

EFFICIENCY MAINE TRUST REQUEST FOR PROPOSALS (RFP)

Information Technology Network and Hardware-Software Maintenance Services RFP EM-16-2011

DATE ISSUED: June 3, 2011
CLOSING DATE/TIME: July 12, 2011, 3:00pm

SECTION 1 - TITLE/PURPOSE

RFP EM-16-2011 Information Technology Network and Hardware-Software Maintenance Services. Efficiency Maine seeks a qualified bidder or team of bidders to provide information technology services for its network and hardware and software programs, beginning on or about September 1, 2011. The original contract will terminate on September 30, 2013, with two one year extensions at the option of Efficiency Maine. Proposals are due by 3:00 p.m., July 12, 2011, in the offices of Efficiency Maine.

SECTION 2- CONTACT PERSON FOR THIS RFP

Greg Leclair, Accountant, greg.leclair@efficiencymaine.com, 207-287-6345 (office) or 207-620-0092 (cell phone – this number will not change). Please note that during the course of this RFP process, Efficiency Maine will be relocating its offices on or about June 18, 2011 and will also have new office telephone numbers. The contact's cell number will not change and no changes will be made in email addresses. Bidders are cautioned to be aware and mindful of these anticipated changes. Updates will be posted to the website www.efficiencymaine.com.

SECTION 3 - PROPOSAL SCHEDULE

Event	Date/Deadline
RFP Issued	June 3, 2011
Question Period Closes	June 14, 2011
Responses to Questions Posted	June 17, 2011
Proposals Due at Efficiency Maine Trust Office	July 12, 2011 3:00 PM local time
Anticipated Award Date	August 2, 2011
Anticipated Contractor Start	September 1, 2011

Schedule changes: Efficiency Maine Trust reserves the right to modify this schedule at its discretion.

Questions: Questions regarding this RFP should be sent by email to the contact person listed in section 2.0 above. The subject line must be **RFP EM-16-2011 - Information Technology Network and Hardware-Software Maintenance Services Bidder's Questions**.

Any changes or additional information regarding the RFP schedule and pre-bid activities, responses to questions received, addendums to the RFP, and the notice of award of the contract will be posted to the Efficiency Maine Trust website in the Opportunities section: <http://www.efficiencymaine.com/opportunities>

SECTION 4 - PROPOSAL SUBMISSION REQUIREMENTS

Proposals that do not conform to the requirements specified in this RFP will not be accepted for consideration. Proposals that include teaming arrangements must designate one party as the lead bidder. Personnel who are proposed shall be the actual contract performers. There will be no substitution of personnel without prior written approval of Efficiency Maine Trust.

Proposals must be received at the Efficiency Maine Trust office by the due date and time specified above. Any proposal received after the exact date and time specified will not be considered. Proposals must be complete when submitted; changes or additions will not be accepted after the specified due date and time, except for any clarifications requested of bidders by Efficiency Maine Trust. It is the responsibility of each bidder to ensure timely receipt of its proposal. Further details regarding proposal requirements are provided in Section 7.

4.1 Submittal Instructions

The proposal submission must include the following copies of the complete proposal:

- One (1) original signed proposal marked "original"
- Five (5) hard copies, and
- Two (2) CDs with electronic copies in PDF and/or Microsoft Office software format.

The original, the five hard copies, and two CDs must be delivered by mail or other physical means to the Contact Person specified in section 2.0 in an envelope or package visibly labeled: **Response to RFP EM-16-2011, Request for Proposals for Information Technology Network and Hardware-Software Maintenance Services**. All proposals should be delivered to the following address:

- 151 Capitol Street, Suite 1, Augusta, ME 04330.

4.2 Proposal Formatting Requirements

Proposals will be evaluated for adherence to the following formatting requirements. Efficiency Maine reserves the right to reject any proposal that does not meet these requirements:

- Proposals must be typewritten, using a standard 11- or 12-point font.

- Proposals should be prepared on standard 8 ½" x 11" paper with one-inch margins.
- Each page should state the name of the bidder, the RFP number, and the page number.
- Submissions should not include collateral materials that either repeats what is already in the response or serves to overwhelm the reviewers with unnecessary or extraneous information. Unnecessary attachments (i.e. any attachments beyond those sufficient to present a complete, comprehensive, and effective proposal) will not influence the evaluation of the proposal.
- Manuals and other reference documentation may be bound separately.

SECTION 5 - BACKGROUND INFORMATION

Efficiency Maine Trust is soliciting IT services proposals from IT professionals or firms, or a combination of the two with an office that is within thirty minutes travel time of Augusta, Maine. Efficiency Maine reserves the right to waive or modify the location of the closest office if it is in the interest of Efficiency Maine to do so.

5.1 About Efficiency Maine Trust

Efficiency Maine was established in 2002 as a statewide program to promote efficient use of electricity and help Maine residents and businesses reduce electricity costs, funded by assessments on electric utility customers and administered by the Maine Public Utilities Commission (MPUC). Through legislative action in 2009 (Public Law 2009, chapter 372), the Efficiency Maine Trust (Trust) was established as an independent entity to guide and administer energy efficiency and alternative energy programs in the State. Effective July 1, 2010, all Efficiency Maine programs were transferred from the MPUC to the Trust. In implementing its programs, the Trust is guided by a three-year strategic plan, called the Triennial Plan.¹ As an independent, quasi-state agency, the Trust is governed by a 9-member Board of Trustees and is managed by an Executive Director with a staff of approximately 15. The Trust's office is presently in Hallowell, Maine, but will relocate to 151 Capitol Street, Augusta by June 30, 2011.

With the establishment of the Trust and the opportunities provided by the federal Recovery Act, funding for Efficiency Maine programs has diversified. Current funding sources include: assessments on electric and gas utility customers, proceeds from the Regional Greenhouse Gas Initiative (RGGI) auctions, revenues from the ISO New England Forward Capacity Market (ISO-NE FCM), and federal Recovery Act grants under the State Energy Program (SEP) and Energy Efficiency and Conservation Block Grants (EECBG).

5.2. Overview of Efficiency Maine Trust IT Systems

Efficiency Maine utilizes a standard network architecture which includes a firewall, switches, servers, client workstations, and TCP/IP over Ethernet for connectivity. Efficiency Maine currently has a half-height lockable rack located in a common area that contains all network infrastructure devices. At its new space at 151 Capitol Street, Augusta, Efficiency Maine will

¹ Available at: http://www.efficiencymaine.com/docs/other/EMT_Final_Tri_Plan.pdf

have a dedicated locking, air conditioned server room. All Efficiency Maine network systems operate at gigabit (gB) speed for improved performance. Windows servers run the Windows Server 2008 R2 platform and the domain functional level is Windows Server 2008. The domain runs Microsoft Active Directory to handle its directory services. E-mail services for Efficiency Maine are run by Microsoft Exchange 2010. Client workstations on the network run Microsoft Windows XP Service Pack 3. Telephone and internet service at 151 Capitol Street will be provided by Time Warner Cable. More detailed system information is outlined below.

System Information:

Internet Connection

Time Warner 7 Mb (business class) Cable Connection

Dell PowerEdge R710:

Windows Server 2008 R2 running Active Directory domain controller, Symantec Backup Exec 2010, file \ print services, DHCP, DNS.

Dell PowerEdge R710:

Windows Server 2008 R2 running Exchange 2010 mailbox, hub transport, and client access server.

Dell PowerEdge R410:

Windows Server 2008 R2 running Blackberry Enterprise Server supporting 8 Blackberry users, Symantec Endpoint Encryption Server, and Symantec Endpoint Protection Server.

Dell PowerEdge R210

CentOS 5 Linux OS running Nagios network monitoring software.

Dell PowerEdge R410

Windows Server 2008 R2 running financial management content management server.

Dell PowerEdge R710

Windows Server 2008 R2 running financial management application server and SQL 2008 database server.

Firewall device:

Brand and Model information left out for security purposes. The firewall has features such as deep packet inspection, SSL VPN and expandability.

VPN device:

Dell PowerEdge R200, running RSA software

Spam filter device:

Barracuda Spam & Virus Firewall

Tape backup device:

Dell PowerVault 114T

UPS device:

APC SmartUPS 3000

Client machines:

Efficiency Maine's 19 client machines are a mix of Dell Latitude E5500 and E4200 laptops running Windows XP Service Pack 3, Microsoft Office 2007, Symantec Endpoint Encryption, and Symantec Endpoint Protection. Each laptop also has a docking station and external keyboard, mouse, and monitor.

Printers:

Dell LaserJet 3330

Dell Color LaserJet 3130

HP Color LaserJet 4700

**Additional anticipated printers for 151 Capitol Street location:*

Xerox combination printer, copier, fax and scan machine

Xerox laser printer with magnetic ink capability

Switches:

3 - NetGear 24PT Smart Gigabit

SECTION 6 - SCOPE OF WORK

Efficiency Maine seeks a qualified bidder or team of bidders to provide Information Technology Network and Hardware-Software Maintenance Services. The IT contractor will serve as the point person for all information technology and certain data-related functions, systems, products and services for Efficiency Maine. The IT contractor will report to and through the Chief Financial Officer, who has responsibility for information technology services.

At a minimum, the IT contractor selected through this RFP will be expected to:

- Set annual targets related to IT operations and monitor the overall IT performance;
- Communicate with the Trust for service level agreements and ensure that they are met;
- Monitor IT network security and supervise the entire network system of the organization;
- Design and recommend IT policies and implement them with the approval of the CFO and/or Executive Director;
- Prepare an annual business plan for IT services; and
- Monitor developments in IT and the needs of the Trust and propose innovative ideas.

Before undertaking any particular activity that will include billable hours, the IT contractor will submit an outline of the project and its best effort calculation of time and costs that will be incurred. Cost of activities not approved in advance may be denied. To the extent possible,

multiple requests for assistance, unless judged an emergency or immediate need, shall be pending and bundled for efficiency and cost-effectiveness.

6.1 Network support and administration

The contractor will manage, administer and support the Efficiency Maine computer network and servers, system backups and maintenance and will develop and implement policies for organization of electronic files and version control to support organizational efficiency. The Efficiency Maine computer network includes all servers, laptops, Blackberries, printers, peripherals and programs loaded to those devices whether currently owned or leased and operational or later acquired during the term of the contract. The contractor is expected to:

- Define requirements and plan project lifecycle deployment;
- Define resources and schedule for project/program implementation;
- Create strategies for risk mitigation and contingency planning;
- Plan and schedule project deliverables, goals, and milestones;
- Maintain the integrity and continual operation of the network;
- Ensure the continual functioning of mission critical operations;
- Maintain security and privacy of the information systems, communication lines, and equipment;
- Develop, review, and certify all back-up and disaster recovery procedures and plans;
- Plan and implement additions, deletions and major modifications to the IT infrastructure in coordination with the CFO;
- Oversee the implementation of network security;
- Anticipate future network needs and identify proactive solutions to satisfy needs;
- Assist with Freedom of Information Act (FOIA) 5 U.S.C. section 552 and/or Freedom of Access Act (FOAA) 1 M.R.S.A. section 401 requests for information.

6.2 Products and Services

The contractor will coordinate all IT-related purchases, installations, maintenance and repair and serve as the liaison to IT vendors for computer hardware/software, website, email, VPN, telecommunications, and other technology-based office equipment.

6.3 Technology Service Providers/Consultants

Should the Trust require additional services beyond the scope of this contract, the contractor may be asked to provide input for any additional IT-related service providers and consultants. Such requests will be treated as a project within this contract unless the Trust determines that a separate contract is appropriate.

6.4. Technology Planning and Development

The contractor will work with the CFO, Executive Director, Director of Programs, Communications Director and other Efficiency Maine staff to monitor, assess and respond to division and agency-wide technology and data-related needs and opportunities and to develop

and manage implementation of IT policies and procedures. As Efficiency Maine changes in terms of size, activities and/or complexity the contractor will research and/or recommend:

- Revised system development priorities;
- Improvements to overcome procedural problems;
- Standards, policies and procedures to enhance and protect the mission;
- New or revised standards, procedures, and policies;
- Trends and long-term planning, including implementation strategies; and
- Non-traditional/creative approaches to problem-solving;

6.5 Website Support

The contractor will provide any necessary website support not addressed by or as back-up to the Communications Director. Primary responsibility for Efficiency Maine's website rests with the Communication Director, and it is not anticipated that the contractor will have an active responsibility for managing the website.

6.6 General Information Technology Support

The contractor will provide responsive and timely assistance to Efficiency Maine staff to address IT-related questions, problems and issues as they arise. It is anticipated that the contractor will primarily address issues and concerns remotely and by phone, but will be available as needed for in-office service issues. Also, the contractor will assure that scheduled maintenance and program upgrades are structured so as to minimize or avoid disruption to the staff of Efficiency Maine. In delivering general IT support, the contractor is expected to: provide support for hardware and network program problem resolution and upgrades in programs and hardware; monitor license expiration dates and assure that there is no lapse in necessary coverage and protection; make recommendations for improvements in security, policies and procedures; and ensure that all the programs and projects are designed from the point of view of achieving the organizational goals and objectives.

SECTION 7 - PROPOSAL CONTENT AND ORGANIZATION REQUIREMENTS

The proposal should include the following contents in the format and order described below.

7.1 Letter of Transmittal

The letter of transmittal should exhibit the bidder's understanding and approach to the project. It should contain a summary of bidder's ability to perform the services described in the RFP and confirm that bidder is willing to perform those services and enter into a contract with the Efficiency Maine Trust. The letter of transmittal should also:

- Identify the bidder, its legal structure, address of its principal office and primary telephone number;

- If there is a sub-contractor, identify the sub-contractor, its legal structure, address of its principal office and telephone number;
- Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the bidder to contractually obligate the bidder;
- Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the proposal evaluation period.
- If there is a sub-contractor identified in the letter of transmittal, a letter of commitment from the subcontractor should follow the proposer's letter of transmittal.

The letter of transmittal must be signed by an appropriate officer of the lead bidder who can bind the bidder to a contract. By signing the letter, the bidder certifies compliance with the signature authority to bind.

7.2 Table of Contents

7.3 Introduction

- Summarize understanding of the services requested in the RFP and the proposed approach to fulfilling the requirements of the RFP.
- Briefly describe the proposed delivery team and qualifications.

7.4 Technical Proposal/Statement of Work

- **Overview:** Provide a general overview of the proposed approach to fulfilling the Scope of Work.
- **Work Plan:** Specify the work plan and approach for delivering the specific services designated in the Scope of Work (sections 6.0 through 6.6 above).
- **Management Plan:** Provide a management plan for the delivery of services. The plan should:
 - Identify all team members, including the Principal contact.
 - Provide an organization chart of the project team and relationships, including the names and addresses of any subcontractors, and describe how activities will be coordinated among subcontractors and with the Trust.
 - Provide a clear description of the roles and responsibilities of key personnel.
- **Transition Plan:** Provide a transition plan including milestones for the transfer of responsibility from our current service provider to the new contractor. The plan must provide for a smooth and orderly transition and ensure that all accounts and services are fully operational no later than September 1, 2011.
- **Innovative Concepts:** Present innovative concepts, if any, for consideration.

7.5 Qualifications and Experience

The proposal should provide detailed information about the qualifications and experience of the assigned project manager and all personnel proposed to be assigned to perform work under the resulting contract. Personnel not originally assigned by the Proposer to this contract may be substituted, but only if the substitute has the same or better qualifications and experience of the employee removed from this assignment and the substitution is acceptable to Efficiency Maine. In describing the experience of proposed personnel, include any specific expertise in the areas stated in the Scope of Work above.

- **Qualifications:** The proposal should demonstrate the qualifications of all named personnel as it relates to the Scope of Work. To be considered as qualified to perform the requested services, the proposed personnel must meet the following minimum qualifications:
 - Bachelor's degree in computer science, computer engineering, electrical engineering or related field (master's degree in computer science or related field is preferred); equivalent professional experience may be substituted.
 - Strong demonstrated skills in the following areas: analytical and logical problem solving skills; interpersonal communication and relations; and organizational and project management skills.
 - Sound judgment; initiative; flexibility; detail-oriented.
- **Experience.** The proposal should demonstrate the experience of the proposed team and named personnel as follows:
 - Demonstrate specific experience in the areas stated specified in the Scope of Work (Section 6 above), and the length of time of such experience.
 - Demonstrate direct experience with systems development projects involving systems analysis, programming, file conversion, systems testing, and implementation services; proposed personnel must have specific experience in each of these areas, programming languages, and tools.
 - Demonstrate documented working experience of the lead bidder and the proposed personnel with Microsoft Windows Environments, including:
 - MS-SQL 2000 and Microsoft Exchange 2003;
 - Internet Information Server and other applications associated with public entities, non-profits and/or energy efficiency programs;
 - Experience with Microsoft windows configuration, installation, maintenance, support and troubleshooting of microcomputers and other systems;
 - System development, complex project management;
 - Knowledge of Nortel network hardware, client/server technology, Internet/intranets; and
 - Knowledge of virtual private networking systems and their security.

If the proposal anticipates the use of a sub-contractor, the proposer and the sub-contractor must separately demonstrate that each meets the requirements regarding qualifications and experience as described above. If a sub-contractor is proposed and a contract results, the

contractor is responsible for assuring that the sub-contractor's staff continuously meet the minimum requirements. If the contractor requests a change in sub-contractor, the contractor must demonstrate that the replacement sub-contractor meets the minimum requirements and that upon completing its due diligence Efficiency Maine has not determined that there is a reason to disqualify the intended replacement sub-contractor.

7.6 Cost Proposal

The cost proposal must include:

1. Hourly rates and costs for all personnel including any subcontractors for the services to be performed under the contract.
2. The estimated cost to deliver the Scope of Work for one year (12 months), assuming that the contractor provides no more than 16 hours of service per week.
3. The estimated cost of a 2 hour monthly meeting between the contractor and the Efficiency Maine CFO to review the prior month's performance and upcoming issues, concerns or projects. This should be priced separately from item 2 above.
4. The estimated cost for a hypothetical project with the following parameters:
 - a. Identify a replacement system anti-virus software program;
 - b. Prepare a justification for the replacement program;
 - c. Arrange for quotes for the purchase of the software;
 - d. Assume the software purchase is approved and authorized; and
 - e. Deploy the program for the servers and 16 laptops.

7.7 References – attach as Appendix

The proposal will include at least 4 references each for the lead bidder and any proposed sub-contractors. Efficiency Maine will contact references. It is preferred that the references be similarly sized public entities and/or entities for whom the proposer has or is providing similar services to those being requested in this RFP. For each reference, the following should be provided: reference name and address; contact person name, telephone number, and email address; brief statement of services provided to the reference, how those services are similar to or the same as those being requested in this RFP, and the dates of service.

7. 8 Sample reports – attach as Appendix

Proposals should include samples of: monthly time tracking statements; monthly invoice statements; annual reports of activities, time and costs; and any other proposed reports.

7.9 Proof of Insurance – Attach as Appendix

The contractor will be required to provide full insurance protection. The proposal must include proof of insurance that satisfies the insurance standards set forth in Efficiency Maine Trusts' Service Contract form, Rider B, Section 16, which is included with this RFP.

SECTION 8 – PROPOSAL EVALUATION

Proposals that are received by the submission deadline and that meet the requirements established in the RFP will be reviewed and evaluated by a proposal review team. Efficiency Maine Trust reserves the right to decide whether a proposal is or is not acceptable in terms of meeting the requirements of this RFP and to accept or reject any or all proposals received.

In evaluating proposals, Efficiency Maine Trust reserves the right to take any of the following steps, with respect either to all of the proposals received or to a subset of proposals selected as superior to the others: (1) consult with prior clients on the performance of the bidder or of particular persons proposed for this bid; (2) schedule presentations or interviews with representatives of the bidder or persons proposed for the project for the purpose of demonstration and discussion about the proposer's methodology and ability to perform the requested service (any presentation or demonstration will be limited in time and participants, and will not take the place of a written proposal); (3) conduct a review of past performance, including a review of reports, analyses, or other materials that would reflect the bidder's performance; (4) request additional data or supporting material; or (5) such other steps deemed appropriate by Efficiency Maine Trust.

8.1 Evaluation Criteria

The proposal will be evaluated in light of the material and the substantiating evidence presented to the Efficiency Maine, not on the basis of what may be inferred. Efficiency Maine reserves the right to verify the information provided. Efficiency Maine Trust will review and evaluate proposals on the basis of the following criteria (maximum points are listed in parentheses):

- **Capability and demonstrated experience to perform contract (35 points).** The bidder will fully demonstrate its ability and resources to provide the services requested in this RFP. The bidder will also provide sufficient references and information to verify its experience in providing the services being requested and the level of services proposed.
- **Technical proposal and approach (35 points).** The bidder will include a technical proposal that addresses each of the areas of the Scope of Work. The bidder will provide sufficient information that demonstrates it has the necessary skill set to provide the level of services proposed and a plan and service level standard for addressing routine and non-routine requests, including on-site responses to emergency service needs.
- **Cost proposal (20 points).** The bidder will include a cost proposal that addresses all requested information under RFP Section 7.6 and is consistent with the proposed technical proposal.

- **Compliance with minimum standards (10 points).** The bidder will conclusively demonstrate that it meets the minimum standards and requirements set forth in the RFP.

8.2 Recusal

Due to the long relationship between the Efficiency Maine CFO and the incumbent IT contractor and to assure that all proposals in response to this RFP are treated fairly and without a real or perceived conflict, the CFO is recused from the following:

- Receiving proposal submissions;
- Review and evaluation of the proposals received;
- Discussion of the proposals received with staff, proposers or anyone else involved in the process;
- Interviews or follow up, including reference checks, for any of the proposals received;
- Cost analysis of proposals;
- Determination of award of the contract;
- Posting Notice of Intent to Award; and
- Any request for reconsideration

After the proposal review team has posted its notice of intent to award the contract, and the 14-day window has closed for the request for reconsideration, the CFO will assume responsibility for completing the contract for services and its administration.

SECTION 9 – GENERAL CONDITIONS

9.1 RFP Process – Reservation of Rights

Efficiency Maine Trust reserves the right to cancel or extend the RFP process at any time. Efficiency Maine Trust also reserves the right to reject any and all submissions in response to this RFP and to waive formalities if doing so is in the best interests of Efficiency Maine Trust.

9.2 Standard Contract Form

A copy of the Efficiency Maine Trust standard contract form appropriate to this RFP is provided with this RFP. This contract form will be used to complete the agreement for services between the awardee and Efficiency Maine.

9.3 Pricing and Billing

The contractor will be paid for services through a monthly billing with sufficient detail and backup materials to fully and completely document all costs and charges. During the term of the contract the selected contractor will not change pricing unless such changes were agreed to in the contract.

9.4 Contract Term

The resulting contract is expected to be issued for a period of approximately 25 months with the option of two one-year extensions. The original contract is expected to be in place on or about September 1, 2011 unless another date is mutually agreed to, and services will be fully operational as soon as possible. The original contract will terminate on September 30, 2013.

During the term of the original contract, there will be no increase in the cost of the contract. The contractor may propose an increase in compensation for each of the successive extensions, subject to negotiation and agreement by Efficiency Maine.

9.5 Termination of Contract

Efficiency Maine reserves the right to terminate the contract for cause should the contractor or its sub-contractor fail to perform as required by the terms of the contract, should the contractor's financial position or any action taken against the contractor or sub-contractor including but not limited to any prosecutor's action cause concerns for Efficiency Maine, where the contractor's or sub-contractor's effectiveness or ability to perform is called into question. Should the contract be terminated-for-cause the contractor shall be entitled to payment through the contract termination date only, and the contractor will provide sufficient information to justify the final invoicing.

Bidders should be aware that should the invoice demonstrate to Efficiency Maine's satisfaction that unnecessary additional hours are being billed for services that could be or should have been performed in a less costly manner, the contractor may be judged to be out of compliance with the contract and the intention of this RFP process and the contract may be terminated.

9.6 Request for Reconsideration

An aggrieved person may request reconsideration of a contract award decision by filing a written petition to reconsider to the Executive Director of Efficiency Maine Trust within 14 calendar days of notification of the contract award. Each petition to reconsider must contain the award decision being appealed, the name of the aggrieved person, the facts that make the petitioner an aggrieved person and the reason that the contract award should be reversed. Additional information concerning purchasing and appeals can be found in the Trust's contracting rule, available at [www.efficiencymaine.com](http://www.efficiencymaine.com/docs/AgencyRules/Chapter-1_Contracting_Final.pdf) under documents and services: http://www.efficiencymaine.com/docs/AgencyRules/Chapter-1_Contracting_Final.pdf

SECTION 10 – DOCUMENTS PROVIDED WITH THIS RFP

1. Efficiency Maine Trust - Services Agreement
2. Efficiency Maine High Level Network Architecture and Summary of Service Hours
3. Efficiency Maine Trust – Hardware – Software Inventory 5-17-2011 (Hardware Inventory, Software Inventory, Software Volume Licenses, Licensing Renewals)