



# Ferguson Lynch

IT Consultancy and Web Architecture

Dr. Rose Hessmiller  
8146 Avenida la Prestina  
Albuquerque, NM 87109  
[rhessmiller@fergusonlynch.com](mailto:rhessmiller@fergusonlynch.com)  
[www.fergusonlynch.com](http://www.fergusonlynch.com)  
mobile: 505 228 8806

**3/2025**

**Dr. Rose Hessmiller**  
**8146 Avenida la Prestina**  
**Albuquerque, NM 87109**  
**505 228-8806**  
[rhessmiller@fergusonlynch.com](mailto:rhessmiller@fergusonlynch.com)  
[www.fergusonlynch.com](http://www.fergusonlynch.com)

**Proposed IT, Web Portal, and Cloud Support for the Eastern Brook Trout Joint Venture**  
<http://easternbrooktrout.org/>

**Submitted to:**  
**Lori Maloney**  
**EBTJV Coordinator**

**EBTJV Portal support**

**Total Invoice Costs = \$9850.00**

**April 1, 2025 – March 30, 2026**

- Hosting Server Lease, Backup, and Support; Secure SSL and Register and maintain the site EBTJV website Domain name. Manage DNS for EBTJV Domain Name  
Task 1 \$1400.00
- IT Services and Advanced IT Support  
Task 2 Cost - \$ 4000.00
  - Install Plone security updates and upgrades.

Dr. Rose Hessmiller  
[rhessmiller@fergusonlynch.com](mailto:rhessmiller@fergusonlynch.com)  
EBTJV Portal Basic Maintenance Proposal

for Contract Dates:  
April 1, 2025 –March 30, 2026

- Ensure QA/ QC of all installed elements and operating program.
- Provide oversight of hardware & software maintenance and testing of backups, security, performance evaluation services, monitoring logs.
- Troubleshoot and fix any issues with Webeditors, Displays, Search, Logins
- Site Search and any custom support
- Maintain Development Site for testing and any requested new functionality design Support.

#### Day to Day User Support

Task 3 Cost - \$3550.00

- Respond to user's questions, support project uploads, add members.
- Delivered day-to-day support to general portal user inquiry and members.
- Support for Funding Opportunities, Logins, Uploads etc.
- Provide basic support to portal users and members or institutional administrators and technical IT staff through day-to-day assistance and problem solving via phone, collaborative software, or email. Examples include but are not limited to assisting members in posting content onto the portal, creating, editing, and moving content.
- Provide one-to-one learning via phone and following up using Portal Help tutorials.
- Communications/ project management
- Project submission content workflow
- Work on Tabs and downstream content reorganization.
- Support / connectivity with Spatial data, multimedia, social media.
- Support EBTJV with site inventory, archiving, edits as needed.
- Site Stats Reports and Consultation.

Project Management, Monitoring Login Requests, User Stats, Reports, Asana task tracking

Task 4 \$900.00

**Total Work Costs = \$9850.00**

. Dr. Rose Hessmiller  
[rhessmiller@fergusonlynch.com](mailto:rhessmiller@fergusonlynch.com)  
 EBTJV Portal Basic Maintenance Proposal

for Contract Dates:  
 April 1, 2025 –March 30, 2026