnel will not begin until the first of the month following the completion of a thirty- (30) day waiting period.

11. Dental Insurance

The School Board shall provide and pay the premiums for dental insurance through the Delta Dental Insurance Plan or a substantially equivalent plan for administrative personnel during the term of their employment. Coverage shall be for individuals or their families, as appropriate, and coverage for new personnel will not begin until the first of the month following the completion of a thirty- (30) day waiting period.

12. Disability Insurance

The School Board shall provide for administrative personnel an income insurance program which will provide the following coverage: seventy percent (70%) of monthly salary up to \$5,000 maximum to begin after ninety (90) consecutive calendar days or expiration of accumulated sick leave, whichever is greater. Said insurance will run until age sixty-five (65) and shall be coordinated with Social Security benefits.

13. Longevity

Administrative personnel shall receive a longevity benefit for service in the Dover school system (teaching and administrative) as follows:

Upon completion of ten years	\$500
Upon completion of fifteen years	\$550
Upon completion of twenty years	\$625
Upon completion of twenty-five years	\$700
Upon completion of thirty years	\$775
Upon completion of thirty-five years	\$850

14. Severance Pay

All retiring administrative personnel, as well as those leaving who have at least ten (10) years of service in the Dover School District, shall receive severance pay in the amount of forty percent (40%) of their accumulated sick leave at their current per diem rate.

15. Tax-deferred Annuity

The School Board shall allow administrative personnel to take advantage of the federal law regarding tax-deferred annuities. Any new group must have at least ten (10) members.

16. Holidays

All administrative personnel shall observe the following holidays and any other days as may be designated from time to time:

New Year's Day
Martin Luther King, Jr., Day
Presidents' Day

Monday of Spring Vacation (Fast Day)
Memorial Day
Fourth of July
Labor Day
Columbus Day
Veterans' Day
Day before Thanksgiving
Thanksgiving Day
Friday following Thanksgiving
Christmas Eve (1/2 Day)
Christmas Day
The Day after Christmas
New Year's Eve (1/2 Day)
Work day following Christmas, should school be in session on one of the holidays listed above

17. Work Day Schedule

200 day administrative personnel shall provide the Superintendent with a schedule for days to be worked prior to July 31st of each year.

Full year (contracted for 220 or 225 days) administrative personnel shall provide the Superintendent with a schedule for days to be worked prior to July 31st of each year. Full year administrative personnel will be contracted for 220 or 225 days based upon their years of service in the Dover school system as follows:

From zero (0) to five (5) years: Contracted for 225 days worked

At the beginning of six (6) year or more: Contracted for 220 days worked

Any changes to your work schedule must be submitted to the Superintendent for approval. Any carry forward of non work days must be approved by the Superintendent and used by December 31st.

Administrators are able to carry over no more than ten (10) days of vacation leave into the subsequent school year. In addition, all carry-over leave must be taken on or before December 31 of that year, or it will be forfeited.

18. Mileage Allowance

Administrators shall be paid \$150.00 on or before December 31 and \$150.00 on or before the close of the school year for in-district travel. They will continue to be able to submit requests for mileage for out-of-district travel.

SALARIES:

Administrators will receive the following stipends:

Stipends: CAGS: \$750 Doctorate: \$1,500

SALARY RANGES BY CATEGORY FOR ALL NEW EMPLOYEES HIRED DURING THE DURATION OF THIS CONTRACT.

Principal	\$85,000	to	\$110,000
Director	\$79,000	to	108,000
Dean	\$75,000	to	95,000

Salary ranges and work day schedules will be revisited.

Any request to exceed the salary range scale when hiring a new employee must be approved by the Dover School Board.

Annual Salary Adjustment

Year 1: **5%**

Year 2: **4%**

Year 3: **4%**

Salaries in Year 2 and Year 3 will be opened for discussion as mutually agreed upon by the DAA and the Dover School District.

NOTE: Nothing in this document shall preclude administrators receiving additional benefits as may be granted by the School Board

Reviewed April 2014

Readopted May 2014

original

TRANSPORTATION CONTRACT

This Contract is made this 9th day of April, 2007, between the Dover School District, Strafford County, New Hampshire, hereinafter called the "District", and First Student, Inc. , a Florida Corporation, Tax ID Number 65-0005982, licensed to conduct business in the State of New Hampshire, hereinafter called the "Contractor".

Unless specifically written in the body of the TRANSPORTATION CONTRACT items stated in the February 20, 2007, bid **SPECIFICATIONS** shall be considered part of the governance of this agreement.

1. The District agrees to and does employ the Contractor to transport school children for the Dover School District.

The term of the contract is five (5) years beginning July 1, 2007, and ending June 30, 2012.

2. **Amendments:** This Contract may be amended by the District at any time due to changes in the transportation scheduled routes to be covered, or the number of students to be transported. The District and Contractor may further agree to extend this Contract under terms and conditions mutually acceptable.

3. **Cancellation:** The District may cancel this Contract for improper conduct by the Contractor, for failure of the carrier to perform under its provisions whether the provisions are material or not, and may also cancel this Contract on due notice if conditions arise making transportation of school students unnecessary or undesirable. Before cancellation may take place the District must provide the Contractor a written letter outlining the performance issues and granting the Contractor fourteen (14) calendar days to correct or remove the problem. Should the Contractor fail to make acceptable corrections the District may issue a written letter of thirty (30) days notice to cancellation.

- a. In addition to any other rights the Dover School Board may have, the School Board shall have the right to declare the Contractor in default if (a) the Contractor becomes insolvent; (b) the Contractor makes an assignment for the benefits of creditors; (c) a voluntary or involuntary petition in bankruptcy is filed by or against the Contractor.
- b. For the purpose of proper, written notifications the following contact chart will be used.

- i. First Student, Inc.
Attn: Region Vice President
Region Office
The Medallion Center, Unit 9
22 Greeley Street
Merrimack, New Hampshire 03054
- ii. First Student, Inc.
Legal Department
705 Central Avenue, Suite 300
Cincinnati, Ohio 45202

- c. It is the Contractor's responsibility to notify the School Board via the Superintendent of any change in position title or addresses listed above.

TRANSPORTATION CONTRACT

4. **Termination of Contract:** After termination of the contract, the Dover School Board may employ another contractor to complete the terms of this agreement, and hold the Contractor herein responsible for any extra or added expense, loans, or damages suffered by the Dover School District.
5. **Termination for Convenience:** The Dover School District and/or the Contractor reserve the right to terminate the agreement at any time with a ninety (90) day written notice and without penalty to the District or Contractor.
6. **Indemnity:** The Contractor will be required to indemnify the Dover School District for any loss that it may sustain from any verifiable cause arising out of the performance or lack of performance of this agreement by the Contractor.
 - a. All of the Contractor's employees furnishing services under this contract shall be deemed employees solely of the Contractor and shall not be deemed for any purpose whatsoever employees or agents of, acting for or on behalf of, the Dover School District. Contractor shall perform all services as an independent contractor and shall discharge all its liabilities as such. No acts performed or representations, whether oral or written, made by the Contractor with respect to third parties shall be binding with the School Board.
7. **Assignment:** The Contractor may assign any and all rights and obligations of this Contract to another party only with the written approval of the District's Board.
8. **Insurance:** The Contractor agrees to maintain such insurance, from a company licensed to do business in the State of New Hampshire, as will protect it and protect and hold harmless the Dover School District and its School Board from any claims which may arise from or out of operations under this Contract, whether such operations by the Contractor itself or anyone directly or indirectly employed by it. Certificates of such insurance shall be filed with the District prior to the effective date hereof and shall be subject to approval of the District for adequacy of protection. The District shall be a named additional insured on the policy. The Contractor further agrees to provide insurance for the duration of the contract with a combined single limit in the amount of \$5,000,000/\$10,000,000 dollars each occurrence for bodily injury and property damage. A certificate for such public liability insurance must be filed with the Dover School Board prior to August 1st of each school year of the contract period. In the event of the failure of the Contractor to obtain the insurance as required by this Contract in the names required or to pay the premiums or to deliver such policies or certificates to the District, the District shall be entitled, but have no obligation, to procure such insurance and to deduct the cost thereof from any amounts due or to become due to the Contractor. Furthermore, if any insurance coverage required by this Contract is terminated for any reason whatsoever during the term of the Contract, it shall be considered a breach of the Contract at the option of the District.

TRANSPORTATION CONTRACT

- a. The Contractor will immediately notify the District of any notice from the insurance company or companies providing such insurance coverage of intended cancellation of any part of such insurance; such notice shall be in addition to any obligation of the insurance company or companies to notify the Dover School District as an additional insured.
9. **Worker's Compensation Insurance:** The Contractor agrees to submit a certificate of Worker's Compensation coverage to the District covering all employees hired under this Contract prior to August 1st of each school year during this contract.
10. **Performance Bond:** A performance bond in the total estimated amount of the annual contract shall be furnished before the start of each school year. The contractor shall procure and maintain in force a performance bond from an insurance or surety company licensed to do business in the State of New Hampshire or for the benefit of Dover School District conditioned upon the faithful performance of the terms of the contract, in an amount equal to one hundred (100) percent of the estimated first year contract and one hundred (100) percent for each succeeding year of the contract.
 - a. The School District reserves the right to waive the requirement of a performance bond. In this case, the Contractor will credit the District the full amount the bond would cost based on the insurance bonding company's figure for the respective school year.
11. **Force Majeure:** First Student shall be excused from performance when or acts of nature, acts of civil or military authorities, fire, accidents, shutdowns for the purpose of emergency repairs, strikes, or any other industrial, civil or public disturbances of any type or nature whatsoever cause the inability to perform any requirements of this Contract. First Student is relieved of any liability or costs incurred by the District, its employees, agents, offices and any members thereof, for its inability to perform under the circumstances contained in this provision.
12. **Payments:** For performance of the services described in this agreement and accompanying bid specifications, the Dover School District shall pay the Contractor the amount provided for as outlined in **Schedule A**. Payment shall be made in ten (10) monthly installments annually, beginning on or before the fifteenth day of September and shall continue in a similar fashion for the remaining nine (9) payments each school year. The final payment shall be made following receipt of an invoice by the Contractor which reflects any adjustments such as actual number of days, etc.
13. **Computer Routing:** Contractor shall provide hardware and software to implement a computer routing system. The routing software will also be capable of reporting to the District the names, addresses and grade levels of riders. The system shall be capable of inter-facing with the Dover School System computer data software allowing for exchange of student names, grade levels and addresses. The Dover School District shall maintain its data base in a reasonable and current manner and make access available to the Contractor for use in the routing system. It is understood the shared information is for

TRANSPORTATION CONTRACT

maintaining current routes only and for no other purpose not specifically authorized by the Dover School Board.

- a. Access to the routing program must be made available to the Office of the Superintendent.
 - b. Upon execution of an agreement, the Contractor will have six (6) months to implement and make the system available to the District.
14. **Route Planning:** The Contractor is responsible for establishing routes and bus stops each school year, using the applicable School Board policies as a guideline.
 - a. The School District shall provide updated student information pertaining to grade level roll-up and new enrollments no later than June 30th prior to the next school year. Without this information it will not be possible for the Contractor to meet its obligations and deadlines of planning. It is understood that there will be additional student enrollments after that date to be entered into the routing plan.
 - b. Route Schedule – The annual revised route schedule will be prepared by the Contractor and submitted to the Office of the Superintendent no later than July 20th prior to the start of each school year.
 - c. Publication Schedule – It will be the responsibility of the Office of the Superintendent to review and approve the routes and return to the Contractor no later than July 28th prior to the start of each school year. The Contractor is responsible to publish said approved routes in local newspapers no later than August 1st prior to the start of each school year.
 - d. Route Adjustments – Route adjustments may be needed and mandated by the Dover School Board from time to time. The Contractor shall be flexible in adjusting routes to meet varying factors such as changing demographics or accommodating medically impaired students. It is understood that route adjustments may need to be made following the first three (3) weeks of each school year based on established ridership.
 - e. Should a change to accommodate a medically impaired student require a change in vehicles (i.g. adding a wheelchair lift and position) the Dover School District will be responsible for the cost of the conversion or any added cost if a vehicle must be replaced with one having specialized equipment. These costs are subject to good faith negotiations.)
 - f. The District shall incur no added costs for transporting students due to increased enrollments unless an additional vehicle is required. Then the cost shall be governed by **Attachment A** to this agreement.
 - g. Neither the Contractor nor any driver shall make changes to a route without prior written approval of the Office of the Superintendent or his/her designee.
15. The Smart Start program is currently operated by another Contractor and therefore will not be a part of this contract. In the future when the Smart Start contract is ended with the present provider it will be bid and First Student will have opportunity to become a responsive bidder if they so choose.
16. The Contractor understands and agrees that the District shall continue to operate its own vehicle and transport the students for the Alternative Education

TRANSPORTATION CONTRACT

Program. It is also agreed that in the future should the District decide to not continue to perform this transportation and have a Contractor do so it will be given to First Student at the rate bid for the year in which the change takes place.

17. **Equipment Storage:** All vehicles used under this contract will be stored and maintained at an area provided by the Contractor at his own expense within close proximity to the Dover School District. A mechanic must be on duty to maintain the number of buses required by the District on a daily basis.
 - a. A spare bus shall be available with a qualified driver in case of a breakdown to respond within thirty (30) minutes of such breakdown.
18. **Equipment:** The Contractor shall provide up to nineteen (19) buses with the following maximum student capacity:
 - a. 19 – 84 passenger,
 - b. 2 – 84 passenger spares,
 - c. 2 – 16 to 24 passenger vehicles
19. **Availability:** The Contractor shall have available for use on each day school is in session a sufficient number of buses to accomplish the transporting of students in accordance with the agreed upon route schedule.
20. **Equipment List:** On or before July 1st prior to the start of each school year the Contractor shall provide the District with a list, to include the vehicle identification number, the year, capacity, chassis and body, of the vehicles to be used.
21. **Vehicle Specifications:** At no time during the term of the contract shall the age of any vehicle provided hereunder be greater than eight (8) years, calculating such age from the expiration of the manufacturer's year of manufacture and/or date of original purchase of new equipment.
 - a. Vehicles may be diesel or gasoline fueled.
 - b. The two spare buses will meet the same requirements as the regular buses.
 - c. In addition to the regular and spare buses to be provided the Contractor when required and requested by the Dover School Board shall, within thirty (30) days furnish additional buses on a non-temporary basis as required that meet the specifications above. The remuneration for additional equipment will be pro-rated as written in the basic agreement **Attachment A**. Any decrease of buses needed, will result in a pro-rated decrease as written in the basic agreement **Attachment A**.
 - d. All buses, when in use by the Dover School District, shall have painted and/or displayed on the sides, the words, "Dover School District". Such retrofitting will be at the expense of the Carrier.
22. **Video Cameras:** Cameras are a requirement of this contract. Contractor must install video equipment for safety and surveillance purposes on school buses and signage must posted as required by the School Board unless prohibited by New Hampshire Statute or Regulation.
23. **Child Safety Check Device:** Each bus may be equipped with an approved child safety check device that assures the driver looks for children at the end of a route or trip before leaving the bus.

TRANSPORTATION CONTRACT

24. **Seat Belts:** All buses must be equipped with seat belts.
25. **Bus Inspections:** The Contractor shall ensure each bus used for this contract is inspected in accordance with all Federal, State and Local laws, rules and regulations. Documentation of said inspection compliance shall be provided to the Superintendent of Schools and or the Dover School Board upon request. No bus is to be used on a route that is deemed to be out-of-service in accordance with State of New Hampshire rules and regulations.
26. **Bus Maintenance:** The Contractor shall, at his/her own expense, properly maintain each bus in accordance to an accepted schedule.
27. **Compliance with State Mandates:** All vehicles supplied by the Contractor must be equipped and maintained in accordance with applicable New Hampshire State statutes and regulations of the Division of Motor Vehicles, Department of Safety, now in force or hereafter adopted or promulgated, and shall conform with all rules and regulations now in force or from time to time adopted and approved by the New Hampshire State Board of Education and/or the Dover School board. They shall be subject to the customary inspections conducted by the State Motor Vehicle Department each year for school buses with copies of the inspection reports to be forwarded to the Superintendent of Schools.
28. **Fuel:** The Contractor shall furnish all fuel used in the buses.
29. **Buses Operating on School Property:** When traveling on school property all buses shall follow the traffic patterns established by the Dover School Board.
30. **Number of Buses:** The District shall have the right to increase or decrease the number of buses used based upon an agreed upon rate listed in **Attachment A**.
31. **Sports and Extracurricular Trips:** The Contractor agrees to provide on any given day two (2) additional buses for use on trips. These buses shall meet all requirements of the regular route buses. The District reserves the right to obtain a bus from another contractor in the event the Contractor is unable to provide additional buses over the required two (2) without penalty.
 - a. Sports and Extracurricular trips will be billed to the District in accordance with the rates listed in **Schedule B**.
 - b. In-District Field Trip transportation, performed during regular school hours, shall be provided at no cost, or at the established driver hourly rate as set in **Schedule B**, item (d).
32. **Supervision:** The Contractor will appoint as his/her representative a qualified supervisor who will have general and over all supervision of the buses' operation under the contract. Said person is not to be a regularly scheduled bus driver and he/she must be available to the Dover School Board or its representative at all times during school hours and school bus transportation hours of each school day during the school year.

TRANSPORTATION CONTRACT

33. **School Days:** The Dover schools are scheduled to operate for no less than 180 school days. The Dover School Board reserves the right to cancel scheduled school days because of weather, epidemics, or other emergencies and to change the school calendar as necessary during the school year. If students are transported for more than 180 days for any reason, the contractor shall be prepared to supply transportation for such period designated by the Dover School board at the contracted unit price or prices. If eligible pupils are transported less than 180 days for any reason, the annual contract price shall be reduced by the contract unit price or prices per diem.
34. **Radio Communication:** Each bus shall be equipped with a two-way radio capable of communication with a base station provided by the carrier. At least one base station shall be monitored at all times while the buses are operating on regularly assigned routes. Cell phones are not to be used while transporting students.
- a. The Contractor will perform a daily radio check for each route bus and log the results.
35. **Responsibility for Student Safety:** The Contractor agrees that during the term of this contract or any extension to work under the direction of the District. The Contractor will be solely responsible for the safety, welfare, conduct, control and census of students being transported. The District will be responsible for the safety, welfare, conduct, control and census of the students while in a school loading area while unloading or waiting to board a bus, and will be responsible for the safe and proper traffic control in any school loading area where buses are directed to load and unload students.
36. **Reporting of Accidents:** In the event of an accident of any kind involving Dover School District children or property the Contractor agrees to immediately notify the Office of the Superintendent of Schools and thereafter furnish a full, written report within two (2) business days of the accident.
- a. The Dover School District and the Contractor will develop specific guidelines for handling events involving school students during emergency situations resulting from an accident.
 - b. These guidelines shall be distributed to School District and Contractor staff. Appropriate forms for documenting actions, release of students and follow-up investigations will be developed by the Contractor and put into use.
37. **Drivers:** All drivers used to operate a vehicle under this agreement will be fully approved according to the State of New Hampshire School Bus Rules, Regulations and Laws. Each driver shall have a physical examination as prescribed by the State of New Hampshire, RSA 200:37, Medical Examination of School Bus Operators. The Contractor shall have on file the state-designated, fully completed and signed, NH Medical Examiner's Certificate Form for each school bus operator designated for transporting Dover School District students. The Contractor is solely responsible for the cost of said examinations.

TRANSPORTATION CONTRACT

- a. When Dover School District students are on board a bus the driver shall, in addition to all Federal, State and Contractor laws, rules, regulations and policies, adhere to those policies and procedures of the District.
 - b. Drivers are responsible to report unacceptable student behavior to the proper building principal via the established written procedure.
 - c. At No time may a driver ask or demand a student leave a bus at an unauthorized stop, or take any disciplinary action that will endanger any student.
 - d. Drivers will be familiar with and comply with all current, written rules, policies and procedures of the Dover School District pertaining to students riding a District bus or on a District sponsored trip.
 - e. Drivers are to remain on the bus at all times when children are aboard unless relieved by authorization of the bus supervisor.
 - f. Drivers shall not smoke or carry a lighted cigar, cigarette or pipe while operating a bus used for the fulfillment of the Dover School District contract with or without passengers.
 - g. Drivers shall make certain children are seated before moving the bus.
 - h. Drivers shall insure no children are left on a bus unattended.
38. **District Notification:** The Contractor will be required to furnish the Dover School Board, prior to the opening of school in September each year, and thereafter prior to the employment of other operators or substitute operators, the following information:
- a. Name of the operator;
 - b. Residence address;
 - c. Telephone number;
 - d. Certificate of physical examination;
 - e. Record of previous driving experience;
 - f. Copy of current School Bus Certificate;
 - g. Bus or route assignment;
 - h. Evidence that satisfactory references have been received and verified;
 - i. Evidence that a Criminal Records Report was obtained from the State Police.
39. **Driver Approval or Removal:** The District reserves the right to approve all individuals prior to operating a bus for District students. The District reserves the right to determine when an individual may not transport District students. A written notice shall be provided to the Contractor asking for a driver to be removed. The District shall be responsible if the decision to remove a driver results in a violation of the individual's human rights or employment rights as protected under Federal or State regulations or laws.
40. **Emergencies:** The Contractor shall have buses and drivers available on one (1) hour's notice for early closing of one or more schools in emergencies and upon one (1) day's notice for early closing of school for all staff workshops, in-service meetings, parent conferences, or other activities.
41. **General Terms:** The following are general conditions the Contractor agrees to meet.

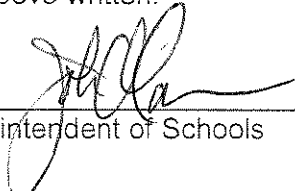
TRANSPORTATION CONTRACT

- a. To perform the services specified under this Agreement with the standard of care, skill and diligence normally provided by a professional organization.
 - b. The Contractor is expected to employ and maintain an adequate staff for consistent, efficient, and timely operation of services specified under this Agreement.
 - c. Contractor's employees whose duties bring them upon the School District's premises shall obey the rules and regulations established by the School Board and shall comply with the reasonable directions of the School District's officers.
 - d. If any Contractor employee shows evidence of unprofessional behavior such as intoxication, the Contractor shall immediately remove the employee from duty and take appropriate follow-up actions.
 - e. The Contractor shall be responsible for the acts of its employees and agents during the transportation of students. Accordingly, the Contractor agrees to take necessary measures to prevent injury and loss to persons or property during said transportation. Contractor shall be responsible for all damages to persons or property caused by the Contractor or any of its agents or employees. The Contractor shall promptly repair any damaged School District property to a condition equal to or better than the property was prior to the event causing damage. Said repairs will meet the District's reasonable approval. Should the Contractor fail to do so, the Dover School District may make the repair and the Contractor shall reimburse the School District promptly for the cost. Such costs of repairs shall be reasonable and prudent.
 - f. The Contractor shall, at its sole expense, procure and keep in effect all necessary permits and licenses required for its performance under the provisions of the Department of Safety, State of New Hampshire.
 - g. The Contractor will cooperate with the Dover School District in conducting two emergency evacuation drills during each school year. The Office of the Superintendent shall direct building principals to establish a schedule allowing drills to take place on School property and at times that accommodate the majority of Dover School District students. A written report on the State of New Hampshire required form shall be submitted to the Superintendent of Schools following each drill, no later than October 15th and May 1st of each school year.
42. **Observation or Investigation:** The Superintendent or his designee may ride any route at any time without prior notice. It will be understood that such an individual shall not in any way interfere with the driver's safe operation of the vehicle or ask for changes to be made while on route. Results of such ride observations shall be made known to the Contractor in writing via the Superintendent.

This contract shall become effective July 1, 2007.

TRANSPORTATION CONTRACT

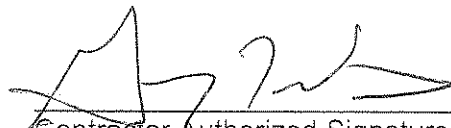
IN WITNESS WHEREOF WE HAVE HEREUNTO SET OUR HANDS the day and year first above written.



Superintendent of Schools

4-19-07

Date

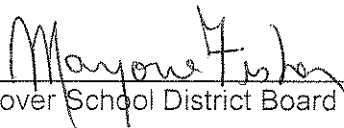


Contractor Authorized Signature

5-1-07

Date

Dr. John O'Connor, Superintendent



Dover School District Board

DOVER SCHOOL DISTRICT – SAU #11
Dover, New Hampshire
Request for Proposal – Student Transportation Services

SCHEDULE A

DAILY TRANSPORTATION SERVICES

a. Regular Routes (19) Buses for AM and PM Grades 1-8

	<u>2007-2008</u>	<u>2008-2009</u>	<u>2009-2010</u>	<u>2010-2011</u>	<u>2011-2012</u>
Per bus, Per day	\$243.50	\$250.80 ✓	\$258.33 ✓	\$266.08 ✓	\$274.06 ✓
Annual Cost	\$832,770 ✓	\$857,753 ✓	\$883,486 ✓	\$909,990 ✓	\$937,290 ✓

Regular Routes (3) Buses for AM and PM Grades 9-12

	<u>2007-2008</u>	<u>2008-2009</u>	<u>2009-2010</u>	<u>2010-2011</u>	<u>2011-2012</u>
Per bus, Per day	\$236.50 ✓	\$243.60 ✓	\$250.90 ✓	\$258.43 ✓	\$266.18 ✓
Annual Cost	\$127,710 ✓	\$131,544 ✓	\$135,486 ✓	\$139,552 ✓	\$143,737 ✓

b. Mid-day Kindergarten (9) buses and (1) van

	<u>2007-2008</u>	<u>2008-2009</u>	<u>2009-2010</u>	<u>2010-2011</u>	<u>2011-2012</u>
Per bus, Per day	\$82.00 ✓	\$84.45 ✓	\$87.00 ✓	\$89.60 ✓	\$92.30 ✓
Annual Cost	\$147,600 ✓	\$152,010 ✓	\$156,600 ✓	\$161,280 ✓	\$166,140 ✓

c. Alternative Kindergarten Program

Without knowing what impact this new program will have on transportation it is not possible to provide accurate pricing at this time. If the result is all-day kindergarten then it would mean the reduction of the mid-day pricing. If the result is a mixture of all-day and half-day the pricing will have to be negotiated.

Company Name: First Student, Inc.
Address: The Medallion Center, Unit 9
22 Greeley Street
Merrimack, New Hampshire 03054

Authorized Signature: Percy Abbott

Date: 2/20/07

Name: Percy Abbott Title: Region Vice President

Witness: Hot Bailey

Date: 2/20/07

DOVER SCHOOL DISTRICT – SAU #11
Dover, New Hampshire
Request for Proposal – Student Transportation Services

SCHDULE B

OTHER TRANSPORTATION SERVICES

a. Athletic and Extracurricular Trips

	<u>2007-2008</u>	<u>2008-2009</u>	<u>2009-2010</u>	<u>2010-2011</u>	<u>2011-2012</u>
Cost Per Mile*	\$1.90	\$2.00	\$2.10	\$2.20	\$2.30
Wait Time Cost**	\$19.00	\$19.75	\$20.50	\$21.25	\$22.00
In-District Trip (Minimum)	\$65.00	\$67.00	\$69.00	\$71.00	\$73.00
Out-of-District (Minimum)	\$85.00	\$90.00	\$95.00	\$100.00	\$105.00

*Cost Per Mile is based on loaded miles from the pick-up point to destination and return and any related miles on the trip. If the trip is a one-way drop off, the miles will be from the pick-up point and return.**Wait Time Cost is the driver's time from drop-off at the destination to pick-up time at the destination for the return trip.

	<u>2007-2008</u>	<u>2008-2009</u>	<u>2009-2010</u>	<u>2010-2011</u>	<u>2011-2012</u>
b. Late Bus, Per bus	\$55.00	\$56.35	\$57.75	\$59.15	\$60.60
c. Smart Program*					
(Per bus, Per day)	\$205.00	\$211.00	\$217.00	\$223.00	\$229.00
d. In-District, during regular school hours					
(driver's hourly cost)	\$19.00	\$19.75	\$20.50	\$21.25	\$22.00
(No miles charged) Revised November 8, 2007					

e. Alternative Ed

(Per bus, Per day)	\$185.00	\$190.00	\$195.00	\$200.00	\$205.00
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*When transporting these students on route bus after completion of the route and the time required to make the transfer adds no more than fifteen (15) minutes to the driver's time there will be NO CHARGE.

Company Name: First Student, Inc.
Address: The Medallion Center, Unit 9
22 Greeley Street
Merrimack, New Hampshire 03054

Authorized Signature: Percy Abbott

Date: 11/8/07

Name: Percy Abbott Title: Region Vice President

Witness: Patricia Bailey

Date: 11/8/07

**ADDENDUM TO EXTEND PUPIL
TRANSPORTATION SERVICES AGREEMENT BETWEEN DOVER SCHOOL DISTRICT AND FIRST
STUDENT, INC.**

THIS AMENDMENT is made by and between DOVER SCHOOL DISTRICT with principle offices at 61 Locust Street, Dover NH hereinafter called "DISTRICT" and FIRST STUDENT, INC. with its national headquarters at 600 Vine Street, Suite 1400, Cincinnati, OH 45202 and local business offices for purposes of this Agreement located at 51 Lowell Road, Salem, NH 03079, hereinafter called "CONTRACTOR" and collectively called "Parties."

WHEREAS, the parties entered into that certain Transportation Services Agreement dated May 01 2007, as amended (hereinafter, the "Agreement"); and all contingencies placed upon the bid specifications, and

WHEREAS, the parties desire to further extend the term of the Agreement and amend certain portions thereof;

NOW, THEREFORE, the parties mutually agree as follows:

1. **TERM** The term of the Agreement shall extend for one (1) additional year with two (2) optional years commencing with the opening of the 2013 - 2014 school year and ending in June 2016.
2. **COMPENSATION** Commencing with the 2013 -2014 school year, the rates of compensation payable hereunder during the ensuing Contract Year shall be set forth in Exhibit "A" and are based on current number of routes.
3. **INDEMNIFICATION** CONTRACTOR agrees to indemnify, hold harmless and defend DISTRICT, its governing board, officers, employees and agents from and against every claim or demand which may be made by any person, firm, or corporation, or any other entity arising from or caused by any act of neglect, default or omission of CONTRACTOR in the performance of this Agreement, except to the extent that such claim or demand arises from or is caused by the negligence or willful misconduct of DISTRICT, its agents or employees.
4. **PERSONNEL** All drivers used in performance of this Agreement shall be CONTRACTOR employees. CONTRACTOR shall be responsible for hiring and discharging personnel employed by CONTRACTOR to perform its obligations hereunder. However, DISTRICT shall have the right to request CONTRACTOR to remove from service to the DISTRICT any employee who, in DISTRICT's sole discretion, is deemed unsuitable for the performance of transportation services for DISTRICT; provided that DISTRICT shall make such request in writing, state the reasons therefore and include any supporting documentation, and provided further that such request does not violate applicable local, state or federal laws, rules or regulations.
5. **ASSIGNMENT** The CONTRACTOR may assign the Agreement if the assignment is made to a parent, subsidiary, related or affiliated company.
6. **FORCE MAJUERE** In the event CONTRACTOR is unable to provide the transportation services as specified in this Agreement because of any act of God, civil disturbance, fire, riot, war, terrorism, picketing, strike, labor dispute, labor shortages, governmental action or any other condition or cause beyond CONTRACTOR's control or any other force majeure clause as defined by state law, DISTRICT shall excuse CONTRACTOR from performance under this Agreement.
7. **NOTICE TO PARTIES** All notices to be given by the parties to this Agreement shall be in writing and serviced by depositing same in the United States Mail, certified mail.

Notices to DISTRICT shall be addressed to:

DOVER SCHOOL DISTRICT
61 Locust Street
Suite 409
Dover NH, 03820
Attention: Business Administrator

Notices to CONTRACTOR shall be addressed to:

FIRST STUDENT, Inc.
51 Lowell Road
Salem, NH 03079
Attention: Area General Manager

With a copy to:

General Counsel
FirstGroup America, Inc.
600 Vine Street
Suite 1400
Cincinnati, OH 45202

Except as amended herein, all other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, this Agreement has been signed and executed in duplicate on behalf of the parties hereto by persons duly authorized on the day and year first written above.

DOVER SCHOOL DISTRICT

By: 

Title: Business Administrator

ATTEST:

By: Dover School Board Vote
minutes of 4/8/2013

FIRST STUDENT, INC.

By: 

Title: Area General Mgr

ATTEST:

By: Sandra Duncan

Dover School District

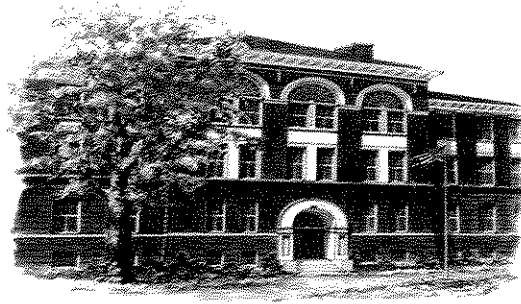
Exhibit A

Regular Transportation	2012 - 2013	1% 2013 - 2014	Option Year 2% 2014 - 2015	Option Year 2% 2015 - 2016
Bus Count	21	21	21	21
School Days	177	177	177	177
Per Day Per Bus	\$279.54	\$282.34	\$287.99	\$293.75
Annual Total	\$1,039,050.00	\$1,049,458.00	\$1,070,459.00	\$1,091,869.00
Athletics				
Per Mile		\$2.40	\$2.45	\$2.50
Wait Time		\$22.25	\$22.50	\$22.75
In District				
Minimum		\$74.00	\$75.00	\$76.00
Out District				
Minimum		\$107.50	\$110.00	\$112.50

Using existing buses

ELAINE M. ARBOUR, Ed.D.
Superintendent of Schools
e.arbour@dover.k12.nh.us

KAREN M. TAYLOR
Business Administrator
k.m.taylor@dover.k12.nh.us



CHRISTINE BOSTON
Director of Pupil Personnel Services
c.boston@dover.k12.nh.us

PAULA GLYNN
Director of Curriculum, Instruction and
Assessment
p.glynn@dover.k12.nh.us

THE DOVER SCHOOL DISTRICT
SCHOOL ADMINISTRATIVE UNIT #11
McCONNELL CENTER
61 LOCUST STREET SUITE 409
DOVER, NEW HAMPSHIRE 03820-4132
TEL (603) 516-6800
FAX (603) 516-6809

TO: Members Dover School Board
FROM: Karen M. Taylor, Business Administrator
DATE: June 22, 2015
RE: Results of Request for Qualification for
Instructional Technology Program Review & Strategic Planning Services

On May 19, 2015 the Dover School District issued the following Request for Proposal.

You are cordially invited to submit qualifications for **Dover School District – SAU #11 Instructional Technology Program Review & Strategic Planning Services** in accordance with the attached specifications, terms and conditions. Prospective respondents are advised to read this information over carefully prior to submitting.

Five submissions were received in response to this invitation.

1. Nessit LLC
2. Sun Associates
3. Neoscope Technology Solutions
4. 2 Way Communications
5. Back Bay Networks

Based on a review of the qualifications, I am recommending the bid(s) be awarded to **Sun Associates to perform the educational portion of the Review and Neoscope to perform the technical portion of the review.**

Dover School District Mission Statement

Strengthening our community by educating every child, every day!

Tab 1 – Cover Letter and Proposal

A Proposal to Conduct an Instructional Technology Program Review and Strategic Technology Planning for the Dover School District

**In response to Dover School District – SAU #11
Request for Qualifications
May 29, 2015**



55 Middlesex Street, Suite 216
North Chelmsford, MA 01863

Sun Associates

Educational Program Evaluation

June 10, 2015

Dover School District – SAU #11
61 Locust Street, Suite 409
Dover, NH 03820

To Whom It May Concern:

It is my pleasure to submit a proposal for Dover School District's May 29, 2015 RFQ for "Instructional Technology Program Review and Strategic Planning Services". It is our belief that our proposed work will provide significant benefit to the students, teachers and broader community of Dover, NH.

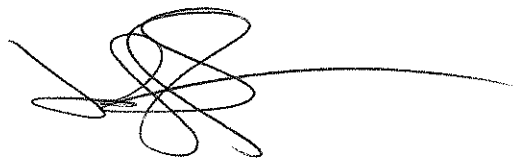
Our proposed work is fully described in the attached Proposal. This proposal – which is in Tab 1 and immediately follows this letter – contains our proposed budget, timeline, and other details pertinent to our proposed work. Additional information, organized per the format requested in Dover's RFQ.

I am authorized to issue this proposal and may be contacted at the following address:

Jeff Sun, Director
Sun Associates
55 Middlesex Street, Suite 216
North Chelmsford, MA 01863
978-251-1600 extension 204
jsun@sun-associates.com

We look forward to hearing from you soon and to implementing this exciting project.

Sincerely,



Jeff Sun, Director

attach: Proposal
Additional Items Requested by SAU



Educational Technology Integration

A Proposal to Conduct an Instructional Technology Program Review and Strategic Technology Planning for the Dover School District

In response to the Dover School District's expressed interest in instructional technology program review and strategic planning services, Sun Associates is pleased to present a proposed scope of services for the SAU. We believe that our expertise in educational technology strategic planning, technology program evaluation, the research and application of classroom technology proven practice, and our client-centered approach towards creating unique and relevant strategies will bring tremendous value to Dover and its work to make instructional technology an effective tool for teaching and learning.

Sun Associates, an educational program evaluation and planning firm, specializes in designing customized evaluation and assessment procedures to evaluate and assess the impact of educational technology on teaching and learning. Our work centers around a process that combines practice profiling, the development of indicators of success, and the creation of data collection procedures which are to be used to perform a formative progress evaluation of a school or district's educational technology initiative.

In accordance with Dover's expressed interest, we have proposed a scope of work to review and profile the SAU's ability to effectively utilize technology as a tool for managing, administering, and facilitating teaching and learning. This evaluation assessment will produce a set of findings and recommendations that the SAU can then use as a basis for developing a long-range strategic plan for technology infrastructure, administrative technology, professional development, and other supports for the instructional use of technology. Sun Associates will facilitate the development of a new strategic technology plan for the SAU.

FRAMING THE TASK	2
PROCESS AND DELIVERABLES	3
1. DEVELOPMENT OF PERFORMANCE INDICATORS WITH SAU STAKEHOLDERS	3
2. DATA COLLECTION AND PROGRAM REVIEW REPORTING	3
3. REVIEW AND REPORT PROGRAM REVIEW FINDINGS	5
4. TECHNOLOGY PLANNING	5
SUMMARY	8
TIMELINE -- PROGRAM REVIEW AND PLANNING	9
BUDGET	10
STAFF	11
SUN ASSOCIATES' QUALIFICATIONS FOR THIS PROJECT	11
STAFF RESUMES	15

Sun Associates
55 Middlesex Street, Suite 216
North Chelmsford, MA 01863
www.sun-associates.com

Framing the Task

In our discussions with Dover's Superintendent as well as its Business Administrator, Sun Associates has developed an initial understanding of Dover's need with regard to investigating its current ability to utilize technology as a tool for teaching, learning and administration. The following four points represent our broad summary of these needs:

- Dover School District needs to understand how the present technology infrastructure – and particularly its staffing and management -- currently impacts student and teacher technology use. The SAU needs recommendations for ensuring that technology staffing meets current and future anticipated needs.
- The SAU needs a comprehensive picture of the current use of technology as a tool for administration, teaching and learning. This picture must encompass and account for the variations in technology use between buildings, the variety of systems and processes in use, and must focus primarily on the use of technology to support Dover's core educational mission.
- The SAU needs to develop a set of strategic goals and actions for how its technology needs can coexist with those of the City of Dover in a mutually beneficial collaboration.
- The SAU needs to process the findings and recommendations arising from a comprehensive technology program review into a clear set of goals and strategies for short and long range implementation.

The technology program review proposed in the following sections will address these basic needs as well as provide more general findings that will help paint a comprehensive picture of how technology is used and perceived by Dover's teachers, administrators, and students. Sun Associates will facilitate the development of a set of unique indicators to assess the SAU's performance in the integration of instructional technology as framed by the above four points (as reviewed and refined by the SAU at the start of our work process). Sun Associates will use the indicators to create tools and instruments for collecting data on all teacher/student relevant uses technology. The resulting technology program review will provide an immediate picture of where the SAU stands in terms of having a functional system for implementing instructional technology. The program review's findings and recommendations will include some items that can be implemented in the current and upcoming budget years.

As a next step to our proposed work, Sun Associates will initiate work with a committee of SAU stakeholders to facilitate the development of a three-year strategic technology plan. This plan will provide a strategic framework for Dover's instructional and administrative technology implementation (including curriculum alignment, professional development, infrastructure, staffing, and budget implications).

Process and Deliverables

1. Development of performance indicators with SAU stakeholders

Sun Associates' technology program review work typically begins by helping districts articulate their vision and goals into viable evaluation priorities and questions. This initial phase of the program review work is based in a review of the district's vision for technology, its existing strategic goals, and its ambitions for improving and growing district technology efforts. This review will result in the creation performance indicators.

To engage in this work, Dover will need to assemble a hands-on group of stakeholders to examine SAU objectives for the use and implementation of instructional technology. This will be the Technology Program Review Committee that works with Sun Associates to plan the technology program review endeavor.¹ Given the Dover School District's relationship with the City of Dover – which jointly manages the schools' technology infrastructure with the SAU – it will be essential that City technology staff be invited to participate on the committee (as well as to be engaged with the subsequent technology planning effort).

As a first step in its work, this committee will meet with Sun Associates facilitators to develop organizing evaluation questions to guide the program review and then will move on to create performance indicators related to those questions. This work usually transpires in a full-day committee meeting. Sun Associates could hold this meeting in the SAU, and subsequently kick-off the technology program review work, in August, 2015.

Following the indicator development work, Sun Associates staff will develop data collection instruments that are correlated to the indicators. Such tools traditionally include observation protocol, interview protocol, and focus group questions. Since these instruments are specific to Dover's indicators, the exact tools developed – and what data collection procedures are employed - will depend on the content of the indicators. While Sun Associates will design and deploy the data collection procedures and instruments, final approval of how and when data is collected (see next step) rests with the SAU.

The deliverables from this portion of our proposed work are:

- 1.1 Development and documentation of Dover's technology program review priorities and questions.
- 1.2 Development of descriptive indicators to guide the program review work.
- 1.3 Development of data collection instruments correlated to the indicators.

2. Data Collection and Program Review Reporting

Framed by the indicators, on-site data collection traditionally occurs by Sun Associates sending several external evaluators into the SAU to observe classes, interview teachers/administrators, and to conduct focus groups. These activities constitute our on-site data collection efforts. In addition, we would find it useful to conduct a district-wide survey of faculty, staff, and administrators. In the specific case of

¹ It is anticipated that this same committee can continue on to serve as the SAU's Strategic Technology Planning Committee once the work moves from the program review to the planning component.

Dover, the on-site data collection will take no more than two days (with two of our staff in the district) and can be scheduled to occur in late September, 2015. Note that samples of the evaluation instruments commonly used by Sun Associates can be found online at www.sun-associates.com/eval/data.html. In consultation with SAU staff, we will create new and unique instruments for Dover.

- Surveys – Sun Associates will conduct online surveys of teachers, parents, and students (a separate survey instrument for each group). These surveys will acquire information on current practices, beliefs, attitudes, and desires related to technology across the SAU. Sample surveys from equivalent school district projects can be viewed at www.sun-associates.com/masscue/othertools.html
- Focus Group Interviews -- Focus groups are intended to gather in-depth data from a *sample* of teachers and administrators. In this case, we are proposing that we conduct five distinct focus groups – three for teachers (one elementary, one middle school, and one high school/CTC), one of existing technology staff, and one for parents. We will work with the SAU staff who are overseeing our efforts to develop selection criteria for these groups. Each focus group should contain approximately eight individual participants. Focus groups are intended to literally "focus" our examination of teacher and parent beliefs and attitudes related to technology use, services, goals, and outcomes.
- Classroom and Building Observations -- Our team of external evaluators will visit each of the SAU's schools – the High School/CTC, Middle School, all three elementary schools -- and will spend time observing teachers and students working in classrooms, labs and other instructional spaces. Our goal is to get a first-hand sense of how Dover's schools and classrooms are organized with regard to student, teacher and administrator access to and use of technology. We are not looking for special technology "events." Rather, we want to view a typical day in Dover's classrooms.
- Individual Interviews -- The evaluators will individually interview each building principal (during the building observations). Also, individual teachers will be informally interviewed during the classroom observations.

An important overall point concerning our data collection is that a Sun Associates evaluation project never relies on a single data source such as surveys. Rather, we design a data collection *strategy* which has the optimum chance of capturing the big picture of how a project's goals are being achieved within its community of participants. All data, regardless of source, is summarized and reported in tabular and text format. Where tabular data exists, we will conduct a range of statistical analyses on the data (as necessary).

At the conclusion of our collection period, the data will be reviewed against the indicators and the resulting findings and recommendations will be summarized into a data analysis report representing the "report" deliverable of the program review component of this proposed work. This report -- ready by early October, 2015 (see [Timeline](#)) -- will highlight our findings in each of the four focus areas and will provide commentary on those aspects of Dover's technology effort that are exemplary as well as those that could use improvement.

In summary, the deliverables from this portion of our work are:

- 2.1 Approval and scheduling of data collection procedures and documentation of data collection guidelines for Dover's review
- 2.2 Observations in classrooms and offices throughout the District
- 2.3 Conduct focus groups – teachers/program staff, parents and administrators
- 2.4 Data analysis and compilation of program review data summary report

3. Review and Report Program Review Findings

The major thrust of Sun Associates' technology program review work is an effort to help educational clients articulate their *unique vision* and teaching and learning goals into viable evaluation priorities and questions. In other words, we help clients answer the question "*What difference is all this technology making in terms of teaching and learning?*" In Dover's case, we will help the SAU assess current performance around a number of facets (such as the four suggested at the start of this proposal) within a framework of Dover's developed indicators for educational and administrative technology.

Sun Associates staff will work with Dover's teacher community, administrative staff and other curriculum/instruction staff (as directed and/or desired) to review in-depth the findings from the technology program review. Through a conversation that we will inform and facilitate, we will work with the SAU to develop a set of priorities for its technology planning work. These priorities will then form the basis for creating Dover's long-range strategic technology plan.

Deliverables from this process are:

- 3.1 Facilitated discussion – with staff chosen by the SAU – that compares the evaluation findings with Dover's indicators for technology implementation
- 3.2 Written recommendations matrix cross walking the four areas of examination and the indicators

4. Technology Planning

Based on the data and recommendations from the program review, Sun Associates proposes to facilitate the creation of a strategic technology plan for Dover. Sun Associates will provide facilitation, guidance, editorial assistance, and expert resources to the SAU throughout its technology planning process. This process will result in a technology plan (with associated budget) that can truly guide Dover's technology efforts over the next three years.² This framework plan will contain the following sections:

- Introduction, establishment of need (this is in large part the program review report)
- Vision
- Data on current status/inventory of technology within the SAU
- Strategic goals and objectives for instructional technology
- Action plans
- Technology professional development strategic plan
- Roles and responsibilities for instructional and administrative technology implementation and support

² It is assumed that the objective of the planning effort will be a three-year plan. It is possible to create a longer-range plan (e.g., five years), although Sun Associates recommends a three-year plan.

- Evaluation framework
- Budget
- Other sections/information as deemed necessary by the SAU

Sun Associates will work with a SAU-wide technology planning committee – appointed by the Superintendent, and generally expected to be the same group of stakeholders who worked with Sun Associates to develop the evaluation indicators -- to complete this strategic technology plan by May, 2015.

Specific Planning Activities

Sun Associates will focus its work on the facilitation of a series of a face-to-face technology planning committee meetings (see following table) with consulting time in-between. Sun Associates will work to kick-off and provide high level advice to Dover's technology planning committee, and then to facilitate each successive committee meeting through the life of the initial planning process. When the initial 3-year plan document is complete, Sun Associates will coordinate the presentation of this plan before the SAU's Board.

Please note that beyond that for the Kickoff meeting, the dates in the following table are approximate and not firm. Firm dates for future meetings will be established at the kickoff meeting.

Date	Agenda Items
October, 2015	Full day "kickoff" meeting, full committee (This could be the same meeting as that identified for item 3.1, above.) • Orient committee to planning process, timeline, etc. • Review current status data ("program review report") • Create vision statement • Brainstorm goals • Create goal statements (with related performance indicators)
November, 2015	Half day meeting, full committee • Finalize goals • Begin work on action plans (including infrastructure and professional development)
November - December, 2015	Subcommittee meetings as necessary • Develop action plans
January, 2016	Full day meeting, full committee • Finish and synchronize action plans • Finish infrastructure plan • Finish evaluation plan • Roles and responsibilities (staffing) text • Draft budget
January, 2016	Assigned to various committee members with Sun Associates support • Assemble full draft of plan • Distribute final, full draft to entire committee by late December
February, 2016	Half-day meeting, full committee • Review final, full, draft • Changes, corrections, additions • Approve final budget

	• Assign responsibilities for School Committee meeting presentation • Wrap up final draft • Make copies • Prepare presentation
February, 2016	School Committee presentation of final plan document

Kickoff Meeting

Sun Associates will facilitate a full-day planning meeting (9 to 3pm) for the SAU in October 2015. This meeting will focus on the following topics:

- Current Status – Results (findings and recommendations) from the September “program review”
- The Big Picture – How a strategic technology plan can effectively support technology as a tool for improving student achievement
- The Process of Technology Planning – “How to” create an effective technology plan
- Creating Vision – Crafting an meaningful and productive District-wide vision for technology
- Drafting Goal Statements

By the end of this meeting, the SAU committee will have developed a draft vision statement, a process timetable for creating the rest of its technology plan, and will have brainstormed initial goals for the focus areas (e.g., curriculum, professional development, etc.) of the plan.

Plan Formation

Per the series of meetings described above, Sun Associates will facilitate the creation of Dover’s full technology plan. Sun Associates *will not* create the plan in a vacuum without the direct involvement of SAU staff. Rather, we will guide and support the work of the committee members who actually author the plan. This support will include reviewing and editing all work product, providing constructive feedback (editorial and content) to authors, and assembling/editing the final plan document.

Sun Associates staff will facilitate all committee meetings. Dover staff will be responsible for arranging for meeting logistics (space, food when necessary, etc.) and for notifying and reminding committee members of the meetings.

Deliverables from the Technology Planning portion of this work will be:

- 4.1 Planning committee kick-off meeting (same meeting as 3.1, above)
- 4.2 Monthly meetings to create and draft plan sections. Facilitated by Sun Associates.
- 4.3 Presentation of final plan to the School Committee (or other body as desired)

Summary

In summary, Sun Associates will work with the Dover to create and implement an educational technology evaluation and strategic planning effort with the following features:

- The District will receive a comprehensive review of the key aspects of its current technology implementation effort. This review will be organized around four key areas of examination and will include recommendations for modification of existing systems and processes to align the SAU's technology efforts with accepted "best and proven practice" in the educational technology field.
- The results of the program review will be reviewed with the SAU within the context of a facilitated discussion designed to surface a series of strategic priorities for technology implementation.
- The findings and recommendations of the technology program review will form the basis for a three-year strategic technology plan. This planning work will be facilitated by Sun Associates and will involve the work of a committee of SAU stakeholders. The end result of this will be a completed plan to present to School Committee by February, 2015.

Timeline -- Program Review and Planning

Based on an anticipated start date in August, 2015, we propose the following timeline for deliverables. Please note that this schedule would need to be adjusted and approved by Dover staff prior to the initiation of any Sun Associates work. Hence, the following is estimated and is designed to be illustrative of the *approximate* amount of time necessary to complete the proposed work.

Step	Description	Dates
<i>Development of Performance Indicators</i>		
1.1	Development and documentation of Dover's technology program review priorities and questions.	8/15
1.2	Development of descriptive indicators to guide the program review work.	8/15
1.3	Development of data collection instruments correlated to the indicators.	9/15
<i>Independent Review and Reporting (Program Review)</i>		
2.1	Approval of data collection procedures; scheduling visits, etc.	9/15
2.2	Conduct observations	9/15 – 10/15
2.3	Conduct focus groups	9/15 – 10/15
2.4	Data analysis and compilation of data summary report	10/15
<i>Facilitated Discussion and Gap Analysis</i>		
3.1	Facilitated discussion of program review findings (1 day meeting)	10/15
3.2	Recommendations matrix	10/15
<i>Strategic Technology Planning</i>		
4.1	Technology Plan Kickoff Meeting (same meeting as 2.1)	10/15
4.2	Technology planning committee meetings (to create plan)	11/15 – 1/16
4.3	Delivery and presentation of final plan	2/16

Please note that we are open to negotiating an alternative timeline for this project based on whatever start date the SAU chooses. The amount of time necessary to conduct the evaluation and planning work is the approximately five months detailed in this proposal, but it is certainly possible to start later in the school year than August, 2015. Please bear in mind that the data collection work requires that school be in session so that we may access teachers and their classrooms. Likewise, since our work involves working with a committee of district stakeholders (see page 3), it will be necessary to schedule the work at times when teachers, administrators, and other stakeholders are available.

Budget

In our proposal for creating and facilitating Dover's program review, we have attempted to keep costs to a minimum by streamlining the number of visits and working days required for Sun Associates staff to be on-site. Our proposed costs for each of the three process steps is as follows:

<u>Step</u>	<u>Description</u>	<u>Cost</u>
1	Development of indicators, evaluation framework, and instruments (5 staff days total)	\$2,500
2	Data collection and analysis (10 staff days total)	\$5,000
3	Reporting and discussion of findings (8 staff days total)	\$4,000
4	Strategic Planning – Facilitation and Writing (10 staff days total)	\$5,000

Total = \$16,500

Please note that the above total cost is inclusive of all travel and all other expenses necessary to conduct this work. Also please note that Sun Associates virtually always works under fixed-price contracts. Our commitment – contractually and practically -- to the client is that we will complete the project deliverables to their satisfaction at a price determined at the start of the contract. It is not our practice to work at an hourly or daily fee as we do not feel that this is compatible with our project-focused orientation.

Staff

Sun Associates employs a team approach to project staffing. Our staff includes individuals with a wide range of skills related to the use and integration of instructional technology within classroom environments. In a project such as that proposed for Dover, we will assign several lead evaluators and then use additional staff in supporting roles (mostly related to data collection and analysis).

We will assign three staff specifically to the Dover project. These are Jeff Sun, Jeanne Clark, and Sandra Carriker. Short resumes follow this proposal as an attachment. Other staff will be assigned to the project on an as-needed basis for tasks such as data analysis, editorial work, etc.

Sun Associates' Qualifications for this Project

Sun Associates specializes in designing plans and procedures to evaluate and assess the impact of educational innovations on teaching and learning. These innovations can relate to changes in teaching practice, curriculum, or teaching/learning tools. A key element of our work is to take schools and districts beyond their current strategic plans and into an area where they can begin to assess their progress in meeting the vision and goals of these plans. In the very specific area of program evaluation for funded projects, we work with projects to focus their goals, define evaluation questions, collect data, and to create formative/summative evaluation reports.

Our work centers around an authentic assessment process which combines practice profiling, the development of indicators of success, and the creation of data collection procedures which are in turn used to perform a formative progress evaluation of a specific initiative.

Local School District Instructional Technology Evaluation and Planning

[www.sun-associates.com/program review.html](http://www.sun-associates.com/program%20review.html)

Sun Associates works with school districts across the country to develop and implement educational technology evaluations. Quite often, these evaluations connect to strategic planning work which Sun Associates helps facilitate. Our staff is generally always engaged in at least one district evaluation or planning project as we typically have between four to six of these district projects each calendar year.

MassCUE Evaluators Professional Development Program

www.sun-associates.com/masscue

Sun Associates has designed and currently facilitates the MassCUE Evaluators program. The program provides district leaders and instructional technology decision-makers with tools and techniques for assessing the impact of local technology initiatives. Specifically focused on the use of technology to support 21st Century learning, MassCUE Evaluators helps SAUs maximize their investments in technology through a process of local data collection and analysis, and ultimately the creation of strategic plans for curriculum integration of technology.

U.S. Space and Rocket Center E³ Inquiry-Based Education Program

www.spacecamp.com

Sun Associates is the external project evaluator for the U.S. Space and Rocket Center's (USSRC) four-year grant from NASA to develop professional development and informal science education programming that emphasizes STEM connections with NASA's International Space Station (ISS) program. Key project activities include evaluation of an annual "STEMcon" professional development offering for educators located in Alabama, Arkansas, Tennessee, Missouri, and Iowa and evaluation of an ISS exhibit at the USSRC's Marshall Space Flight Center headquarters.

SIMBUILDING: Teaching Building Science with Simulation Games

concord.org/projects/simbuilding

Sun Associates is the external program evaluator for the NSF-funded SIMBUILDING project at the Concord Consortium. SIMBUILDING's overarching goal is "to develop innovative simulation games for teaching and learning building science". Sun Associates as the project's external evaluator monitors the project's progress and to offer formative advice on how the project can improve its performance in meeting its goals and objectives.

Evaluation and Planning Support for LHRIC Districts

www.lhric.org

In partnership with the Lower Hudson Regional Information Center (LHRIC), Sun Associates provides evaluation (technology program review) and technology planning support to LHRIC member districts in Westchester and Rockland Counties in New York. Services include the creation of district-wide technology program reviews and facilitated discussions on how to leverage the results of these program reviews into revised goals and actions for instructional technology implementation. Recent clients include White Plains, Ossining, Nyack, Mt. Pleasant, Garrison, Tarrytown and Hastings school districts.

Creating 21st Century Classrooms Project – Vermont State Department of Education

vtcite.com/book/export/html/3016

Sun Associates was the external evaluator of a statewide project to develop teacher skills in the use and integration of Web 2.0 tools and other new media to support 21st Century learning. Now in its third cohort of teachers, evaluation work includes formative and summatively assessing teacher professional development, project management, and the actual classroom implementation and student learning impacts of the project work. Over the course of the next year (2010 – 2011), Sun Associates will observe and collect data from the approximately 70 teachers currently implementing the project in their schools across the state.

Long Range Planning and Program Evaluation Support to the U.S. Virgin Islands Department of Education

Sun Associates has created strategic plans and conducted multiple territory-wide evaluations of technology integration and implementation in schools and classrooms across the U.S. Virgin Islands. This unique environment allows us to address simultaneously issues typically associated with remote rural areas (e.g., isolation and poor communication) and intensely urban areas (high poverty, decaying school infrastructure, etc.). During the 2009 – 2010 school year, we have written the current

territory-wide technology plan, both local SAU long-range plans, and have conducted a building by building assessment of effective teacher technology use.

State-wide Technology Plan and Local District Evaluation Planning

www.sun-associates.com/alsde/alwork.html

Sun Associates provided support to the Alabama State Department of Education in the creation of its 2007 – 2012 state technology plan and subsequent creation of a new approach to local technology evaluation. This work included providing consulting services to the state planning committee and State Education Agency staff, a pilot project with five districts (2006), 12 districts (2007 – 2008), and an additional 12 districts in 2008-2009 to create unique local level technology assessment procedures and to build local district capacity for the State of Alabama.

Other Evaluation Projects

- ***Meta-Evaluation and Program Support for the Corporation for Public Broadcasting's (CPB) American History and Civics Initiative*** – Working with the WGBH Interactive, the Program Manager for CPB's AHCI initiative, Sun Associates is providing meta-evaluation support to both phases of this \$20 million initiative. The AHCI initiative has funded seven projects that use new and interactive media to support K-12 American History and Civics education. Sun Associates is working (in conjunction with WGBH Interactive) to guide the individual project evaluations to utilize common metrics for measuring the projects' impact on student learning.
- ***Pilot Project Evaluation for PEM Vanishers*** – Sun Associates provided external evaluation for a multimedia interactive educational activity produced by the Peabody Essex Museum in Salem, MA. This pilot involved test data from over 300 users of the *PEM Vanishers* activity and resulted in a detailed assessment of the educational value of this new resource.
- ***Vermont LEAD-IT Evaluation and Training*** – Sun Associates is engaged in a two-year Title IID project with 12 Vermont school districts, the Vermont Institutes, and the Vermont Department of Education. Our work on this includes general program monitoring as well as the facilitation of local district technology plan evaluation training. In a model similar to our work with Alabama, we are piloting a new statewide model for local evaluation of technology plan implementation and technology's impact on teaching and learning.
- ***DesignLab Project Evaluation*** – As part of a collaboration between the University of Massachusetts-Lowell School of Engineering and a dozen local school districts, the DesignLab project is a state-funded STEM Pipeline grant. Sun Associates provides comprehensive impact and outcomes-based evaluation for this initiative.
- ***Technology Audit and District Plan Facilitation for Newton (MA) School District*** – Sun Associates has conducted a district-wide technology integration program review for Newton School District during the 2006-2007 school year. Follow-up work includes facilitation of local planning work with the ultimate goal of producing a new five-year strategic plan for the district.
- ***Field-Based Data Collection for the Northeast and Islands Regional Educational Laboratory's (NEIREL) Long-Range Study on Literacy*** – Sun Associates is working with NEIREL and its partners AIR and CAST to implement a two year study of technology-based literacy interventions.

This study is built around a quasi-scientific research methodology that compares the efficacy of *Thinking Reader* to other non-technology-based literacy interventions.

- ***A Technology Audit of Brookline (MA) School District*** – Sun Associates conducted a district-wide program review of the technology program of the School District of Brookline. The report from this work helped inform Brookline’s program review of instructional technology.
- ***Program Evaluation for the Northeast and Islands Regional Technology in Education District (NEIRTEC)*** -- Sun Associates provided program evaluation for this five-year, seven state, technology technical assistance project funded by the U.S. Department of Education.
- ***“Meta-Evaluation” for Massachusetts Department of Education’s Title IID*** – Sun Associates works with the Massachusetts Department of Education to organize a “meta-evaluation” of the department’s entire Title IID program. This work involves providing support to approximately 40 separate, district-based, projects and the creation of a summary report detailing the outcomes/impacts of the Title IID effort.
- ***Preparing New Teachers 2 Project*** -- Sun Associates provided program evaluation for the NH Department of Education's three-year PT3 Catalyst Project. This was a \$1.2 million per year project that involved all 14 institutions of higher education in NH.
- ***St. Louis (MI) School District Technology Evaluation*** – formative evaluation of technology’s impact on teaching and learning. This project is a pilot for ultimately developing evaluation projects 11 districts in this Central Michigan educational service region.
- ***Evaluation of Lexington (MA) School District Technology Plan Implementation*** – evaluation of the impact and effectiveness of professional development initiatives to develop teacher technology skills and technology infused curriculum.
- ***Evaluation of Cambridge (MA) School District’ Technology Staff Development Process*** – evaluation design and implementation of the district’s “design team” approach to technology staff development. Additional components included examination of district-developed curriculum activities and student technology proficiencies.
- ***Evaluation of USVI Technology Literacy Challenge Fund Grant Implementation*** – working with Learning Innovations at WestEd, Sun Associates profiled the work and documented the impact of three years of federal TLCF funding in the 38 schools of the U.S. Virgin Islands Department of Education. Findings have been used to design new programs and procedures for technology allocation in the Territory’s schools.

Staff Resumes

Jeff Sun

jsun@sun-associates.com

Experience

Sun Associates

North Chelmsford, MA

President and Director, July, 1996, to present

Director of an educational consulting firm specializing in issues related to the improvement of curriculum and instruction in primary and secondary schools, districts, and classrooms. Sun Associates' services are centered around program evaluation, strategic planning, and the integration of instructional technology tools/resources into the curriculum. Projects range from long-term engagements as external evaluator on multi-year federal (US Department of Education) grants, to smaller district-based projects for curriculum, instruction, and technology projects.

The Greater Lawrence Educational Collaborative

Lawrence, MA

Director of the Educational Technology Program, July, 1996, to July, 1998

The Regional Laboratory for Educational Improvement of the Northeast and Islands

Andover, MA

Director of Educational Technology, March, 1993, to August, 1996

National Distance Learning Center

University of Kentucky- Owensboro Community College, Owensboro, KY

Executive Director, June, 1991, to March, 1993

Massachusetts Institute for Social and Economic Research (MISER)

University of Massachusetts, Amherst, MA

Assistant Director, August, 1987, to June, 1991

Education

University of Massachusetts, Amherst, MA

Master of Arts in History, 1991. Concentration in Early to Mid 20th Century American Cultural History and the History of Technology.

Hampshire College, Amherst, MA

Bachelor of Arts in Public Health and Public Policy, 1983. Minor fields in Medical Sociology and the Natural Sciences.

Emory University, Atlanta, GA

Studies in English Literature, Film History and Philosophy.

Jeanne E. Clark
jclark@sun-associates.com

EDUCATION

Harvard Graduate School of Education, Cambridge, MA
Ed.M -Technology in Education, 1995

Connecticut College, New London, CT
B.A. -Psychology

EXPERIENCE

Evaluation Associate

1996-1997, 2005-present

Sun Associates Educational Technology Integration -- North Chelmsford, MA

Program evaluation for K-12 education projects

Sun Associates is an educational technology consulting firm specializing in issues supporting the meaningful integration of technology in primary and secondary schools, districts, and classrooms, Sun Associates provides strategic planning, program evaluation of technology's impact on teaching and learning, and the delivery of technology professional development.

Educational Technology Specialist

1996 - 1997

Greater Lawrence Educational Collaborative -- Lawrence, MA

Training and technology integration support to K-12 teachers

G.L.E.C. services included workshops on technology integration and use, access to the Collaborative Software Preview Center; consulting support in curriculum development; assistance in school and district technology planning; and the dissemination of educational technology information and resources.

Educational Technology Specialist

1995 - 1996

Regional Laboratory for Educational Improvement of the Northeast and Islands -- Andover, MA

Training and technology integration support to K-12 teachers

N.E.I.R.L. served as one of 10 U.S. Department of Education research and development laboratories. Working under a variety of contracts with the U.S. federal government, states, foundations, and local schools, the Laboratory's Educational Technology unit worked in the areas of educational technology policy research, evaluation, and practice support throughout the Northeastern U.S.

Director of Customer Support Services

1990 - 1994

Tom Snyder Productions, Educational Software -- Watertown, MA

Managed a team of customer support representatives providing telephone assistance to K-12 teachers selecting and using Tom Snyder educational software within the curriculum.

Sandra Marie Carriker
scarriker@sun-associates.com

EXPERIENCE

Evaluation Associate
Sun Associates
N. Chelmsford, MA

October 2003 – Present. Provides data from focus groups, surveys and classroom observations, as well as design and analysis input on program evaluations related to the use and impact of instructional technology.

Educational/Technology
Consultant, CTSI
Rockport, MA
August 2002 – 2005

September 2002- 2005 Governor Dummer Academy, Byfield, MA.
Duties included creating documentation for the computer literacy skills curriculum for the academy laptop project, providing staff training, teaching PowerPoint, Word, Excel and Outlook classes, and working one-on-one with faculty members who have been given a laptop computer by the academy.

August, September 2002. Educational Consultant for Southern Maine Technical College, Portland, ME. Duties included assessment of faculty and staff ability to establish a Distance Learning program, and recommendation of specific steps to take to successfully transition from traditional classes to web-supported classes to fully online classes. Presented keynote address on “The Road to Distance Learning” at the College’s Professional Day.

North Shore Community
College, Danvers, MA
1981-2002

September 2000 – May 2002. Professor and Chair, Computer and Information Sciences Department. Duties included hiring all part-time staff for computer courses, scheduling all computer classes, ordering books and materials for all classes, developing new online courses and programs, evaluating and updating current programs, holding monthly department meetings and teaching four classes each semester.

September, 1989 – September 2000. Assistant Dean, Educational Technology. Duties included: integrating technology into the curriculum, creating, implementing and evaluating hands-on technology training for faculty, overseeing the development, implementation and evaluation of online and Web-supported courses, approving all software purchases, overseeing all academic computer labs and classrooms, supervising Instructional Technology Specialist, technical support personnel, coordinating Technology Across the Curriculum program, and chairing the Information Technologies Committee.

September, 1981 – September 1989. Professor of Computer Science and Chair, Computer and Information Sciences Department, NSCC.

1970 – 1981

Mathematics teacher at various Massachusetts high schools. Duties included teaching mathematics courses 7 – 12.

EDUCATION

1989 – 1994

Doctorate in Educational Leadership with a concentration in Educational Technology at the University of Massachusetts at Lowell. Outstanding Graduate Student Award, 1994.

1975 – 1977

MST degree in Mathematics and Educational Technology, UNH

1966 – 1970

BS degree in Mathematics, Summa cum Laude, Plymouth State College.

Tab 2 – Acceptance of Conditions

Sun Associates accepts all conditions detailed in Dover School District's RFQ.

Tab 3 – Company Background

Sun Associates Educational Technology Integration, Inc., is a successful, nationally recognized, educational consulting firm specializing in issues related to the evaluation and integration of technology in K-12 schools, districts, and classrooms. Since its inception, Sun Associates has focused on providing a wide range of consulting and training services to schools, districts, and other educational clients. Education and educational organizations are our *sole* focus. While we are well versed in the full range of 21st Century information technologies, our work centers on understanding how these technologies are brought to bear in educational environments. Invariably, our clients are public school districts, state departments of education, educational non-profits, and fellow educational research organizations.

Since our founding in 1996, we have worked in intensive projects in 23 states and territories including all of New England, the Eastern Seaboard and Southern states. We have operated state-wide projects in AL, MA, NH, RI, VT as well as in Puerto Rico and the U.S. Virgin Islands. Typically, we operate approximately 12 LEA-level evaluation projects per year. In addition to our LEA (school district) work, we work with federal agencies (e.g., US Department of Education, NASA, National Science Foundation), non-profit organizations (e.g., the Corporation for Public Broadcasting, the Peabody Essex Museum, WestEd, the Concord Consortium), and institutions of higher education (University of Massachusetts, Fitchburg State University, Salem State University, etc.).

See <http://www.sun-associates.com/projs.html> for more detail on our clients and prior projects. Also, further information on prior and existing projects is provided under Tab 8 in this response.

Sun Associates Educational Technology Integration is incorporated in the Commonwealth of Massachusetts.¹ Jeff Sun is President and CEO.

¹ When working for New Hampshire clients such as the NHDOE we have in the past utilized the services of an Authorized Agent in NH in order to comply with State of New Hampshire purchasing requirements. Our primary physical base of operations is in North Chelmsford, MA, approximately 10 miles from the New Hampshire border.

Tab 4 – Qualifications

Sun Associates specializes in designing plans and procedures to evaluate and assess the impact of educational innovations on teaching and learning. These innovations can relate to changes in teaching practice, curriculum, or teaching/learning tools. A key element of our work is to take schools and SAUs beyond their current strategic plans and into an area where they can begin to assess their progress in meeting the vision and goals of these plans. In the very specific area of program evaluation for funded projects, we work with projects to focus their goals, define evaluation questions, collect data, and to create formative/summative evaluation reports.

Our work centers around an authentic assessment process which combines practice profiling, the development of indicators of success, and the creation of data collection procedures which are in turn used to perform a formative progress evaluation of a specific initiative.

The Educational Research Basis for Our Work

As an educational program evaluator, Sun Associates works with a variety of projects representing a wide range of subject areas, grades, and school settings. While many of these projects involve instructional technology, others do not. The context-sensitive approach we take to understanding the educational impact of the projects we evaluate, however, remains constant across all types of projects. In the specific case of technology evaluation, we strive to understand how technology both mediates and is mediated by existing conditions in the classroom, the school, and the system as a whole. Our philosophy and methods reflect the research on technology in education² that acknowledges that any particular technology application or program is but one factor in a complex environment. (Byrom & Bingham, 2001; Coppola, 2004; Metiri Group, 2006) While it is well documented that various technologies can support positive change in instruction and administrative procedures, (Fulton, 1998; Means, Blando, Olson, Middleton, Morocco, Remz & Zorfass 1993, McDonald & Kolderie, 2009) it is equally true that the impact of the technology itself cannot be isolated from the context and manner in which the technology is used. In the words of the Metiri group studying the effectiveness of technology in schools, “extracting the full learning return from a technology investment requires much more than the mere introduction of technology with software and web resources aligned with the curriculum. It requires the triangulation of content, sound principles of learning, and high-quality teaching—all of which must be aligned with assessment and accountability.” We fully incorporate this approach in all of our evaluation work with instructional technology projects.

Acknowledging the unique context of K-12 schools and the attendant issues of content, pedagogy, resources, and time (Tally, 2006; Zhao, Pugh, Sheldon & Byers, 2002), Sun Associates conducts evaluations that are sensitive to the range of factors impacting technology use. Centered on the creation of a set of clearly defined learning expectations, our evaluations engage project leaders in exploration of the questions, “what it will look like when we are achieving our educational goals?” and “what role does technology play in achieving that vision?”. We understand the realities of schools and classrooms, and believe that meaningful, effective, technology-enhanced learning requires the coordination of an entire system of supports that include reformed pedagogy and instructional practices, flexibilities in time allocations, and clearly mapped curriculum connections (Bitner & Bitner, 2002).

It is our experience and position that school districts should work to address three primary areas or domains when considering the effective use of technology to support student learning. These areas are:

² See the Appendix for a bibliography of sources cited in this section.

technology integration, teacher skills, and alignment with content and pedagogy standards. Our work within each of these domains is rooted in a research base with which Sun Associates is familiar. With respect to the integration of technology into the curriculum, research shows that when technology tools and applications have been systematically mapped to a school or district's curriculum, teachers may have the impetus, but not the pedagogical skills necessary to make effective use of the resources available. As we have seen in practice and has been noted elsewhere, (Morehead & LaBeau, 2007) it is not uncommon for lessons to be created under these circumstances that have only an *appearance* of technology integration. In other words, it is often the case that the technology is simply added on and is not essential to achieving the educational purposes of given lesson around which a meaningful evaluation would be constructed.

On the other hand, a learning environment in which technology is truly integral can take many forms. A teacher may develop a set of essential questions rooted in curricular topics and engage students in real-life problem solving using technology for research, collaboration, or communication. Students may work with simulations or virtual worlds to learn concepts and explore relationships related to aspects of the curriculum, or they may use technology tools to collect, manipulate, analyze or present data. When firmly rooted in the appropriate curriculum, organized around a set of learning expectations, and supported by appropriate pedagogy (Coppola 2004, Means, 1994; Okojie, Olizock, & Okojie-Boulder, 2005) each of these examples showcases effective integration of technology into classroom learning environments.

The ability of teachers to teach in the ways described above is of critical importance to the meaningful integration of any technology. "Thoughtful pedagogical uses of technology" (Mishra and Koehler 2006) require an understanding of the interplay among three main components of learning environments: content, pedagogy, and technology. Learning to organize a class around the exploration of essential questions and becoming comfortable with the role of facilitator in an inquiry-based, student-centered environment takes time and significant training, even without the added challenge of technology use. Teachers may need to learn to think differently about what they want students to learn, and may need to design or adapt projects to support the learning of those concepts and skills. (Means, 1997).

In her early work with teachers and technology, Barbara Means (1995), set out criteria for the successful integration of technology which include opportunities for teachers to become involved in developing learning goals and determining the part technology would play in meeting those goals. "Teachers must have the flexibility to select what technology to use, they must be afforded the time to learn to use the technology and must be allowed to design the learning activities into which the technology is integrated" (Means, 1995). As assessment tools such as the STaR chart demonstrate, the highest levels of achievement in relation to technology integration are aligned with the types of pedagogy and learner dispositions expounded by researchers such as Means etc. Attention to the myriad elements and consideration of their various roles in the picture of effective technology integration lies at the heart of the work of Sun Associates.

Aligning the use of new technologies with national, state and local standards presents an ever-evolving set of challenges for schools, districts, and funded projects alike. In our work with school districts, Sun Associates recognizes these challenges, and sets the stage for the development of thoughtful evaluation grounded in clear teaching and learning expectations.

In short, it is entirely in line with our orientation that technology for an isolated activity or skill set, and not aligned with core curriculum standards and instruction is of relatively little impact. Coming full circle, we again emphasize what the research base shows, and that is when situated in the proper context,

technology can be a powerful tool for teaching and learning. It is our organizational mission to help districts develop this context to their work through thoughtful reflection, guided examination of relevant data, and the creation of strategic plans to realize their vision and goals.

Citations

Bitner, N. & Bitner, J. (2002) *Integrating Technology into the Classroom: Eight Keys to Success*. Journal of Technology and Teacher Education.

Byrom, E., & Bingham, M. (2001) *Factors influencing the effective use of technology for teaching and learning: Lessons learned from the SEIR-TEC intensive site schools, 2005*

Coppola, E. M. (2004) *Powering up: Learning to teach well with technology*. New York: Teachers College Press.

Fulton, K. (1998) *A research study: A framework for considering technology's effectiveness*.

Honey, M., Culp, K. M., & Carrigg, F. (1999). *Perspectives on technology and education research: Lessons from the past and present*.

Kimble, Carol (1999) *The Impact of Technology on Learning Making Sense of the Research* Mid-Continent Educational Laboratory Policy Brief

McDonald, T. & Kolderie, (2009) *How Information Technology Can Enable 21st Century Schools*

Means, B., Blando, J., Olson, K., Middleton, T., Morocco, C. C., Remz, A. R., & Zorfass, J. (1993) *Using technology to support education reform*. Washington, DC:

Means, B (1994) *Using Technology to Advance Educational Goals*, in Technology in Education Reform: The Reality Behind the Promise,

Means, B. (1997) *Studies of education reform: Technology and education reform*. Washington, DC: Office of Educational Research and Improvement.

Metiri Group (2006) *Technology in Schools: What the Research Says*
Commissioned by Cisco Systems

Milken Exchange on Educational Technology. (1998). *Seven dimensions for gauging progress of technology in the schools*

Mishra, P., & Koehler, M. J. (2006) *Technological Pedagogical Content Knowledge: A new framework for teacher knowledge*. Teachers College Record

Morehead, P., & LaBeau, B. (2007) *Beyond Curriculum Mapping: Using Technology to Delve Deeper into Inquiry Learning*, T.H.E Journal

Okojie, M. Olizock, A., Okojie-Boulder (2005) *The Pedagogy of Technology Integration*, Journal of Technology Studies

Salpeter, J. (Ed.). (1998). *Taking stock: What does the research say about technology's impact on education?* Technology and Learning

Tally, W (2006) *Technology's Effectiveness for Student Learning: What Does the Research Say?*
EDC Center for Children and Technology New York, NY

Zhao, Y., Pugh, K., Sheldon, S., & Byers, J. (2002). *Conditions for classroom technology innovations*
Teachers College Record,

Staff Proposed for this Project

Sun Associates employs a team approach to project staffing. Our staff includes individuals with a wide range of skills related to the use and integration of instructional technology within classroom environments. In a project such as that proposed for Dover, we will assign several lead evaluators and then use additional staff in supporting roles (mostly related to data collection and analysis).

We will assign three staff specifically to the Dover project. These are Jeff Sun, Jeanne Clark, and Sandra Carriker. Short resumes are provided within this Tab. Other staff will be assigned to the project on an as-needed basis for tasks such as data analysis, editorial work, etc.

Jeff Sun

jsun@sun-associates.com

Experience

Sun Associates

North Chelmsford, MA

President and Director, July, 1996, to present

Director of an educational consulting firm specializing in issues related to the improvement of curriculum and instruction in primary and secondary schools, SAUs, and classrooms. Sun Associates' services are centered around program evaluation, strategic planning, and the integration of instructional technology tools/resources into the curriculum. Projects range from long-term engagements as external evaluator on multi-year federal (US Department of Education) grants, to smaller SAU-based projects for curriculum, instruction, and technology projects.

The Greater Lawrence Educational Collaborative

Lawrence, MA

Director of the Educational Technology Program, July, 1996, to July, 1998

The Regional Laboratory for Educational Improvement of the Northeast and Islands

Andover, MA

Director of Educational Technology, March, 1993, to August, 1996

National Distance Learning Center

University of Kentucky- Owensboro Community College, Owensboro, KY

Executive Director, June, 1991, to March, 1993

Massachusetts Institute for Social and Economic Research (MISER)

University of Massachusetts, Amherst, MA

Assistant Director, August, 1987, to June, 1991

Education

University of Massachusetts, Amherst, MA

Master of Arts in History, 1991. Concentration in Early to Mid 20th Century American Cultural History and the History of Technology.

Hampshire College, Amherst, MA

Bachelor of Arts in Public Health and Public Policy, 1983. Minor fields in Medical Sociology and the Natural Sciences.

Emory University, Atlanta, GA

Studies in English Literature, Film History and Philosophy.

Jeanne E. Clark
jclark@sun-associates.com

EDUCATION

Harvard Graduate School of Education, Cambridge, MA
Ed.M -Technology in Education, 1995

Connecticut College, New London, CT
B.A. -Psychology

EXPERIENCE

Evaluation Associate

1996-1997, 2005-present

Sun Associates Educational Technology Integration -- North Chelmsford, MA

Program evaluation for K-12 education projects

Sun Associates is an educational technology consulting firm specializing in issues supporting the meaningful integration of technology in primary and secondary schools, SAUs, and classrooms, Sun Associates provides strategic planning, program evaluation of technology's impact on teaching and learning, and the delivery of technology professional development.

Educational Technology Specialist

1996 - 1997

Greater Lawrence Educational Collaborative -- Lawrence, MA

Training and technology integration support to K-12 teachers

G.L.E.C. services included workshops on technology integration and use, access to the Collaborative Software Preview Center; consulting support in curriculum development; assistance in school and SAU technology planning; and the dissemination of educational technology information and resources.

Educational Technology Specialist

1995 - 1996

Regional Laboratory for Educational Improvement of the Northeast and Islands -- Andover, MA

Training and technology integration support to K-12 teachers

N.E.I.R.L. served as one of 10 U.S. Department of Education research and development laboratories. Working under a variety of contracts with the U.S. federal government, states, foundations, and local schools, the Laboratory's Educational Technology unit worked in the areas of educational technology policy research, evaluation, and practice support throughout the Northeastern U.S.

Director of Customer Support Services

1990 - 1994

Tom Snyder Productions, Educational Software -- Watertown, MA

Managed a team of customer support representatives providing telephone assistance to K-12 teachers selecting and using Tom Snyder educational software within the curriculum.

Sandra Marie Carriker
scarriker@sun-associates.com

EXPERIENCE

Evaluation Associate
Sun Associates
N. Chelmsford, MA

October 2003 – Present. Provides data from focus groups, surveys and classroom observations, as well as design and analysis input on program evaluations related to the use and impact of instructional technology.

Educational/Technology
Consultant, CTSI
Rockport, MA
August 2002 – 2005

September 2002- 2005 Governor Dummer Academy, Byfield, MA.
Duties included creating documentation for the computer literacy skills curriculum for the academy laptop project, providing staff training, teaching PowerPoint, Word, Excel and Outlook classes, and working one-on-one with faculty members who have been given a laptop computer by the academy.

August, September 2002. Educational Consultant for Southern Maine Technical College, Portland, ME. Duties included assessment of faculty and staff ability to establish a Distance Learning program, and recommendation of specific steps to take to successfully transition from traditional classes to web-supported classes to fully online classes. Presented keynote address on “The Road to Distance Learning” at the College’s Professional Day.

North Shore Community
College, Danvers, MA
1981-2002

September 2000 – May 2002. Professor and Chair, Computer and Information Sciences Department. Duties included hiring all part-time staff for computer courses, scheduling all computer classes, ordering books and materials for all classes, developing new online courses and programs, evaluating and updating current programs, holding monthly department meetings and teaching four classes each semester.

September, 1989 – September 2000. Assistant Dean, Educational Technology. Duties included: integrating technology into the curriculum, creating, implementing and evaluating hands-on technology training for faculty, overseeing the development, implementation and evaluation of online and Web-supported courses, approving all software purchases, overseeing all academic computer labs and classrooms, supervising Instructional Technology Specialist, technical support personnel, coordinating Technology Across the Curriculum program, and chairing the Information Technologies Committee.

September, 1981 – September 1989. Professor of Computer Science and Chair, Computer and Information Sciences Department, NSCC.

1970 – 1981

Mathematics teacher at various Massachusetts high schools. Duties included teaching mathematics courses 7 – 12.

EDUCATION

1989 – 1994

Doctorate in Educational Leadership with a concentration in Educational Technology at the University of Massachusetts at Lowell. Outstanding Graduate Student Award, 1994.

1975 – 1977

MST degree in Mathematics and Educational Technology, UNH

1966 – 1970

BS degree in Mathematics, Summa cum Laude, Plymouth State College.

Tab 5 – Project Manager

Jeff Sun is the project manager for this proposed work. His resume and qualifications are provide in Tab 4.

Tab 6 – Firm Resources

All of the staffing and organizational resources of Sun Associates are available to this project. These resources will be allocated as necessary by the Project Manager.

Tab 7 – References

1. Julie Elkan
Director of Digital Learning
Westford Public Schools
23 Depot Street
Westford, MA 01886
978-692-5560
2. Todd Wesley
Executive Director of Technology
Lakota Local Schools
5572 Princeton Road
Liberty Township, Ohio 45011-9726
513-874-5505
3. Shelley Chamberlain
Executive Director
Massachusetts Computing Using Educators (MassCUE)
281 Winter St. Waltham, MA 02451
781-235-5332

Other references available upon request

Tab 8 – List of Ongoing and Completed Projects

Local School District Instructional Technology Evaluation and Planning

www.sun-associates.com/audit.html

Sun Associates works with school districts across the country to develop and implement educational technology evaluations. Quite often, these evaluations connect to strategic planning work which Sun Associates helps facilitate. Our staff is generally always engaged in at least one district evaluation or planning project as we typically have between four to six of these district projects each calendar year.

MassCUE Evaluators Professional Development Program

www.sun-associates.com/masscue

Sun Associates has designed and currently facilitates the MassCUE Evaluators program. The program provides district leaders and instructional technology decision-makers with tools and techniques for assessing the impact of local technology initiatives. Specifically focused on the use of technology to support 21st Century learning, MassCUE Evaluators helps SAUs maximize their investments in technology through a process of local data collection and analysis, and ultimately the creation of strategic plans for curriculum integration of technology.

U.S. Space and Rocket Center E³ Inquiry-Based Education Program

www.spacecamp.com

Sun Associates is the external project evaluator for the U.S. Space and Rocket Center's (USSRC) four-year grant from NASA to develop professional development and informal science education programming that emphasizes STEM connections with NASA's International Space Station (ISS) program. Key project activities include evaluation of an annual "STEMcon" professional development offering for educators located in Alabama, Arkansas, Tennessee, Missouri, and Iowa and evaluation of an ISS exhibit at the USSRC's Marshall Space Flight Center headquarters.

SIMBUILDING: Teaching Building Science with Simulation Games

concord.org/projects/simbuilding

Sun Associates is the external program evaluator for the NSF-funded SIMBUILDING project at the Concord Consortium. SIMBUILDING's overarching goal is "to develop innovative simulation games for teaching and learning building science". Sun Associates as the project's external evaluator monitors the project's progress and to offer formative advice on how the project can improve its performance in meeting its goals and objectives.

Evaluation and Planning Support for LHRIC Districts

www.lhric.org

In partnership with the Lower Hudson Regional Information Center (LHRIC), Sun Associates provides evaluation (technology audit) and technology planning support to LHRIC member districts in Westchester and Rockland Counties in New York. Services include the creation of district-wide technology audits and facilitated discussions on how to leverage the results of these audits into revised goals and actions for instructional technology implementation. Recent clients include White Plains, Ossining, Nyack, Mt. Pleasant, Garrison, Tarrytown and Hastings school districts.

Creating 21st Century Classrooms Project – Vermont State Department of Education

vtcite.com/book/export/html/3016

Sun Associates was the external evaluator of a statewide project to develop teacher skills in the use and integration of Web 2.0 tools and other new media to support 21st Century learning. Now in its third cohort of teachers, evaluation work includes formative and summatively assessing teacher professional development, project management, and the actual classroom implementation and student learning impacts of the project work. Over the course of the next year (2010 – 2011), Sun Associates will observe and collect data from the approximately 70 teachers currently implementing the project in their schools across the state.

Long Range Planning and Program Evaluation Support to the U.S. Virgin Islands Department of Education

Sun Associates has created strategic plans and conducted multiple territory-wide evaluations of technology integration and implementation in schools and classrooms across the U.S. Virgin Islands. This unique environment allows us to address simultaneously issues typically associated with remote rural areas (e.g., isolation and poor communication) and intensely urban areas (high poverty, decaying school infrastructure, etc.). During the 2009 – 2010 school year, we have written the current territory-wide technology plan, both local SAU long-range plans, and have conducted a building by building assessment of effective teacher technology use.

State-wide Technology Plan and Local District Evaluation Planning

www.sun-associates.com/alsde/alwork.html

Sun Associates provided support to the Alabama State Department of Education in the creation of its 2007 – 2012 state technology plan and subsequent creation of a new approach to local technology evaluation. This work included providing consulting services to the state planning committee and State Education Agency staff, a pilot project with five districts (2006), 12 districts (2007 – 2008), and an additional 12 districts in 2008-2009 to create unique local level technology assessment procedures and to build local district capacity for the State of Alabama.

Other Evaluation Projects

- ***Meta-Evaluation and Program Support for the Corporation for Public Broadcasting's (CPB) American History and Civics Initiative*** – Working with the WGBH Interactive, the Program Manager for CPB's AHCI initiative, Sun Associates is providing meta-evaluation support to both phases of this \$20 million initiative. The AHCI initiative has funded seven projects that use new and interactive media to support K-12 American History and Civics education. Sun Associates is working (in conjunction with WGBH Interactive) to guide the individual project evaluations to utilize common metrics for measuring the projects' impact on student learning.
- ***Pilot Project Evaluation for PEM Vanishers*** – Sun Associates provided external evaluation for a multimedia interactive educational activity produced by the Peabody Essex Museum in Salem, MA. This pilot involved test data from over 300 users of the *PEM Vanishers* activity and resulted in a detailed assessment of the educational value of this new resource.
- ***Vermont LEAD-IT Evaluation and Training*** – Sun Associates is engaged in a two-year Title IID project with 12 Vermont school districts, the Vermont Institutes, and the Vermont Department of

Education. Our work on this includes general program monitoring as well as the facilitation of local district technology plan evaluation training. In a model similar to our work with Alabama, we are piloting a new statewide model for local evaluation of technology plan implementation and technology's impact on teaching and learning.

- ***DesignLab Project Evaluation*** – As part of a collaboration between the University of Massachusetts-Lowell School of Engineering and a dozen local school districts, the DesignLab project is a state-funded STEM Pipeline grant. Sun Associates provides comprehensive impact and outcomes-based evaluation for this initiative.
- ***Technology Audit and District Plan Facilitation for Newton (MA) School District*** – Sun Associates has conducted a district-wide technology integration audit for Newton School District during the 2006-2007 school year. Follow-up work includes facilitation of local planning work with the ultimate goal of producing a new five-year strategic plan for the district.
- ***Field-Based Data Collection for the Northeast and Islands Regional Educational Laboratory's (NEIREL) Long-Range Study on Literacy*** – Sun Associates is working with NEIREL and its partners AIR and CAST to implement a two year study of technology-based literacy interventions. This study is built around a quasi-scientific research methodology that compares the efficacy of *Thinking Reader* to other non-technology-based literacy interventions.
- ***A Technology Audit of Brookline (MA) School District*** – Sun Associates conducted a district-wide audit of the technology program of the School District of Brookline. The report from this work helped inform Brookline's program review of instructional technology.
- ***Program Evaluation for the Northeast and Islands Regional Technology in Education District (NEIRTEC)*** -- Sun Associates provided program evaluation for this five-year, seven state, technology technical assistance project funded by the U.S. Department of Education.
- ***"Meta-Evaluation" for Massachusetts Department of Education's Title IID*** – Sun Associates works with the Massachusetts Department of Education to organize a "meta-evaluation" of the department's entire Title IID program. This work involves providing support to approximately 40 separate, district-based, projects and the creation of a summary report detailing the outcomes/impacts of the Title IID effort.
- ***Preparing New Teachers 2 Project*** -- Sun Associates provided program evaluation for the NH Department of Education's three-year PT3 Catalyst Project. This was a \$1.2 million per year project that involved all 14 institutions of higher education in NH.
- ***St. Louis (MI) School District Technology Evaluation*** – formative evaluation of technology's impact on teaching and learning. This project is a pilot for ultimately developing evaluation projects 11 districts in this Central Michigan educational service region.
- ***Evaluation of Lexington (MA) School District Technology Plan Implementation*** – evaluation of the impact and effectiveness of professional development initiatives to develop teacher technology skills and technology infused curriculum.

- ***Evaluation of Cambridge (MA) School District' Technology Staff Development Process*** – evaluation design and implementation of the district's "design team" approach to technology staff development. Additional components included examination of district-developed curriculum activities and student technology proficiencies.
- ***Evaluation of USVI Technology Literacy Challenge Fund Grant Implementation*** – working with Learning Innovations at WestEd, Sun Associates profiled the work and documented the impact of three years of federal TLCF funding in the 38 schools of the U.S. Virgin Islands Department of Education. Findings have been used to design new programs and procedures for technology allocation in the Territory's schools.

Tab 9 – Customer Support

Sun Associates anticipates no difficulty working with Dover Public Schools which is located only about an hour by car from North Chelmsford. We routinely work with school districts all over the region as well nationwide. Once selected for this project, we will create a schedule of activities and meeting dates and this will be the basis of our ongoing work.



Dover School District – SAU #11
Instructional Technology Program Review & Strategic
Planning Services
REQUEST OF QUALIFICATION RESPONSE

June 12, 2015

Prepared by:

Lisa Foster

Director, Neoscope Technology Solutions
30 International Drive, Portsmouth, NH 03801
603-505-4902 x714
www.neoscopeit.com

Table of Contents

Cover Letter	2
Acceptance of Conditions.....	3
Company Background.....	3
Years in Business.....	3
Business Name Change	3
Office Location(s).....	3
Ownership Structure.....	3
Company Officer(s).....	4
Company Trade Organizations/Associations/Affiliations	4
Firm's Philosophy.....	5
Qualifications.....	6
Firms Qualifications, Experience and Project Understanding	6
Project Resumes	7
Additional Information	7
Project Manager	10
Firm Resources.....	12
References.....	13
List of Ongoing and Completed Projects	14
Customer Support	15
APPENDIX A – Customer Case Studies.....	16
APPENDIX B – Neoscope Resumes	23
APPENDIX C – Certificates of Insurance	46

Cover Letter

Neoscope Technology Solutions is pleased to provide a response to your Instructional Technology Program Review & Strategic Planning Services Request for Qualification (RFQ) dated May 29, 2015. In this document, we will demonstrate Neoscope's qualifications to evaluate, assess and assist in a strategic plan for the current staffing, network and impact of educational technology for Dover Schools District in collaboration with the City of Dover. We will also demonstrate why we are best suited to perform this work.

Our staff strives to fulfill the diverse needs of organizations by leveraging technology to increase efficiencies. Our professional scope ranges from infrastructure systems assessment, design and engineering to custom managed and help desk support as well as staff augmentation. We consider ourselves a boutique, white glove, red carpet service provider in which we deliver the highest level of attention and customer service to our clients. Our vendor partnerships, with industry titans, allow us to design and implement scalable and affordable solutions. We collaborate and analyze the specific requirements of your organization and design a tailored solution to fit your needs and budget.

Through our team's combined experience we have developed effectual and responsible processes in the area of management, communications, quality assurance and professional development. Neoscope will apply our tested technical and management approach to ensure the highest quality execution of this project. Our innovative processes will leverage new technology to manage the processes and procedures.

I believe a big part of our success is a direct result of our local community focus. We not only support local businesses with providing exceptional IT services and support, however we are highly active with local charity organizations. We hire directly from the local colleges, such as UNH, with many starting as interns and working to full-time positions. Our local focus keeps our communities thriving by keeping our jobs here in New Hampshire.

Please do not hesitate to contact me if you have any questions about this proposal, and please let me know how I can be of any further assistance. I sincerely look forward to working with you in the future.

Regards,

Timothy Martin, President & CEO
Neoscope Technology Solutions
tmartin@neoscopeit.com
(603) 505-4902 x703

Acceptance of Conditions

Neoscope is highly qualified to provide services requested in this RFQ whereas it is a core competency of ours. We work with our customers to customize solutions and help make them successful. We do not have an exceptions at this time.

Company Background

Founded in Derry, NH in 2006, Neoscope is an expert provider specializing in information technology solutions for schools, businesses, municipalities, and non-profits, growing over 33% year-over-year for the past nine years. Our customers have range in size from 30 to 10,000 employees. We work with small businesses and municipalities to large businesses such as a casino in the Bahamas. Our staff strives to fulfill the diverse needs of organizations by leveraging technology to increase efficiencies. Our professional scope ranges from infrastructure systems assessment, design and engineering to custom managed and help desk support as well as staff augmentation. Our vendor partnerships with industry titans allow us to design and implement scalable and affordable solutions; we analyze the specific requirements of your organization and design a tailored solution to fit your needs and budget.

Neoscope has scaled for growth in revenue and staff size multiple, consecutive years. Through our partnerships with contractors as well as other service organizations we're able to serve our local client's geographically disperse offices throughout the continental United States and gain access to hundreds of IT professionals to increase our scope of technology and industry specific knowledge.

Our local community focused approach is paramount to our goal of keeping jobs in NH so that we can keep our local communities thriving. We hire interns for IT, sales and marketing positions directly from the local colleges such as UNH, to give them opportunities for full time positions with a growing company.

Years in Business: 9 years

Business Name Change: No

Office Location(s): 30 International Drive, Portsmouth, NH 03801

Ownership Structure: Sole Proprietorship

Company Officer(s):

Timothy Martin, Chief Executive Officer
Keith Fortier, Director of Professional Services
Daniel Stamp, Chief Technology Officer
Craig Taylor, Chief Security Officer

Company Trade Organizations/Associations/Affiliations:

Greater Dover Chamber of Commerce
Greater Portsmouth Chamber of Commerce
Business and Industry Association of NH
NH High Technology Council
Tenants Association at Pease (TAP)
CompTIA
ASCII Group

*10 to Watch Young Professionals of 2015 – Timothy Martin, Neoscope President & CEO
Catapult Seacoast and Seacoastonline.com*

Honoring the Seacoast's most promising young professionals. Catapult Seacoast and Seacoastonline.com partnered again in 2015 for the second annual 10 to Watch awards honoring young professionals ages 21-40 who live or work in the New Hampshire Seacoast or select southern Maine towns. We celebrate people who have the opportunity to make positive contributions to local social and economic development, and we honored our 10 winners for 2015 on May 14 at 35 Artspace in Portsmouth. They were chosen from among 82 entries by a panel of judges from young professional organizations around New Hampshire but outside the Seacoast

*2014 World's Top 250 Managed Services Provider Experts, Entrepreneurs and Executives
MSPMentor*

The global list identifies the world's leading Managed Services Provider (MSP) executives, entrepreneurs, experts, coaches and community leaders. "Martin and Neoscope were recognized for a consistent doubling of revenues for many consecutive years. Martin was also credited for "his early adaption of managed service tools allowed him to capture a significant share of the New England market."

2013 World's Top 250 Managed Services Provider Experts, Entrepreneurs and Executives
MSPMentor

The global list identifies the world's leading Managed Services Provider (MSP) executives, entrepreneurs, experts, coaches and community leaders

2013 Next-Gen 250

CRN

Focusing on an emerging technology or new business practice was once a solution provider's ticket to growth. But with the rapid changes sweeping the IT industry -- and the channel -- expanding into a lot area like cloud computing, virtualization or mobility is no longer just for ambitious solution providers. It's a requirement that solution providers evolve to meet customer demands.

Some solution providers, of course, stand out from the pack when it comes to transforming their business or breaking into new technologies. And so we present this year's edition of the CRN Next-Gen 250, a snapshot of solution providers who are zeroing in on emerging and potentially lucrative technologies such as cloud computing, unified communications, virtualization, mobility, and business analytics and business intelligence. All of the companies on our list have only been in business since 1998.

Firm's Philosophy:

Neoscope is a client-focused, professional services organization that helps clients effectively manage and maintain their technology assets. Neoscope was founded on the principles of aligning our goals with our customers through a flat rate and proactive model of service delivery. We believe in the positive ripple effect that we create daily through our interaction with our clients, business partners, staff and community.

Our vision is to lead our community's businesses and organizations into the future through the use of innovative technologies and best practices all while building an organization that inspires their employees to achieve their personal best.

Qualifications

Firms Qualifications, Experience and Project Understanding

Neoscope strives to bring the most qualified personnel and experience to this opportunity with the Dover School District and Town of Dover. A few of our certifications include Microsoft's MCP, MCSA, MCSE, MCTS and MSBS along with Cisco's CCNA & CCNP, VMWare VCP, VoIP Allworx and CompTIA A+. Our staff includes account managers, project managers, project coordinators, technicians, engineers, network administrators, and help desk staff, dedicated to your success. This level of experience and certification enables Neoscope to provide you with the confidence that your needs will be met by the most qualified team members.

Our understanding of this RFQ is to evaluate and assess your current technology infrastructure (network, servers, etc.) as well as staffing and student devices and curriculum technology requirements. Whereas the District has an interdependent relationship with the City of Dover it will be included as part of the assessment to collaborate and make recommendation for best practices, planning and security. Neoscope's core expertise is developed exactly for this.

Neoscope Solutions:

IT Assessments	Managed Services	IT Consulting and Implementation Services	Procurement and Buybacks
✓ Network	✓ Monitoring and Management	✓ vCTO	✓ Hardware and Software
✓ Security	✓ Backup and Disaster Recovery	✓ vCSO	✓ Procurement
✓ Virtualization	✓ Help Desk Services	✓ Technology Roadmap	✓ Equipment
✓ Backup and Disaster Recovery	✓ IT Staff	✓ Design and Planning	✓ Buybacks and Trade-ins
✓ Cloud Readiness	✓ Augmentation	✓ New Installation	
✓ Technology Roadmap and Planning	✓ Neoscope Shield Security	✓ E-rate	
	✓ Cloud Integration	✓ Migration Services	
	✓ Mobile Device Management	✓ Hardware Refresh	

Our IT Assessments are tailored to provide executive summary and technical detailed discovery reports on your current technology operations, system and assets. The executive summary is summarized to include only pertinent information that would be of interest to the executive members of your staff as opposed to technical information provided to technology staff. We will do a complete and thorough review with you of our findings in order to strategize the best plan moving forward.

Our assessments are "non-invasive," meaning there are no agents and no installs. Neoscope uses a data collector that runs in memory so there are no changes made to the system or network. Below list the key components of our IT network assessments:

- Identifies potential vulnerabilities
- Identifies operational inefficiencies
- Identifies potential cost-saving measures
- Provides recommendations for remediation for all of the above

Please refer to our customer case studies in Appendix A of Windham School District, The Moore Center, Salem School District and Pelham School District for more details and examples of the services we provide as it relates to your current RFQs.

Project Resumes

Please see Appendix B for a sampling of resumes for those that will be involved in the project. Once we determine the full scope of work other resources and resumes may be provided.

Additional Information

We at Neoscope take pride in the services we deliver, the commitment to our customers and ourselves to succeed, customer satisfaction and our community.

Service

Our #1 goal as a service provider is to ensure that our customers are happy. Delivering customer satisfaction is about providing timely, responsive service with integrity, simplicity and a passion for excellence while meeting or exceeding the customer's expectations. We aim to be flexible to our customers' needs and have experience working with more than 40 government clients, including three municipal governments in the New Hampshire community.

"My recommendation extends far beyond just Mr. Martin but throughout the entire staff at Neoscope. Starting from day one through setup to implementation, the entire team of professionals at Neoscope where professional, knowledgeable and treated me and my organization like a valued client all along the way. Neoscope is the major reason for the successful transition of my business related to IT services. I highly recommend to anyone and will several times to come."

-Donald Malette, President at SBIA - Strategic Benefit & Insurance Advisors LLC

"With the problems we had, and the rate of efficiency that Neoscope exuded in coming in and fixing the problems in our time of need - I'd recommend them to anyone. They're a great company, they're very responsive, and I found Tim and his team to be incredibly available and helpful. I'd do it all again in a heartbeat."

-Michael Delehanty, Superintendent SAU57

Commitment

Each year, Neoscope improves our service designed to enhance your service, all at no additional cost. Coupled with our community of customers and a peer network of business and government professionals, you'll have everything you need for success, now and in the future. We are your partner to help you stay ahead of the curve.

Satisfaction

Our services have been tested and proven by our large blend of clients. The mission of the company is to provide professional services that help clients effectively manage and maintain their technology assets.

"We have been very satisfied with Neoscope's expertise, reliability, and quick response! We have used other local IT companies in the past and have never experienced the service that we have received from Tim and the professionals at this company. From day to day support, to equipment recommendations, Neoscope has been there for us. Would recommend them to our clients and others looking for reliable IT Support."

-Elizabeth Roth, Roth and Associates

Community

We care about where we live and how we work. While we work to improve your companies' connection to technology, we also strive to be a trusted and responsible member of the community in which we work and live. We give back through volunteering, sponsorship and opportunities, donating, and regularly attending charity events. We encourage and welcome a partnership to help with your IT curriculum within your school district.

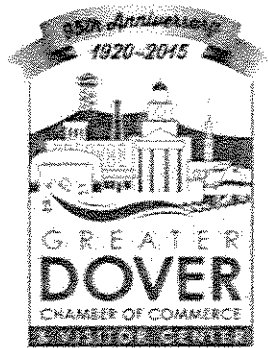
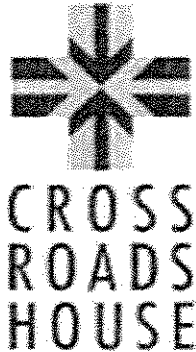
Below are a few of the organizations we are proud to be associated with:



Big Brothers Big Sisters
of New Hampshire



Cocheco
Valley
Humane
Society



As noted in RFQ, please find in Appendix C required Certificate of Insurance for both Dover School District and City of Dover.

Project Manager

Our Director of Professional Services, Keith Fortier, will be the Project Manager for your project. Please see his resume within Appendix B for full details on his experiences.

Neoscope has worked with numerous customer on IT projects with the majority including the evaluation and planning process, project implementations and managed IT and help desk services. Our standard project management techniques are advocated by a methodology developed after years of project management experience in a variety of industries, including companies large and small, and within the private and public sector, including:

- Developing detailed project plans that are continually updated
- Identifying and defining detailed project tasks, their duration, and dependencies
- Accurately judging skills required to perform each task, and the assignment of specific resources
- Establishing checkpoints to assess changes in scope
- Establishing and exercising quality assurance checkpoints throughout the life of the project.
- Developing formal communication channels for team members and management.
- Managing project issue resolution and coordinating all stakeholders
- Communicating and coordinating project activities with customer
- Providing periodic status reporting to customer project team members, sponsors, and stakeholders.
- Providing overall leadership to the customer project team, including implementation planning, change and configuration management, and, if requested, infrastructure service optimization.

Neoscope always expects to work closely with our customer in the pursuit of a successful implementation project. While Neoscope will assume the responsibility for the project management of our customer's internal resources and oversight of any third party vendor or contractor project implementation activities, we have found that its customers benefit from participating in the project assessment, planning and ongoing status reporting process. By having participated throughout its key phases, there is ownership and buy-in to the end

product. Neoscope, in turn, will benefit from the detailed knowledge that our customer has of its operation, current systems, and business imperatives.

Methodology

The project has been scheduled into phases and sub-phases, which are detailed below including the deliverables (milestones or final deliverable) of each one. The scope of the project should include all activities as detailed in this section. The proposed approach, based on PMI's (Project Management Institute) best practices and methodologies, is the logical approach to fulfilling the requirements of the RFP while maximizing the quality of the delivered solution.

The pillars of Neoscope's project management methodology are the following:

- **Project Planning:** The purpose of Project Planning is to clearly define how the project will be managed and to establish and maintain plans that set project activities and schedules (e.g., identifying the key stakeholders and how to reach them, the escalation process, the main phases and milestones of the project, the monitoring and controls tools, and the customer acceptance work).
- **Communication Plan and Meetings:** Neoscope has developed a base model for centralized and decentralized communications and the decision-making process. In the multi-faceted communication plan, Neoscope includes sections on: planning communications media, target audience, message participants, communications message context and/or content, rules of engagement, privacy and staffing and resources.
- **Project Tacking, Monitoring and Control:** The main purpose is to provide an understanding of project progress and visibility that allows all involved stakeholders (e.g., customer and management team) to see the evolution of the project and to take timely corrective actions when the project's performance deviates from the plan.
- **Change Management:** An effective communication mechanism will be in place to inform various stakeholders of the reasons for a planned change (e.g. upgrade of the platform), the benefits of successful implementation as well as the details of the change (when? where? who is involved? etc.). This will allow the staff affected by the change to be prepared for it in advance, minimizing the impact on their day-to-day work.

- **Change Request Management:** Changes to scope during the delivery of any project introduce risks that can, if not managed effectively, cause projects to fail. These failures may be due to reasons of time constraints, budget overruns, and inadequately assessed functional or technical impact of the change. Uncontrolled changes can disrupt development and implementation and impact the balance between schedule and quality. Anyone associated with the project may initiate a request for a change; however, a baseline must be maintained against which the impact of approved changes is assessed.
- **Escalation Process:** From time to time, issues may arise during the implementation of a project relative to Neoscope's or a customer's performance. Issues can be due to unplanned events arising, or simply a change in direction. Neoscope will provide a documented and transparent escalation process to ensure issues are dealt with rapidly when they cannot be dealt with in a prompt and expeditious manner.
- **Risk Management:** Neoscope will conduct risk management activities to minimize negative risk impacts and maximize the positive risks (opportunities) identified for the project, so that project objectives are met. We will achieve this by following a structured process, defined in the Risk Management Plan, while ensuring the efforts of risk management activities are appropriate for the importance of the project.
- **Quality Management:** To ensure that the project is evolving at a minimum defect level, Neoscope will use Quality Management measures during the project life cycle.

Firm Resources

A core resource available to our Project Manager is our Service Desk Coordinator, Audrey Parsons. Her core responsibilities include:

- Provide life cycle management of all inbound service requests through the classification, distribution, monitoring and initiate internal and client communication as required.
- Analyze and gather all required data for tickets and determine the impact and severity of events in order to assign tickets to an appropriate resource based on internal guidelines for severity, client status, skill requirements, resource availability and experiential judgment.

- Monitor all service desk tickets and performances in order to identify and address overdue tickets, escalation targets, workflow breakdowns and to expedite those tickets and maintain communication with clients, technicians and management as required.
- Maintain communications with customers and technicians in order to ensure issues and requests as required throughout the lifecycle of all inbound customer tickets. (Defined by Service Desk Coordinator)
- Become proficient in the use, configuration and reporting options of the AutoTask and Continuum for the purposes of identifying opportunities, creating internal best practices to increase functionality and create reports. Assist management in the evaluation and review of the internal technical resources or a customer's KPI (Key Performance Indicators) and CSI (Customer Service Indexes).

For a list of our key employee resources, in addition to Keith and Audrey, in which will be utilized for this project please see Appendix B – Neoscope Resumes.

Neoscope uses the top industry tools such as AutoTask, Continuum and RapidFire to assist in executing, tracking, monitoring, analyzing, reporting and documenting our project work. We have in-house resources in which help optimize the tools and develop our processes around them.

References

Customer	Contact	Address	Phone
Windham School District	Kevin Verratti	19 Haverhill Road Windham, NH 03087	(603) 425-1976 x129
The Moore Center	Janet Bamberg	195 McGregor Street #400 Manchester, NH 03102	(603) 206.2849
Salem School District	Michael Delahanty	38 Geremonty Drive Salem, NH 03079	(603) 893-7069
Pelham School District	Tom Mersereau	59A Marsh Road Pelham, NH 03076	(603) 635-2115 x8003

List of Ongoing and Completed Projects

Below is a list of our current and ongoing projects. Customer response and satisfaction is a top priority to us. We always ensure we are staffed appropriately and utilize our tools and partnerships to provide the upmost customer services to our customer.

- IT assessment at large NH Medical Center
 - ✓ Perform wide range assessment of underlying network infrastructure focusing on end of life domain controllers and present option to perform upgrades and updates so that they could continue to be HIPAA compliant.
 - ✓ Project is completed at this time with recommendations being made to internal IT management. Preparing for engagement to assist with upgrade / migration work.
- Managed Services, Help Desk Support and Project Services – multiple clients
 - ✓ We provide ongoing support for our clients utilizing automated support and ticketing tools to ensure customer SLAs and support obtain high ratings. We continually monitor this via customer surveys.
 - ✓ We have proactively open three national call centers in Miami, Orlando and NJ to assist in supporting our clients as we grow.
 - ✓ We help support request for design and planning, procurement, installation, project management as requested.
- Citrix replacement – The Moore Center, non profit
 - ✓ Identify that client's current Citrix system was inadequate for their needs and causing a slowdown in business operations and production.
 - ✓ Created technology roadmap for the client that included the replacement of their datacenter hardware (SAN and servers) as well as implementing a virtual desktop infrastructure for their 400 users.
 - ✓ Design new infrastructure and implement
 - ✓ Project is in the final stages of completion will go live scheduled for June 5th
- Server migrations - multiple clients
 - ✓ Assist clients with older servers (2003) migrating critical line of business applications off of the old operating systems and onto newer hardware / OS in order to meet compliance requirements such as PCI, HIPAA etc...
 - ✓ Project is ongoing with an expected close at end of July.
- Infrastructure hardening
 - ✓ Client had single point of failure in their critical exchange (email) server and Active directory

- ✓ Worked with Client to identify issues in environment and create action plan to remediate current issues as well as implement redundancy into the environment so critical systems are more resilient
- ✓ Project is ongoing and continues expected completion end of July
- vCTO / CSO services – multiple clients
 - ✓ Engage with client's management team to help guide the technical road map for the business as well as assist with budgets and fiscal planning.
 - ✓ Consult on security related services to ensure that client's networks / data are secured against known attack vectors and assist them with compliance certifications / audits.
 - ✓ Assist clients with security training and awareness for staff as well as IT policy assistance and reviews.

Customer Support

Neoscope is a local business located in Portsmouth, NH which is a short distance to Dover, NH. We make ourselves available for on-site meetings, work, and communications as needed. Customer support to critical matters can vary depending on the services provided and agreements in place. A typical critical response can receive initial contact within twenty minutes and have us on-site within two to four hours. Our support and response to customer needs typically exceed expectations.

APPENDIX A – Customer Case Studies

Case Study: The High Value of an IT Assessment: Windham School District & Neoscope

Client Windham (NH) School District

Challenge A new IT Director was hired and there were many unknowns in the existing environment. The IT department needed to quickly assess their entire technology infrastructure in order to properly support and maintain it.

Solution A comprehensive IT Assessment performed by Neoscope's certified engineers.

Results Neoscope provided a detailed, actionable report for the IT staff as well as an Executive Summary that translates the technical information into plain English for the business manager and school board. The report has assisted WNSD in achieving its educational and operational goals through the use of technology.

"We had three new members of the IT staff that were coming in cold. There was a huge knowledge gap that we needed to fill. Neoscope gave us a high quality, top to bottom assessment that has helped us immensely. We were able to identify immediate issues like outdated servers and it provided us a road map going forward that we continue to use."

— Kevin Vematti

OVERVIEW

The Windham (NH) School District serves the town of Windham at four public schools with more than 2,800 students: The Golden Brook School (Kindergarten through 2nd grade), Windham Center School (3rd through 5th grades), Windham Middle School (grades 6 through 8), and Windham High School (9th through 12th grades). The Windham School Administrative Unit ("SAU 95") was the fifth location in the assessment. The IT network plays a crucial role in the educational mission of Windham School District.

THE CHALLENGE

In June 2013, Windham School District was in between IT directors and ran a lean IT department. It required a qualified and highly experienced IT company to provide the business manager and new IT director with insight into the school district's IT infrastructure. After considering many potential vendors, Windham School District chose Neoscope due to its experience and success working with school districts.

"Due to budget constraints, school districts often run lean IT departments that focus on supporting end users and applications for daily school operations," says Neoscope President Tim Martin. "Detailed assessments can be challenging for an internal IT department to perform as they are normally busy with day to day activities and this gives them a third party perspective."

The Neoscope custom assessment provides a detailed and actionable guide on the current technology operations, systems and assets of a company or school district such as WNSD. The basic guidelines include:

- Identifying potential vulnerabilities
- Identifying operational inefficiencies
- Identifying potential cost-saving measures

Case Study: The Moore Center's IT Turnaround

A Partnership with Neoscope

Client The Moore Center, Manchester, NH

Challenge A deteriorating IT situation due to poor design and support from previous IT vendor.

Solution Neoscope; A comprehensive IT assessment, Project Implementation and Best-in-Class Managed IT Services, Business Continuity, and Helpdesk Services.

Results Remediation of system functionality, improved efficiency and support, and ultimately happier employees resulting in the ability to better fulfill their mission.



"Our prior IT provider left us in a disastrous situation. Within weeks, Neoscope not only alleviated that situation, but completely transformed our organization by providing high level, proactive, and competent, IT services. We're confident and satisfied with the prompt, thoughtful attention, and good advice we get from Neoscope. Their professional-level managed IT service is making a difference at The Moore Center."

-Janet Bramberg /CFO



OVERVIEW

Founded in 1955, The Moore Center is one of New Hampshire's top non-profit agencies with 7 locations and 200 employees. Dedicated to people with intellectual and developmental disabilities and acquired brain disorder, The Moore Center also offers services for children and senior citizens and is a leader in training and development for the human services workforce.

The Moore Center hired its first managed IT services provider in 2013. It wasn't long before the non-profit organization found itself in trouble. Executive Vice President and Chief Financial Officer Janet Bramberg knew it wasn't acceptable for employees to take up to 45 minutes to log in at times. Frustration took its toll on morale and productivity. The Moore Center's ability to fulfill its mission had become at risk.

THE CHALLENGE

Despite significant investments in IT infrastructure, staff at The Moore Center came to realize their IT provider did not possess the professional competence or capabilities to do the necessary work. The lengthy list of critical IT vulnerabilities included:

- Very slow log in times ranging from 5 to 45 minutes
- Helpdesk requests often taking days and weeks to respond
- The IT system was unreliable, consistently performed poorly at best and had frequent outages. Employee morale dropped along with confidence in Moore Center leadership
- The experience with an ineffective IT provider led to concerns about what might happen next with a new one

SEEKING A SOLUTION

Knowing this was not the way IT should be, The Moore Center set out to partner with a managed services provider who could not only reverse a deteriorating situation, but put in place an IT infrastructure plan to serve future needs and properly align their IT to fulfill the mission of their organization. Neoscope Technology Solutions was that partner based on their vast experience working in senior management roles as well as working with non-profits throughout New England.

SEAMLESS TRANSITION

Neoscope took immediate action to stem the damage done by a year of poor IT system performance. Neoscope performed a full IT assessment that identified and highlighted key areas of IT infrastructure weaknesses which were debilitating Moore Center daily operations. "We targeted inefficiencies that were undermining The Moore Center operational capabilities and its bottom line," explained Neoscope President Tim Martin. "The cumulative impact of the IT system breakdown was costing the organization tens of thousands of dollars a month due to the slow access to systems and inability to perform job functions by employees."

- Neoscope also determined the previous IT provider had designed and sold a poor IT infrastructure solution that had cost The Moore Center time, money and aggravation. "We worked immediately to repair a year's worth of pain," Martin said.
- Implemented a new EMC SAN, which decreased user login times to seconds, not minutes.
- Moved servers to a hyper v platform from Xenserver, saving The Moore Center thousands of dollars in licensing fees.
- Rectified a poor data center storage design that could not handle actual capacity.
- Consolidated numerous servers allowing The Moore Center to reduce their monthly maintenance cost.

- Cleaned up a poorly engineered endpoint solution that also added tens of thousands of dollars annually in unnecessary costs due to the purchase of 200 thin clients units that they didn't actually use to the full capacity of usage.
- Eliminated layers of unnecessary server security policies and network redundancies that made troubleshooting and system management difficult. Load balanced servers were consolidated and optimized.
- Shifted the mindset of end users to a culture of "raving fans" that now receive immediate and personable help desk support from Neoscope.

A COMPLETE IT TURNAROUND

"We have gotten the full attention from Neoscope and it has been a great relief to no longer throw bad money after good," said Janet Bamberg. "With proactive managed IT services provided by Neoscope, the IT transformation for The Moore Center has happened on multiple fronts."

- Users had all but given up on the computer system due to the issues they were experiencing. Neoscope was able to restore confidence in the system and increase productivity drastically by implementing new hardware in their datacenter. For example, new storage capabilities that have virtually eliminated previous lag in timing issues.
- The system is now performing as it should. The Moore Center has decided to host their financial applications internally (currently being hosted by Microsoft). This change alone will save them about \$20,000 a year in hosting fees.
- Productivity has risen drastically as a result of faster performing systems. Previously the computers were so slow as to be unusable.
- Helpdesk service has led to a total change in response time and service provided. In service survey results, Moore Center employees have given Neoscope the highest marks for response time, professionalism, convenience and effectiveness. Said one respondent: "This was a great experience. (The technician) asked the correct questions and followed up every step of the way."

UTILIZING MANAGED IT SERVICES TO FULFILL THE MISSION

With the system repaired and stable, Neoscope continues to manage the day-to-day systems and keep The Moore Center on track in the communities it serves.

Neoscope provides the following services as part of their Managed IT Solution:

Centralized and Streamlined Management of Computer Systems: A web-based dashboard was provided to Moore Center staff, giving them an overview of the entire network in one central location.

The dashboard also shows real-time statistics for server availability, critical system issues, antivirus status, asset management, warranty management, and secure critical system management information.

Standardized Antivirus Protection: An industry leading antivirus and anti-malware solution was deployed to provide a high level of security using very little system resources. A centralized console was provided to allow IT staff to get real-time reports, run network wide scans, and manage every protected endpoint from one location. Virus remediation was also included as a preventative measure in the event that another attack threatened to compromise the organization's network.

Secure Remote Access: Accessible through Neoscope's portal, this feature included a tool to remotely access all systems on The Moore Center's network infrastructure from a centralized location. Groups of computers and servers were readily made available to designated users, as well as individual access for staff and applicable vendors.

Asset Management: A vital tool in Neoscope's portal that allows instant reports to be created for all critical IT hardware and software assets.

Customer Portal: A ticketing system present within Neoscope's portal set up for Moore Center staff to directly communicate with Neoscope's technical team on escalating issues, a customized knowledgebase, and the ability to check the status of open tickets and projects in real-time.

Executive Reporting: A high-level site overview is delivered each month to provide network health scoring to The Moore Center. The graded score corresponds with the overall health of the network for the month, and reports on every system being managed within the infrastructure. The analysis provides valuable management information, details on the health of each system, and real-time reporting of maintenance being performed.

The partnership between The Moore Center and Neoscope has succeeded in reviving a vital component of the organization's core functions to fulfill its mission. The Moore Center is receiving superior managed IT services while building a solid platform for the future.

ABOUT NEOSCOPE TECHNOLOGY SOLUTIONS

Neoscope Technology Solutions is a multi-disciplinary Information Technology consulting, services and products firm. Neoscope's staff consists of certified senior IT professionals who understand IT as a vital component of core business functions. Using a consultative approach, Neoscope evaluates a client's specific business requirements and then advises the client on the best practices technology solutions to accomplish their business objectives. Neoscope's distinctive proactive managed IT services utilizes advanced tools and processes to keep all essential IT systems up and running to maximize employee productivity, increase customer service and reduce costs, all at a predictable, affordable monthly fee.

Case Study: Rapid Response for Salem's Schools

Neoscope Defeats Virus and Manages through a Crisis

Client: Salem NH School District – SAU 57

Challenge: A severe and debilitating virus infected network serving 4,000 students; no in-house IT leadership to address issues.

Solution: Virus remediation, proactive network management, security and efficiency assessment, and interim IT leadership.

Results: Virus contained; security vulnerabilities discovered & closed; preventative technologies implemented; district staff trained; inefficiencies identified & cost-savings proposed; interim management of IT systems stabilized system for remainder of school year.

"We were facing a disruption in business continuity."



Our infrastructure just wasn't working for us. There were significant glitches that prevented us from accessing files, calling up pertinent functions, and our IT staff was simply at a loss... With the problems we had, and the rate of efficiency that Neoscope exuded in coming in and fixing the problems in our time of need, I'd recommend them to anyone.

Michael Delahanty

Salem NH School Superintendent

OVERVIEW

What does a 21st century school do without internet for a week? Or an IT director for many months?

How do 200 teachers report their grades when the district's network is down?

No email. No file access. And no fix in sight.

The 4,000 student, \$60 million Salem School District faced an IT meltdown in April 2013 when its nearly 100 servers and 2,000 desktops were maliciously infected with the Vobfus virus.

With no senior IT director on staff and after six days of in-house attempts to bring the network back up, Salem's Superintendent Michael Delahanty realized that he needed expert leadership. Neoscope was onsite the same afternoon.

72 hours later: email restored, website up, internet flowing. And the all-important report cards on track.

On the strength of its crisis response, Salem retained Neoscope to serve as both its short-term IT day-to-day leadership team and as a long-range planning and preventative maintenance consultant.

Neoscope insured a resilient, stable system for the remainder of the 2013 school year and supported Salem's new in-house IT director during his transition.

KEY CHALLENGES

Neoscope discovered a complex and decentralized IT system with over 2,000 devices infected with a mutating supervirus that the world's leading security companies had failed to contain for over four years.

"The virus originated from a single workstation," said Neoscope CEO and founder Tim Martin.

"The Salem folks had spent several days finding the problem, with no luck. It was a needle in a haystack."

"We were facing a disruption in business continuity," said Superintendent Michael Delahanty. "Our infrastructure just wasn't working for us. There were significant glitches that prevented us from accessing files, calling up pertinent functions, and our IT staff was simply at a loss."

Without an IT director to take the lead and a short network staff, Delahanty asked his team to identify an outsourced IT vendor who could help, and fast.

RAPID RESULTS

Within 72 hours Neoscope stabilized the system and conducted forensic techniques that located the exact computer and user that brought the virus into the district. Important solutions delivered in those critical few days included:

- Eliminated Vobfus from all devices and servers
- Closed many undetected security vulnerabilities
- Instructed district IT staff on best practices for protecting and managing critical IT systems
- Identified several redundant systems and other inefficiencies in the overall network
- Returned school computing life to normal

SOLUTIONS FOR THE FUTURE

With the system repaired and stable, Delahanty asked Neoscope to manage the day-to-day systems and to offer longer-term improvements and management solutions to prevent another attack.

Concurrent with running the now-stable and improved IT system, Neoscope provided Salem with an assessment of several critical issues and needed improvements. It revealed several opportunities for preventative action and efficiencies, including:

- Centralized System Management
- Knowledgebase & Documentation
- Standardized Antivirus Protection
- Secure Remote Access
- Ticket Support Portal
- Executive Reporting

While Salem's new IT director is moving to implement on the recommendations, Neoscope remains involved with the district's E-Rate program, providing an industry perspective on how to best leverage its IT funds to provide a 21st century learning environment.

CUSTOMER APPRECIATION

What does Mike Delahanty say about Neoscope?

With the problems we had, and the rate of efficiency that Neoscope exuded in coming in and fixing the problems in our time of need, I'd recommend them to anyone. They're a great company, they're very responsive, and I found Tim and his team to be incredibly available and helpful. I'd do it all again in a heartbeat.

ABOUT NEOSCOPE TECHNOLOGY SOLUTIONS

Neoscope Technology Solutions is a multi-disciplinary Information Technology consulting, services and products firm. Neoscope's staff consists of certified senior IT professionals who understand IT as a vital component of core business functions. Using a consultative approach, Neoscope evaluates a client's specific business requirements and then advises the client on the best practices technology solutions to accomplish their business objectives. Neoscope's distinctive proactive managed IT services utilizes advanced tools and processes to keep all essential IT systems up and running to maximize employee productivity, increase customer service and reduce costs; all at a predictable, affordable monthly fee.

Case Study: Pelham School District & Neoscope

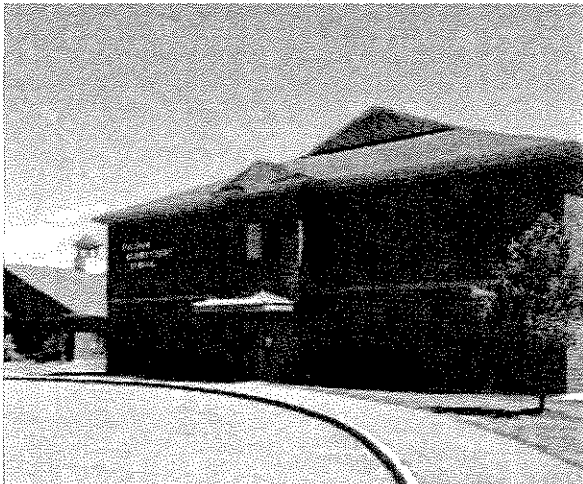
The High Value of a Comprehensive IT Assessment

Client Pelham (NH) School District

Challenge Following the creation of a new school district in 2013, the Pelham IT staff needed a comprehensive IT system assessment to determine what IT resources it had, where its resources were located, immediate IT priorities, and what was needed for future development. Pelham was also concerned its Internet access speed.

Solution A customized systems and networking assessment by Neoscope Technology Solutions

Results Neoscope provided a detailed, actionable report highlighting immediate and future IT network needs and necessary remedial actions.



OVERVIEW

Located on the southern border of New Hampshire between Nashua and Salem, the Pelham (NH) School District serves the town of Pelham at three public schools with more than 2,000 students: The Pelham Elementary School (Kindergarten through 5th grade), Pelham Memorial School (grades 6 through 8), and Pelham High School (grades 9 through 12). The Pelham School Administrative Unit ("SAU-28") was the fourth location in the assessment. The IT network plays a crucial role in the educational mission of Pelham School District.

KEY CHALLENGES

In July 2013, the towns of Windham and Pelham officially dissolved a longtime SAU arrangement and this led to the creation of two new school districts and separate IT departments. In 2014, Pelham School District sought a qualified and highly experienced IT company to provide the IT director and business manager with insight into the school district's IT infrastructure. After considering many potential vendors, Pelham School District chose Neoscope due to its experience and success working with school districts of all sizes. Neoscope had conducted a comprehensive IT assessment of the new Windham School District (SAU 95) in 2013.

"Due to budget constraints, these school districts often run lean IT departments that focus on supporting end users and applications for daily school operations," says Neoscope President Tim Martin. "It can be especially important for evolving IT departments like Pelham which was relatively new after the split of responsibilities with Windham. Even in the best of circumstances, detailed assessments can be challenging for an internal IT department to perform and a strong assessment gives them a third party perspective."

APPENDIX B – Neoscope Resumes

TIMOTHY MARTIN

SUMMARY

Entrepreneur, Technology Consultant, Mindfulness Advocate, and Community Builder. After completing a Bachelor of Science in Computer Science at Keene State, I worked with IT companies and later assumed the role of IT Director for a non-profit organization. Those early experiences within those organizations afforded the deep understanding of working with community focused organizations operating within tight budgets as well as the critical importance of the alignment of technology with business goals. Neoscope was launched in 2006 with a new innovative approach to IT management that is based on a flat rate and proactive model. Each engagement begins with a thorough IT Assessment from a CTO level and includes quarterly meetings, monthly IT reports and a broad range of services to help clients successfully execute and achieve their goals.

EXPERIENCE

NEOSCOPE

2006 - Present

President / CEO

Neoscope Technology Solutions offers proactive IT Management services to small and medium sized businesses. Our Managed IT Services allow you to focus on running and growing your business, without wasting valuable company time fixing and maintaining your network and computer systems.

- Doubled revenue and staff size multiple consecutive years
- Started working with non-profits in 2006 and expanded into a number of vertical markets
- Set corporate strategic direction, vision and strategy
- Shapes companies long-term goals
- Makes key strategic decisions on issues facing the company such as market entry and acquisitions
- Sets tone, direction, communicate and built commitment to corporate strategic direction among external influencers such as analysts and customers and internal staff
- Establish organizational structure and operating systems to ensure the achievement of strategic objectives
- Defines core business processes
- Leads senior team and develop top leadership through selection, coaching and reinforcement
- Develops successful alliances and joint ventures
- Defines desired corporate philosophy, values and operating environment

CENTER FOR LIFE MANAGEMENT

2006-2009

IT Director

CLM provided a comprehensive complement of behavioral and mental health services, psychiatric treatment, acute care, emergency intervention, and family support services. In addition, we worked closely with a variety of regional health and human service providers to ensure that your mental health care is comprehensive, integrated and community-based.

- Lead the consolidation project of 4 separate buildings into one single location
- Designed, built and maintained IT infrastructure for new location
- Reduced server count, rebuilt active directory infrastructure, and redesigned corporate e-mail system

- Implemented terminal server and thin clients reducing over 100 white box desktop computers. Increased employee efficiency, reduced operating costs and administration expenses
- Developed a proactive monitoring, management and maintenance system
- Developed a help desk system
- Worked closely with the CIO on many long-term strategic directives
- Created, updated and managed all network documentation

SITEVENTURES

2002-2006

Field Engineer

SiteVentures provided outsourced IT services to businesses throughout New England.

- Managed 30+ clients networks in various vertical markets
- Managed help desk ticketing system
- Managed network documentation for all clients
- Delivered on-site consulting and network administration services
- Maintained client relationships
- Recommended and implemented IT best practices for all clients

EDUCATION

KEENE STATE COLLEGE

1998 - 2002

BS, Computer Science

Band, Environmental Group

LISA FOSTER

SUMMARY

Customer Advocate, Technical Account Manager, Volunteer and Entrepreneur. I have earned my Associate of Science in Business at New England University and Bachelor of Science in Computer Information Systems at Husson University. I have over twenty-five years of experience in technical client account management, technical support and software quality assurance. I have also started two volleyball businesses in order to meet customer demands in the region. I take pride in obtaining strong customer and partner relations. Being an advocate for any client to ensure they are happy and achieving their goals is my top priority.

EXPERIENCE

NEOSCOPE

2014-Present

Director of Sales

- Responsible for establishing and managing customer accounts IT assessments, managed services, IT projects as well as hardware and software procurement.
- Develop and establish hardware and software vendor partnerships. A few partners include: Dell, Cisco, HP, EMC, Nimble, Microsoft, 10Zig, Sophos and Kaspersky.
- Report and collaborate with CEO on marketing, sales and company goals and objectives.
- Attend and co-host community and networking events.
- Continue to enhance the sales and account management process for streamlined, best customer experience.
- Work with Business Development and Marketing interns to grow client base.
- Manage and report opportunities and pipeline via Autotask.

BOOMING ATHLETICS

2014-Present

Founder/CEO

- Volleyball resource for uniforms, apparel, gear and equipment. Partnered with vendors such as Mizuno, Baden Sports, and LEGACY Global Sports.

BOOM VOLLEYBALL

2013-Present

Founder/Director

- BOOM Volleyball is a Junior Olympics Volleyball Club associated to USA Volleyball. The mission of club is to elevate and grow the game of volleyball in the state of Maine, youth through adult. Responsibilities include building the organization, soliciting sponsorships, recruiting players/coaches as well as developing and collaborating volleyball programs, clinics, lessons throughout the state.

FREELANCE SALES/MARKETING CONSULTANT

2014-2014

Sales/Marketing Consultant

- Assist and consult the owner of a Massachusetts Managed Service Provider business with developing and growing sales opportunities and pipeline. Responsibilities also include growing their social media presence, marketing to prospective customers and planning customer events.
- Employed by a New England based Magazine as a writer, photographer and ad sales representative

MOSAIC TECHNOLOGY

2012-2014

Senior Account Executive

- Responsible for developing and managing strong customer relationships with core accounts throughout ME, NH, and MA with focus in Commercial (SMB and Enterprise) as well as SLED sectors.

- Exceed in building instant rapport with net new accounts and developing them.
- Strong knowledge of mapping technical and professional service solutions to the business needs.
- Work in partnership with manufacturer's Direct and Channel Teams as well as other partners to present solutions, coordinate resources, manage registrations, and negotiate pricing.
- Excel in working vendor booths at various regional conferences (e.g. VTUG, VMUG, ACTEM, etc.) as well as organize and facilitate customer briefings (e.g. Dell Nashua Briefing Center).
- Manage and update opportunities and pipeline via Salesforce.
- Sales experience including storage, networking, servers, virtualization (server/client), backup, disaster recovery (DR), business continuity, security, systems management, professional services, etc.
- Sales knowledge in various vendor solutions such as Dell, EMC, Nimble, HP, PernixData, Pure Storage, Radware, Cisco, Microsoft, VMware, Oracle, Symantec, Veeam, etc

DELL, INC

2010-2012

Account Executive

- Storage Specialist for ME, NH, VT and northern MA covering 5000+ SMB accounts.
- Responsible for growing storage and networking opportunities both direct and through multiple channel partners and teams. Direct I also covered servers, software (e.g. VMware, Microsoft, etc.), systems management (e.g. Kace), and security (SecureWorks).
- Able to build instant rapport with prospects, obtain immediate meetings from a drive-by as well as manage and maintain strong customer relationship with numerous customers.
- Coordinated and facilitated 6-8 customer events and Executive Briefings each quarter.
- Ability to navigate the inside and outside teams for resources and account support as needed.
- Facilitated numerous weekly calls with immediate team, inside account teams and channel for pipeline updates and growth strategies.
- Manage and update opportunities and pipeline via Salesforce as well as Excel with PivotTables.
- Strong understanding of the business issues driving technology needs and mapping them to a solution.
- Sales training and certification in various Dell solutions, processes, social media, etc.

CBE TECHNOLOGIES

2010-2010

Account Executive

- Responsible for growing Commercial sales in the Northeast.
- Manage and maintain strong customer relationship in numerous SMB, SLED and Enterprise accounts.
- Strong knowledge of business issues driving technology needs and mapping to an integrated solution.
- Sales experience in storage, networking, servers, virtualization (infrastructure and desktop), backup/DR, business continuity, VoIP, video, surveillance, collaboration and professional services.
- Sales knowledge and certification in various vendor solutions such as Dell, Cisco, Microsoft, Tandberg, Symantec, Fortinet, Citrix, VMware, HP, IBM and DataCore.
- Team player continuously working closely with Sales Engineers, Inside Sales, and Project Manager.

WORKGROUP TECHNOLOGY PARTNER

2006-2010

Account Manager

- Established and developed strong relationships with customers in the SMB, Government, Education, Higher Ed and Enterprise sectors throughout the Northeast.
- Developed knowledge and understanding of technology solution selling for key vendor partners.
- Sales experience in storage, servers, networking, virtualization (infrastructure), backup, disaster recovery, VoIP, video, surveillance, collaboration and professional services.
- Sales knowledge and certification in various vendor solutions such as Dell, NetApp, Cisco, VMware, Microsoft, IBM, Sun, Tandberg, Symantec, CommVault, and Citrix.
- Maintained strong vendor partnership and coordinated customer events.

EDUCATION

Husson University

Bachelor of Science, Computer Information Systems

University of New England

Associate of Science, Business Administration

TRAINING AND CERTIFICATIONS

- Human Communication Institute, Human Interaction Technology Certification and Training (2013-14)
- Numerous sales certification and training with various vendors such as Dell, NetApp, EMC, Nimble, Cisco, Microsoft (MCP), Tandberg, Symantec, Fortinet, Citrix, VMware, HP, IBM, DataCore, etc.
- Numerous IT solution track training such as collaboration, application business relevance, consolidation, backup/recovery, DR/business continuity, unified communications, vertical focus, etc.
- Segue and Mercury automation, performance, and test management certification and training.
- Siebel CRM Foundation, 101 and Advanced Training
- Multiple internal IBM and Bank of America training (e.g. team leading, project and time management)
- Dale Carnegie

KEITH FORTIER

SUMMARY

10+ years of managing all aspects of multiple business' information technology environments. Versatile asset that is able to fill many roles including Account Management, Project Management, Operations, Sales Engineering, Consulting, Service Delivery, Finance and Support. Passion for creating client relationships and solving business problems by aligning technology solutions with business goals.

EXPERIENCE

NEOSCOPE

2011-Present

Director of Professional Services

- Responsible for overseeing all aspects of delivering our entire suite of services to our clients.
- New client prospecting, assessments and proposals
- Account management and regular reviews
- Operations and process development
- Project management
- Sales engineering, procurement and billing
- Oversee service delivery and escalation management
- Partner and vendor management
- Leverage internal and external resources to achieve best-in-class service
- Business strategy development and execution
- Maintain client relationships
- Lead service team through example and coaching
- Constantly evaluate, develop, market and deliver all service offerings

FORTIFIED IT, LLC

2008-2011

Owner/Consultant

- Developed and operated IT consulting company that provided affordable managed IT services, technology consulting and per call computer/network support to local small businesses.
- Established new clientele through cold-calling, referrals and marketing
- Assisted clients in decreasing costs and improving efficiencies through use of upgrading
- Drive development of sales and marketing objectives for growth within existing and new accounts
- Assessed client infrastructure to determine deficiencies that provide opportunities for additional sales.

THE COPIER CONNECTION, INC

2006-2008

IT Manager

- Served as the IT Manager for internal systems as well as the technical support contact for customer base of over 500 businesses. These roles included:
- Integrated Business Office Equipment with Client Business Environments
- Provided End User Training and Support
- Developed and Administered Inventory Management System
- Designed and Installed Office Network Infrastructure

- Established IT Department to maintain internal IT systems and support customer technical needs. Leveraged technology within the business to streamline processes as well as to create new avenues of value for clients. Interfaced with clients and their IT Staff to properly implement business office equipment into their environments to maximize the technology within their business.

SITEVENTURES, LLC

2003-2006

IT Administrator

- Acted as IT Administrator for 15 small to medium sized businesses. Managed all aspects of each accounts LAN and WAN systems including, but not limited to, the following roles:
- Client Needs Assessment
- Project Management
- Remote/On-site Desktop Support
- Process/Procedure Improvement
- Wiring/Infrastructure Design/Installation
- Staff/End User Training
- Graphic Design/Marketing
- Problem Identification/Resolution
- System Installation/Upgrade/Conversions
- Proactive Systems Maintenance/Security
- Logs and Reporting Analysis
- Maintain System Uptime/Health
- Quoting/Purchasing/Inventory Control
- Technical/Training Documentation
- Subscription/Warranty Management
- Was responsible for setting deadlines and customer expectations as well as allocating and collaborating with internal and external resources to meet these expectations accordingly. Also performed these roles for in-house operations.

EDUCATION

Keene State College

Bachelor of Arts in Graphic Design

University of Waikato

Culture and Photography

CERTIFICATIONS

MCP (Microsoft Certified Professional) – October 2006

Microsoft Small Business Specialist – November 2011

DANIEL STAMP

SUMMARY

An experienced systems administrator, very familiar with server and networking technology both in the small business environment and the datacenter environment. Administered virtual systems on multiple platforms with multiple storage technologies in a fluid and fast moving environment. Engineered and managed a highly available infrastructure using equipment and products from multiple vendors.

EXPERIENCE

NEOSCOPE

2014 – Present

Chief Technical Officer

- Create technology solutions that align with clients business goals.
- Lead and assist the team in implementing the solutions.
- Work with clients to create long term strategic technology plans.
- Identify opportunities and risks for the business.
- Manage research and development (R&D).
- Monitor technology and social trends that could impact the company.
- Communicate the company's technology strategy to partners, management, investors and employees.
- Maintain current information about technology standards and compliance regulations.
- Provide CTO level consulting to clients.

RESOLVE IT

2013-2014

Chief Technical Officer

- Responsible for over 200 servers ranging from 2003 to 2012 r2.
- Created and maintain a critical, diverse datacenter infrastructure with 99.999% uptime average.
- Provided IT consulting for critical system to small and medium sized business and medical practices.
- Troubleshooting all aspects of infrastructure from datacenter to end users.
- Implemented complex custom environments into existing infrastructure. Scale out solutions quickly to meet rapidly growing demands of new customers.

HEALTH NETWORK SOLUTIONS

2010-2013

Partner / Lead Engineer

- Grew the company from startup to successful medical IT company with 40+ Practices supported. Company was sold to Resolve IT April 1, 2013.
- Designed, quoted, implemented, trained and supported new IT and EMR infrastructure.
- Involved in every aspect of customer lifecycle, from initial contact through to support after the sale..
- Implemented Compellent SAN and fiber channel infrastructure in datacenter.
- Trained physicians and staff in correct use of EMR and compliance with data protection regulations.

NORTH EAST HEALTH SYSTEMS

2008-2010

Network Technician

- Responsible for troubleshooting issue across large multi-site enterprise environment often requiring the coordination of multiple departments to trace and fix problems in timely manner.
- Worked with a team of professionals covering over 20 sites (all based in Massachusetts), responsible for supporting more than 3,000 individuals and over 2000 unique devices..
- Supported medical staff in solving issues in a way that would least disrupt the patient care process..
- Supported all levels of users, from CEO and Surgeons to office staff and everyone in between.
- Maintained records in order to identify and improve ongoing issues and constantly seek new ways to improve the end user experience.

SKILLS

- Virtualization
- Server technologies
- Data center infrastructure
- SAN implementation
- EMR and PM
- DR planning
- Fiber / iscsi
- Cloud infrastructure
- RMM from multiple vendors
- Patch management
- Firewall / VPN setup
- HIPAA security audits

EDUCATION

Macclesfield College, GNVQ Level Business Systems. 1995-1997

Ryles Park County High School, Macclesfield UK. Graduated with B+ Average

AUDREY PARSONS

SUMMARY

Dedicated professional with strong organizational, task management, communication, quick learning, and problem solving skills. Multiple years of experience within the Information Technology field as well as Customer Service, and Office Management. Proficient in the entire Microsoft Office Suite.

EXPERIENCE

NEOSCOPE

2014-Present

Service Desk Coordinator and Project Coordinator

- Provides life cycle management of all inbound service requests through the classification, distribution and monitoring of service requests.
- Assigning tickets and escalations to appropriate resources based on internal guidelines for severity, client status, skill requirements and resource availability.
- Manages the progress of client projects.
- Creates project plans, assign resources and to ensure the project is meeting the timelines so that the project is completed before the deadline and within budget

COLE HAAN

1996-2014

Project Manager, System Support Technician and Customer Service Representative

- Managed projects using the company standard project management methodologies
- Enhanced the SAP processes
- Annualized reports such as PCI Compliance
- Created a Netherlands International business model
- Implemented of Enterprise Project Manager and Project Server 2013; SAP APO (Demand Planning Tool); HP Application Lifecycle Management
- Responsible for assisting internal clients with application, printer, network and phone issues
- Utilized Active Directory, Microsoft Office Suite, Office 365, Windows XP and Windows 7
- Assisted external clients with orders, returns, and general inquiries
- Managed orders for one the largest wholesale accounts
- Facilitated the implementation of the SAP system
- Created company policies and training manuals for the Customer Service team

SKILLS

- Microsoft Office Project - Web Access and Project Server 2013
- Enterprise Project Management
- Office 365 (SharePoint, InfoPath, LYNC, SkyDrive)
- Outlook (2000-2010)
- SharePoint Server 2007
- Active Directory
- Windows XP, Windows 7 Enterprise
- Microsoft Office Suite (1997-2010)
- Microsoft InfoPath 2010
- Visio
- Cisco WebEx Connect
- SAP (4.0B, 4.6C & 620) and SAP Business Warehouse
- Sidewinder Remote Administrator
- Microsoft Exchange Administrator
- Enterprise Administrator

EDUCATION

R.W. Traip Academy, High School Diploma

TRAINING:

CompuMaster Programs: How to Troubleshoot, Tune-Up and Maintain PC's, Mastering Dreamweaver 8, Getting the most from Microsoft Excel, Microsoft PowerPoint Workshop, Successful Project Management, Conflict Management for Women

CRAIG TAYLOR

SUMMARY

Senior information security leader who excels at identifying and translating business risks into security program development objectives and consumable information. Hands-on director of technology controls, policy governance, people management and development. Strong collaboration, compliance, and information security knowledge. Highly regarded by managers, peers, and direct reports for integrity, compassion, and execution

EXPERIENCE

NEOSCOPE

2015-Present

Chief Security Officer

- Assembling Neoscope's shield security offering, targeting small to large businesses with unique, critical and industry leading cyber security solution
- Designing Cyber Security service offerings for SMB markets
- Managing and developing Cyber Security program development at Neoscope
- Consulting on Information Security, Risk Management, compliance considerations, and business development

CHASE PAYMENTECH

2014-2015

Director of IT Risk and Compliance

- Recruited by Chase Paymentech to lead their credit card acquiring business IT Risk and governance processes and integrate Paymentech within JP Morgan.
- Rebuilt two teams of information risk professionals while lowering attrition from 40% to below 10%.
- Developed an integration road map focused on Cyber Security, BAU processes, and audit requirements.
- Led project to physically and logically separate a wholly owned subsidiary.
- Ensured a functional PCI compliance program was in place and PCI certification secured.
- Supported multiple new business initiatives identifying IT Risk and Compliance project requirements.

CSC

2013-2014

Risk and Compliance Executive

- Built and led a global Cloud security program.
- Provided global sales security consulting and support resulting in multiple new business pursuits wins.
- Planned, orchestrated, and grew Cybersecurity's budget for security services and labor to \$1 million.
- Plan and execute a global CyberSecurity resource labor for CSC's core Cloud Business Unit.
- Ensured audit and compliance objectives maintained to meet all client contractual business obligations.
- Established Key Performance Indicators for security personnel in line with company financial objectives leading to high engagement scores alongside 100% staff retention.

VISTAPRINT

2011-2013

Director of Information Security

- Led three programs and 17 direct reports: Client Technical Services (CTS), Information Risk Management (IRM), and IT Asset Management (\$4M budget split equally CapEx/OpEx).
- Conducted a company-wide (nine locations/seven countries) quantitative risk assessment used to create the IRM program roadmap which outlined three to five years of labor and technology growth.

- Identified, hired, mentored, and empowered five direct reports across three programs resulting in high job satisfaction scores and strong collaboration ratings; two out of five direct employees promoted.
- Established multiple global policies (i.e. patching and vulnerability management); successfully exercised one month later for critical patching with highly positive feedback on the policy/process.

CSC

1999-2011

Principal Information Risk Manager/LIRM

- Managed and mentored a team of seven LIRMs with 15 direct reports within CSC's Technology & Consumer (T&C) vertical.
- Established Key Performance Indicators for LIRM personnel in line with company financial objectives leading to high engagement scores alongside 100% staff retention.
- Sourced and hired key positions within T&C accounts securing top client satisfaction ratings.
- Supervised security incident investigations, coordinating response resources to ensure proper identification, containment, mitigation, and eradication of threats to T&C accounts.

EDUCATION

University of Geulph

BA, Psychology, with honors

CRAIG GOODSPEED

SUMMARY

Technically proficient problem solver, resourceful, prompt, self-starter who expeditiously grasps new concepts. Experience with multiple open source applications and operating systems, all Microsoft server operating systems and proficient with VMware and other server virtualization environments. Excellent customer service skills. Accomplished and Goal-Orientated. Exemplary troubleshooting and technical support abilities.

EXPERIENCE

NEOSCOPE

2014-Present

Network Engineer

- Team lead for the support team
- Maintains HIPPA Security requirements.

INSTITUTE FOR HEALTH METRICS

2012-2014

Systems Administrator

- Installed and maintained production servers in colocation environment. Consisting of HP C3000 blade enclosure, Enterasys S6 Chassis, NexGen N5 SAN 55TB, PaloAlto PA2050, and an ExaGrid EX13000E
- Designed, upgraded and managed Symantec 2012 Endpoint Protection environment.
- Diagnosed and troubleshot multiple local domain issues in the environment.
- Upgraded VMWare environment from 4.1 to 5.0 to 5.1 and then 5.5.
- Setup and maintained networking and helpdesk tools OpManage and Spiceworks to aid in server uptime and end user communications.
- Managed and troubleshot Asterisk phone system.
- Deployed Symantec Backup Exec 2012 to backup production environment.
- Maintained HIPPA Security requirements.

PREMIER MEDICAL STAFFING

2011-2012

Support Engineer

- Supported RTLS platform for clients based all throughout the United States over the phone and via remote access.
- Setup and diagnose issues with clients running Microsoft server 2003 or 2008, SQL 2005 or 2008 and IIS 6 or 7.
- Decreased the programming time and verification process by forty percent for newly developed equipment.
- Diagnosed and troubleshot multiple local domain issues in the environment.
- Setup, installed and managed SQL server 2005 and 2008 environments for development environments.
- Installed a VMware 4.1 ESXi environment for testing and development purposes.

SOUTHERN NEW HAMPSHIRE MEDICAL CENTER

2009-2011

Server Administrator

- Supported an enterprise environment with 350+ servers of which 250 were virtualized using VMWare 4.1.
- Designed, upgraded and managed Symantec Endpoint Protection environment for over 2,000 clients.
- Devised server patching schedule for more than 350 servers consisting of various operating systems and applications with varying software requirements.
- Setup, installed and managed SQL server 2003, 2005, and 2008 environments.
- Executed upgrade of VM environment consisting of two separate clusters of ten total ESX hosts from version
 - 3.5 to 4.0, and then later to 4.1.
- Configured Cisco 2960-48TC-S switches for VMWare VDI test environment.
- Assisted with managing EMC Networker Backup with a Clarion EDL and a scalar tape library.
- Maintained and troubleshot McKesson PACS server environment.
- Managed Soarian server environment.
- Administered, utilized and troubleshot Dell EqualLogic iSCSI 72TB SAN environment.

SILVER TECH

2008-2009

Systems Administrator

- Supported multiple remote IT clients via telephone, remote management and weekly site visits.
- Configured and maintained Dell PowerEdge 2800 Series servers, Cisco Pix 560E Firewall terminals, Cisco 2800 Series T1 Routers and Cisco Catalyst 2950 Switches.
- Installed and configured more than 50 facility's workstations/laptops while providing IT support to all end user.
- Managed a development and production environment for 2,000+ websites.
- Installed, configured and maintained multiple SonicWall firewalls for SilverTech and its clients.
- Maintained and troubleshot the DHCP, DNS, WINS, PDC/BDC, SQL, Microsoft Exchange servers and File Servers for the company and its clients.
- Installed, configured and maintained a Blackberry Enterprise Server.
- Developed and ran training courses on different IT topics for internal users, sales associates and business clients.
- Troubleshot VoIP systems and POTS systems for the company and its clients.
- Used VNC, RDP, and other remote management applications to manage and troubleshoot servers and clients

GE Sensing

2004-2008

Applications Engineer

- Managed customer projects from receipt through installation.
- Built, configured and supported the LabWatch application on a wide variety of Microsoft operating systems in different customer networks.
- Performed validations on the Labwatch systems enabling pharmaceutical customers to maintain FDA compliance.
- Troubleshot the LabWatch application over the phone and through other resources such as WebEX.
- Utilized VMware to design a method for development and troubleshooting the LabWatch application on different operating systems.

- Trained co-workers to be more efficient and effective when troubleshooting existing client systems or developing new systems.
- Performed quality assurance tests on LabWatch systems after they were built.
- Researched new products and implemented new ideas to expand the LabWatch product.
- Assisted in re-designing the LabWatch product to function more efficiently under terminal services.
- Aided in the development of the LabWatch product to properly communicate with a SQL database.

GE KAYE INSTRUMENTS, INC.

2001-2004

Information Technology Specialist

- Designed and implemented a disaster recovery plan for the IT environment.
- Troubleshot software, hardware and network problems.
- Implemented a business data backup solution which reduced the average backup time 30 percent and increased the data backup capacity 200%.
- Configured, deployed, troubleshot, and maintained Cisco 2924XL and 2950 switches and a Cisco VPN 3000.
- Deployed, Installed and maintained the DHCP, RRAS, DNS, WINS, PDC/BDC and Microsoft Exchange servers.
- Completed Windows domain migration after acquisition.

EDUCATION

Daniel Webster College

Associate of Science, Flight Operations.

Bachelor of Science, Management and Information Technology

JOSH WEGRZYN

SUMMARY

I am an IT professional with experience spanning 19+ years. I have hands on experience with network and systems engineering. My most notable strengths are Cisco, Linux and Windows technologies. I'm a hard working team player with unmatched problem solving abilities and a proven track record of working autonomously. I am cool, calm, and collected when under pressure.

EXPERIENCE

NEOSCOPE

2014-Present

Senior Network Engineer

- Support multi-site network infrastructures for various customers.
- Level 3 engineer.
- Act as the first line and escalation point of contact for Neoscope Technology support calls. Assist in end user computer and network support. Participate in projects as lead resource and subject matter expert for network and systems engineering.
- Monitor and managed client networks using Continuum and Auto Task.

THINKERS CONSULTING

1994-Present

Sole Proprietor

- Design, Implement and support custom technology solutions using: Microsoft Windows NT 4.0 Server / Workstation, 2000 Professional / Server / Adv. Server, 95/98/XP, DNS server, Internet Information Server 4.0 / 5.0, FrontPage server extensions 1998 / 2000, Office 2000 / 2003 suite, SQL server 6.5 / 7.0 / 2k, Exchange Server 5.5, Visual Studio 6.0 enterprise edition, Site Server 3.0 Commerce Edition, Adobe Go live 4.0. Cisco routers, switches, firewall, VPN's and WAN to LAN connections (frame, DSL, ISDN, Dial-up, Wireless).

ELIZA CORPORATION

2012-2013

Senior Network Engineer

- Supported multi-site network infrastructure for mission critical 24x7 multi site platform. Including Cisco ASA 5xxx firewalls, Cisco Catalyst switches , Cisco 3800 and 7200 routers and Cisco Call Manager Express with Cisco Unity Express.
- Designed, implemented and supported WAN links for remote offices , data center and teleworkers.
- Designed, implemented and supported multiple B2B and RA VPNs.
- Designed, implemented and supported Solarwinds NCM , NPM and Orion systems for management , backup and monitoring of entire Cisco device infrastructure.
- Provided backup support for F5 load balancers.

CISCO SYSTEMS, INC.

2006-2012

Sr. Customer Support Engineer for Technical Assistance Center

- Worked in the Voice and Unified Communications TAC groups for Contact center, Unity, Meetingplace/WebEx.
- Worked hand in hand with senior management on new projects and procedures affecting the Cisco support model.
- Worked with multiple Cisco business units to enhance global training for TAC.
- Worked with multiple Cisco business units on technical escalations and cross functional teams to enhance relationships.
- Worked with "hot site"/CAP accounts.
- Coordinated several upgrade plans with customers and Project Managers.
- Served as mentor to junior engineers.

- Served as Escalation Contact during Cisco off - hours.
- Served as focal engineer for numerous customers.
- Provided strong feedback to management to make customers' experience more enjoyable.
- Provided Software Support for large numbers of domestic/international partners/customers.
- Provided strong feedback to management to make customers' experience more enjoyable.

DELTA DENTAL OF MASSACHUSETTS

2005-2006

Senior Network Security Analyst

- Managed security, file access, print services, Internet access, and email for an 200+ end users.
- Implemented and maintained Cisco and Nokia checkpoint firewalls.
- Migrated core routing and Layer 3 switching infrastructure to Cisco platform.
- Implemented SNMP network monitoring and statistical data capture system.
- Maintained private WAN links for remote offices.
- Developed department policies and procedures for security and administration.

BECHTEL

2002-2005

Senior Network Systems Analyst for the Central Artery Tunnel Project

- Managed security, file access, print services, Internet access, and email for an 800+ end user Network.
- Implemented Nokia Checkpoint Firewall and defined rules based security policy.
- Migrated core routing and Layer 3 switching infrastructure to Cisco platform.
- Migrated 800+ users from Lotus CCmail version 8 to Novell GroupWise 6.5.
- Implemented web server providing secure internet GroupWise access.
- Implemented SNMP network monitoring and statistical data capture system.
- Maintained private WAN links (wireless, PPP, T1) for 30+ remote offices.
- Implemented server and data consolidation plan to reduce operating costs.
- Developed department policies and procedures for security and administration.
- Controlled network security breaches with audit logging of all Firewall transactions.
- Secured email transactions with content filtering system to eliminate virus threats.
- Defined policies and implemented URL web services to restrict unwanted or malicious content visits

IBASIS, INC

2000-2002

Senior L.A.N Administrator

- Maintained Microsoft Windows NT/2000/XPpro network.
- Designed, implemented and maintained Cisco VPN'S for remote offices.
- Implemented and maintained IIS 4 & 5 web servers for Operations.
- Implemented and maintained Sun Solaris Netscape web servers for Global operations ticketing system.
- Maintained Cisco hardware, Including: PIX 5xx firewalls, PIX to PIX VPN's, Aironet wireless LAN (802.11), 2xxx, 4xxx and 6xxx catalyst switches, VPN concentrator and various routers.
- Designed and implemented disaster recovery plan for 24x7 operations center PC's.
- Assisted in designing and supporting global SAN solution using EMC symetrix and Clarion SAN devices.
- Gained experience with interdepartmental project and personnel management to expedite and implement critical corporate IS systems and solutions.
- Member of iBasis Security team with responsibility to author and approve policies

EDUCATION AND CERTIFICATIONS

CCNA

CCNA Voice

MeetingPlace Support Specialist

Interconnecting Cisco Network Devices

Cisco Secure PIX Firewall Advanced

Novell GroupWise 6.0 Administration

Supporting and Migrating Windows 2000 in the Enterprise
EMC Control Center Product Suite
EMC Advanced Workload Analyzer
EMC Advanced ESN
Introduction to Oracle D.B.A.
Cisco Introduction to Router Configuration

RYAN WALDRON

SUMMARY

Experienced IT professional with multi-faceted skills in network/server design, implementation, virtualization technologies, and troubleshooting. Excellent communication skills building long-lasting client relationships. Organized and efficient at resolving challenges quickly by improving processes and procedures

EXPERIENCE

NEOSCOPE

2012-present

Support Technician and Neoscope IT Manager

- Installation, configuration and management of all Windows server and desktop OS as well as Mac
- Provide end user support for customers both remotely and on site
- Install & configure hardware components for various systems and networks
- Performed network documentation on client networks
- Monitor and manage client networks using Continuum and AutoTask
- Administered enterprise anti-Virus, cloud backup solutions, and customer applications.

MASSACHUSETTS DEPARTMENT OF EARLY EDUCATION AND CARE

2013

Contractor

- Completed deployment of 250 Desktops, Laptops and tablets within the main Boston office and five remote offices
- Managed inventory and asset tagging of all computers and monitors
- Applied specific Windows 7 images to each computer by multicasting with Symantec ghost
- Ran scripts backing up user data to the network as well as scripts to restore user data, install specific programs on the new machines, join the computer to the domain and map certain network drives
- Installed and configured new printers at each of the six offices
- Assisted users with questions or concerns regarding their new workstations

KENRIDGE FARM

2011-2012

Website Manager

- Maintained www.Kenridgefarm.org
- Created and linked a Facebook page to the site for further networking
- Oversaw technical difficulties
- Facilitated in advertisement

WALDRON ENGINEERING

2012

Website Content and Usability Reviewer

- Reviewed www.Waldron.com
- Advised strategy's to better target audience
- Debugged faulty links
- Delivered report detailing review

TIM BERRY PAINTERS

2006-2012

Painting and Carpentry Manager

- Managed painting and remodeling work for historic houses
- Served as a contact for clients
- Designed systematic approaches to completing jobs given certain constraints
- Promoted a thorough and timely work ethic

SKILLS

- Microsoft Office suite
- MOS Outlook certified
- Real Studio & Visual Basic
- HTML, SQL, Java, JavaScript, Python, DOS
- Microsoft .NET
- SAP Business Objects Desk Intelligence & Web Intelligence
- Semantic Ghost, Acronis true image
- Vipre enterprise, Malwarebytes & Webroot antivirus
- Network/server design & Implementation
- Computer hardware essentials
- Operating system fundamentals (Windows xp, Windows 7, Windows 8 Mac OS X, Windows Server 2003, 2008, 2012 & 2012 R2)
- Virtualization technologies, specializing in Microsoft Hyper-V
- Storage craft & Axcient backup solutions.
- Wyse configuration manager, Wyse Device manager
- Microsoft exchange & Office365 administration

EDUCATION

BS, Information Technology - May 2013

University of New Hampshire (UNH), Durham, NH

JUSTIN HILTON

SUMMARY

Hands on experience in setup, configuration, and troubleshooting of Microsoft Windows servers, and VMWare ESX Host Platforms. Design, setup and maintenance of small to medium sized IT infrastructure. Extensive history for support to customers, end-users, and executives. Project planning and management documentation and training.

EXPERIENCE

NEOSCOPE

2013-Present

Senior Systems Engineer

- Microsoft Active Directory subject matter expert responsible for designing new, upgrading old, and repairing poorly functioning Microsoft networks and their dependent servers.
- Messaging subject matter expert responsible for tier 3 Microsoft Exchange and O365 support, upgrade and migration projects, as well as external hygiene and routing configuration.
- Tier 3 escalation point for general support cases, focusing on prompt user satisfaction and low reoccurrence.
- Supporting technical resource for storage, virtualization, and security implementations in areas of design, maintenance and best practice.

MERRIMACK PHARMACEUTICALS

2007-2013

Associate Network Administrator

- Managed and Maintained Active Directory/Exchange 2003 environment
- Assisted in the implementation of VMWare ESX 3.0 environment on new HP/Lefthand SAN cluster
- Built out virtualized 2008 Domain Controllers and upgraded domain.
- Upgraded Exchange 2003 environment to Exchange 2007
- Designed and implemented WSUS strategy, scripted backups, Group Policy strategy, Sophos AntiVirus and Sophos Mail Gateway.
- Lead project to upgrade antiquated Nortel phone system to ShoreTel VOIP system and add a second T1.
- Lead project to upgrade bonded T1's to a T3, and then later the T3 to 100mbps Ethernet, reducing costs each time.
- Maintain ShoreTel phone system including HP ProCurve POE switches, point of contact for telecom connections.
- Document Policies and Procedures, and develop end user training material.
- Lead helpdesk team of one other FTE and rotating number of interns, Tier 3 support.
- Continued maintenance and management of Windows environment
- Installed and configured additional Windows servers as needed for applications or projects
- IT point of contact for all Windows Server hosted applications
- Point of contact for interconnectivity of smartphone devices, Android, iOS via ActivSync.
- Add/Modify/Delete of LUNs, Snapshots and iSCSI connections on both HP/Lefthand and EMC CLARiiON SAN environments
- Manage external webserver, domain and DNS
- Research and purchase hardware platforms for servers, lab equipment and client workstations
- Negotiate and maintain relationships with vendors, generally filling role of IT Purchasing

MICROSOFT

2006-2007

Support Engineer

- Provided telephone, email and screen sharing support to customers utilizing Microsoft Windows Server Group Policy with an emphasis on Desktop Standard Policy Maker Suite of Group Policy Extensions (Now integrated into 2008+ and known as Group Policy Preferences). Assisted sales teams in customer

Q+A sessions and in pre-sales demonstrations, both in sandbox environments and on customer provided test scenarios.

- Windows 2000, XP, 2003 Server and Workstation Operating Systems
- Small Business to Enterprise Group Policy and Active Directory Configurations
- Training of existing and prospective customers.
- Support QA department with bug testing, reporting, and documentation.
- Contribute to technical documentation and public knowledge base

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH

2001-2006

Helpdesk Technician

- Provided Desktop Support to 200 seat division.
- Windows NT4, 2000 and XP Workstations
- Windows 2000 Active Directory and Exchange Add/Modify/Delete
- Assist LAN Manager by following documented procedures in his absence
- Backup initiation and Tape Rotation

CERTIFICATIONS AND SKILLS

- Microsoft Office 2000 Certified
- Interconnecting Cisco Network Devices 1
- Interconnecting Cisco Network Devices 2
- VMware Infrastructure 3 – Install, Configure and Manage.
- Configuring, Managing, and Troubleshooting Microsoft Exchange Server 2010
- Designing a Windows Server 2008 Active Directory Infrastructure and Services

EDUCATION

Global Knowledge

Whittier Vocational High School

APPENDIX C – Certificates of Insurance

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 5/29/2015		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER Avery Insurance 21 South Main Street PO Box 1510 Wolfeboro NH 03894-1510			CONTACT NAME: Lisa Lee PHONE (AC No. Exp): (603) 569-2515 FAX (AC No.): (603) 569-4266 E-MAIL: lisa@averyinsurance.net ADDRESS:			
INSURED NEOSCOPE LLC NEOSCOPE TECHNOLOGY SOLUTIONS 30 INTERNATIONAL DRIVE PORTSMOUTH NH 03801			INSURERS AFFORDING COVERAGE INSURER A: Citizens Insurance Co of 31534 INSURER B: Hanover Insurance 22292 INSURER C: Security National Ins Co INSURER D: INSURER E: INSURER F:			
COVERAGES			CERTIFICATE NUMBER: CL1472604067			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.			REVISION NUMBER:			
INSUR LTR	TYPE OF INSURANCE	INSURER	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ GENERAL LIABILITY ☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☐ GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PER ACCIDENT ☐ LOC	X	08VA090839	5/23/2014	5/23/2015	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (if a subcontractor) \$ 500,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPOR AGG \$ 2,000,000
B	☐ ANY AUTO ☐ ALL OWNED AUTOS ☒ SCHEDULED AUTOS ☒ HIRED AUTOS ☒ NON-OWNED AUTOS	X	ANVA420873	9/12/2014	9/12/2015	CORP/INDV SINGLE LIABILITY (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist coverage \$ 1,000,000
E	☒ UMBRELLA LIAB ☐ EXCESS LIAB ☐ DED ☐ RETENTION \$	X	Blind/TIME	5/1/2015	5/1/2016	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/OWNER EXCLUDED (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N n	SA state NH SNC1049619	5/23/2014	5/23/2015	E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Technology B&D		08VA090839	5/23/2014	5/23/2015	Aggregate each occur \$3,000,000 Deductible \$15,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) Coverage as per terms and conditions of policy. Internet Technology						
CERTIFICATE HOLDER Dover School District, SAU #11 McConnell Center 61 Locust Street Suite 409 Dover, NH 03820				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Thomas C'Dowd/LISA		
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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/29/2015

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IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Avery Insurance 21 South Main Street PO Box 1510 Wolfeboro NH 03894-1510	CONTACT NAME: Lisa Lee PHONE: (603) 569-2515 E-MAIL: lisa@averyinsurance.net FAX: (603) 569-4266
INSURED NEOSCOPE LLC NEOSCOPE TECHNOLOGY SOLUTIONS 30 INTERNATIONAL DRIVE PORTSMOUTH NH 03801	INSURER(S) AFFORDING COVERAGE INSURER A: Citizens Insurance Co of NAIC # 31534 INSURER B: Hanover Insurance 22292 INSURER C: Security National Ins Co INSURER D: INSURER E: INSURER F:

COVERAGES CERTIFICATE NUMBER: CL1472604067 REVISION NUMBER:
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PROD LTR	TYPE OF INSURANCE	INSURER	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXPI. DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY ☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR	X	DEVAD90839	8/23/2014	8/23/2015	E&O - OCCURRENCE \$ 1,000,000
	DAMAGE TO RENTED PREMISES (E&O) \$ 500,000					
	MED EXP (E&O) one person \$ 5,000					
	PERSONAL & ADV INJURY \$ 1,000,000					
GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PROTECT ☐ LOSS						GENERAL AGGREGATE \$ 2,000,000
B	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ ALL OWNED AUTOS ☒ SCHEDULED AUTOS ☒ HIRED AUTOS ☒ NONOWNED AUTOS	X	ANVA420873	8/12/2014	8/12/2015	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000
	BODILY INJURY (Per person) \$					
	BODILY INJURY (Per accident) \$					
	PROPERTY DAMAGE (Per accident) \$					
E	UMBRELLA LIAB EXCESS LIAB ☐ CLAIMS-MADE ☐ OCCUR DED RETENTYING	X	Bind/TIME	5/1/2015	5/1/2016	Unlimited (without contract) \$ 1,000,000
	EACH OCCURRENCE \$ 5,000,000					
	AGGREGATE \$ 5,000,000					
	\$					
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	SA STATE NR BWC1049619	8/23/2014	8/23/2015	WC STATUS: ☐ TEMP. ☐ PERM. ☐ SS
	E.L. EACH ACCIDENT \$ 500,000					
	E.L. DISEASE - EA EMPLOYEE \$ 500,000					
	E.L. DISEASE - POLICY LIMIT \$ 500,000					
A	Technology E&O		DEVAD90839	8/23/2014	8/23/2015	Aggregate/each event \$3,000,000 Deductible \$15,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Coverage as per terms and conditions of policy. Internet Technology

CERTIFICATE HOLDER Town of Dover 228 Central Ave Dover, NH 03820	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Thomas D'Dowd/LISA
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THE DOVER SCHOOL DISTRICT

SCHOOL ADMINISTRATIVE UNIT #11
McCONNELL CENTER
61 LOCUST STREET SUITE 409
DOVER, NEW HAMPSHIRE 03820-4132
TEL (603) 516-6800
FAX (603) 516-6809

TO: Members Dover School Board
FROM: Karen M. Taylor, Business Administrator
DATE: June 22, 2015
RE: Results of Request for Qualification for **Network and Systems Infrastructure Management Services**

On May 29, 2015 the Dover School District issued the following Request for Proposal.

You are cordially invited to submit qualifications for **Dover School District – SAU #11 Network and Systems Infrastructure Management Services** in accordance with the attached specifications, terms and conditions. Prospective respondents are advised to read this information over carefully prior to submitting.

Five bids were received in response to this invitation.

1. Nessit LLC
2. Neoscope Technology Solutions
3. 2 Way Communications
4. Back Bay Networks
5. Twinstare Technologies

Based on a review of the qualifications, I am recommending the bid(s) be awarded to **Neoscope**.

Dover School District Mission Statement

Strengthening our community by educating every child, every day!



Dover School District – SAU #11
Network and Systems Infrastructure
Management Services
REQUEST OF QUALIFICATION RESPONSE

June 12, 2015

Prepared by:

Lisa Foster

Director, Neoscope Technology Solutions
30 International Drive, Portsmouth, NH 03801
603-505-4902 x714
www.neoscopeit.com

Table of Contents

Cover Letter	2
Acceptance of Conditions	3
Company Background	3
Years in Business	3
Business Name Change	3
Office Location(s)	3
Ownership Structure	3
Company Officer(s)	4
Company Trade Organizations/Associations/Affiliations	4
Firm's Philosophy	5
Qualifications	6
Firms Qualifications, Experience and Project Understanding	6
Project Resumes	10
Additional Information	10
Project Manager	13
Firm Resources	15
References	16
List of Ongoing and Completed Projects	17
Customer Support	18
APPENDIX A – Customer Case Studies	19
APPENDIX B – Neoscope Resumes	26
APPENDIX C – Certificates of Insurance	49

Cover Letter

Neoscope Technology Solutions is pleased to provide a response to your Network and Systems Infrastructure Management Services Request for Qualification (RFQ) dated May 29, 2015. In this document, we will demonstrate Neoscope's qualifications to provide you the managed services and help desk support services outlined in your RFQ. This is exactly the service Neoscope specializes in and we are even more excited to have an opportunity to support more entities in our local community.

Neoscope offers a "boutique-style" experience through our delivery of IT services as a differentiator to other organizations where some clients may not be a top tier account to them. Regardless of size we focus on the depth of the relationship and building a true partnerships with our clients. Our team is an extension of yours from our CTO's, IT Directors and System Engineers. Our staff strives to fulfill the diverse needs of organizations by leveraging technology to increase efficiencies. Everyone has a voice through our client surveys. Our professional scope ranges from infrastructure systems assessment, design and engineering to custom managed and help desk support as well as staff augmentation. We collaborate and analyze the specific requirements of your organization and design a tailored solution to fit your needs and budget. Here a few highlights of what you can expect when partnering with us:

- ✓ Quality of service guaranteed by a service level agreement (SLA)
- ✓ Turn 80% of variable labor costs into predictable monthly fees
- ✓ 30% to 50% less expensive than traditional IT support
- ✓ Access to a national team of computing professionals 24x7x365
- ✓ Rapid response, critical issues resolved as alerts are generated, client survey rating 4.8 of 5.0
- ✓ Regular monthly report review meetings with your account manager
- ✓ Field engineers and consultants available for on-demand projects
- ✓ Extensive range of products and services to support your business

Community awareness and focus is important to us. We not only support local businesses with providing exceptional IT services, however we are highly active with local charity organizations. We also like to hire directly from the local colleges. Our local focus keeps our communities thriving by keeping our jobs here in New Hampshire.

Please do not hesitate to contact me if you have any questions about this proposal. I sincerely look forward to working with you in the future.

Regards,

Timothy Martin, President & CEO
Neoscope Technology Solutions
tmartin@neoscopeit.com
(603) 505-4902 x703

Acceptance of Conditions

Neoscope is highly qualified to provide services requested in this RFQ whereas it is a core competency of ours. We work with our customers to customize solutions and help make them successful. We do not have an exceptions at this time.

Company Background

Founded in Derry, NH in 2006, Neoscope is an expert provider specializing in information technology solutions for schools, businesses, municipalities, and non-profits, growing over 33% year-over-year for the past nine years. Our customers have range in size from 30 to 10,000 employees. We work with small businesses and municipalities to large businesses such as a casino in the Bahamas. Our staff strives to fulfill the diverse needs of organizations by leveraging technology to increase efficiencies. Our professional scope ranges from infrastructure systems assessment, design and engineering to custom managed and help desk support as well as staff augmentation. Our vendor partnerships with industry titans allow us to design and implement scalable and affordable solutions; we analyze the specific requirements of your organization and design a tailored solution to fit your needs and budget.

Neoscope has scaled for growth in revenue and staff size multiple, consecutive years. Through our partnerships with contractors as well as other service organizations we're able to serve our local client's geographically disperse offices throughout the continental United States and gain access to hundreds of IT professionals to increase our scope of technology and industry specific knowledge.

Our local community focused approach is paramount to our goal of keeping jobs in NH so that we can keep our local communities thriving. We hire interns for IT, sales and marketing positions directly from the local colleges such as UNH, to give them opportunities for full time positions with a growing company.

Years in Business: 9 years

Business Name Change: No

Office Location(s): 30 International Drive, Portsmouth, NH 03801

Ownership Structure: Sole Proprietorship

Company Officer(s):

Timothy Martin, Chief Executive Officer
Keith Fortier, Director of Professional Services
Daniel Stamp, Chief Technology Officer
Craig Taylor, Chief Security Officer

Company Trade Organizations/Associations/Affiliations:

Greater Dover Chamber of Commerce
Greater Portsmouth Chamber of Commerce
Business and Industry Association of NH
NH High Technology Council
Tenants Association at Pease (TAP)
CompTIA
ASCII Group

*10 to Watch Young Professionals of 2015 – Timothy Martin, Neoscope President & CEO
Catapult Seacoast and Seacoastonline.com*

Honoring the Seacoast's most promising young professionals. Catapult Seacoast and Seacoastonline.com partnered again in 2015 for the second annual 10 to Watch awards honoring young professionals ages 21-40 who live or work in the New Hampshire Seacoast or select southern Maine towns. We celebrate people who have the opportunity to make positive contributions to local social and economic development, and we honored our 10 winners for 2015 on May 14 at 35 Artspace in Portsmouth. They were chosen from among 82 entries by a panel of judges from young professional organizations around New Hampshire but outside the Seacoast

*2014 World's Top 250 Managed Services Provider Experts, Entrepreneurs and Executives
MSPMentor*

The global list identifies the world's leading Managed Services Provider (MSP) executives, entrepreneurs, experts, coaches and community leaders. "Martin and Neoscope were recognized for a consistent doubling of revenues for many consecutive years. Martin was also credited for "his early adaption of managed service tools allowed him to capture a significant share of the New England market."

2013 World's Top 250 Managed Services Provider Experts, Entrepreneurs and Executives
MSPMentor

The global list identifies the world's leading Managed Services Provider (MSP) executives, entrepreneurs, experts, coaches and community leaders

2013 Next-Gen 250

CRN

Focusing on an emerging technology or new business practice was once a solution provider's ticket to growth. But with the rapid changes sweeping the IT industry -- and the channel -- expanding into a lot area like cloud computing, virtualization or mobility is no longer just for ambitious solution providers. It's a requirement that solution providers evolve to meet customer demands.

Some solution providers, of course, stand out from the pack when it comes to transforming their business or breaking into new technologies. And so we present this year's edition of the CRN Next-Gen 250, a snapshot of solution providers who are zeroing in on emerging and potentially lucrative technologies such as cloud computing, unified communications, virtualization, mobility, and business analytics and business intelligence. All of the companies on our list have only been in business since 1998.

Firm's Philosophy:

Neoscope is a client-focused, professional services organization that helps clients effectively manage and maintain their technology assets. Neoscope was founded on the principles of aligning our goals with our customers through a flat rate and proactive model of service delivery. We believe in the positive ripple effect that we create daily through our interaction with our clients, business partners, staff and community.

Our vision is to lead our community's businesses and organizations into the future through the use of innovative technologies and best practices all while building an organization that inspires their employees to achieve their personal best.

Qualifications

Firms Qualifications, Experience and Project Understanding

Neoscope strives to bring the most qualified personnel and experience to this opportunity with the Dover School District and Town of Dover. A few of our certifications include Microsoft's MCP, MCSA, MCSE, MCTS and MSBS along with Cisco's CCNA & CCNP, VMWare VCP, VoIP Allworx and CompTIA A+. Our staff includes account managers, project managers, project coordinators, technicians, engineers, network administrators, and help desk staff, dedicated to your success. This level of experience and certification enables Neoscope to provide you with the confidence that your needs will be met by the most qualified team members.

Our understanding of this RFQ is to provide a cost-effective, managed services and help desk support for your network, servers, PC's, Macs, Chromebooks, iPads, Kindles, Nooks and technology infrastructure from July 2015 through October 2015 with an option to extend so your district employees can focus on classroom instruction and bringing technology to the hands of the students. Items listed under section II "Project Description" of the RFQ provide a sampling of the items we cover with our managed services and help desk support offerings. We will promptly address and track all service level incidents (equipment and users) and provide reporting on results for the District review. Everyone has a voice through our surveys for each incident. We will also provide vendor management support. As we do with all our clients, we will also work collaboratively with the School District (including staff and students) and City to proactively make recommendations to continue to grow and advance your technology requirements.

Neoscope Solutions:

IT Assessments	Managed Services	IT Consulting and Implementation Services	Procurement and Buybacks
✓ Network ✓ Security ✓ Virtualization ✓ Backup and Disaster Recovery ✓ Cloud Readiness ✓ Technology Roadmap and Planning	✓ Monitoring and Management ✓ Backup and Disaster Recovery ✓ Help Desk Services ✓ IT Staff Augmentation ✓ Neoscope Shield Security ✓ Cloud Integration ✓ Mobile Device Management	✓ vCTO ✓ vCSO ✓ Technology Roadmap ✓ Design and Planning ✓ New Installation ✓ E-rate ✓ Migration Services ✓ Hardware Refresh	✓ Hardware and Software Procurement ✓ Equipment Buybacks and Trade-ins

Our Managed IT Services team will keep your systems running smoothly. We will develop a plan, customize a solution and implement it. You can focus on what you need to and not worry about whether or not your systems will be there for you when you need them. We have a very thorough and efficient 100+ step onboarding process to ensure transitioning your environment is smooth and seamless to all. You can expect the following as result:

- Increased productivity
- Personal touch and exceptional service
- Increase operational efficiency
- 24/7/365 support, onsite and remote
- Proactive IT recommendations
- Reporting on maintenance and projects
- Guaranteed service level agreement
- Reduce tax liability
- 30-50% cost reduction

Our Help Desk support is there for you in any support situation, big or small. We have the experience and expertise to guide you through a tough spot and get you back up and running so you can get back to doing what you do best. We serve as a liaison between you and your vendors preventing any finger pointing. We work to identify the root of the problems and solve it. Our clients like it and so do the vendors. We are problem solvers who see the whole of the

system. Because of that, we are often able to identify the issue much more quickly than the third-party vendors.

The below table highlights some of the key features for our different level service offerings:

Services	Bronze	Silver	Gold
Proactive 24x7x365 Monitoring and Alerting	✓	✓	✓
Security and Patch Management	✓	✓	✓
Antivirus and Antimalware Software Protection	✓	✓	✓
Preventative System Maintenance	✓	✓	✓
Centralized Management and Remote Access Portal	✓	✓	✓
Client Portal and Knowledgebase	✓	✓	✓
Monthly Executive IT Summary and Asset Report	✓	✓	✓
Asset Lifecycle Management	✓	✓	✓
Remote Support and Maintenance		✓	✓
Remediation of Viruses and Malware		✓	✓
Backup Maintenance and Management		✓	✓
Vendor Management		✓	✓
Onsite Support and Maintenance			✓
Unlimited 24x7x365 Helpdesk for Users			✓
CTO Level Planning and Budgeting			✓

Description of the key features:

Proactive Maintenance:

- 24x7x365 Monitoring and alerting of critical systems - Neoscope will monitor all computers and servers around the clock and relay all alerts with recommended resolutions.
- Security and Patch Management of all systems - Microsoft and Critical Third Party software applications release updates on a weekly basis. Without properly deploying these patches the systems remain a security risk. Neoscope tests all patches in a lab and then selectively installs them to computers and servers.
- Antivirus / Antimalware Maintenance - Neoscope will provide all maintenance for Antivirus and Antimalware including monitoring for virus incidents, scanning computers, updating virus definitions, cleaning systems and updating the central virus consoles.

- **Preventative Maintenance on all systems** - Neoscope actively cleans all systems on a regular basis to ensure that they operate at their optimal level. This ensures maximum employee productivity gains.

Centralize and Streamline Management of Computer Systems: A web-based dashboard will be provided to give an overview of the network. The dashboard will show real-time statistics for server availability, critical system issues, antivirus status, asset management, warranty management and critical system management information.

Customer Portal and Knowledgebase: Neoscope's portal includes a ticketing system to directly communicate with Neoscope's technical team on escalating issues, a customized knowledgebase and the ability to check the status of open tickets and projects. Neoscope's secure portal includes a tool to remotely access all systems on the computer network from a centralized location. Groups of computers and servers can be made available to designated users as well as individual access for staff and vendors

Monthly Executive IT Summary: Every month Neoscope provides a report to illustrate the health and status of the network. Neoscope reviews these reports with IT Staff to identify trends and potential risks and provides recommendations to remediate them.

Asset Management: Neoscope's portal includes a tool that will allow instant reports to be created for critical IT hardware and software assets.

Remote Support and Maintenance: Neoscope will remotely resolve issues that are entered into our tracking system via our remote management portal.

Remediation of Viruses and Malware: Vipre Antivirus is an industry leading solution designed to provide a high level of security using very little system resources. A centralized console is provided to allow IT staff to get real time reports, run network wide scans and manage every protected end point from one place. Virus and malware infections will be remediated and cleaned.

Backup Maintenance and Management: Backups of company data are critical. Neoscope ensures that backups are being run appropriately, within the expected time window, and that your data will be there in the event of a disaster.

Vendor Management: Neoscope will manage relationships between technology vendors such as your Internet Service Provider, Line of Business software vendor, etc. This helps to expedite service issues, saves staff from having to directly manage the relationships, and greatly reduces any finger pointing by working with vendors directly.

On-Site Support and Maintenance: Neoscope will remotely resolve issues that are entered into our tracking system via our remote management portal. If an issue cannot be resolved remotely an engineer will travel on-site for issue resolution.

Unlimited 24x7x365 Helpdesk for Users: Neoscope will remotely resolve helpdesk issues that are entered into our tracking system via our remote management portal. If an issue cannot be resolved remotely an engineer will travel on-site for issue resolution.

CTO/CIO Services: Review of infrastructure, strategic planning and budget development. During planning sessions, existing infrastructure undergoes analysis followed by the creation of a technology plan and outlining a budget for ongoing technology needs.

Please refer to our customer case studies in Appendix A of Windham School District, The Moore Center, Salem School District and Pelham School District for more details and examples of the services we provide as it relates to your current RFQs.

Project Resumes

Please see Appendix B for a sampling of resumes for those that will be involved in the project. Once we determine the full scope of work other resources and resumes may be provided.

Additional Information

We at Neoscope take pride in the services we deliver, the commitment to our customers and ourselves to succeed, customer satisfaction and our community.

Service

Our #1 goal as a service provider is to ensure that our customers are happy. Delivering customer satisfaction is about providing timely, responsive service with integrity, simplicity and a passion for excellence while meeting or exceeding the customer's expectations. We aim to be flexible to our customers' needs and have experience working with more than 40 government clients, including three municipal governments in the New Hampshire community.

"We are saving over \$200,000 per year, mitigated major security risks, have a better onsite and offsite backup of critical information, and much more. Neoscope did a fantastic job, and are extremely competent and capable of providing a level of service we need in this community. I would definitely do it again."

- Keith Hickey, Town Manager Salem NH

"With the problems we had, and the rate of efficiency that Neoscope exuded in coming in and fixing the problems in our time of need – I'd recommend them to anyone. They're a great company, they're very responsive, and I found Tim and his team to be incredibly available and helpful. I'd do it all again in a heartbeat."

-Michael Delehanty, Superintendent SAU57

Commitment

Each year, Neoscope improves our service designed to enhance your service, all at no additional cost. Coupled with our community of customers and a peer network of business and government professionals, you'll have everything you need for success, now and in the future. We are your partner to help you stay ahead of the curve.

Satisfaction

Our services have been tested and proven by our large blend of clients. The mission of the company is to provide professional services that help clients effectively manage and maintain their technology assets.

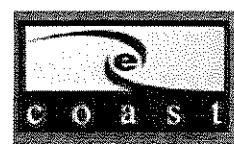
"We hired Neoscope in mid-2012 to assist in the design, procurement and implementation of our infrastructure. We were very pleased with their approach and attention to detail with not only what we need but we most likely will need to grow. They interfaced with our data providers, developers, vendors, brokers, custodians and others to ensure the most efficient cost effective set-up."

- George W. Rooney, Jr., Managing Partner at Piscataqua Capital Management, LLC

Community

We care about where we live and how we work. While we work to improve your companies' connection to technology, we also strive to be a trusted and responsible member of the community in which we work and live. We give back through volunteering, sponsorship and opportunities, donating, and regularly attending charity events. We encourage and welcome a partnership to help with your IT curriculum within your school district.

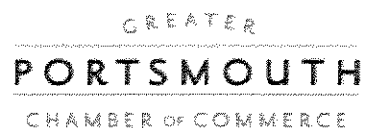
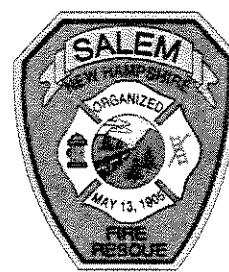
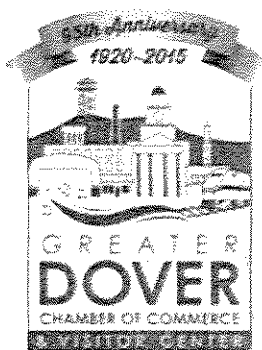
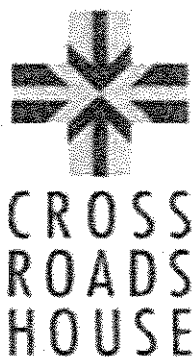
Below are a few of the organizations we are proud to be associated with:



Big Brothers Big Sisters
of New Hampshire



Cocheco Valley Humane Society



As noted in RFQ, please find in Appendix C required Certificate of Insurance for both Dover School District and City of Dover.

Project Manager

Our Director of Professional Services, Keith Fortier, will be the Project Manager for your project. Please see his resume within Appendix B for full details on his experiences.

Neoscope has worked with numerous customer on IT projects with the majority including the evaluation and planning process, project implementations and managed IT and help desk services. Our standard project management techniques are advocated by a methodology developed after years of project management experience in a variety of industries, including companies large and small, and within the private and public sector, including:

- Developing detailed project plans that are continually updated
- Identifying and defining detailed project tasks, their duration, and dependencies
- Accurately judging skills required to perform each task, and the assignment of specific resources
- Establishing checkpoints to assess changes in scope
- Establishing and exercising quality assurance checkpoints throughout the life of the project.
- Developing formal communication channels for team members and management.
- Managing project issue resolution and coordinating all stakeholders
- Communicating and coordinating project activities with customer
- Providing periodic status reporting to customer project team members, sponsors, and stakeholders.
- Providing overall leadership to the customer project team, including implementation planning, change and configuration management, and, if requested, infrastructure service optimization.

Neoscope always expects to work closely with our customer in the pursuit of a successful implementation project. While Neoscope will assume the responsibility for the project management of our customer's internal resources and oversight of any third party vendor or contractor project implementation activities, we have found that its customers benefit from participating in the project assessment, planning and ongoing status reporting process. By having participated throughout its key phases, there is ownership and buy-in to the end

product. Neoscope, in turn, will benefit from the detailed knowledge that our customer has of its operation, current systems, and business imperatives.

Methodology

The project has been scheduled into phases and sub-phases, which are detailed below including the deliverables (milestones or final deliverable) of each one. The scope of the project should include all activities as detailed in this section. The proposed approach, based on PMI's (Project Management Institute) best practices and methodologies, is the logical approach to fulfilling the requirements of the RFP while maximizing the quality of the delivered solution.

The pillars of Neoscope's project management methodology are the following:

- **Project Planning:** The purpose of Project Planning is to clearly define how the project will be managed and to establish and maintain plans that set project activities and schedules (e.g., identifying the key stakeholders and how to reach them, the escalation process, the main phases and milestones of the project, the monitoring and controls tools, and the customer acceptance work).
- **Communication Plan and Meetings:** Neoscope has developed a base model for centralized and decentralized communications and the decision-making process. In the multi-faceted communication plan, Neoscope includes sections on: planning communications media, target audience, message participants, communications message context and/or content, rules of engagement, privacy and staffing and resources.
- **Project Tacking, Monitoring and Control:** The main purpose is to provide an understanding of project progress and visibility that allows all involved stakeholders (e.g., customer and management team) to see the evolution of the project and to take timely corrective actions when the project's performance deviates from the plan.
- **Change Management:** An effective communication mechanism will be in place to inform various stakeholders of the reasons for a planned change (e.g. upgrade of the platform), the benefits of successful implementation as well as the details of the change (when? where? who is involved? etc.). This will allow the staff affected by the change to be prepared for it in advance, minimizing the impact on their day-to-day work.

- **Change Request Management:** Changes to scope during the delivery of any project introduce risks that can, if not managed effectively, cause projects to fail. These failures may be due to reasons of time constraints, budget overruns, and inadequately assessed functional or technical impact of the change. Uncontrolled changes can disrupt development and implementation and impact the balance between schedule and quality. Anyone associated with the project may initiate a request for a change; however, a baseline must be maintained against which the impact of approved changes is assessed.
- **Escalation Process:** From time to time, issues may arise during the implementation of a project relative to Neoscope's or a customer's performance. Issues can be due to unplanned events arising, or simply a change in direction. Neoscope will provide a documented and transparent escalation process to ensure issues are dealt with rapidly when they cannot be dealt with in a prompt and expeditious manner.
- **Risk Management:** Neoscope will conduct risk management activities to minimize negative risk impacts and maximize the positive risks (opportunities) identified for the project, so that project objectives are met. We will achieve this by following a structured process, defined in the Risk Management Plan, while ensuring the efforts of risk management activities are appropriate for the importance of the project.
- **Quality Management:** To ensure that the project is evolving at a minimum defect level, Neoscope will use Quality Management measures during the project life cycle.

Firm Resources

A core resource available to our Project Manager is our Service Desk Coordinator, Audrey Parsons. Her core responsibilities include:

- Provide life cycle management of all inbound service requests through the classification, distribution, monitoring and initiate internal and client communication as required.
- Analyze and gather all required data for tickets and determine the impact and severity of events in order to assign tickets to an appropriate resource based on internal guidelines for severity, client status, skill requirements, resource availability and experiential judgment.

- Monitor all service desk tickets and performances in order to identify and address overdue tickets, escalation targets, workflow breakdowns and to expedite those tickets and maintain communication with clients, technicians and management as required.
- Maintain communications with customers and technicians in order to ensure issues and requests as required throughout the lifecycle of all inbound customer tickets. (Defined by Service Desk Coordinator)
- Become proficient in the use, configuration and reporting options of the AutoTask and Continuum for the purposes of identifying opportunities, creating internal best practices to increase functionality and create reports. Assist management in the evaluation and review of the internal technical resources or a customer's KPI (Key Performance Indicators) and CSI (Customer Service Indexes).

For a list of our key employee resources, in addition to Keith and Audrey, in which will be utilized for this project please see Appendix B – Neoscope Resumes.

Neoscope uses the top industry tools such as AutoTask, Continuum and RapidFire to assist in executing, tracking, monitoring, analyzing, reporting and documenting our project work. We have in-house resources in which help optimize the tools and develop our processes around them.

References

Customer	Contact	Address	Phone
Windham School District	Kevin Verratti	19 Haverhill Road Windham, NH 03087	(603) 425-1976 x129
The Moore Center	Janet Bamberg	195 McGregor Street #400 Manchester, NH 03102	(603) 206.2849
Salem School District	Michael Delahanty	38 Geremonty Drive Salem, NH 03079	(603) 893-7069
Pelham School District	Tom Mersereau	59A Marsh Road Pelham, NH 03076	(603) 635-2115 x8003

List of Ongoing and Completed Projects

Below is a list of our current and ongoing projects. Customer response and satisfaction is a top priority to us. We always ensure we are staffed appropriately and utilize our tools and partnerships to provide the upmost customer services to our customer.

- IT assessment at large NH Medical Center
 - ✓ Perform wide range assessment of underlying network infrastructure focusing on end of life domain controllers and present option to perform upgrades and updates so that they could continue to be HIPAA compliant.
 - ✓ Project is completed at this time with recommendations being made to internal IT management. Preparing for engagement to assist with upgrade / migration work.
- Managed Services, Help Desk Support and Project Services – multiple clients
 - ✓ We provide ongoing support for our clients utilizing automated support and ticketing tools to ensure customer SLAs and support obtain high ratings. We continually monitor this via customer surveys.
 - ✓ We have proactively open three national call centers in Miami, Orlando and NJ to assist in supporting our clients as we grow.
 - ✓ We help support request for design and planning, procurement, installation, project management as requested.
- Citrix replacement – The Moore Center, non profit
 - ✓ Identify that client's current Citrix system was inadequate for their needs and causing a slowdown in business operations and production.
 - ✓ Created technology roadmap for the client that included the replacement of their datacenter hardware (SAN and servers) as well as implementing a virtual desktop infrastructure for their 400 users.
 - ✓ Design new infrastructure and implement
 - ✓ Project is in the final stages of completion will go live scheduled for June 5th
- Server migrations - multiple clients
 - ✓ Assist clients with older servers (2003) migrating critical line of business applications off of the old operating systems and onto newer hardware / OS in order to meet compliance requirements such as PCI, HIPAA etc...
 - ✓ Project is ongoing with an expected close at end of July.
- Infrastructure hardening
 - ✓ Client had single point of failure in their critical exchange (email) server and Active directory

- ✓ Worked with Client to identify issues in environment and create action plan to remediate current issues as well as implement redundancy into the environment so critical systems are more resilient
- ✓ Project is ongoing and continues expected completion end of July
- vCTO / CSO services – multiple clients
 - ✓ Engage with client's management team to help guide the technical road map for the business as well as assist with budgets and fiscal planning.
 - ✓ Consult on security related services to ensure that client's networks / data are secured against known attack vectors and assist them with compliance certifications / audits.
 - ✓ Assist clients with security training and awareness for staff as well as IT policy assistance and reviews.

Customer Support

Neoscope is a local business located in Portsmouth, NH which is a short distance to Dover, NH. We make ourselves available for on-site meetings, work, and communications as needed. Customer support to critical matters can vary depending on the services provided and agreements in place. A typical critical response can receive initial contact within twenty minutes and have us on-site within two to four hours. Our support and response to customer needs typically exceed expectations.

APPENDIX A – Customer Case Studies

Case Study: The High Value of an IT Assessment: Windham School District & Neoscope

Client Windham (NH) School District

Challenge A new IT Director was hired and there were many unknowns in the existing environment. The IT department needed to quickly assess their entire technology infrastructure in order to properly support and maintain it.

Solution A comprehensive IT Assessment performed by Neoscope's certified engineers.

Results Neoscope provided a detailed, actionable report for the IT staff as well as an Executive Summary that translates the technical information into plain English for the business manager and school board. The report has assisted WNSD in achieving its educational and operational goals through the use of technology.

"We had three new members of the IT staff that were coming in cold. There was a huge knowledge gap that we needed to fill. Neoscope gave us a high quality, top to bottom assessment that has helped us immensely. We were able to identify immediate issues like outdated servers and it provided us a road map going forward that we continue to use."

- Kevin Verratti

OVERVIEW

The Windham (NH) School District serves the town of Windham at four public schools with more than 2,500 students: The Golden Brook School (Kindergarten through 2nd grade), Windham Center School (3rd through 5th grades), Windham Middle School (grades 6 through 8), and Windham High School (9th through 12th grades). The Windham School Administrative Unit ("SAU 95") was the fifth location in the assessment. The IT network plays a crucial role in the educational mission of Windham School District.

THE CHALLENGE

In June 2013, Windham School District was in between IT directors and ran a lean IT department. It required a qualified and highly experienced IT company to provide the business manager and new IT director with insight into the school district's IT infrastructure. After considering many potential vendors, Windham School District chose Neoscope due to its experience and success working with school districts.

"Due to budget constraints, school districts often run lean IT departments that focus on supporting end users and applications for daily school operations," says Neoscope President Tim Martin. "Detailed assessments can be challenging for an internal IT department to perform as they are normally busy with day to day activities and this gives them a third party perspective."

The Neoscope custom assessment provides a detailed and actionable guide on the current technology operations, systems and assets of a company or school district such as WNSD. The basic guidelines include:

- Identifying potential vulnerabilities
- Identifying operational inefficiencies
- Identifying potential cost-saving measures

Case Study: The Moore Center's IT Turnaround

A Partnership with Neoscope

Client The Moore Center, Manchester, NH

Challenge A deteriorating IT situation due to poor design and support from previous IT vendor.

Solution Neoscope; A comprehensive IT assessment, Project Implementation and Best-in-Class Managed IT Services, Business Continuity, and Helpdesk Services.

Results Remediation of system functionality, improved efficiency and support, and ultimately happier employees resulting in the ability to better fulfill their mission.



The Moore Center
Creating opportunities for a good life™

"Our prior IT provider left us in a disastrous situation. Within weeks, Neoscope not only alleviated that situation, but completely transformed our organization by providing high level, proactive, and competent, IT services. We're confident and satisfied with the prompt, thoughtful attention, and good advice we get from Neoscope. Their professional-level managed IT service is making a difference at The Moore Center."



- Janet Bramberg /CFO

OVERVIEW

Founded in 1955, The Moore Center is one of New Hampshire's top non-profit agencies with 7 locations and 200 employees. Dedicated to people with intellectual and developmental disabilities and acquired brain disorder. The Moore Center also offers services for children and senior citizens and is a leader in training and development for the human services workforce.

The Moore Center hired its first managed IT services provider in 2013. It wasn't long before the non-profit organization found itself in trouble. Executive Vice President and Chief Financial Officer Janet Bramberg knew it wasn't acceptable for employees to take up to 45 minutes to log in at times. Frustration took its toll on morale and productivity. The Moore Center's ability to fulfill its mission had become at risk.

THE CHALLENGE

Despite significant investments in IT infrastructure, staff at The Moore Center came to realize their IT provider did not possess the professional competence or capabilities to do the necessary work. The lengthy list of critical IT vulnerabilities included:

- Very slow log in times ranging from 5 to 45 minutes
- Helpdesk requests often taking days and weeks to respond
- The IT system was unreliable, consistently performed poorly at best and had frequent outages. Employee morale dropped along with confidence in Moore Center leadership
- The experience with an ineffective IT provider led to concerns about what might happen next with a new one

SEEKING A SOLUTION

Knowing this was not the way IT should be, The Moore Center set out to partner with a managed services provider who could not only reverse a deteriorating situation, but put in place an IT infrastructure plan to serve future needs and properly align their IT to fulfill the mission of their organization. Neoscope Technology Solutions was that partner based on their vast experience working in senior management roles as well as working with non-profits throughout New England.

SEAMLESS TRANSITION

Neoscope took immediate action to stem the damage done by a year of poor IT system performance. Neoscope performed a full IT assessment that identified and highlighted key areas of IT infrastructure weaknesses which were debilitating Moore Center daily operations. "We targeted inefficiencies that were undermining The Moore Center operational capabilities and its bottom line," explained Neoscope President Tim Martin. "The cumulative impact of the IT system breakdown was costing the organization tens of thousands of dollars a month due to the slow access to systems and inability to perform job functions by employees."

- Neoscope also determined the previous IT provider had designed and sold a poor IT infrastructure solution that had cost The Moore Center time, money and aggravation. "We worked immediately to repair a year's worth of pain," Martin said.
- Implemented a new EMC SAN, which decreased user login times to seconds, not minutes.
- Moved servers to a hyper-v platform from Xenserver, saving The Moore Center thousands of dollars in licensing fees.
- Rectified a poor data center storage design that could not handle actual capacity.
- Consolidated numerous servers allowing The Moore Center to reduce their monthly maintenance cost.

- Cleaned up a poorly engineered endpoint solution that also added tens of thousands of dollars annually in unnecessary costs due to the purchase of 200 thin clients units that they didn't actually use to the full capacity of usage.
- Eliminated layers of unnecessary server security policies and network redundancies that made troubleshooting and system management difficult. Load balanced servers were consolidated and optimized.
- Shifted the mindset of end users to a culture of "raving fans" that now receive immediate and personable help desk support from Neoscope.

A COMPLETE IT TURNAROUND

"We have gotten the full attention from Neoscope and it has been a great relief to no longer throw bad money after good," said Janet Bamberg. "With proactive managed IT services provided by Neoscope, the IT transformation for The Moore Center has happened on multiple fronts."

- Users had all but given up on the computer system due to the issues they were experiencing. Neoscope was able to restore confidence in the system and increase productivity drastically by implementing new hardware in their datacenter. For example, new storage capabilities that have virtually eliminated previous log in timing issues.
- The system is now performing as it should. The Moore Center has decided to host their financial applications internally (currently being hosted by Microsoft). This change alone will save them about \$20,000 a year in hosting fees.
- Productivity has risen drastically as a result of faster performing systems. Previously the computers were so slow as to be unusable.
- Helpdesk service has led to a total change in response time and service provided. In service survey results, Moore Center employees have given Neoscope the highest marks for response time, professionalism, convenience and effectiveness. Said one respondent: "This was a great experience. (The technician) asked the correct questions and followed up every step of the way."

UTILIZING MANAGED IT SERVICES TO FULFILL THE MISSION

With the system repaired and stable, Neoscope continues to manage the day-to-day systems and keep The Moore Center on track in the communities it serves.

Neoscope provides the following services as part of their Managed IT Solution:

Centralized and Streamlined Management of Computer Systems: A web-based dashboard was provided to Moore Center staff, giving them an overview of the entire network in one central location.

The dashboard also shows real-time statistics for server availability, critical system issues, antivirus status, asset management, warranty management, and secure critical system management information.

Standardized Antivirus Protection: An industry leading antivirus and anti-malware solution was deployed to provide a high level of security using very little system resources. A centralized console was provided to allow IT staff to get real-time reports, run network wide scans, and manage every protected endpoint from one location. Virus remediation was also included as a preventative measure in the event that another attack threatened to compromise the organization's network.

Secure Remote Access: Accessible through Neoscope's portal, this feature included a tool to remotely access all systems on The Moore Center's network infrastructure from a centralized location. Groups of computers and servers were readily made available to designated users, as well as individual access for staff and applicable vendors.

Asset Management: A vital tool in Neoscope's portal that allows instant reports to be created for all critical IT hardware and software assets.

Customer Portal: A ticketing system present within Neoscope's portal set up for Moore Center staff to directly communicate with Neoscope's technical team on escalating issues, a customized knowledgebase, and the ability to check the status of open tickets and projects in real-time.

Executive Reporting: A high-level site overview is delivered each month to provide network health scoring to The Moore Center. The graded score corresponds with the overall health of the network for the month, and reports on every system being managed within the infrastructure. The analysis provides valuable management information, details on the health of each system, and real-time reporting of maintenance being performed.

The partnership between The Moore Center and Neoscope has succeeded in reviving a vital component of the organization's core functions to fulfill its mission. The Moore Center is receiving superior managed IT services while building a solid platform for the future.

ABOUT NEOSCOPE TECHNOLOGY SOLUTIONS

Neoscope Technology Solutions is a multi-disciplinary Information Technology consulting, services and products firm. Neoscope's staff consists of certified senior IT professionals who understand IT as a vital component of core business functions. Using a consultative approach, Neoscope evaluates a client's specific business requirements and then advises the client on the best practices technology solutions to accomplish their business objectives. Neoscope's distinctive proactive managed IT services utilizes advanced tools and processes to keep all essential IT systems up and running to maximize employee productivity, increase customer service and reduce costs, all at a predictable, affordable monthly fee.

Case Study: Rapid Response for Salem's Schools

Neoscope Defeats Virus and Manages through a Crisis

Client: Salem NH School District – SAU 57

Challenge: A severe and debilitating virus infected network serving 4,000 students; no in-house IT leadership to address issues.

Solution: Virus remediation, proactive network management, security and efficiency assessment, and interim IT leadership.

Results: Virus contained; security vulnerabilities discovered & closed; preventative technologies implemented; district staff trained; inefficiencies identified & cost-savings proposed; interim management of IT systems stabilized system for remainder of school year.

"We were facing
a disruption
in business
continuity."



Our infrastructure just wasn't working for us. There were significant glitches that prevented us from accessing files, calling up pertinent functions, and our IT staff was simply at a loss... With the problems we had, and the rate of efficiency that Neoscope exuded in coming in and fixing the problems in our time of need, I'd recommend them to anyone.

Michael Delahanty

Salem NH School Superintendent

OVERVIEW

What does a 21st century school do without internet for a week? Or an IT director for many months?

How do 200 teachers report their grades when the district's network is down?

No email. No file access. And no fix in sight.

The 4,000 student, \$60 million Salem School District faced an IT meltdown in April 2013 when its nearly 100 servers and 2,000 desktops were maliciously infected with the Vobfus virus.

With no senior IT director on staff and after six days of in-house attempts to bring the network back up, Salem's Superintendent Michael Delahanty realized that he needed expert leadership. Neoscope was onsite the same afternoon.

72 hours later: email restored, website up, internet flowing. And the all-important report cards on track.

On the strength of its crisis response, Salem retained Neoscope to serve as both its short-term IT day-to-day leadership team and as a long-range planning and preventative maintenance consultant.

Neoscope insured a resilient, stable system for the remainder of the 2013 school year and supported Salem's new in-house IT director during his transition.

KEY CHALLENGES

Neoscope discovered a complex and decentralized IT system with over 2,000 devices infected with a mutating supervirus that the world's leading security companies had failed to contain for over four years.

"The virus originated from a single workstation," said Neoscope CEO and founder Tim Martin.

"The Salem folks had spent several days finding the problem, with no luck. It was a needle in a haystack."

"We were facing a disruption in business continuity," said Superintendent Michael Delahanty. "Our infrastructure just wasn't working for us. There were significant glitches that prevented us from accessing files, calling up pertinent functions, and our IT staff was simply at a loss."

Without an IT director to take the lead and a short network staff, Delahanty asked his team to identify an outsourced IT vendor who could help, and fast.

RAPID RESULTS

Within 72 hours Neoscope stabilized the system and conducted forensic techniques that located the exact computer and user that brought the virus into the district. Important solutions delivered in those critical few days included:

- Eliminated Vobfus from all devices and servers
- Closed many undetected security vulnerabilities
- Instructed district IT staff on best practices for protecting and managing critical IT systems
- Identified several redundant systems and other inefficiencies in the overall network
- Returned school computing life to normal

SOLUTIONS FOR THE FUTURE

With the system repaired and stable, Delahanty asked Neoscope to manage the day-to-day systems and to offer longer-term improvements and management solutions to prevent another attack.

Concurrent with running the now-stable and improved IT system, Neoscope provided Salem with an assessment of several critical issues and needed improvements. It revealed several opportunities for preventative action and efficiencies, including:

- Centralized System Management
- Knowledgebase & Documentation
- Standardized Antivirus Protection
- Secure Remote Access
- Ticket Support Portal
- Executive Reporting

While Salem's new IT director is moving to implement on the recommendations, Neoscope remains involved with the district's E-Rate program, providing an industry perspective on how to best leverage its IT funds to provide a 21st century learning environment.

CUSTOMER APPRECIATION

What does Mike Delahanty say about Neoscope?

With the problems we had, and the rate of efficiency that Neoscope exuded in coming in and fixing the problems in our time of need, I'd recommend them to anyone. They're a great company, they're very responsive, and I found Tim and his team to be incredibly available and helpful. I'd do it all again in a heartbeat.

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Neoscope Technology Solutions is a multi-disciplinary Information Technology consulting, services and products firm. Neoscope's staff consists of certified senior IT professionals who understand IT as a vital component of core business functions. Using a consultative approach, Neoscope evaluates a client's specific business requirements and then advises the client on the best practices technology solutions to accomplish their business objectives. Neoscope's distinctive proactive managed IT services utilizes advanced tools and processes to keep all essential IT systems up and running to maximize employee productivity, increase customer service and reduce costs, all at a predictable, affordable monthly fee.

Case Study: Pelham School District & Neoscope

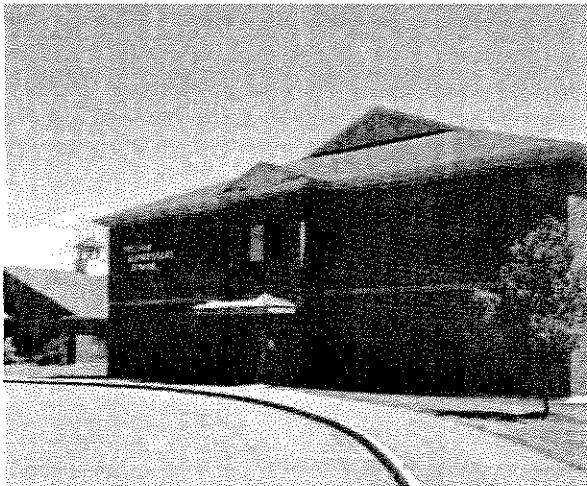
The High Value of a Comprehensive IT Assessment

Client Pelham (NH) School District

Challenge Following the creation of a new school district in 2013, the Pelham IT staff needed a comprehensive IT system assessment to determine what IT resources it had, where its resources were located, immediate IT priorities, and what was needed for future development. Pelham was also concerned its Internet access speed.

Solution A customized systems and networking assessment by Neoscope Technology Solutions

Results Neoscope provided a detailed, actionable report highlighting immediate and future IT network needs and necessary remedial actions.



OVERVIEW

Located on the southern border of New Hampshire between Nashua and Salem, the Pelham (NH) School District serves the town of Pelham at three public schools with more than 2,000 students: The Pelham Elementary School (Kindergarten through 5th grade), Pelham Memorial School (grades 6 through 8), and Pelham High School (grades 9 through 12). The Pelham School Administrative Unit ("SAU 28") was the fourth location in the assessment. The IT network plays a crucial role in the educational mission of Pelham School District.

KEY CHALLENGES

In July 2013, the towns of Windham and Pelham officially dissolved a longtime SAU arrangement and this led to the creation of two new school districts and separate IT departments. In 2014, Pelham School District sought a qualified and highly experienced IT company to provide the IT director and business manager with insight into the school district's IT infrastructure. After considering many potential vendors, Pelham School District chose Neoscope due to its experience and success working with school districts of all sizes. Neoscope had conducted a comprehensive IT assessment of the new Windham School District (SAU 95) in 2013.

"Due to budget constraints, these school districts often run lean IT departments that focus on supporting end users and applications for daily school operations," says Neoscope President Tim Martin. "It can be especially important for evolving IT departments like Pelham which was relatively new after the split of responsibilities with Windham. Even in the best of circumstances, detailed assessments can be challenging for an internal IT department to perform and a strong assessment gives them a third party perspective."

neoscopeit.com 888.810.9077

NEOSCOPE
TECHNOLOGY SOLUTIONS

APPENDIX B – Neoscope Resumes

TIMOTHY MARTIN

SUMMARY

Entrepreneur, Technology Consultant, Mindfulness Advocate, and Community Builder. After completing a Bachelor of Science in Computer Science at Keene State, I worked with IT companies and later assumed the role of IT Director for a non-profit organization. Those early experiences within those organizations afforded the deep understanding of working with community focused organizations operating within tight budgets as well as the critical importance of the alignment of technology with business goals. Neoscope was launched in 2006 with a new innovative approach to IT management that is based on a flat rate and proactive model. Each engagement begins with a thorough IT Assessment from a CTO level and includes quarterly meetings, monthly IT reports and a broad range of services to help clients successfully execute and achieve their goals.

EXPERIENCE

NEOSCOPE

2006 - Present

President / CEO

Neoscope Technology Solutions offers proactive IT Management services to small and medium sized businesses. Our Managed IT Services allow you to focus on running and growing your business, without wasting valuable company time fixing and maintaining your network and computer systems.

- Doubled revenue and staff size multiple consecutive years
- Started working with non-profits in 2006 and expanded into a number of vertical markets
- Set corporate strategic direction, vision and strategy
- Shapes companies long-term goals
- Makes key strategic decisions on issues facing the company such as market entry and acquisitions
- Sets tone, direction, communicate and built commitment to corporate strategic direction among external influencers such as analysis and customers and internal staff
- Establish organizational structure and operating systems to ensure the achievement of strategic objectives
- Defines core business processes
- Leads senior team and develop top leadership through selection, coaching and reinforcement
- Develops successful alliances and joint ventures
- Defines desired corporate philosophy, values and operating environment

CENTER FOR LIFE MANAGEMENT

2006-2009

IT Director

CLM provided a comprehensive complement of behavioral and mental health services, psychiatric treatment, acute care, emergency intervention, and family support services. In addition, we worked closely with a variety of regional health and human service providers to ensure that your mental health care is comprehensive, integrated and community-based.

- Lead the consolidation project of 4 separate buildings into one single location
- Designed, built and maintained IT infrastructure for new location
- Reduced server count, rebuilt active directory infrastructure, and redesigned corporate e-mail system

- Implemented terminal server and thin clients reducing over 100 white box desktop computers. Increased employee efficiency, reduced operating costs and administration expenses
- Developed a proactive monitoring, management and maintenance system
- Developed a help desk system
- Worked closely with the CIO on many long-term strategic directives
- Created, updated and managed all network documentation

SITEVENTURES

2002-2006

Field Engineer

SiteVentures provided outsourced IT services to businesses throughout New England.

- Managed 30+ clients networks in various vertical markets
- Managed help desk ticketing system
- Managed network documentation for all clients
- Delivered on-site consulting and network administration services
- Maintained client relationships
- Recommended and implemented IT best practices for all clients

EDUCATION

KEENE STATE COLLEGE

1998 - 2002

BS, Computer Science

Band, Environmental Group

LISA FOSTER

SUMMARY

Customer Advocate, Technical Account Manager, Volunteer and Entrepreneur. I have earned my Associate of Science in Business at New England University and Bachelor of Science in Computer Information Systems at Husson University. I have over twenty-five years of experience in technical client account management, technical support and software quality assurance. I have also started two volleyball businesses in order to meet customer demands in the region. I take pride in obtaining strong customer and partner relations. Being an advocate for any client to ensure they are happy and achieving their goals is my top priority.

EXPERIENCE

NEOSCOPE-

2014-Present

Director of Sales

- Responsible for establishing and managing customer accounts IT assessments, managed services, IT projects as well as hardware and software procurement.
- Develop and establish hardware and software vendor partnerships. A few partners include: Dell, Cisco, HP, EMC, Nimble, Microsoft, 10Zig, Sophos and Kaspersky.
- Report and collaborate with CEO on marketing, sales and company goals and objectives.
- Attend and co-host community and networking events.
- Continue to enhance the sales and account management process for streamlined, best customer experience.
- Work with Business Development and Marketing interns to grow client base.
- Manage and report opportunities and pipeline via Autotask.

BOOMING ATHLETICS

2014-Present

Founder/CEO

- Volleyball resource for uniforms, apparel, gear and equipment. Partnered with vendors such as Mizuno, Baden Sports, and LEGACY Global Sports.

BOOM VOLLEYBALL

2013-Present

Founder/Director

- BOOM Volleyball is a Junior Olympics Volleyball Club associated to USA Volleyball. The mission of club is to elevate and grow the game of volleyball in the state of Maine, youth through adult. Responsibilities include building the organization, soliciting sponsorships, recruiting players/coaches as well as developing and collaborating volleyball programs, clinics, lessons throughout the state.

FREELANCE SALES/MARKETING CONSULTANT

2014-2014

Sales/Marketing Consultant

- Assist and consult the owner of a Massachusetts Managed Service Provider business with developing and growing sales opportunities and pipeline. Responsibilities also include growing their social media presence, marketing to prospective customers and planning customer events.
- Employed by a New England based Magazine as a writer, photographer and ad sales representative

MOSAIC TECHNOLOGY

2012-2014

Senior Account Executive

- Responsible for developing and managing strong customer relationships with core accounts throughout ME, NH, and MA with focus in Commercial (SMB and Enterprise) as well as SLED sectors.

- Exceed in building instant rapport with net new accounts and developing them.
- Strong knowledge of mapping technical and professional service solutions to the business needs.
- Work in partnership with manufacturer's Direct and Channel Teams as well as other partners to present solutions, coordinate resources, manage registrations, and negotiate pricing.
- Excel in working vendor booths at various regional conferences (e.g. VTUG, VMUG, ACTEM, etc.) as well as organize and facilitate customer briefings (e.g. Dell Nashua Briefing Center).
- Manage and update opportunities and pipeline via Salesforce.
- Sales experience including storage, networking, servers, virtualization (server/client), backup, disaster recovery (DR), business continuity, security, systems management, professional services, etc.
- Sales knowledge in various vendor solutions such as Dell, EMC, Nimble, HP, PernixData, Pure Storage, Radware, Cisco, Microsoft, VMware, Oracle, Symantec, Veeam, etc

DELL, INC

2010-2012

Account Executive

- Storage Specialist for ME, NH, VT and northern MA covering 5000+ SMB accounts.
- Responsible for growing storage and networking opportunities both direct and through multiple channel partners and teams. Direct I also covered servers, software (e.g. VMware, Microsoft, etc.), systems management (e.g. Kace), and security (SecureWorks).
- Able to build instant rapport with prospects, obtain immediate meetings from a drive-by as well as manage and maintain strong customer relationship with numerous customers.
- Coordinated and facilitated 6-8 customer events and Executive Briefings each quarter.
- Ability to navigate the inside and outside teams for resources and account support as needed.
- Facilitated numerous weekly calls with immediate team, inside account teams and channel for pipeline updates and growth strategies.
- Manage and update opportunities and pipeline via Salesforce as well as Excel with PivotTables.
- Strong understanding of the business issues driving technology needs and mapping them to a solution.
- Sales training and certification in various Dell solutions, processes, social media, etc.

CBE TECHNOLOGIES

2010-2010

Account Executive

- Responsible for growing Commercial sales in the Northeast.
- Manage and maintain strong customer relationship in numerous SMB, SLED and Enterprise accounts.
- Strong knowledge of business issues driving technology needs and mapping to an integrated solution.
- Sales experience in storage, networking, servers, virtualization (infrastructure and desktop), backup/DR, business continuity, VoIP, video, surveillance, collaboration and professional services.
- Sales knowledge and certification in various vendor solutions such as Dell, Cisco, Microsoft, Tandberg, Symantec, Fortinet, Citrix, VMware, HP, IBM and DataCore.
- Team player continuously working closely with Sales Engineers, Inside Sales, and Project Manager.

WORKGROUP TECHNOLOGY PARTNER

2006-2010

Account Manager

- Established and developed strong relationships with customers in the SMB, Government, Education, Higher Ed and Enterprise sectors throughout the Northeast.
- Developed knowledge and understanding of technology solution selling for key vendor partners.
- Sales experience in storage, servers, networking, virtualization (infrastructure), backup, disaster recovery, VoIP, video, surveillance, collaboration and professional services.
- Sales knowledge and certification in various vendor solutions such as Dell, NetApp, Cisco, VMware, Microsoft, IBM, Sun, Tandberg, Symantec, CommVault, and Citrix.
- Maintained strong vendor partnership and coordinated customer events.

EDUCATION

Husson University

Bachelor of Science, Computer Information Systems

University of New England

Associate of Science, Business Administration

TRAINING AND CERTIFICATIONS

- Human Communication Institute, Human Interaction Technology Certification and Training (2013-14)
- Numerous sales certification and training with various vendors such as Dell, NetApp, EMC, Nimble, Cisco, Microsoft (MCP), Tandberg, Symantec, Fortinet, Citrix, VMware, HP, IBM, DataCore, etc.
- Numerous IT solution track training such as collaboration, application business relevance, consolidation, backup/recovery, DR/business continuity, unified communications, vertical focus, etc.
- Segue and Mercury automation, performance, and test management certification and training.
- Siebel CRM Foundation, 101 and Advanced Training
- Multiple internal IBM and Bank of America training (e.g. team leading, project and time management)
- Dale Carnegie

KEITH FORTIER

SUMMARY

10+ years of managing all aspects of multiple business' information technology environments. Versatile asset that is able to fill many roles including Account Management, Project Management, Operations, Sales Engineering, Consulting, Service Delivery, Finance and Support. Passion for creating client relationships and solving business problems by aligning technology solutions with business goals.

EXPERIENCE

NEOSCOPE

2011-Present

Director of Professional Services

- Responsible for overseeing all aspects of delivering our entire suite of services to our clients.
- New client prospecting, assessments and proposals
- Account management and regular reviews
- Operations and process development
- Project management
- Sales engineering, procurement and billing
- Oversee service delivery and escalation management
- Partner and vendor management
- Leverage internal and external resources to achieve best-in-class service
- Business strategy development and execution
- Maintain client relationships
- Lead service team through example and coaching
- Constantly evaluate, develop, market and deliver all service offerings

FORTIFIED IT, LLC

2008-2011

Owner/Consultant

- Developed and operated IT consulting company that provided affordable managed IT services, technology consulting and per call computer/network support to local small businesses.
- Established new clientele through cold-calling, referrals and marketing
- Assisted clients in decreasing costs and improving efficiencies through use of upgrading
- Drive development of sales and marketing objectives for growth within existing and new accounts
- Assessed client infrastructure to determine deficiencies that provide opportunities for additional sales.

THE COPIER CONNECTION, INC

2006-2008

IT Manager

- Served as the IT Manager for internal systems as well as the technical support contact for customer base of over 500 businesses. These roles included:
- Integrated Business Office Equipment with Client Business Environments
- Provided End User Training and Support
- Developed and Administered Inventory Management System
- Designed and Installed Office Network Infrastructure

- Established IT Department to maintain internal IT systems and support customer technical needs. Leveraged technology within the business to streamline processes as well as to create new avenues of value for clients. Interfaced with clients and their IT Staff to properly implement business office equipment into their environments to maximize the technology within their business.

SITEVENTURES, LLC

2003-2006

IT Administrator

- Acted as IT Administrator for 15 small to medium sized businesses. Managed all aspects of each accounts LAN and WAN systems including, but not limited to, the following roles:
- Client Needs Assessment
- Project Management
- Remote/On-site Desktop Support
- Process/Procedure Improvement
- Wiring/Infrastructure Design/Installation
- Staff/End User Training
- Graphic Design/Marketing
- Problem Identification/Resolution
- System Installation/Upgrade/Conversions
- Proactive Systems Maintenance/Security
- Logs and Reporting Analysis
- Maintain System Uptime/Health
- Quoting/Purchasing/Inventory Control
- Technical/Training Documentation
- Subscription/Warranty Management
- Was responsible for setting deadlines and customer expectations as well as allocating and collaborating with internal and external resources to meet these expectations accordingly. Also performed these roles for in-house operations.

EDUCATION

Keene State College

Bachelor of Arts in Graphic Design

University of Waikato

Culture and Photography

CERTIFICATIONS

MCP (Microsoft Certified Professional) – October 2006

Microsoft Small Business Specialist – November 2011

DANIEL STAMP

SUMMARY

An experienced systems administrator, very familiar with server and networking technology both in the small business environment and the datacenter environment. Administered virtual systems on multiple platforms with multiple storage technologies in a fluid and fast moving environment. Engineered and managed a highly available infrastructure using equipment and products from multiple vendors.

EXPERIENCE

NEOSCOPE

2014 – Present

Chief Technical Officer

- Create technology solutions that align with clients business goals.
- Lead and assist the team in implementing the solutions.
- Work with clients to create long term strategic technology plans.
- Identify opportunities and risks for the business.
- Manage research and development (R&D).
- Monitor technology and social trends that could impact the company.
- Communicate the company's technology strategy to partners, management, investors and employees.
- Maintain current information about technology standards and compliance regulations.
- Provide CTO level consulting to clients.

RESOLVE IT

2013-2014

Chief Technical Officer

- Responsible for over 200 servers ranging from 2003 to 2012 r2.
- Created and maintain a critical, diverse datacenter infrastructure with 99.999% uptime average.
- Provided IT consulting for critical system to small and medium sized business and medical practices.
- Troubleshooting all aspects of infrastructure from datacenter to end users.
- Implemented complex custom environments into existing infrastructure. Scale out solutions quickly to meet rapidly growing demands of new customers.

HEALTH NETWORK SOLUTIONS

2010-2013

Partner / Lead Engineer

- Grew the company from startup to successful medical IT company with 40+ Practices supported. Company was sold to Resolve IT April 1, 2013.
- Designed, quoted, implemented, trained and supported new IT and EMR infrastructure.
- Involved in every aspect of customer lifecycle, from initial contact through to support after the sale..
- Implemented Compellent SAN and fiber channel infrastructure in datacenter.
- Trained physicians and staff in correct use of EMR and compliance with data protection regulations.

NORTH EAST HEALTH SYSTEMS

2008-2010

Network Technician

- Responsible for troubleshooting issue across large multi-site enterprise environment often requiring the coordination of multiple departments to trace and fix problems in timely manner.
- Worked with a team of professionals covering over 20 sites (all based in Massachusetts), responsible for supporting more than 3,000 individuals and over 2000 unique devices..
- Supported medical staff in solving issues in a way that would least disrupt the patient care process..
- Supported all levels of users, from CEO and Surgeons to office staff and everyone in between.
- Maintained records in order to identify and improve ongoing issues and constantly seek new ways to improve the end user experience.

SKILLS

- Virtualization
- Server technologies
- Data center infrastructure
- SAN implementation
- EMR and PM
- DR planning
- Fiber / iscsi
- Cloud infrastructure
- RMM from multiple vendors
- Patch management
- Firewall / VPN setup
- HIPAA security audits

EDUCATION

Macclesfield College, GNVQ Level Business Systems. 1995-1997

Ryles Park County High School, Macclesfield UK. Graduated with B+ Average

AUDREY PARSONS

SUMMARY

Dedicated professional with strong organizational, task management, communication, quick learning, and problem solving skills. Multiple years of experience within the Information Technology field as well as Customer Service, and Office Management. Proficient in the entire Microsoft Office Suite.

EXPERIENCE

NEOSCOPE

2014-Present

Service Desk Coordinator and Project Coordinator

- Provides life cycle management of all inbound service requests through the classification, distribution and monitoring of service requests.
- Assigning tickets and escalations to appropriate resources based on internal guidelines for severity, client status, skill requirements and resource availability.
- Manages the progress of client projects.
- Creates project plans, assign resources and to ensure the project is meeting the timelines so that the project is completed before the deadline and within budget

COLE HAAN

1996-2014

Project Manager, System Support Technician and Customer Service Representative

- Managed projects using the company standard project management methodologies
- Enhanced the SAP processes
- Annualized reports such as PCI Compliance
- Created a Netherlands International business model
- Implemented of Enterprise Project Manager and Project Server 2013; SAP APO (Demand Planning Tool); HP Application Lifecycle Management
- Responsible for assisting internal clients with application, printer, network and phone issues
- Utilized Active Directory, Microsoft Office Suite, Office 365, Windows XP and Windows 7
- Assisted external clients with orders, returns, and general inquiries
- Managed orders for one the largest wholesale accounts
- Facilitated the implementation of the SAP system
- Created company policies and training manuals for the Customer Service team

SKILLS

- Microsoft Office Project - Web Access and Project Server 2013
- Enterprise Project Management
- Office 365 (SharePoint, InfoPath, LYNC, SkyDrive)
- Outlook (2000-2010)
- SharePoint Server 2007
- Active Directory
- Windows XP, Windows 7 Enterprise
- Microsoft Office Suite (1997-2010)
- Microsoft InfoPath 2010
- Visio
- Cisco WebEx Connect
- SAP (4.0B, 4.6C & 620) and SAP Business Warehouse
- Sidewinder Remote Administrator
- Microsoft Exchange Administrator
- Enterprise Administrator

EDUCATION

R.W. Traip Academy, High School Diploma

TRAINING:

CompuMaster Programs: How to Troubleshoot, Tune-Up and Maintain PC's, Mastering Dreamweaver 8, Getting the most from Microsoft Excel, Microsoft PowerPoint Workshop, Successful Project Management, Conflict Management for Women

CRAIG TAYLOR

SUMMARY

Senior information security leader who excels at identifying and translating business risks into security program development objectives and consumable information. Hands-on director of technology controls, policy governance, people management and development. Strong collaboration, compliance, and information security knowledge. Highly regarded by managers, peers, and direct reports for integrity, compassion, and execution

EXPERIENCE

NEOSCOPE

2015-Present

Chief Security Officer

- Assembling Neoscope's shield security offering, targeting small to large businesses with unique, critical and industry leading cyber security solution
- Designing Cyber Security service offerings for SMB markets
- Managing and developing Cyber Security program development at Neoscope
- Consulting on Information Security, Risk Management, compliance considerations, and business development

CHASE PAYMENTECH

2014-2015

Director of IT Risk and Compliance

- Recruited by Chase Paymentech to lead their credit card acquiring business IT Risk and governance processes and integrate Paymentech within JP Morgan.
- Rebuilt two teams of information risk professionals while lowering attrition from 40% to below 10%.
- Developed an integration road map focused on Cyber Security, BAU processes, and audit requirements.
- Led project to physically and logically separate a wholly owned subsidiary.
- Ensured a functional PCI compliance program was in place and PCI certification secured.
- Supported multiple new business initiatives identifying IT Risk and Compliance project requirements.

CSC

2013-2014

Risk and Compliance Executive

- Built and led a global Cloud security program.
- Provided global sales security consulting and support resulting in multiple new business pursuits wins.
- Planned, orchestrated, and grew Cybersecurity's budget for security services and labor to \$1 million.
- Plan and execute a global CyberSecurity resource labor for CSC's core Cloud Business Unit.
- Ensured audit and compliance objectives maintained to meet all client contractual business obligations.
- Established Key Performance Indicators for security personnel in line with company financial objectives leading to high engagement scores alongside 100% staff retention.

VISTAPRINT

2011-2013

Director of Information Security

- Led three programs and 17 direct reports: Client Technical Services (CTS), Information Risk Management (IRM), and IT Asset Management (\$4M budget split equally CapEx/OpEx).
- Conducted a company-wide (nine locations/seven countries) quantitative risk assessment used to create the IRM program roadmap which outlined three to five years of labor and technology growth.

- Identified, hired, mentored, and empowered five direct reports across three programs resulting in high job satisfaction scores and strong collaboration ratings; two out of five direct employees promoted.
- Established multiple global policies (i.e. patching and vulnerability management); successfully exercised one month later for critical patching with highly positive feedback on the policy/process.

CSC

1999-2011

Principal Information Risk Manager/LIRM

- Managed and mentored a team of seven LIRMs with 15 direct reports within CSC's Technology & Consumer (T&C) vertical.
- Established Key Performance Indicators for LIRM personnel in line with company financial objectives leading to high engagement scores alongside 100% staff retention.
- Sourced and hired key positions within T&C accounts securing top client satisfaction ratings.
- Supervised security incident investigations, coordinating response resources to ensure proper identification, containment, mitigation, and eradication of threats to T&C accounts.

EDUCATION

University of Geulph

BA, Psychology, with honors

CRAIG GOODSPEED

SUMMARY

Technically proficient problem solver, resourceful, prompt, self-starter who expeditiously grasps new concepts. Experience with multiple open source applications and operating systems, all Microsoft server operating systems and proficient with VMware and other server virtualization environments. Excellent customer service skills. Accomplished and Goal-Orientated. Exemplary troubleshooting and technical support abilities.

EXPERIENCE

NEOSCOPE

2014-Present

Network Engineer

- Team lead for the support team
- Maintains HIPPA Security requirements.

INSTITUTE FOR HEALTH METRICS

2012-2014

Systems Administrator

- Installed and maintained production servers in colocation environment. Consisting of HP C3000 blade enclosure, Enterasys S6 Chassis, NexGen N5 SAN 55TB, PaloAlto PA2050, and an ExaGrid EX13000E
- Designed, upgraded and managed Symantec 2012 Endpoint Protection environment.
- Diagnosed and troubleshot multiple local domain issues in the environment.
- Upgraded VMWare environment from 4.1 to 5.0 to 5.1 and then 5.5.
- Setup and maintained networking and helpdesk tools OpManage and Spiceworks to aid in server uptime and end user communications.
- Managed and troubleshot Asterisk phone system.
- Deployed Symantec Backup Exec 2012 to backup production environment.
- Maintained HIPPA Security requirements.

PREMIER MEDICAL STAFFING

2011-2012

Support Engineer

- Supported RTLS platform for clients based all throughout the United States over the phone and via remote access.
- Setup and diagnose issues with clients running Microsoft server 2003 or 2008, SQL 2005 or 2008 and IIS 6 or 7.
- Decreased the programming time and verification process by forty percent for newly developed equipment.
- Diagnosed and troubleshot multiple local domain issues in the environment.
- Setup, installed and managed SQL server 2005 and 2008 environments for development environments.
- Installed a VMware 4.1 ESXi environment for testing and development purposes.

SOUTHERN NEW HAMPSHIRE MEDICAL CENTER

2009-2011

Server Administrator

- Supported an enterprise environment with 350+ servers of which 250 were virtualized using VMWare 4.1.
- Designed, upgraded and managed Symantec Endpoint Protection environment for over 2,000 clients.
- Devised server patching schedule for more than 350 servers consisting of various operating systems and applications with varying software requirements.
- Setup, installed and managed SQL server 2003, 2005, and 2008 environments.
- Executed upgrade of VM environment consisting of two separate clusters of ten total ESX hosts from version
 - 3.5 to 4.0, and then later to 4.1.
- Configured Cisco 2960-48TC-S switches for VMWare VDI test environment.
- Assisted with managing EMC Networker Backup with a Clarion EDL and a scalar tape library.
- Maintained and troubleshot McKesson PACS server environment.
- Managed Soarian server environment.
- Administered, utilized and troubleshot Dell EqualLogic iSCSI 72TB SAN environment.

SILVER TECH

2008-2009

Systems Administrator

- Supported multiple remote IT clients via telephone, remote management and weekly site visits.
- Configured and maintained Dell PowerEdge 2800 Series servers, Cisco Pix 560E Firewall terminals, Cisco 2800 Series T1 Routers and Cisco Catalyst 2950 Switches.
- Installed and configured more than 50 facility's workstations/laptops while providing IT support to all end user.
- Managed a development and production environment for 2,000+ websites.
- Installed, configured and maintained multiple SonicWall firewalls for SilverTech and its clients.
- Maintained and troubleshot the DHCP, DNS, WINS, PDC/BDC, SQL, Microsoft Exchange servers and File Servers for the company and its clients.
- Installed, configured and maintained a Blackberry Enterprise Server.
- Developed and ran training courses on different IT topics for internal users, sales associates and business clients.
- Troubleshot VoIP systems and POTS systems for the company and its clients.
- Used VNC, RDP, and other remote management applications to manage and troubleshoot servers and clients

GE Sensing

2004-2008

Applications Engineer

- Managed customer projects from receipt through installation.
- Built, configured and supported the LabWatch application on a wide variety of Microsoft operating systems in different customer networks.
- Performed validations on the Labwatch systems enabling pharmaceutical customers to maintain FDA compliance.
- Troubleshot the LabWatch application over the phone and through other resources such as WebEX.
- Utilized VMware to design a method for development and troubleshooting the LabWatch application on different operating systems.

- Trained co-workers to be more efficient and effective when troubleshooting existing client systems or developing new systems.
- Performed quality assurance tests on LabWatch systems after they were built.
- Researched new products and implemented new ideas to expand the LabWatch product.
- Assisted in re-designing the LabWatch product to function more efficiently under terminal services.
- Aided in the development of the LabWatch product to properly communicate with a SQL database.

GE KAYE INSTRUMENTS, INC.

2001-2004

Information Technology Specialist

- Designed and implemented a disaster recovery plan for the IT environment.
- Troubleshot software, hardware and network problems.
- Implemented a business data backup solution which reduced the average backup time 30 percent and increased the data backup capacity 200%.
- Configured, deployed, troubleshot, and maintained Cisco 2924XL and 2950 switches and a Cisco VPN 3000.
- Deployed, Installed and maintained the DHCP, RRAS, DNS, WINS, PDC/BDC and Microsoft Exchange servers.
- Completed Windows domain migration after acquisition.

EDUCATION

Daniel Webster College

Associate of Science, Flight Operations.

Bachelor of Science, Management and Information Technology

JOSH WEGRZYN

SUMMARY

I am an IT professional with experience spanning 19+ years. I have hands on experience with network and systems engineering. My most notable strengths are Cisco, Linux and Windows technologies. I'm a hard working team player with unmatched problem solving abilities and a proven track record of working autonomously. I am cool, calm, and collected when under pressure.

EXPERIENCE

NEOSCOPE

2014-Present

Senior Network Engineer

- Support multi-site network infrastructures for various customers.
- Level 3 engineer.
- Act as the first line and escalation point of contact for Neoscope Technology support calls. Assist in end user computer and network support. Participate in projects as lead resource and subject matter expert for network and systems engineering.
- Monitor and managed client networks using Continuum and Auto Task.

THINKERS CONSULTING

1994-Present

Sole Proprietor

- Design, Implement and support custom technology solutions using: Microsoft Windows NT 4.0 Server / Workstation, 2000 Professional / Server / Adv. Server, 95/98/XP, DNS server, Internet Information Server 4.0 / 5.0, FrontPage server extensions 1998 / 2000, Office 2000 / 2003 suite, SQL server 6.5 / 7.0 / 2k, Exchange Server 5.5, Visual Studio 6.0 enterprise edition, Site Server 3.0 Commerce Edition, Adobe Go live 4.0. Cisco routers, switches, firewall, VPN's and WAN to LAN connections (frame, DSL, ISDN, Dial-up, Wireless).

ELIZA CORPORATION

2012-2013

Senior Network Engineer

- Supported multi-site network infrastructure for mission critical 24x7 multi site platform. Including Cisco ASA 5xxx firewalls, Cisco Catalyst switches , Cisco 3800 and 7200 routers and Cisco Call Manager Express with Cisco Unity Express.
- Designed, implemented and supported WAN links for remote offices , data center and teleworkers.
- Designed, implemented and supported multiple B2B and RA VPNs.
- Designed, implemented and supported Solarwinds NCM , NPM and Orion systems for management , backup and monitoring of entire Cisco device infrastructure.
- Provided backup support for F5 load balancers.

CISCO SYSTEMS, INC.

2006-2012

Sr. Customer Support Engineer for Technical Assistance Center

- Worked in the Voice and Unified Communications TAC groups for Contact center, Unity, Meetingplace/WebEx.
- Worked hand in hand with senior management on new projects and procedures affecting the Cisco support model.
- Worked with multiple Cisco business units to enhance global training for TAC.
- Worked with multiple Cisco business units on technical escalations and cross functional teams to enhance relationships.
- Worked with "hot site"/CAP accounts.
- Coordinated several upgrade plans with customers and Project Managers.
- Served as mentor to junior engineers.

- Served as Escalation Contact during Cisco off - hours.
- Served as focal engineer for numerous customers.
- Provided strong feedback to management to make customers' experience more enjoyable.
- Provided Software Support for large numbers of domestic/international partners/customers.
- Provided strong feedback to management to make customers' experience more enjoyable.

DELTA DENTAL OF MASSACHUSETTS

2005-2006

Senior Network Security Analyst

- Managed security, file access, print services, Internet access, and email for an 200+ end users.
- Implemented and maintained Cisco and Nokia checkpoint firewalls.
- Migrated core routing and Layer 3 switching infrastructure to Cisco platform.
- Implemented SNMP network monitoring and statistical data capture system.
- Maintained private WAN links for remote offices.
- Developed department policies and procedures for security and administration.

BECHTEL

2002-2005

Senior Network Systems Analyst for the Central Artery Tunnel Project

- Managed security, file access, print services, Internet access, and email for an 800+ end user Network.
- Implemented Nokia Checkpoint Firewall and defined rules based security policy.
- Migrated core routing and Layer 3 switching infrastructure to Cisco platform.
- Migrated 800+ users from Lotus CCmail version 8 to Novell GroupWise 6.5.
- Implemented web server providing secure internet GroupWise access.
- Implemented SNMP network monitoring and statistical data capture system.
- Maintained private WAN links (wireless, PPP, T1) for 30+ remote offices.
- Implemented server and data consolidation plan to reduce operating costs.
- Developed department policies and procedures for security and administration.
- Controlled network security breaches with audit logging of all Firewall transactions.
- Secured email transactions with content filtering system to eliminate virus threats.
- Defined policies and implemented URL web services to restrict unwanted or malicious content visits

IBASIS, INC

2000-2002

Senior L.A.N Administrator

- Maintained Microsoft Windows NT/2000/XPpro network.
- Designed, implemented and maintained Cisco VPN'S for remote offices.
- Implemented and maintained IIS 4 & 5 web servers for Operations.
- Implemented and maintained Sun Solaris Netscape web servers for Global operations ticketing system.
- Maintained Cisco hardware. Including: PIX 5xx firewalls, PIX to PIX VPN's, Aironet wireless LAN (802.11), 2xxx, 4xxx and 6xxx catalyst switches, VPN concentrator and various routers.
- Designed and implemented disaster recovery plan for 24x7 operations center PC's.
- Assisted in designing and supporting global SAN solution using EMC symetrix and Clarion SAN devices.
- Gained experience with interdepartmental project and personnel management to expedite and implement critical corporate IS systems and solutions.
- Member of iBasis Security team with responsibility to author and approve policies

EDUCATION AND CERTIFICATIONS

CCNA

CCNA Voice

MeetingPlace Support Specialist

Interconnecting Cisco Network Devices

Cisco Secure PIX Firewall Advanced

Novell GroupWise 6.0 Administration

Supporting and Migrating Windows 2000 in the Enterprise
EMC Control Center Product Suite
EMC Advanced Workload Analyzer
EMC Advanced ESN
Introduction to Oracle D.B.A.
Cisco Introduction to Router Configuration

RYAN WALDRON

SUMMARY

Experienced IT professional with multi-faceted skills in network/server design, implementation, virtualization technologies, and troubleshooting. Excellent communication skills building long-lasting client relationships. Organized and efficient at resolving challenges quickly by improving processes and procedures

EXPERIENCE

NEOSCOPE

2012-present

Support Technician and Neoscope IT Manager

- Installation, configuration and management of all Windows server and desktop OS as well as Mac
- Provide end user support for customers both remotely and on site
- Install & configure hardware components for various systems and networks
- Performed network documentation on client networks
- Monitor and manage client networks using Continuum and AutoTask
- Administered enterprise anti-Virus, cloud backup solutions, and customer applications.

MASSACHUSETTS DEPARTMENT OF EARLY EDUCATION AND CARE

2013

Contractor

- Completed deployment of 250 Desktops, Laptops and tablets within the main Boston office and five remote offices
- Managed inventory and asset tagging of all computers and monitors
- Applied specific Windows 7 images to each computer by multicasting with Symantec ghost
- Ran scripts backing up user data to the network as well as scripts to restore user data, install specific programs on the new machines, join the computer to the domain and map certain network drives
- Installed and configured new printers at each of the six offices
- Assisted users with questions or concerns regarding their new workstations

KENRIDGE FARM

2011-2012

Website Manager

- Maintained www.Kenridgefarm.org
- Created and linked a Facebook page to the site for further networking
- Oversaw technical difficulties
- Facilitated in advertisement

WALDRON ENGINEERING

2012

Website Content and Usability Reviewer

- Reviewed www.Waldron.com
- Advised strategy's to better target audience
- Debugged faulty links
- Delivered report detailing review

TIM BERRY PAINTERS

2006-2012

Painting and Carpentry Manager

- Managed painting and remodeling work for historic houses
- Served as a contact for clients
- Designed systematic approaches to completing jobs given certain constraints
- Promoted a thorough and timely work ethic

SKILLS

- Microsoft Office suite
- MOS Outlook certified
- Real Studio & Visual Basic
- HTML, SQL, Java, JavaScript, Python, DOS
- Microsoft .NET
- SAP Business Objects Desk Intelligence & Web Intelligence
- Semantic Ghost, Acronis true image
- Vipre enterprise, Malwarebytes & Webroot antivirus
- Network/server design & Implementation
- Computer hardware essentials
- Operating system fundamentals (Windows xp, Windows 7, Windows 8 Mac OS X, Windows Server 2003, 2008, 2012 & 2012 R2)
- Virtualization technologies, specializing in Microsoft Hyper-V
- Storage craft & Axcient backup solutions.
- Wyse configuration manager, Wyse Device manager
- Microsoft exchange & Office365 administration

EDUCATION

BS, Information Technology - May 2013

University of New Hampshire (UNH), Durham, NH

JUSTIN HILTON

SUMMARY

Hands on experience in setup, configuration, and troubleshooting of Microsoft Windows servers, and VMWare ESX Host Platforms. Design, setup and maintenance of small to medium sized IT infrastructure. Extensive history for support to customers, end-users, and executives. Project planning and management documentation and training.

EXPERIENCE

NEOSCOPE

2013-Present

Senior Systems Engineer

- Microsoft Active Directory subject matter expert responsible for designing new, upgrading old, and repairing poorly functioning Microsoft networks and their dependent servers.
- Messaging subject matter expert responsible for tier 3 Microsoft Exchange and O365 support, upgrade and migration projects, as well as external hygiene and routing configuration.
- Tier 3 escalation point for general support cases, focusing on prompt user satisfaction and low reoccurrence.
- Supporting technical resource for storage, virtualization, and security implementations in areas of design, maintenance and best practice.

MERRIMACK PHARMACEUTICALS

2007-2013

Associate Network Administrator

- Managed and Maintained Active Directory/Exchange 2003 environment
- Assisted in the implementation of VMWare ESX 3.0 environment on new HP/Lefthand SAN cluster
- Built out virtualized 2008 Domain Controllers and upgraded domain.
- Upgraded Exchange 2003 environment to Exchange 2007
- Designed and implemented WSUS strategy, scripted backups, Group Policy strategy, Sophos AntiVirus and Sophos Mail Gateway.
- Lead project to upgrade antiquated Nortel phone system to Shoretel VOIP system and add a second T1.
- Lead project to upgrade bonded T1's to a T3, and then later the T3 to 100mbps Ethernet, reducing costs each time.
- Maintain Shoretel phone system including HP ProCurve POE switches, point of contact for telecom connections.
- Document Policies and Procedures, and develop end user training material.
- Lead helpdesk team of one other FTE and rotating number of interns, Tier 3 support.
- Continued maintenance and management of Windows environment
- Installed and configured additional Windows servers as needed for applications or projects
- IT point of contact for all Windows Server hosted applications
- Point of contact for interconnectivity of smartphone devices. Android, iOS via ActivSync.
- Add/Modify/Delete of LUNs, Snapshots and iSCSI connections on both HP/Lefthand and EMC CLARiiON SAN environments
- Manage external webserver, domain and DNS
- Research and purchase hardware platforms for servers, lab equipment and client workstations
- Negotiate and maintain relationships with vendors, generally filling role of IT Purchasing

MICROSOFT

2006-2007

Support Engineer

- Provided telephone, email and screen sharing support to customers utilizing Microsoft Windows Server Group Policy with an emphasis on Desktop Standard Policy Maker Suite of Group Policy Extensions (Now integrated into 2008+ and known as Group Policy Preferences). Assisted sales teams in customer

Q+A sessions and in pre-sales demonstrations, both in sandbox environments and on customer provided test scenarios.

- Windows 2000, XP, 2003 Server and Workstation Operating Systems
- Small Business to Enterprise Group Policy and Active Directory Configurations
- Training of existing and prospective customers.
- Support QA department with bug testing, reporting, and documentation.
- Contribute to technical documentation and public knowledge base

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH

2001-2006

Helpdesk Technician

- Provided Desktop Support to 200 seat division.
- Windows NT4, 2000 and XP Workstations
- Windows 2000 Active Directory and Exchange Add/Modify/Delete
- Assist LAN Manager by following documented procedures in his absence
- Backup initiation and Tape Rotation

CERTIFICATIONS AND SKILLS

- Microsoft Office 2000 Certified
- Interconnecting Cisco Network Devices 1
- Interconnecting Cisco Network Devices 2
- VMware Infrastructure 3 – Install, Configure and Manage.
- Configuring, Managing, and Troubleshooting Microsoft Exchange Server 2010
- Designing a Windows Server 2008 Active Directory Infrastructure and Services

EDUCATION

Global Knowledge

Whittier Vocational High School

APPENDIX C – Certificates of Insurance

ACORD®		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 5/29/2015		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER Avery Insurance 21 South Main Street PO Box 1510 Wolfeboro NE 03894-1510			CONTACT NAME: Lisa Lee PHONE (603) 569-2515 FAX (603) 569-4266 E-MAIL: lisa@averyinsurance.net ADDRESS: lisa@averyinsurance.net			
INSURED NEOSCOPE LLC NEOSCOPE TECHNOLOGY SOLUTIONS 30 INTERNATIONAL DRIVE PORTSMOUTH NE 03801			INSURER A Citizens Insurance Co of 31534 INSURER B Hanover Insurance 22292 INSURER C Security National Ins Co INSURER D INSURER E INSURER F			
COVERAGES		CERTIFICATE NUMBER: CL1472804067		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSURER	TYPE OF INSURANCE	POLICY NUMBER	POLICY PERIOD (MM/DD/YYYY)	POLICY PERIOD (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY ☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR	DEVA090839	5/23/2014	5/23/2015	EACH OCCURRENCE \$ 1,000,000 CUMULATIVE AGGREGATE \$ 500,000 MEDICAL EXP (any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPROM AGG \$ 2,000,000	
	GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ OCCASION ☐ LOSS					
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☒ ALL OWNED AUTOS ☒ HIRED AUTOS	☒ SCHEDULED AUTOS ☒ NONSCHEDULED AUTOS	ANYA420873	5/12/2014	5/12/2015	OWNERS' SINGLE LIMIT (per accident) \$ 1,000,000 BODILY INJURY (per person) \$ BODILY INJURY (per accident) \$ PROPERTY DAMAGE (per accident) \$ Uninsured motorist coverage \$ 1,000,000
	☒ UMBRELLA LIA EXCESS LIA	☐ OCCUR ☐ CLAIMS-MADE	5/1/2015	5/1/2016	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000	
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETARY PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	EA STATE NH BWC1049619	5/23/2014	5/23/2015	W.C. STAT. TOWN LIMITS \$ ED \$ E.C. EACH ACCIDENT \$ 500,000 E.C. DISEASE - EA EMPLOYEE \$ 500,000 E.C. DISEASE - POLICY LIMIT \$ 500,000	
A	Technology E&O	DEVA090839	5/23/2014	5/23/2015	Aggregation/retention credit \$3,000,000 Deductible \$15,000	
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) Coverage as per terms and conditions of policy. Internet Technology						
CERTIFICATE HOLDER			CANCELLATION			
Dover School District, SAU #11 McConnell Center 61 Locust Street Suite 409 Dover, NH 03820			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Thomas C'Dowd/LISA			
ACORD 25 (2010/05) INS025 (2010/05) 01			© 1988-2010 ACORD CORPORATION. All rights reserved. The ACORD name and logo are registered marks of ACORD			



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/29/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Avery Insurance 21 South Main Street PO Box 1510 Wolfeboro NH 03894-1510	CONTACT NAME Lisa Lee PHONE (603) 569-2515 FAX (603) 569-4266 E-MAIL lisa@averyinsurance.net ADDRESS
INSURED NEOSCOPE LLC NEOSCOPE TECHNOLOGY SOLUTIONS 30 INTERNATIONAL DRIVE PORTSMOUTH NH 03801	INSURER(S) AFFORDING COVERAGE INSURER A Citizens Insurance Co of 31534 INSURER B Hanover Insurance 22292 INSURER C Security National Ins Co INSURER D INSURER E INSURER F

COVERAGES CERTIFICATE NUMBER: CD1472604067 REVISION NUMBER:
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ACORD USER INSR MAIL	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY	X	DEV4090839	6/23/2014	6/23/2015	EACH OCCURRENCE \$ 1,000,000
	☒ COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Per occurrence) \$ 500,000
	☐ CLAIMS-MADE ☒ OCCUR					MED EXP (Any one person) \$ 5,000
						PERSONAL & ADV INJURY \$ 1,000,000
						GENERAL AGGREGATE \$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					PRODUCTS - COMPROP AGG \$ 2,000,000
	☒ POLICY ☐ PROD ☐ LOG					
B	AUTOMOBILE LIABILITY	X	NHVA420873	9/12/2014	9/12/2015	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000
	☐ ANY AUTO					BODILY INJURY (Per person) \$
	☒ ALL OWNED AUTOS ☒ SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	☒ HIRED AUTOS ☒ NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident) \$
						Uninsured motorist combined \$ 1,000,000
E	UMBRELLA LIAB	X	BLND/IDGE	5/1/2015	5/1/2016	EACH OCCURRENCE \$ 5,000,000
	☐ EXCESS LIAB					AGGREGATE \$ 5,000,000
	☐ CLAIMS-MADE					
	☐ DED ☐ RETENTIONS					
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	N/A	EA STATE NH	6/23/2014	6/23/2015	E.L. EACH ACCIDENT \$ 500,000
	ADV PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED (Mandatory in NH)					E.L. DISEASE - EA EMPLOYEE \$ 500,000
	☒ YES, descriptive under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Technology E&O		DEV4090839	6/23/2014	6/23/2015	Aggregate/each occur \$3,000,000
						Deductible \$15,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Coverage as per terms and conditions of policy. Internet Technology

CERTIFICATE HOLDER

Town of Dover
228 Central Ave
Dover, NH 03820

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Thomas O'Dowd/LISA

ACORD 25 (2010/05)

INS025 (2010/05) 01

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