

CITY OF STURGEON BAY
FINANCE/PURCHASING & BUILDING COMMITTEE
TUESDAY JULY 12, 2022
Council Chambers, City Hall - 421 Michigan Street
4:00pm

1. Roll call.
2. Adoption of agenda.
3. Public comment on agenda items and other issues related to finance & purchasing.
4. Consideration of: Request from Sturgeon Bay Lions Club to waive the park shelter reservation and alcohol public consumption permit fees.
5. Consideration of: Bid for Technology Services
6. Review bills.
7. Adjourn.

NOTE: DEVIATION FROM THE AGENDA ORDER SHOWN MAY OCCUR.

Notice is hereby given that a majority of the City Committees may be present at this meeting to gather information about a subject over which they have decision-making responsibility. If a quorum of a Committee, does attend, this may constitute a meeting of the aforementioned Committee and is noticed as such, although no formal action will be taken at this meeting.

Posted:
Date: 07/7/22
Time: 3:35pm
By: LS

Finance/Purchasing & Building Committee Members:
Helen Bacon, Chair
Seth Wiederanders, Vice Chair
Dan Williams

4

4

Spittlemeister, Laurie

To: Clarizio, Valerie J.
Subject: RE: Sturgeon Bay Lions Waiver of Fee request

From: tnsmarineservices@charter.net <tnsmarineservices@charter.net>
Sent: Sunday, July 3, 2022 2:20 PM
To: Clarizio, Valerie J. <vclarizio@sturgeonbaywi.org>
Subject: Sturgeon Bay Lions Waiver of Fee request

July 3, 2022

Val,

City of Sturgeon Bay Finance Committee,

The Sturgeon Bay Lions Club gathers every year in August for a picnic as a kick off for our upcoming year. Our club likes to host the picnic at Sawyer Park and use the pavilion in case of rain or cool weather.

The Sturgeon Bay Lions Club is a service organization that works at events and sells roses to generate money that the club distributes to not-for-profit organizations, high school student scholarships, payment for eye care and glasses, and other needs in the community.

Our club is asking the City of Sturgeon Bay Finance Committee to waive the Park Shelter Reservation Fee and the Alcohol Public Consumption Permit Fee. Our organization is not charging a fee to the picnic attendees to raise funds. It is simply a social gathering for our members and their spouses.

Please add our requests to waive the Park Shelter Reservation Fee and the Alcohol Public Consumption Permit Fee for our August social at Sawyer Park to the Finance Committee's July 2022 meeting. Representatives from the Sturgeon Bay Lions Club will gladly attend the Finance Committee meeting to ask for the waiver of fees in person.

Thank you,

Stewart Fett—Sturgeon Bay Lion's Club President

Theresa Fett- Sturgeon Bay Lion's Club Past President

Fee Waiver Policy

- 1) The Common Council of the City of Sturgeon Bay authorizes staff to waive the following permit fees for organizations that meet certain eligibility requirements.

- 2) Eligible fees for waiver:

APC – Alcohol Public Consumption Permit

Park Shelter Reservation Fee

Sign Permit Fee

Banner Permit Fee

- 3) Organizations eligible to request waivers:

Governmental entities

Coast Guard Functions - *The City of Sturgeon Bay is designated as a Coast Guard City*

Military not-for-profit organizations designated as a 501(c)(19) or 501(c)(23)

Not-for-profit designated as Charitable Organization 501(c)(3)

Not-for-profit designated as a Civic Organization 501(c)(4)

- 4) Organizations that hold events for which a fee is charged to raise funds, are not eligible for a waiver of any City fee for that specific event.
- 5) Any requests outside of these parameters should be directed to the Finance/Purchasing & Building Committee for consideration who will make recommendation to the Common Council.

5

5

EXECUTIVE SUMMARY

TITLE: Bid for Technology Services

BACKGROUND: Dating back to 2008, the City has contracted with the County of Door for technical support services. Though it was a relationship that served both entities well for many years, in August of 2021 the County served notice to the City, as per the agreement, that they no longer wished to provide technical support services to the City. At that time, the entities agreed to a one-year extension of the contract in order to give the City time to find a new provider.

Though the contract for technical support with the County of Door will expire on December 31, 2022, components of the technology services the County currently provides to the City's protective services departments will remain in place along with the specialized protective service related software (ex. Spillman).

On May 17, 2022 the City issued a Request for Proposal for Technology Services and only Heartland Business Systems (HBS) responded. HBS is a highly regarded firm in both the public and private sector. The County of Door currently works with HBS and IS staff was pleased to see their bid.

If Heartland Business System's proposal is accepted by the Council, they propose a 5-phase approach for the transition. The first phase includes an IT Synergy Workshop consisting of interviews with City staff to determine the City's needs and goals which will then help HBS propose a more solid strategy for the transition process. I mention this for two reasons, first because it is at this point the City will be able to more finely tune future budget numbers. But, for starters, you can expect to see a 43% increase in the City's computer budget for 2023. Secondly, because if HBS's bid is accepted, funds for the Synergy Workshop and other startup services will be expended in 2022 so that the City can begin the transition process before the contract with the County expires on December 31, 2022. There are some funds available in the 2022 computer budget to help offset the aforementioned costs but know that it will be tight and availability will depend on whether or not the City can defer some of the planned computer and computer equipment purchases until 2023.


FISCAL IMPACT: The fiscal impact to the City for 2022 will be \$0 because we can reallocate current computer budgetary dollars. The fiscal impact for 2023 is a \$60,000 increase to the current computer budget for a total projected 2023 budget in the amount of \$200,000.

OPTIONS: Accept or reject the bid from Heartland Business Systems.

RECOMMENDATION:

Accept the bid from Heartland Business Systems for Technology Services, transition and strategy planning, and implementation.

PREPARED BY:


Valerie J. Clarizio
Finance Director/City Treasurer

7/7/22
Date

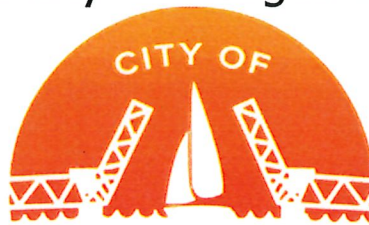
REVIEWED BY:


Joshua J. Van Lieshout
City Administrator

7/7/22
Date

Response to Technology Services: Transition Planning and Strategy Request for Proposal

Prepared for
The City of Sturgeon Bay



June 6, 2022

Prepared by:

Heartland Business Systems
Joanna L. Thoms - Solutions Consultant
Email: teamthoms@hbs.net
Phone: 920.585.3995

Table of Contents

Profile Information	3
Executive Summary	4
Day-to-Day / Ongoing Support	5
Support Team.....	6
Strategic Planning.....	7
Engagement Protocols.....	8
Service Engagement Process	8
Escalation Process.....	9
References	9
Summary	9
Investment Summary and Data Sheets	10

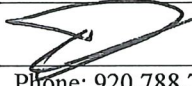
Confidentiality

This RFP response contains confidential and proprietary information of Heartland Business Systems (Heartland). The City of Sturgeon Bay (The City) may not disclose the confidential information contained herein to any third party without the written consent of Heartland, save that The City may disclose the contents of this response to those of its agents, principals, representatives, consultants or employees who need to know its contents for the purpose of The City's evaluation of the response. The City agrees to inform such persons of the confidential nature of this document and to obtain their agreement to preserve its confidentiality to the same extent as The City. As a condition of this receiving this document, The City agrees to treat the confidential information contained herein with at least the same level of care as it takes with respect to its own confidential information, but in no event with less than reasonable care. This confidentiality statement shall be binding on the parties for a period of five (5) years from the issue date stated on the front cover unless superseded by confidentiality provisions detailed in a subsequent agreement.

Profile Information

The undersigned, on behalf of the Heartland Business Systems (Heartland or HBS), certifies: (1) this offer is made without previous understanding, conflict of interest, agreement or connection with any person, firm, or corporation making a proposal on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposal is entered; and, (4) they have read the complete Request for Proposal and understand all provisions and fully understand the local conditions affecting the cost of the work.

FIRM'S SIGNATURE & INFORMATION:

Company Legal Name:	Heartland Business Systems, LLC
Complete Address, City, ST, Zip:	PO Box 347 1700 Stephen Drive, Little Chute, WI 54140
Bidders Authorized Name & Title (Type or Print):	Jon Groh, Staff Attorney
Authorized Signature:	
Phone # & Fax#:	Phone: 920.788.7720 Fax: 920.788.7739
Date:	June 6, 2022
E-mail address:	legal@hbs.net
Website:	www.hbs.net
Length of Time in Business:	30 years
Number of Clients:	Over 15,000
Number of Municipal Clients	Approximately 1,500
Contact Person:	Joanna L. Thoms, Solutions Consultant Email: teamthoms@hbs.net Mobile: 920.585.3995
The HBS Team	Solutions Consultants ~ 65 Customer Experience Reps ~ 75 Engineers/Programmers/Business Analysts/Technicians ~ 280 Back Office and Support ~ 75
Office Location to Service the City of Sturgeon Bay	Little Chute, Wisconsin (Although, we are able to pull resources from any of our 11 locations via remote technologies)

Executive Summary

June 6, 2022

Ms. Stephanie Reinhardt
City Clerk / Human Resources Director
City of Sturgeon Bay
421 Michigan Street
Sturgeon Bay, Wisconsin 54235

Ms. Reinhardt:

Heartland Business Systems (Heartland or HBS), a subsidiary of Heartland Technology Group, is a debt-free, privately held corporation that has been headquartered in Little Chute, Wisconsin since its inception in 1992. Heartland provides technology consulting and solutions to corporate, healthcare, education, government, and not-for-profit organizations, and employs over 500 people throughout Wisconsin, Illinois, Iowa, Minnesota, Nebraska, Missouri, Arkansas, and Arizona.

HBS Technical Expertise

SERVICES

MANAGED SERVICES

IT Help Desk
Managed Collaboration
Managed Firewall
Network Monitoring
Server Monitoring
Backup Monitoring

PROFESSIONAL SERVICES

Virtual CIO
Business Consulting

SOLUTIONS

BUSINESS APPLICATIONS

BUSINESS PRODUCTIVITY

Dynamics 365
Microsoft Teams
Office 365
SharePoint

ERP CONSULTING

Dynamics GP

DATA ANALYTICS & BUSINESS INTELLIGENCE

Dashboard in a Day
Power BI Jumpstart
Power BI Showcase

DATABASE MANAGEMENT

SQL Health Check
SQL Monitoring

APPLICATION DEVELOPMENT

Custom Application Development
IoT Development
Mobile Application Development
Website & Web Application Development

DOCUMENT IMAGING

Document and Check Scanners
Document Management Software
Imaging Services and Process

COLLABORATION

AUDIO VISUAL

Enterprise Video Conferencing
Distance Learning
Digital Signage
Mass Notification Systems
Entertainment Systems
Audio Solutions

MANAGED COLLABORATION

UNIFIED COMMUNICATIONS

VOICE OVER IP

WEBEX MEETINGS

WEBEX TEAMS

MICROSOFT TEAMS

CYBERSECURITY

ASSESSMENTS & COMPLIANCE

Penetration Testing
Policies & Procedures
Risk Management
Security Awareness & Training
Vulnerability Assessments

DATA PROTECTION

Backup & Replication
Cloud Security
Disaster Recovery
Email Security
Malware Protection
Firewalls
Multi-Factor Authentication

INFRASTRUCTURE

CLOUD

Colocation
HBS Cloud Services
Hybrid Cloud
Infrastructure as a Service (IaaS)
Private Cloud
Public Cloud

CABLING

Fiber Optic Cabling
Structured Cabling

DATA CENTER

Hyperconverged
Active Directory
Exchange
Storage
Servers
Virtualization

NETWORKING

Enterprise Mobility
SD-WAN
Wireless Solutions

PHYSICAL SECURITY

Badging & Identification
Door Access Control
Mass Notification Systems
Video Intercoms
Video Surveillance

HARDWARE & DEVICES

Electronic Recycling

We are honored to provide a response in complete acceptance of the specifications, and terms and conditions contained in the City of Sturgeon Bay's (the City) Technology Services Request for Proposal dated May 17, 2022.

Recent Awards and Achievements



It is Heartland's understanding that the City currently receives IT support from Door County's (the County) Technology Services team through shared technologies and human resources. Should Heartland be awarded this RFP opportunity, we would initially step into the shoes of the County's IT team members' in supporting the City's day-to-day IT-related requirements while co-developing a City-County segmentation strategy. Our tenured partnership (15+ years) with the County's Technology Services team allows for unprecedented and unique insights into what technologies are already in place, as well as a stable trust-level by Jason Rouer and his team. Having these strategical planning and support necessities solidified from day-one provide both a cost and time savings for the City.

Throughout the RFP, various service scopes are itemized. For presentation simplification, we have placed them all in one of two categories:

- 1) Day-to-Day / Ongoing Support
- 2) Strategic Planning

The following will explain how HBS is able to customize our offerings to meet the specific scope of services outlined in the RFP.

It is our recommendation that Heartland, the City, and Door County IT all meet prior to contract signature to ensure all aspects of the RFP are addressed as desired. One exception of costs excluded are consumables such as printer toner cartridges and break-fix components, as well as any other hardware that would need replacement.

Heartland would be honored to partner with the City on this initiative.

Day-to-Day / Ongoing Support

Day-to-Day / Ongoing support can be categorized by questions, issues, and situations that arise typically from the ground up, or the end-user level up. For example, an end-user is unable to print or needs a file restored from backup; patches and firmware updates; help desk support calls; preventative maintenance; etc. These tasks and responsibilities are handled through Heartland's customizable managed services offerings. At the core of the proposed managed services is an IT management software called Connectwise.

Heartland is proposing the use of Connectwise for:

- Helpdesk Support and Issue Ticketing
- Remote Support Agent
 - Appears as the Heartland logo on the end-users' desktops to open a helpdesk ticket
 - Allows quick, remote access for Heartland technicians and engineers
- Desktop Patch Management
- Asset, Licensing, and Warranty Data for Lifecycle Management
- Monitoring and management of 16 network devices (2 x Cisco ISR4321 voice routers and 14 Cisco switches)

Regarding the software applications in use (such as MSI Financial, Spillman, Arbitrator...), it is Heartland's assumption that the City (or County) has software support subscriptions for these applications. Even though our engineering resources have had exposure to the software applications mentioned in the RFP, there may very well be instances when our engineering resources will need to reach out to a respective application publisher and can only do so if a support contract is in place between the City/County and said publisher.

Support Team

The success of day-to-day / ongoing support is all about the team. The City would have a dedicated consulting team consisting of:

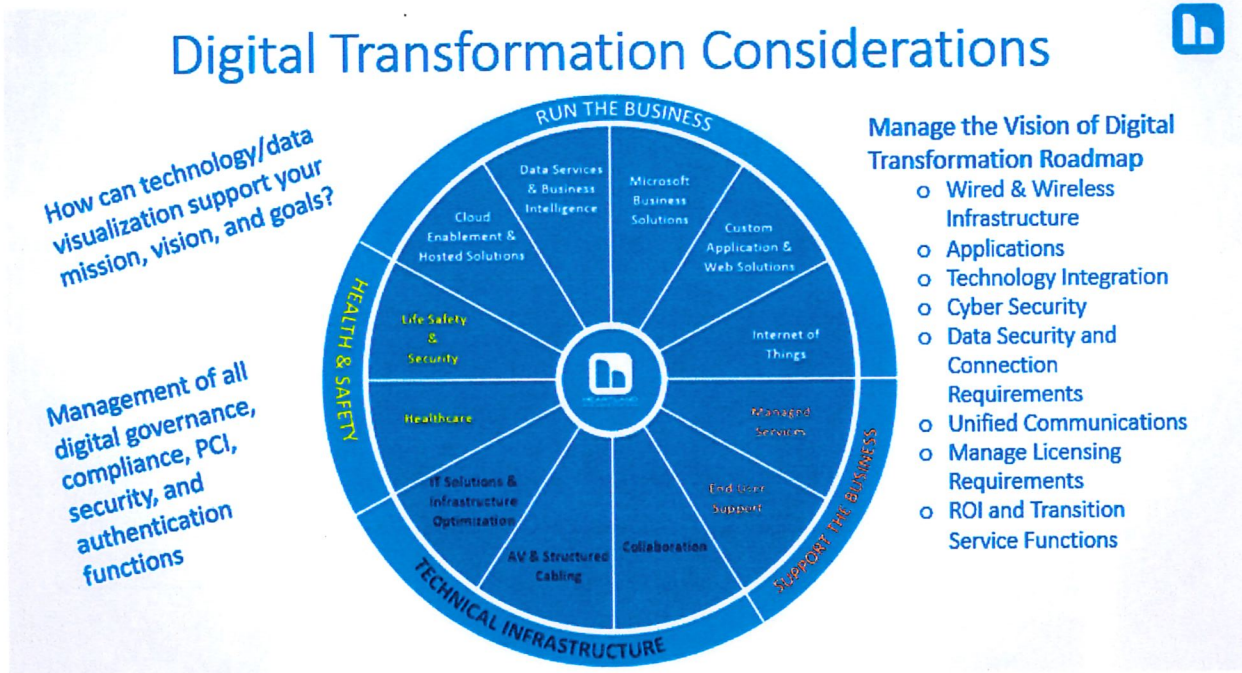
- Public Sector / SLED Sales Team
 - Josh Streich - General Manager
 - Joanna Thoms – Solutions Consultant
 - Brent Haack – Customer Experience Representative
 - TBD (Starting late June 2022) - Customer Experience Representative
 - Liliana Randel – Renewals Specialist
- Engineers / Technicians
 - Tim Ste. Marie – Lead Network/Systems Engineer (Tier 4 - Tim also supports Door County)
 - Karen Pick – Lead Voice Engineer (Tier 4 – Karen also supports Door County)
 - Access to over 250 other technicians, engineers, programmers, business analysts
 - Helpdesk Technicians
- 24 x 7 Service Dispatch Team
 - For times outside of normal business hours (7:00-5:30pm), you would have access to our service dispatch by calling a toll-free number which then pages one of our engineers. You will receive a call back within 30 minutes. If the engineer carrying the pager is unable to assist with the issue at hand, s/he will reach out to your lead engineer on your behalf.

Should Heartland be awarded this partnership with the City, emails and cell phone numbers for those people noted above.

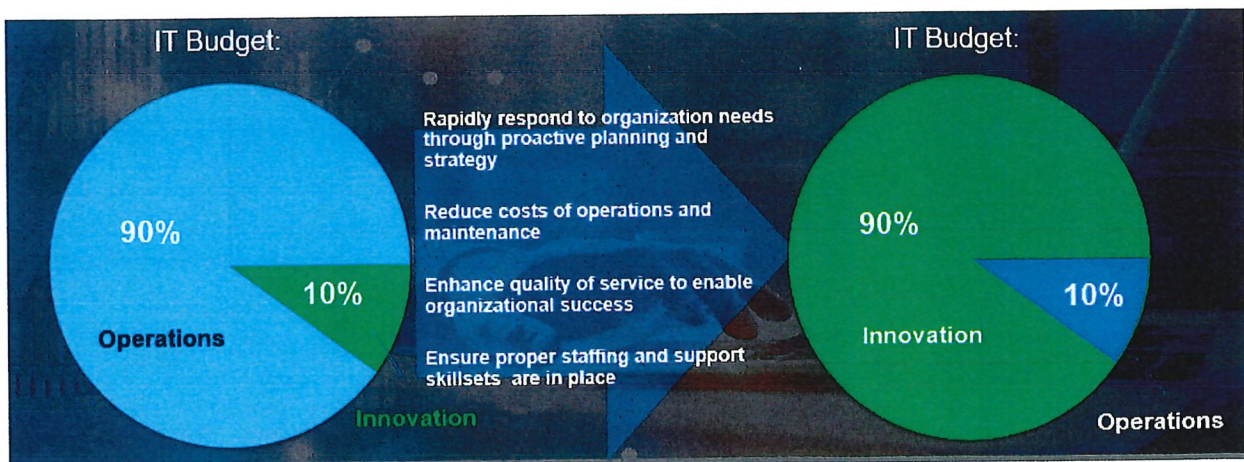
The included data sheets at the end of this document provide details about our proposed (and optional) managed services.

Strategic Planning

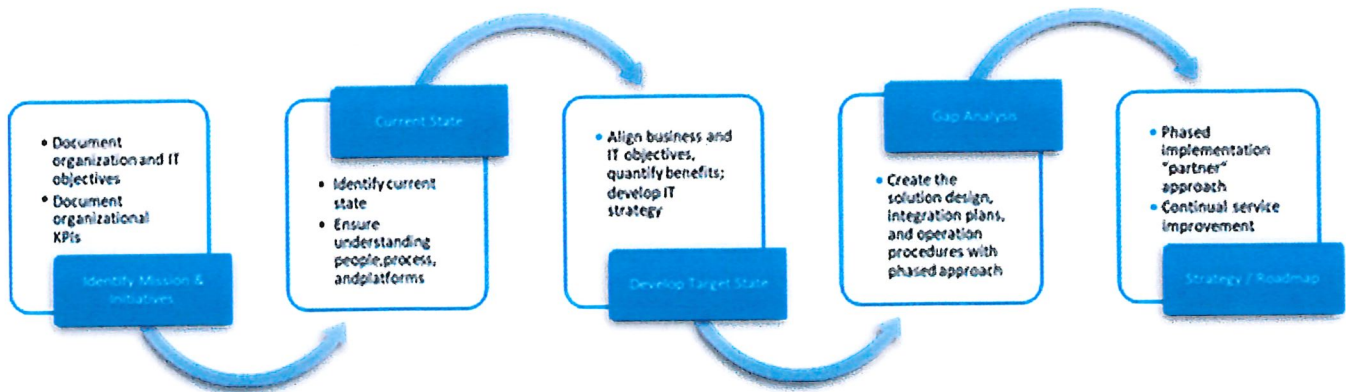
The focus of strategic planning is on the future of the City's technology and your digital transformation. The priority initiative is the segmentation of the City's IT environment from the County's where deemed appropriate and feasible. Heartland has a tried-and-true approach to developing the necessary phases to reach such a goal: IT Synergy Workshop.



Peter Helander, our CEO, has stated, "IT budgets must transition from Cost Center to Innovation Center."



As we step through the IT Synergy Workshop process, these philosophies will be kept in the forefront of the digital transformation migration strategy. The IT Synergy Workshop process consists of five (5) phases that assess current state and mission/vision, desired future state, and a gap analysis culminating in a co-authored roadmap.



This is done through interviews with various City stakeholders, the use of customized technology assessment tools, and Heartland's firsthand experiences and exposures with other government entities like the City of Sturgeon Bay.

Engagement Protocols

As mentioned earlier, the City will have an assigned, dedicated Sales and Engineering team. You will be provided their individual contact details including email addresses and cell phone numbers. Here is our service engagement process:

Service Engagement Process

During normal business hours (7:30am-5:30pm) and non-critical/emergency requests:

- 1) Email teamthoms@hbs.net or service@hbs.net. From there, we (Joanna and inside team members) will triage the request to determine if:
 - HelpDesk can assist
 - Engineering resource should be scheduled
 - TeamThoms can complete request

Someone from TeamThoms or Service Dispatch will respond to the email with the chosen path and next steps.

- 2) Call or text (texting is most optimal) Joanna Thoms – 920.585.3995

After-hours and/or critical/emergency situations:

- 1) Call our 24x7 Service Dispatch at 800-236-7914 (or 920.788.7720) – Option #5
 - a. After-hours, one of our 250+ engineers has a pager and will respond within 30 minutes. If they are unable to assist, s/he will reach out to your assigned lead engineer.
- 2) Call or text Joanna Thoms at 920.585.3995
- 3) Call or text your assigned lead engineer

Escalation Process

Heartland extends transparency and access to all personnel all the way up to our CEO, Peter Helander. Should an issue arise that is not being met to the satisfaction of the City (whether it be service or sales related), it is best to start with your lead Solutions Consultant. From there, you would connect with your dedicated General Manager. Of course, our Vice President of Sales and CEO are also available to you.

References

- **Door County**
 - Name: Jason Rouer, Technology Services Director
 - Address: 421 Nebraska Street, Sturgeon Bay, WI 54235
 - Email: jrouer@co.door.wi.us
 - Phone: 920.746.5983
- **Columbia County**
 - Name: Dave Drews, Director of Information Technology
 - Address: 112 East Edgewater Street, Portage, WI 53901
 - Email: david.drews@co.columbia.wi.us
 - Phone: 608.742.9815
- **City of Neenah**
 - Name: Joe Wenninger, Information Systems Director
 - Address: 211 Walnut Street, Neenah, WI 54956
 - Email: jwenninger@ci.neenah.wi.us
 - Phone: 920.886.6174

Summary

Heartland Business Systems is pleased to provide the City of Sturgeon Bay this Technology Services RFP response. HBS is solidly positioned to provide managed and strategic technology services as outlined in the RFP. The services being requested are core to our business. Additionally, given our tenured relationship with Door County Information Services we are able to offer a trust factor with the Door County IS team and an integral understanding of their technology environment. This trust and knowledge only benefits the City as we would plan to segment off the County's network and systems.

Through the use of Heartland's IT Synergy Workshop, we will begin the digital transformation process of documenting the City's current state, determine the desired future state, provide a gap analysis between the two, and co-author a transformative roadmap.

In closing, one key factor to bring to the forefront is by partnering with Heartland, the City will have over 250 technical resources at your disposal that are truly second to none. Our goal is one of long-term relationships and we look forward to being able to start one with The City of Sturgeon Bay.

Investment Summary and Data Sheets

See following pages for investment summary details and managed services data sheets.

Technology Services RFP

Quote #278990 v1

Prepared For:

City of Sturgeon Bay
 Stephanie Reinhardt
 421 Michigan St
 Sturgeon Bay, WI 54235-2217

P: (920) 746-2405
 E: vclarizio@sturgeonbaywi.org

Prepared By:

Heartland Business Systems
 Joanna Thoms
 1700 Stephen Street
 Little Chute, WI 54140

P: (920) 585-3995
 E: jthoms@hbs.net

Date Issued:

06.06.2022

Expires:

07.29.2022

Monthly Recurring Services		Recurring	Qty	Ext. Recurring
DC-MSP-BASIC	Managed Desktop Basic Managed Desktop Basic - Includes Remote Support Agent, Windows Based Automated Patch Management, Asset & Life-cycle Management, access to HBS Helpdesk All support requests to be billed hourly based on the attached tiered rate structure. Time billed in 15 minute increments	\$12.95	66	\$854.70
DC-MON-LM-ADV	HBS LM Monitoring Advanced - Per Network Device 24x7 Advanced Network and Server Monitoring. Includes Access to HBS's Monitoring Dashboards. Qty 1 needed per monitored IP Address including: Hypervisor, Server Host, iLo, iDRAC, Virtual Machine, Switch, Router, Firewall, or Wireless Controller. Requires customer provided Windows Server OS for Onsite monitoring collector installation. <ul style="list-style-type: none"> 2 x Cisco ISR4321 Voice Routers 14 x Cisco Switches 	\$30.00	16	\$480.00
HBS-FLEX-SERVICES	HBSFLEX Services Retainer Flexible Services Monthly Retainer- Pre-paid block of services to be utilized on a consumption basis. This is an estimate only. Unused funds rollover monthly. Overages would be billed on a time and materials rate as noted on the included "HBSFLEX 2022 Service Schedule". Monthly estimate of services are: <ul style="list-style-type: none"> 20 Hours at Tier 4 @ \$195/hr - Enterprise/Collaboration Engineer (Sr. Network/Systems/Voice Engineer) 40 Hours at Tier 1 @ \$108/hr - Help Desk Technician Other resources such as cabling technicians, mid-level engineers, etc. are also available resources. See included "HBSFLEX 2022 Service Schedule" for tiered hourly rates. These rates are discounted off of our standard hourly rates. This amount can be altered as actual usage is determined over time.	\$8,220.00	1	\$8,220.00
Recurring Subtotal				\$9,554.70
Onboarding & One Time Services		Price	Qty	Ext. Price
DC-MSP-BASIC-ONB	Managed Desktop Basic Onboarding Managed Desktop Basic Onboarding	\$20.00	66	\$1,320.00
DC-MON-ONB	Monitoring-Onboarding(Server or Network) Monitoring Onboarding (Per Unit) for Servers and Advanced Network Devices	\$30.00	16	\$480.00

Onboarding & One Time Services		Price	Qty	Ext. Price
HBS-FF-PROJECT	IT Synergy Workshop Heartland Business Systems - IT Synergy Strategy Information technology (IT) infrastructures of tomorrow need to promote value and innovation in the organization. Technology can no longer be considered a support function. Instead, it must contribute directly to business value by driving innovation, growth and organizational achievement. Moving IT from a cost center to a value/innovation center is critical for most organizations' successes, and requires operational efficiency, architectural best practices, and organization mission alignment. Heartland's IT Synergy Workshop is an advisory service that incorporates a detailed review of the current and desired/future state of your applications, operating model, IT services strategy, and IT infrastructure. This industry leading approach can efficiently identify key elements to advance the technology operation to promote innovation and operational efficiency. IT Synergy: "An increase in the value of the organization as a result of IT alignment with the organization's mission." IT Synergy Process: <ul style="list-style-type: none"> • Identify Mission and Initiatives • One on One Interviews with Organizational Stakeholders • Detailed Inventory of Current Environment • Document Current State • Develop Target State • Gap Analysis • Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis of IT Operation, Infrastructure, and Staffing/Support • Execution Strategy/Roadmap Workshop Highlights: <ul style="list-style-type: none"> • Establishes IT as a driver of business value rather than a support function • Clarifies and defines the future of your IT strategy, providing a foundation for short and long-term decision making and strategy development • Identifies areas in which IT is not aligned with the direction of the business and sets a baseline for continuing evaluation of the relationship between business priorities and IT delivery • Provides insight into current allocation of staff, budget and valuable analysis quickly with low impact on resources • Assesses IT effectiveness and pinpoints areas in need of attention • Helps to focus your resources on strategic, differentiating activities • Provides new insights by modeling scenarios with actual data-in real time • Creates consensus among key decision makers 	\$15,000.00	1	\$15,000.00
		Subtotal		\$16,800.00

Options	* Optional	Recurring	Qty	Ext. Recurring
DC-MSP-SERVER-BASIC	Managed Services Basic - Server Managed Server - Includes Remote Support Agent, Anti-Virus, Windows Base Automated Patch Management Windows OS, Disk Cleanup, Monitoring. For virtual machines monitors guest VM only. If hardware monitoring is desired add DC-MON-LM-ADV.	\$59.95	1	\$59.95
* Optional Recurring Subtotal				\$59.95

Quote Summary	Recurring	One-Time
Monthly Recurring Services	\$9,554.70	\$0.00
Onboarding & One Time Services	\$0.00	\$16,800.00
Total:	\$9,554.70	\$16,800.00

*Optional Expenses	Recurring
Options	\$59.95

This quote may not include applicable sales tax, shipping, handling and/or delivery charges. Final applicable sales tax, shipping, handling and/or delivery charges are calculated and applied at invoice. The above prices are for hardware/software only, and do not include delivery, setup or installation by Heartland ("HBS") unless otherwise noted. Installation by HBS is available at our regular hourly rates, or pursuant to a prepaid



HBSFlex Agreement. This configuration is presented for convenience only. HBS is not responsible for typographical or other errors/omissions regarding prices or other information. Prices and configurations are subject to change without notice. HBS may modify or cancel this quote if the pricing is impacted by a tariff. A 15% restocking fee will be charged on any returned part. Customer is responsible for all costs associated with return of product and a \$25.00 processing fee. No returns are accepted by HBS without prior written approval. This quote expressly limits acceptance to the terms of this quote, and HBS disclaims any additional terms. By providing your "E-Signature," you acknowledge that your electronic signature is the legal equivalent of your manual signature, and you warrant that you have express authority to execute this agreement and legally bind your organization to this proposal and all attached documents. Any purchase that the customer makes from HBS is governed by HBS' Standard Terms and Conditions ("ST&Cs") located at <http://www.hbs.net/standard-terms-and-conditions>, which are incorporated herein by reference. The ST&Cs are subject to change. When a new order is placed, the ST&Cs on the above-stated website at that time shall apply. If customer has signed HBS' ST&Cs version 2018.v2.0 or later, or the parties have executed a current master services agreement, the signed agreement shall supersede the version on the website. Any order(s) that exceeds the credit limit assigned by HBS shall require upfront payment from customer in an amount determined by HBS. HBS shall make this determination at the time of the order, unless customer has previously submitted the required onboarding paperwork. In such event, HBS shall make this determination at the time of quoting. QT.2021.v1.0

Acceptance

Heartland Business Systems

City of Sturgeon Bay

Joanna Thoms

Signature / Name

06/06/2022

Date

Signature / Name

Initials

Date

HBSFLEX 2022 Service Schedule

SCHEDULE to the Service Agreement ("Agreement") between Heartland Business Systems, a Wisconsin limited liability company, hereafter called (Heartland) and City of Sturgeon Bay (Customer). Heartland and Customer (hereafter called PARTIES) agree as follows:

1. The terms of this SCHEDULE shall govern in the event of a conflict between the terms of the Agreement and the terms of this SCHEDULE.
2. **Pricing.** Customer agrees to pay Heartland based upon the hourly rates described below. Pricing does not include applicable sales tax which will be charged at time of invoicing.
3. **Travel.** Travel will be billed to customer at below rates based on one way travel from closest Heartland office.
4. **Prepayment.** HBSFLEX Volume Service Pricing is available only for prepaid service blocks.
5. **Expiration.** HBSFLEX Agreements will expire 18 months from date of purchase.
6. **Additions.** Should this quote be an addition or conversion of an existing agreement, Rate schedule below will apply to all funds.

HOURLY SERVICES BILLING SCHEDULE (time is billed in 15 minute increments)

Engineer Work Role	Prepaid Block Hourly Rate
Project Coordinator	\$55
Structured Cabling	\$80
AV Tech Help Desk Break-Fix ESRM Coordinator Point of Sale Collaboration I Infosec Coordinator I Physical Security Engineer	\$108
AV Engineer 2 Cabling 2 Network Operations Center 2 Mitel Engineer 2 SMB Engineer HBS Data Center Collaboration 2 Cloud Engineer 2 Imaging Technician 2 O365/SharePoint 2 CRM 2 Network Engineer 2 Systems Engineer 2 Physical Security Engineer 2 Project Coordinator/Manager 2 Cabling Project Manager 2	\$144
AV Engineer 3 Network Engineer 3 Systems Engineer 3 Collaboration 3 Collaboration Project Manager 3 Cloud Engineer 3 Mitel Engineer 3 Physical Security Engineer 3 Apps/Business Consulting 3 Imaging Engineer 3 O365/SharePoint 3 CRM 3 Project Manager 3 Infosec Consultant 3 Network Operations Center 3 Websites/Kentico Custom Development	\$175
ERP/Dynamics GP 4 Network Engineer 4 Systems Engineer 4 Collaboration 4 Cloud Architect 4 BI/Data Analytics/SQL 4 CRM 4 Project Manager 4	\$195
Applications Architect 5 Systems Architect 5 Cloud Architect 5 CRM 5	\$222

ERP/Dynamics GP 5	
Infosec Consultant 6	\$240
Infosec Consultant - Applications	
Infosec Consultant 7	\$275
On Call Pager	\$200
After Hours Rate	1.5x Base Rate
- Before 8am or after 5pm CST	
- Weekends & Company Recognized Holidays	

Managed Services Agreement

THIS AGREEMENT is entered into between Heartland Business Systems, LLC, a Wisconsin limited liability company ("Provider"), with its principal offices located at 1700 Stephen Street, Little Chute, WI 54140, and City of Sturgeon Bay ("Customer").

The terms of this Agreement include Provider's Standard Terms and Conditions located at <http://www.hbs.net/standard-terms-and-conditions> ("ST&C"). Should any term contained in this Agreement directly conflict with any term in the ST&C, this Agreement shall control.

ARTICLE I

CUSTOMER REQUIREMENTS, LIMITATIONS AND ASSUMPTIONS

In order to perform the Services described herein, Customer agrees to provide to Provider the following:

- A. Access. Remote access to Customer's network, and for any required on-site Services, physical access to Customer's facilities and network (collectively, the "Customer Environment") to provide the Services described herein. Additional requirements regarding access are provided within this Agreement.
- B. Internet. Customer will provide adequate bandwidth (including sufficiently low latency and packet loss) for connectivity to the Internet.
- C. Hardware. Customer agrees that it will have industry standard server, routing and firewall appliances and that such appliances have up-to-date manufacturer warranties and further authorizes Provider, as a consultant, to contact these manufacturers on behalf of Customer for support if needed. Remediation of hardware failures of Customer-owned equipment will be handled on a time and materials ("T&M") basis.
- D. Software. Customer represents and warrants that all Customer-provided software licensing shall be genuine and that its support agreements are up-to-date, and hereby authorizes Provider to contact these software vendors on behalf of Customer for support if needed in accordance with the provision of Services described herein.
- E. Data Security and Protection. Customer represents and warrants that the Customer Environment is protected by industry standard security and virus protection software.
- F. Proper Backup. Customer warrants and represents to Provider that Customer's data and system has been properly backed up prior to the commencement of any services provided by Provider and understands that the Provider shall have no liability whatsoever, under any circumstances, for any damages that Customer suffers from Customer's failure to backup data.
- G. Existing Environment Suitability Requirements. In order for the Customer's existing environment to qualify for managed services, all equipment (PC's, Laptops, Servers, Switches, Routers, Firewalls, Wireless controllers) must be running currently supported software versions as approved by the manufacturer. All equipment must be newer than 3 years old. Equipment that initially passes the minimum standard requirement for service can reveal itself to become chronically failing. Should this occur, while rare, Customer agrees to work constructively and positively with Provider

to replace such equipment through Provider.

H. Client Contact. Customer shall only have authorized personnel contact the Service Desk by phone, email, Customer portal, or computer agent, and Customer shall provide a complete description of the issue. Customer shall provide point of contact information (name, telephone number, email), be as clear as possible about the urgency of the case, and communicate issues within a reasonable time of becoming aware of the issue

I. Additional Fees. Additional time incurred by Provider as the result of Customer's failure to comply with its obligations in this Agreement will result in additional invoiced fees for such Services, which will be performed on a T&M basis

ARTICLE II

ADDITIONAL TERMS AND CONDITIONS

A. Invoicing and Payment Terms. Provider will invoice Customer as described in the attached Quote. Provider will invoice Customer monthly for the recurring costs as identified on the attached Quote. For monthly subscription-based licenses, Customer agrees to allow Provider to adjust billed quantities based on Customer's monthly consumption. Customer may also request adjustment to quantities needed on a monthly basis. It is understood that any and all services requested by Client that fall outside of the terms of this Agreement will be considered projects and will be billed as separate individual services. The parties agree that Provider shall have the right to update the pricing for this Agreement at any time by providing 30 days prior written notice to Customer.

B. Failure to Pay. Any invoice, whether for this Agreement or any other products or services provided by Provider, remaining unpaid after its due date shall be grounds for Provider to immediately withhold any Services covered by this Agreement or any other services, and shall be a default. In the event of a default, Provider shall have the right, prior to providing any notice of default, to accelerate the payment of all amounts owed by Customer, which shall become immediately due and payable without notice or demand. If Provider institutes collection procedures to recover any amount, Customer shall pay all expenses of collection and all reasonable attorneys' fees and costs incurred by Provider.

C. Travel Expenses. Provider will invoice Customer for reasonable travel expenses including mileage at the IRS standard mileage rate. All time that Provider spends travelling will be applied to the monthly "Managed Services" as identified on the attached Quote.

D. Telco Fees. Services performed by Provider on the Customer's behalf for issues related to or caused by the Customer's telephone and communications Providers and related circuitry will be billed on a T&M basis at the Network Support rate as indicated in the attached quote.

E. Term. The term of this Agreement shall commence on the Agreement Effective Date and shall continue each month until terminated pursuant to the following section.

F. Termination by Either Party. In the event that the attached Quote contains a specific initial term, the Customer shall not have the right to terminate this Agreement during such term. This Agreement shall remain in effect following the expiration of such term, and either party shall have the right to terminate this Agreement on or after the expiration of such term by providing at least 60 days' prior written notice to the other party, provided that if the termination date would fall on a day other than the last day of the month, the termination shall be effective as of the last day of that month. In the event that the attached Quote does not contain a specific initial term, either party shall have the right to terminate this Agreement at any time by providing at least 60 days' prior written notice to the other party, provided that if the termination date would fall on a day other than the last day of the month, the termination shall be effective as of the last day of that month.

G. Termination for Breach. In the event of a default by one party, the non-defaulting party may provide written notice

of the default and may terminate this Agreement at any time following the expiration of a reasonable opportunity to cure such default; provided that, if the defaulting party has cured the default prior to the expiration of such cure period, this Agreement shall remain in effect. For purposes of this Agreement, a "reasonable opportunity to cure" shall be ten (10) days for a monetary or payment default and thirty (30) days for a non-monetary or non-payment default. In the event of a subsequent default of any type, the non-defaulting party may immediately terminate this Agreement without any notice or opportunity to cure. Furthermore, in the event of a default by Customer, Provider shall not be required to provide any additional services of any type, including but not limited to the transferring, providing or copying of any data, unless Customer has first paid all amounts owed to Provider and the amount charged by Provider for such additional services.

H. Payment Upon Termination. Upon termination, Customer shall remain responsible for, and shall be obligated to pay Provider for all fees associated with Provider's performance of the Services prior to the effective date of termination. Customer shall also remain responsible for any outstanding annual fees amortized in this Agreement. Such fee could include but are not limited to Manufacturer Software Assurance, Outsourced Monitoring Fees, Right to Use Software Licensing. The Customer agrees and acknowledges that early termination of this Agreement may cause Provider to incur various additional costs. In the event that the Customer terminates this Agreement early for any reason whatsoever, the Customer agrees to immediately pay the following amount to Provider: all early termination expenses that Provider is charged by its applicable vendors and suppliers.

I. Indemnification. Customer shall indemnify and hold harmless Provider from any and all damages, claims, actions, investigations, proceedings, losses, costs, and other related expenses (including actual attorney fees) arising out of: (i) any material breach of this Agreement by Customer; or (ii) Customer's infringement, misappropriation, or violation of any trademark, service mark, trade name, copyrighted or patented material, or other intellectual property of Provider. The indemnification rights granted hereby are independent of, and in addition to, such rights and remedies as either party may have at law or in equity, or otherwise, including the right to seek specific performance, rescission, or restitution.

J. Limitation of Liability. Provider warrants that its Services will be in substantial conformance with this Agreement and any attached documents. Aside from the foregoing, Provider makes no further warranties or representations. Except as specifically provided in this Agreement, Provider shall have no liability or responsibility to the Customer or to any other person, firm, or entity with respect to any liability, loss, or damage arising out of, or relating to, the operation or non-operation of the Services. Provider hereby specifically disclaims any and all warranties, whether express or implied, including, without limitation, warranties of merchantability or fitness for a particular purpose in connection with this Agreement or Provider's provision of, or failure to provide, the Services. The sole and entire maximum liability of Provider to the Customer for any and all proven loss, claim, damage or liability of any kind (including but not limited to contract or tort) with respect to all Services provided by Provider and any act or omission of Provider will consist of a duty to refund not more than the amounts actually paid by the Customer during the year preceding such loss, claim, damage or liability.

K. Service Operation Disclaimer. Customer grants Provider authorization to view any data within the regular routine of the repair or system improvement. Customer also authorizes Provider to reasonably delete, change, and or rewrite any necessary information to complete the system repair or improvement that is consistent with the standards and practices in the industry.

L. Notices. Any notice or other communication hereunder shall be in writing and shall be deemed to have been duly given (a) upon receipt (or refusal of receipt) if delivered personally, (b) when sent by electronic mail or facsimile transmission, (c) when sent by overnight courier service, (d) when mailed by first class mail, postage prepaid, or (e) when mailed by certified or registered mail, return receipt requested, with postage prepaid to the parties at the following addresses, or to such other address as a party may designate in writing:

If to Provider:

Heartland Business Systems, LLC

Attention: Legal Department

P.O. Box 347

Little Chute, WI 54140

If to Customer:

Address Specified in Quote

SCHEDULE A: SCOPE OF MANAGED SERVICES

The scope of managed services provided may vary dependent on the exact services purchases. The following scope of services may apply as follows:

Reporting, Management, and Tracking

Provider will provide monthly reports detailing:

- Service tickets-Opened, Resolved, In Progress
- Asset inventory under management
- Time usage for service tickets
- Monitored alerts for assets under management

Alert Notifications

When an alert is generated from Provider's monitoring platform, the Provider's Service Desk will receive the notification, contact the Customer based on the escalation policy defined during onboarding. Escalation could include phone call or email to Customer staff or Provider service personnel.

Diagnosis and Troubleshooting

Network diagnosis and support issues will be done remotely for all network devices covered with a managed services plan under this Agreement. Any remediation steps would be billed at the applicable hourly rate.

Customer agrees to allow Provider to install remote support agent on applicable devices so as to enable remote monitoring and Provider access to managed systems.

Additional Line of Business Application updates by Provider that are not listed in this Agreement will be subject to additional monthly fees

Patching

If Customer's Managed Service include patching of servers or workstations, patching will be automated and conducted on a scheduled basis via automated patching application. Patching includes various levels of security patches but does not include Windows feature pack updates.

Provider agrees to conduct patching only during approved patch window as designated by Customer during onboarding, unless otherwise agreed upon. Patching will be conducted on a best effort basis based on HBS recommended patching policies. Patch applications troubleshooting for specific devices would be billed additionally.

Manual patching of servers or applications is not included unless expressly written in attached quote.

Patching often requires systems to be rebooted. Automated reboots will take place during the patching window. Please make sure all documents are saved prior to scheduled patching window. Provider will not be held liable for lost changes to open documents as a result of patching.

Billable Support

Support not covered by productized SKUs will be billable at applicable service rates based on engineering tiers. Examples of billable work by tier is as follows:

Helpdesk I

- End user desktop support
- End user VPN configuration
- Password resets
- Microsoft Office Suite
- Mobile device setup and configuration
- Printer troubleshooting
- Network drive mapping for end user device
- Office 365 User Administration
- Simple Active Directory, DNS, and DHCP administration
- Whitelist URL in firewall
- Spam filter administration
- Computer slowness troubleshooting
- End-User support in all basic software/hardware/3rd party software
- Spyware/Malware/Virus Removal (Non-Incident Response work - ESRM Team)
- Anything not defined in NOC II and NOC III

NOC II

- Simple Layer 2 configuration of network switches, routers, and firewalls (Assign VLAN)
- Advanced Active Directory, DNS, and DHCP administration
- Veeam administration (job configuration, failed backup troubleshooting, schedules, file/folder restore)
- Hypervisor administration (VMware, Hyper-V)
- Cisco Meraki troubleshooting
- Administration of specialized server roles and features (RDS, IIS)
- Print server configuration
- Troubleshoot SMB ISP issues

NOC III

- Advanced Layer 3 network troubleshooting
- Configuration and advanced troubleshooting of hypervisor
- VPN configuration on firewall or router
- Advanced backup recovery (restore full VMs and servers, GRT restores)
- Linux server troubleshooting and administration
- SAN troubleshooting and administration
- Add new network equipment to the existing infrastructure
- Creating VLANs, trunking, policies, routes, routing protocols, QoS, ACLs, link aggregation, and packet shaping.

- Wireless troubleshooting (Enterprise grade networking equipment)
- Consultative input regarding networking and systems
- Troubleshoot enterprise ISP issues

SCHEDULE B: PROVIDER STANDARD SLA

Helpdesk Schedule

Business Hours: Monday-Friday 7:00am – 6:00 pm CST, not including Holidays

After Hours: Engineers are on call 24x7.

Support Requests to be made by Customer via phone or email as noted below:

Helpdesk Phone Number: 1-877-212-2669

Helpdesk Email Address: hd@hbscloudservices.com

After hours rates apply for any work performed outside of business hours above. For after-hours/ emergency work you must call phone number above, leave a voicemail, and the on-call engineer will return your call promptly. Email tickets submitted after hours will be responded to the next business day.

The following response times apply to telephone calls, voice messages, or monitored alerts received by the Service Desk during normal business hours stated above. Problems reported by e-mail to the Service Desk, or cases created in the Customer Portal, will be responded to within 24 hours. Emergency tickets should always be called in to receive top priority.

Minimum .25 hours charged applied per support request at the appropriate support rate.

Priority	DEFINITION	Response Time	Resolution Time	Escalation Time
0	Urgent - Site down. Operation of a critical business system is stopped or severely restricted, stopping production or operations. No workaround is available.	1 hour	ASAP Best Effort	2 hour
1	High – Site at risk or performance severely degraded. Operation of a critical business system is stopped or severely restricted, but does not stop production or operations. No workarounds or short-term workarounds are available, but restricted operations can continue.	4 hours	ASAP Best Effort	8 hours
	Medium – Performance			

2	impaired. Problems that impair the operation of the Customer's existing system, yet most business operations remain functional. This can be a minor problem with no major effect on business operations, or a major problem where an acceptable workaround exists.	8 hours	ASAP Best Effort	24 hours
3	Low – General assistance. Business process can continue, one user affected. Information or assistance on product capabilities, installation, or configuration. There is minimal impact on business process	24 hours	ASAP Best Effort	72 hours

V2021.2

Data Center Agreement

Master Data Center Agreement

THIS AGREEMENT is entered into between Heartland Business Systems, LLC, a Wisconsin limited liability company ("Provider"), and City of Sturgeon Bay ("Customer"). The terms of this Agreement include Provider's Standard Terms and Conditions located at <http://www.hbs.net/standard-terms-and-conditions> ("ST&C"). Should any term contained in this Agreement directly conflict with any term in the ST&C, this Agreement shall control.

ARTICLE I

PROVISION OF SERVICES AND RELATED EQUIPMENT

A. **Services.** Provider shall provide to Customer those services (the "Services") specifically identified on the attached Quote. Unless Provider and Customer agree to the contrary, and such agreement is memorialized on the Quote, the transmission facilities through which Provider provides the Services to Customer need not be dedicated to the provision of Services exclusively to Customer; and Provider shall be entitled to utilize such facilities for the transmission of other data, or the provision of Services to other customers, provided such other utilization of these facilities does not interfere with Customer's use and/or enjoyment of the Services. Provider covenants and agrees that the Services shall be functional in all material respects and available for Customer's use on or before the date of first availability identified on the Quote.

B. **Availability of Services.** Provider shall use commercially reasonable efforts to ensure the continuous availability of the Services without interruption. Notwithstanding, Customer acknowledges and agrees that, from time to time, the Services may be temporarily unavailable during periods of testing, maintenance, repair, or during other periods caused by events of force majeure.

Availability/Service Credit: The Services are accessible 24/7, with a 99.9% targeted uptime. 99.9% of the time during any calendar month, the Services shall be available. Unavailability is a condition in which there is unavailability of the Services due to hardware failure OR sustained packet loss in excess of fifty percent within the Provider's facilities for at least two consecutive hours due to a failure of the Provider to provide Services during such period; unavailability does not include packet loss or network unavailability due to scheduled maintenance or inability of a user to connect with the Services due to Internet or telecommunications problems or any other issues outside the control of Provider. In order to receive any service credit, Customer must notify Provider within seven (7) days from the time Customer becomes eligible to receive a service credit. Failure to comply with this requirement will forfeit Customer's right to receive a service credit. The aggregate maximum number of service credits

to be issued by Provider to Customer for any and all downtime periods and performance problems during any given calendar month shall not exceed one month of service. Service credits are issued as followed:

Length of Unavailability (per calendar month)	Service Credit
24 to 48 hours of aggregate unavailability below 99.9%	1 day of service fees credited (i.e.: 1/30 monthly fees)
48 to 96 hours of aggregate unavailability below 99.9%	1. 2 days of service fees credited (i.e.: 1/15 monthly fees)

*Each block of 96 hours of aggregate unavailability thereafter shall be credited 5 days of service fees.

*All Service Credit shall be applied to the next month's invoice.

C. Use of Services.

1. Customer represents and warrants that it will not use the Services or otherwise engage in any activities: that constitute or encourage a violation of any applicable law or regulation, including, but not limited to, the sale of illegal goods, or the violation of export control or obscenity laws; that defame, impersonate, or invade the privacy of any third party or entity; that infringe the rights of any third party, including, but not limited to, the intellectual property, business, contractual, or fiduciary rights of others; that are in any way connected with the transmission of "junk mail," "spam," or the unsolicited mass distribution of e-mail, or with any unethical marketing practices; that cause the reselling or transfer for value any services provided by the attached Quote unless otherwise indicated to the contrary in the attached Quote; or that removes any copyright ownership information, or falsifies such information, on any files uploaded, downloaded, made publicly available through, or transmitted via Provider's system.

2. Provider reserves the right, at any time, to refuse to host or discontinue hosting any Web site or Internet connection which Provider believes, in its sole discretion: offers for sale goods or services, or uses or displays materials, that are illegal, obscene, vulgar, offensive, dangerous, or are otherwise inappropriate; received a significant number of complaints for failing to be reasonably accessible to customers, or timely fulfill customer orders; has become the subject of a government complaint or investigation; has violated or is alleged to have violated any local, state, or federal law or regulation; has violated or is alleged to have violated the rights or interests of any person or entity; impairs or threatens to impair the functionality of servers owned or operated by Provider, or other Web sites hosted or maintained by Provider on its own behalf or for the benefit of other customers; or has violated or threatens to violate this Agreement.

3. Customer explicitly licenses Provider to make any copies of copyright protected materials necessary to provide Internet and related services to Customer, as well as make any necessary copies necessary to preserve and maintain Provider's system and Customer's files and electronic mail.

4. Customer explicitly licenses Provider to make any copies, without limitation, of any copyrighted materials submitted to a public forum maintained on Provider's system, or submitted to any forum to which Provider provides access. This clause cannot be modified by either party unless any modification is in writing and signed by both parties.

5. Unattended Forms. Customer is not permitted to run any programs or software which continually send data over or access Provider's system, or run any programs or software on Provider's system unattended, unless such use has been approved in advance by Provider's staff.

D. Equipment.

1. Installation, Operation, and Maintenance of Equipment. Provider shall instruct, construct, operate, and maintain all cable, equipment, and other facilities necessary to provide the Services to Customer up to a point of demarcation identified by Provider. Unless Provider and Customer agree otherwise, and such agreement is memorialized on the Quote, Customer shall be responsible for the installation, construction, operation, and maintenance of all cable, equipment, software, licensing and other facilities necessary to utilize the Services from and after the point of demarcation. To the extent necessary, Customer shall, at no cost to Provider, grant to Provider and its agent's access, including any necessary or required easement, to Customer's premises as

may be necessary for Provider to install, construct, operate, or maintain any cable, equipment, software, licensing or other facilities, to otherwise provide the Services to Customer. Except in emergency situations (which shall be determined by Provider, in its reasonable judgment), Provider will obtain approval from Customer (not to be unreasonably withheld or delayed) before entering upon Customer's premises to engage in any of the foregoing activities.

2. **Responsibility for Equipment.** Except as may be otherwise specified in the Quote, neither party shall be responsible for the maintenance or repair of cable, electronics, structures, equipment, or materials owned by the other party; provided, however, that each party shall be responsible to the other for any damage or harm, including damage caused by environmental conditions at a party's location, or by the negligence or willful misconduct of the other party. Customer shall be responsible for maintaining insurance coverage adequate to cover damage to Customer's physical property whether located at Customer's premises or at Provider's premises.

3. **Title and Control of Facilities.** Title to equipment or facilities owned by Provider and used in any fashion to provide Services shall remain with Provider. Customer shall keep all such equipment and facilities located on Customer's premises free and clear of all liens, encumbrances, and security interests, and shall not tamper with or allow the same to be moved or tampered with by any person not authorized by Provider to do so. Customer shall also keep all such equipment and facilities secure and free from environmental hazards.

4. **Access to Equipment and Facilities upon Termination or Expiration of Agreement.** Customer shall grant to Provider access to all of Provider's equipment and other facilities in or about Customer's premises for purposes of removing the same during the thirty (30) days immediately following the expiration or termination of this Agreement by either party and for any reason. Such access shall be granted during normal business hours and shall afford Provider sufficient time and opportunity to remove its equipment and other facilities from Customer's premises.

E. **Procurement of Access Rights.** Customer shall, at its expense, procure all necessary rights of way, easements, franchises, licenses, conduit rights, building entrance rights, landlord consents, and other rights and grants of authority which are necessary or desirable for Provider to provide the Services specifically to Customer.

F. **Security of Transmitted Information.** When applicable, the Customer shall incorporate Secure Socket Layer ("SSL"), or substantially equivalent technology, to transmit sensitive Customer information (such as payment information, credit card information, social security numbers and medical information protected by HIPAA) over the World Wide Web. Notwithstanding the incorporation of such technology into the Services delivered to Customer, Provider shall not be liable to Customer or any third party for the failure of such technology to maintain the confidentiality of any information transmitted by, from, or to Provider pursuant to this Agreement, or in connection with the Services provided to Customer.

G. **Virtual Private Network Security.** Provider's VPN security is followed in accordance with NIST Publications:

<http://csrc.nist.gov/publications/nistpubs/800-52/SP800-52.pdf>

<http://csrc.nist.gov/publications/nistpubs/800-77/sp800-77.pdf>

<http://csrc.nist.gov/publications/nistpubs/800-113/SP800-113.pdf>

H. **Customer Responsibility of Hosted Software.**

1. **General.** Customer acknowledges that with respect to the Hosted Software, all the design, development, operation, support and maintenance of the Hosted Software program is Customer's full financial responsibility. In addition, any Web site owned or operated by Customer; any telecommunication equipment and software owned or operated by Customer; all computer network hardware and software owned and operated by Customer; and all associated software licensing, services, support, maintenance, upgrades, and renewal costs of all items owned or operated by Customer is Customer's full financial responsibility. Software licensing and renewals may include but are not limited to CRM, SQL, anti-virus, etc. Further, Customer acknowledges that in respect to the Hosted Software, the Provider's only responsibility is to provide Hosting Services as outlined in this Agreement. Customer further acknowledges that no system on the Internet can be guaranteed safe from unauthorized intrusion, and therefore any confidential information stored on or transmitted through Provider's system is stored or transmitted at Customer's own risk.

2. **Hosted Software Content.** Customer represents and warrants that: (i) Customer owns or has sufficient rights in and to Hosted Software and the Hosted Software Content, including without limitation, personal, medical and financial information

contained within the Hosted Software content, in order to use, and permit use of, the Hosted Software content as contemplated in this Agreement; and (ii) the Hosted Software Content does not and shall not contain any content, materials, advertising or services that infringe on or violate any applicable law, regulation or right of a third party. Customer also acknowledges that Hosted Software Content may be stored on servers located within the United States or accessed by Provider's support personnel in the United States, and hereby authorizes such access and storage. Provider only provides access to the Hosted Software, Provider does not operate or control the information, services, opinions or other content of the Internet. Provider does not monitor and shall have no liability or responsibility whatsoever for the Hosted Software Content of any transmissions or communications transmitted or otherwise disseminated via the Hosting Services. Customer agrees that it shall make no claim whatsoever against Provider relating to the Hosted Software Content or content of the Internet or respecting any information, product, service or software ordered through or provided via the Internet, and Customer shall indemnify and hold Provider harmless from any and all claims (including claims by governmental entities seeking to impose penal sanctions) related, directly or indirectly, to such Hosted Software Content.

3. Configuration and Support. Customer agrees to maintain and update DNS records for all domains, and therefore holds all responsibility pertaining to DNS configuration. Customer agrees to provide level 1 support including, but not limited to initial incoming calls and basic level troubleshooting. Customer acknowledges the responsibility to reconfigure and set up all mail clients for each individual user account on each computer.

ARTICLE II

COMPENSATION AND PAYMENT TERMS

A. Compensation to Provider. As compensation for the Services provided hereunder, Customer shall pay to Provider the rates and other charges identified on the Quote for Services provided or made available to Customer during the period identified on Provider's invoice to Customer.

B. Taxes and Other Charges. There may be added to any charges under the paragraph above, an amount equal to industry-wide surcharges and/or fees and surcharge, duty, levy, tax, or withholding, including, but not limited to, sales, property, excise and use taxes, or any tax in lieu thereof or in addition thereto, imposed by any local, state, or federal government or governmental agency with respect to the Services, or with respect to this Agreement, excepting only taxes on the income of Provider. Furthermore, service order charges apply to certain services and will be charged for those services in addition to other charges.

C. Payment. Provider shall render an invoice in accordance with Provider's usual and customary billing cycle for Services delivered or made available to Customer during each preceding month during the Term. Customer shall pay each invoice in full within thirty (30) days of the date of each invoice. Any invoice, whether for this Agreement or any other products or services provided by Provider, remaining unpaid after its due date shall be grounds for Provider to withhold any Services covered by this Agreement and shall be a default. In the event of a default, Provider shall have the right to accelerate the payment of all amounts owed by Customer, which shall become immediately due and payable without notice or demand. If Provider institutes collection procedures to recover any amount, Customer shall pay all expenses of collection and all reasonable attorneys' fees and costs incurred by Provider.

ARTICLE III

TERM AND TERMINATION

A. Term. This Agreement shall become effective on the later to occur of: (i) the date first written above; or (ii) the date upon which both parties have executed this Agreement (hereinafter, the "Effective Date" of this Agreement). Provider shall utilize commercially reasonable efforts to make the Services available to Customer as soon as possible; and the Services shall be available to Customer, subject to the terms and conditions hereof, for that period commencing on the Effective Date and continuing until termination as described herein. In the event that the attached Quote contains a specific initial term, the Customer shall not have the right to terminate this Agreement during such term. This Agreement shall remain in effect following the expiration of such term, and either party shall have the right to terminate this Agreement on or after the expiration of such term by providing at least 30 days' prior written notice to the other party, provided that if the termination date would fall on a day other than the last day of the month, the termination shall be effective as of the last day of that month. In the event that the attached Quote does not contain a specific initial term, either party shall have the right to terminate this Agreement at any time by providing at least 30 days' prior written notice to the other party, provided that if the termination date would fall on a day other than the last

day of the month, the termination shall be effective as of the last day of that month.

B. **Default.** In the event of a default by one party, the non-defaulting party may provide written notice of the default and may terminate this Agreement at any time following the expiration of a reasonable opportunity to cure such default; provided that, if the defaulting party has cured the default prior to the expiration of such cure period, this Agreement shall remain in effect. For purposes of this Agreement, a "reasonable opportunity to cure" shall be ten (10) days for a monetary or payment default and thirty (30) days for a non-monetary or non-payment default. In the event of a subsequent default of any type, the non-defaulting party may immediately terminate this Agreement without any notice or opportunity to cure. Furthermore, in the event of a default by Customer, Provider shall not be required to provide any additional services, including but not limited to the transferring, providing or copying of any data, unless Customer has first paid all amounts owed to Provider and the amount charged by Provider for such additional services. In the event that this Agreement is terminated due to a default by Customer, Provider shall have no obligation to retain any data provided by Customer, and Provider may delete such data without demand or notice.

C. **Changes in Legislation.** Should any changes in legislation or law require any changes to this Agreement or any services provided by Provider, Provider reserves the right to make any such changes, as are determined necessary or prudent to be compliant, at Provider's sole discretion, without giving Customer advanced notice. If such changes are made, Provider promises to send by electronic or postal mail notice of any changes in a reasonable time period. In event of such changes, Customer may terminate service without a required notice period, but is to pay for services provided to the date of the effective termination.

D. **Effect of Early Termination.** The termination of this Agreement for any cause shall not release either party hereto from any liability which at the time of termination has already accrued to the other party hereto, or which thereafter may accrue with respect to any act or omission prior to termination, or from any obligation which is expressly stated herein to survive termination. Termination of this Agreement in accordance with its terms shall be without prejudice to any other rights or remedies of the parties.

ARTICLE IV

INDEMNIFICATION AND LIMITATION OF LIABILITY

A. **Indemnification.** Customer hereby indemnifies and holds harmless Provider from any and all damages, claims, actions, investigations, proceedings, losses, costs, and other related expenses (including actual attorney fees) that may arise out of: (i) any material breach of this Agreement by Customer; (ii) any breach of any of the representations or warranties made by Customer in this Agreement; and (iii) any alleged violation of any rights of another, including, but not limited to, each party's use of any content, trademark, service mark, trade name, copyrighted or patented material, or other intellectual property of its own or of any third party. Customer shall also indemnify and hold Provider harmless from any and all damages, claims, actions, investigations, proceedings, losses, costs, and other related expenses (including actual attorney fees) that may relate to or arise out of any violation of the General Data Protection Regulation (GDPR) (EU) 2016/679, as amended from time to time, or any related law, rule, regulation or order, by Customer or its officers, employees, and agents. The indemnification rights granted hereby are independent of, and in addition to, such rights and remedies as either party may have at law or in equity, or otherwise, including the right to seek specific performance, rescission, or restitution.

B. **LIMITATION OF LIABILITY.**

1. **IN GENERAL.** EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, PROVIDER SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO CUSTOMER OR TO ANY OTHER PERSON, FIRM, OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS, OR DAMAGE ARISING OUT OF, OR RELATING TO, THE OPERATION OR NON-OPERATION OF THE SERVICES. PROVIDER HEREBY SPECIFICALLY DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THIS AGREEMENT OR PROVIDER'S PROVISION OF, OR FAILURE TO PROVIDE, THE SERVICES.

2. **NO LIABILITY FOR CONTENT.** THE CONTENT THAT CUSTOMER MAY ACCESS OR DELIVER THROUGH ANY SERVICES IS PROVIDED BY INDEPENDENT CONTENT PROVIDERS, OVER WHICH PROVIDER DOES NOT EXERCISE AND DISCLAIMS ANY CONTROL. PROVIDER NEITHER PREVIEWS CONTENT NOR EXERCISES EDITORIAL CONTROL, DOES NOT ENDORSE ANY OPINIONS OR INFORMATION ACCESSED THROUGH ANY SERVICE, AND ASSUMES NO RESPONSIBILITY FOR ON-LINE CONTENT. PROVIDER

SPECIFICALLY DISCLAIMS ANY RESPONSIBILITY FOR THE ACCURACY OR QUALITY OF THE INFORMATION OBTAINED IN USING THE SERVICES.

3. DAMAGE, LOSS, OR DESTRUCTION OF SOFTWARE FILES AND/OR DATA. PROVIDER ASSUMES NO RESPONSIBILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OR DESTRUCTION OF ANY OF CUSTOMER'S HARDWARE, SOFTWARE, FILES, DATA, OR PERIPHERALS WHICH MAY RESULT FROM CUSTOMER'S USE OF THE SERVICES, OR FROM THE INSTALLATION, MAINTENANCE, OR REMOVAL OF ANY SERVICE OR RELATED EQUIPMENT OR SOFTWARE. PROVIDER DOES NOT WARRANT THAT ANY DATA OR FILES SENT BY OR TO CUSTOMER WILL BE TRANSMITTED IN UNCORRUPTED FORM WITHIN ANY PERIOD OF TIME.

4. NO CONSEQUENTIAL DAMAGES. EXCEPT FOR INDEMNIFICATION REQUIREMENTS, AND EXCEPT FOR DAMAGES RESULTING FROM GROSS NEGLIGENCE, WILLFUL MISCONDUCT, RECKLESSNESS, OR PERSONAL INJURY OR DEATH, OR DAMAGE TO PROPERTY, NEITHER PARTY WILL BE LIABLE TO THE OTHER FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, RELIANCE, OR SPECIAL DAMAGES SUFFERED BY THE OTHER PARTY.

5. MAXIMUM LIABILITY. THE SOLE AND ENTIRE MAXIMUM LIABILITY OF PROVIDER TO CUSTOMER FOR ANY AND ALL PROVEN LOSS, CLAIM, DAMAGE OR LIABILITY OF ANY KIND (INCLUDING BUT NOT LIMITED TO CONTRACT OR TORT) WITH RESPECT TO ALL SERVICES PROVIDED BY PROVIDER AND ANY ACT OR OMISSION OF PROVIDER WILL CONSIST OF A DUTY TO REFUND NOT MORE THAN THE AMOUNTS PAID BY THE CUSTOMER TO PROVIDER DURING THE YEAR PRECEDING SUCH LOSS, CLAIM, DAMAGE OR LIABILITY.

ARTICLE V

MISCELLANEOUS

A. Notices. Any notice or other communication hereunder shall be in writing and shall be deemed to have been duly given (a) upon receipt (or refusal of receipt) if delivered personally, (b) when sent by electronic mail or facsimile transmission, (c) when sent by overnight courier service, (d) when mailed by first class mail, postage prepaid, or (e) when mailed by certified or registered mail, return receipt requested, with postage prepaid to the parties at the following addresses, or to such other address as a party may designate in writing :

If to Provider:

Heartland Business Systems, LLC

Attention: Legal Department

1700 Stephen Street

P.O. Box 347

Little Chute, WI 54140-0347

If to Customer:

Address Specified in Quote

B. Survival. All representations, warranties, covenants, conditions, and agreements contained herein which either are expressed as surviving the expiration or termination of this Agreement or, by their nature, are to be performed or observed, in whole or in part, after the termination or expiration of this Agreement shall survive the termination or expiration of this Agreement.

C. Licenses. Customer grants any permissions or licenses (including but not limited to copyright licenses), as may be required, and within Customer's power to grant, to Provider in order to provide Internet and related services to Customer, or as may be required for Provider to operate for Customer's benefit.

D. System and Service Modifications. The services and software that may be offered in a Quote are subject to change and

limitation is at Provider's discretion, as is any month to month pricing schedule or pricing schedule not under contract. Provider will notify Customer of any changes by electronic or postal mail to the agent named in this Agreement or other Customer officer, unless the change is judged by Provider to be necessary to preserve proper security or functioning of Provider's system. If Customer objects to any change in service, unless the change is one Provider has determined is necessary for security purposes or to maintain proper operation of Provider's system, Customer will be entitled to cancel only the specific service affected by said change or modification. Customer's continued use of the Hosting services after the effective date of such modified general terms and conditions, policies, or changes in services or software will constitute Customer's acceptance of such modified terms.



Help Desk Services

Reduce technology challenges with high-quality remote support services



Proactive services to optimize equipment and solve user issues

Help Desk Services from HBS serve as a complete extension of your organization, applying our expertise and experience on your behalf. We help to create an efficient, secure environment while reducing overall operating costs.



Remote Support Agent

With the HBS Help Desk remote support agent, our support team has complete visibility to the health of your equipment. HBS can monitor remotely for issues, push software, and script resolutions when persistent problems arise.



Patch Management

One key aspect of improving device performance is making sure it is running the most recent updates. With our patch management service, we evaluate the latest in Microsoft updates and apply the necessary patches down to your devices when the time is appropriate. In addition to patching Microsoft operating systems, we can also patch common 3rd party products such as Firefox, Adobe, Java.



Managed Anti-Virus/Malware

With the dramatic increase in Ransomware and Malware attacks, it becomes increasingly important for a comprehensive security solution. One aspect of this that is a quality Anti-Virus Solution. Our centrally managed antivirus solution is built on the latest behaviorally-based technology offering used by advanced threat protection software. This means it is extremely lightweight with little impact to device speed. Since it's behavior-based, it is quick to respond to threats often undetected by its signature-based competitors.



Device Monitoring

HBS's Device monitoring platform allows visibility to device components such as CPU, Memory, & Disk Utilization, Windows Services & Process, and we can set critical thresholds for alerts. In addition, we can run scripts against certain alert criteria to ensure the greatest uptime for our clients.



Remote Help desk

Even with proactive services, users will have issues on occasion. HBS engineers can provide remote assistance to support you staffs when the need arises. The HBS Help Desk is available Monday-Friday 7am-6pm CST with engineers waiting to take your call. For customers with 24x7 needs, on call support is available for an additional fee. Key areas of support include:




- Password resets
- Email issues (Exchange, Office365)
- MS Office tools and common applications
- Network connectivity
- Desktop software installation and troubleshooting
- Printer issues
- Mobile devices (iPhone, Android, iPads)
- Virus remediation
- Account setup and deletion
- Computer slowness
- Citrix Client Connections & More



Monthly Reporting

Our goal within the Managed Services team is that you never have to see us. This is the best indicator that we're keeping your systems running at their fullest potential. Of course, this doesn't mean we are not working for you in the background. For that reason, we provide our help desk clients with monthly reports noting the services performed on all of their HBS managed systems.

Help Desk Service Plans

			
Desktop/Laptop Support	Agent Only*	Basic*	Preferred
Remote Support Agent	✓	✓	✓
Control Center Access	✓	✓	✓
24x7x365 Device Monitoring		✓	✓
Automated Patch Management		✓	✓
Automated Disk Cleanup		✓	✓
Anti-Virus/Malware Software		✓	✓
Anti-Virus/Malware Updates		✓	✓
Customer Portal Access		✓	✓
Remote Printer Support			✓
Unlimited Remote Help Desk (Business Hours)			✓

* Agent Only and Basic Service Plans can be supplemented with per hour remote Help Desk support.
After hours support available for additional fee.



inquiry@hbs.net
1-877-212-2669



Reach out to our managed service experts:
hbs.net

Heartland Business Systems, LLC

 LinkedIn HBS.net

 @HBSTech



Monitoring Services

Heartland Business Systems (HBS) provides both the proactive services to optimize efficiencies of equipment, as well as a response team to solve user issues.

Reduce down time with Monitoring Services from HBS

Heartland's Network Operation Center keeps a close eye on your mission critical equipment. We are available 24 x 7 to make sure your equipment is performing at the utmost service levels.

Remote Support Agent

With the HBS Help Desk remote support agent, our support team has complete visibility to the health of your equipment. HBS can monitor remotely for issues, push software, and script resolutions when persistent problems arise.

Configuration Backup

With frequent changes to network configurations, keeping accurate change records is critical. With Advanced Network Monitoring from HBS, our tools will automatically backup and store configuration backups for major manufacturer equipment from vendors like Cisco, HPE, Palo Alto and more.

Configuration Management

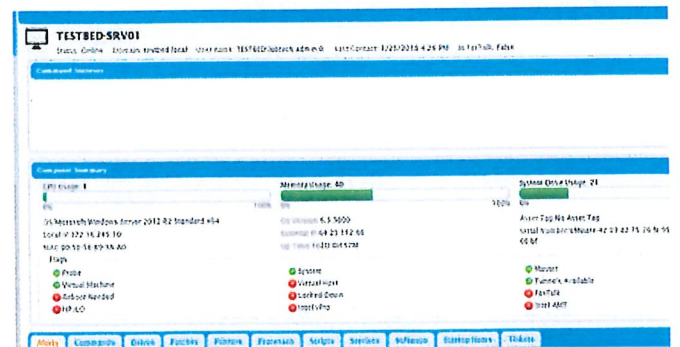
Backing up configurations is important but understanding previous changes is just as important. Our advanced network monitoring tool allows us to store historical configuration changes and provides the ability to compare changes over time in an easy highlighted side-by-side comparison.

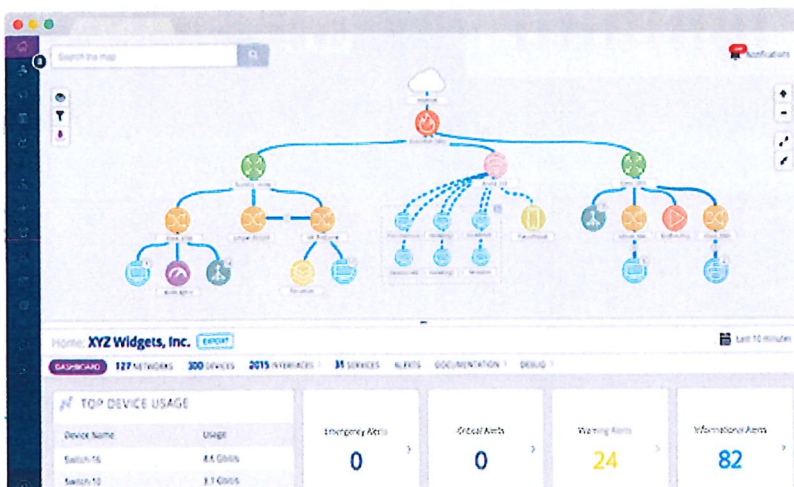
Server Monitoring

Our server monitoring software gives you an in depth view of your environment. Not only can you monitor traditional things like CPU, Storage, and RAM, but you can see complete inventories of hardware and software as well as monitor processes and services. Should something have consistent issues we can implement scripts to automatically remedy the issue with the monitored problem arises.

Web Portal

With our monitoring, we provide our clients with a portal to see the health of their environment. Such tools can provide a comprehensive dashboard view of your entire environment as well as details on specific equipment.





Network Mapping

Our Advanced monitoring tools allow a dynamic network topology map of your entire environment. See your entire network from a single pane of glass, and click on a device to drill down into that device for further details. See where certain networks exits and show the flow of VLAN traffic across devices. Want to make changes? Just click configure and remote into the device of your choosing.

Monitoring Service Plans

Server & Network Devices	Server	Basic Network	Advanced Network
On Site Probe	✓	✓	✓
24x7 Remote Monitoring	✓	✓	✓
Escalation via Email or Phone	✓	✓	✓
Web Based Client Portal	✓	✓	✓
Remote Support Agent	✓		✓
Secure Remote Access	✓		✓
Configuration Backup			✓
Configuration Management			✓
Network Mapping			✓
Flow Monitoring		✓	optional

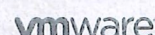
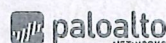
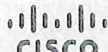
**Start the conversation with
our network experts**



inquiry@HBS.net



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DATE: 07/07/1922
TIME: 13:22:25
ID: AP443ST0.WOW

CITY OF STURGEON BAY
DEPARTMENT SUMMARY REPORT

PAGE: 1

INVOICES DUE ON/BEFORE 07/19/2022

VENDOR #	NAME	ITEM DESCRIPTION	ACCOUNT #	AMOUNT DUE
GENERAL FUND				
GENERAL FUND				
LIABILITIES				
04696	DOOR COUNTY TREASURER	ST OF WI DNR MFL 53	01-000-000-24310	2.12
TOTAL LIABILITIES				2.12
BALLFIELD LIGHTING				
WPPI ENG	WPPI ENERGY	07/22 ATHLETIC LIGHT PROJECT	01-000-981-70000	1,365.39
TOTAL BALLFIELD LIGHTING				1,365.39
TOTAL GENERAL FUND				1,367.51
LAW/LEGAL				
03950	DAVIS KUELTHAU	05/22 GENERAL LEGAL MATTERS	01-110-000-55010	1,717.00
03950		05/22 RUENGER PROP	01-110-000-55010	3,690.90
03950		05/22 NUISANCE -656 OXFORD AVE	01-110-000-55010	52.00
03950		05/22 DEV AGREE/PUR OPTION	01-110-000-55010	234.00
16555	PINKERT LAW FIRM, LLP	05/22 NUISANCE PROP-R WILBER	01-110-000-55010	337.50
TOTAL				6,031.40
TOTAL LAW/LEGAL				6,031.40
CITY CLERK-TREASURER				
USBANK	US BANK	SHRM SEMINAR REG/REINHARDT	01-115-000-55600	25.00
USBANK		LWMMI ANNL CONF/REINHARDT	01-115-000-55600	90.00
TOTAL				115.00
TOTAL CITY CLERK-TREASURER				115.00
ADMINISTRATION				
USBANK	US BANK	RIBBON CUTTING SUPPLIES	01-120-000-55600	60.91
USBANK		RIBBON CUTTING SUPPLIES	01-120-000-55600	57.59
USBANK		ARTIST PLAQUE-WOOLY STATUE	01-120-000-54999	383.00
USBANK		COFFEE TOPPING-	01-120-000-54999	27.99
USBANK		REFRESHMENTS/SUPPLIES PROMNADE	01-120-000-56650	33.90
USBANK		8 LAMINATION	01-120-000-56650	12.66
USBANK		REFRESHMENTS/PROMENADE	01-120-000-56650	30.20
USBANK		COFF/CAKE-PROMENADE	01-120-000-56650	108.18
USBANK		NOTECARDS/SNACKS-WOOLY	01-120-000-56650	75.54
USBANK		PAPER BOWLS	01-120-000-51950	24.41
USBANK		CREDIT PAPER BOWLS	01-120-000-51950	-24.41
USBANK		PAPER PLATES	01-120-000-51950	17.94
USBANK		NAPKINS/TABLE COVERS	01-120-000-56650	9.23
USBANK		DESSERT PLATES/BREAKFAST BARS	01-120-000-51950	46.20
USBANK		PAPER BOWLS	01-120-000-51950	32.97
TOTAL				896.31
TOTAL ADMINISTRATION				896.31

DATE: 07/07/1922
TIME: 13:22:25
ID: AP443ST0.WOW

CITY OF STURGEON BAY
DEPARTMENT SUMMARY REPORT

INVOICES DUE ON/BEFORE 07/19/2022

VENDOR #	NAME	ITEM DESCRIPTION	ACCOUNT #	AMOUNT DUE

GENERAL FUND				
COMPUTER				
USBANK	US BANK	ZOOM	01-125-000-55550	63.99
TOTAL				63.99
TOTAL COMPUTER				63.99
PUBLIC WORKS ADMINISTRATION				
USBANK	US BANK	AQUARIUS SYSTEMS SEMINAR	01-150-000-55600	55.00
TOTAL				55.00
TOTAL PUBLIC WORKS ADMINISTRATION				55.00
CITY HALL				
MASTERCA	MASTERCARE CLEANING SERVICES &	STRIPPING & WAXING FLOORS	01-160-000-58999	2,490.00
TOTAL				2,490.00
TOTAL CITY HALL				2,490.00
INSURANCE				
MCCLONE	MCCLONE AGENCY, INC	08/22 WORK COMP	01-165-000-58750	11,063.00
MCCLONE		08/22 GEN LIAB	01-165-000-56400	2,661.00
MCCLONE		08/22 POLICE LIAB	01-165-000-57150	1,424.00
MCCLONE		08/22 PUBLIC OFFICIAL LIAB	01-165-000-57400	2,263.00
MCCLONE		08/22 CYBER LIAB	01-165-000-55450	322.00
MCCLONE		08/22 AUTO LIABILITY	01-165-000-55200	1,564.00
MCCLONE		08/22 AUTO PHYSICAL DAMAGE	01-165-000-55200	2,404.00
TOTAL				21,701.00
TOTAL INSURANCE				21,701.00
GENERAL EXPENDITURES				
PULSE	PENINSULA PULSE	06/22 PUBLICATIONS	01-199-000-57450	330.83
ROLFFS	ALESSANDRA ROLFFS	NERR PROSPECTUS 11 HRS @ 35	01-199-000-57000	385.00
TOTAL				715.83
TOTAL GENERAL EXPENDITURES				715.83
POLICE DEPARTMENT				
USBANK	US BANK	MEAL EXPENSE/HENRY	01-200-000-55600	12.75
USBANK		2022 FBI ACADEMY RETRAINER	01-200-000-55600	114.40
USBANK		MISC FORENSIC LAB SUPPLIES	01-200-000-55500	104.40
USBANK		MISC FORENSIC LAB SUPPLIES	01-200-000-55500	61.62

DATE: 07/07/1922
TIME: 13:22:25
ID: AP443ST0.WOW

CITY OF STURGEON BAY
DEPARTMENT SUMMARY REPORT

PAGE: 3

INVOICES DUE ON/BEFORE 07/19/2022

VENDOR #	NAME	ITEM DESCRIPTION	ACCOUNT #	AMOUNT DUE
GENERAL FUND				
USBANK		MISC FORENSIC LAB SUPPLIES	01-200-000-55500	61.62
USBANK		LODGING/BRINKMAN	01-200-000-55600	180.00
TOTAL				534.79
TOTAL POLICE DEPARTMENT				534.79
POLICE DEPARTMENT/PATROL				
04652	DOOR COUNTY SHERIFFS DEPT	REIMBUSE LODGING /SRO CONF	01-215-000-55600	180.00
06650	GALLS, AN ARAMARK COMPANY	UNIFORM BOOTS/JOSE	01-215-000-52900	119.99
USBANK	US BANK	OUT OF TOWN FUEL	01-215-000-51650	35.00
USBANK		OUT OF TOWN FUEL	01-215-000-51650	98.40
USBANK		TRAINING LODGING/GORR	01-215-000-55600	186.00
USBANK		TRAINING LODGING/DADAM	01-215-000-55600	186.00
USBANK		TRAINING LODGING/JOSE	01-215-000-55600	186.00
USBANK		TRAINING LODGING/LOVAS	01-215-000-55600	188.00
USBANK		TRAINING LODGING CHARGES	01-215-000-55600	2.00
USBANK		TRAINING LODGING CHARGES	01-215-000-55600	6.00
USBANK		TRAINING LODGING CHARGES	01-215-000-55600	2.00
USBANK		DOMAIN WEB HOSTING	01-215-000-58999	17.99
USBANK		LENS COVERS	01-215-000-51050	45.38
USBANK		TACTICAL GUN LIGHT	01-215-000-51050	191.00
USBANK		RIFLE CASE	01-215-000-51050	58.18
USBANK		18 MAGNET MOUNTS/BODY CAMS	01-215-000-52900	563.40
USBANK		FUEL	01-215-000-51650	56.55
TOTAL				2,121.89
TOTAL POLICE DEPARTMENT/PATROL				2,121.89
FIRE DEPARTMENT				
FIRE DEPARTMENT				
16570	PIONEER FIRE COMPANY	UNIFORMS	01-250-000-52900	382.00
JIM FORD	JIM OLSON FORD-LINCOLN, LLC	RELAY-CH701	01-250-000-53000	251.42
JIM FORD		UT726 REPAIR	01-250-000-53000	556.79
USBANK	US BANK	UNIFORM BOOTS	01-250-000-52900	295.60
USBANK		UNIFORM BOOTS	01-250-000-52900	319.95
USBANK		PFC PLAQUE-HERDINA	01-250-000-52250	85.75
USBANK		HAMMERS/PLIERS/NAIIS	01-250-000-51350	122.84
USBANK		ANNL AERIAL/LADDER TESTING	01-250-000-56250	3,383.70
USBANK		MEDICAL GLOVES	01-250-000-52350	1,198.44
USBANK		ACTUATOR KIT T712	01-250-000-53000	1,552.54
USBANK		UNIFORM SHOES	01-250-000-52900	75.60
USBANK		FUEL	01-250-000-51650	26.00
USBANK		FUEL	01-250-000-51650	57.01
USBANK		CHAIR FEET	01-250-000-54999	112.48
USBANK		CHAIR FEET SALES TAX CREDIT	01-250-000-54999	-5.86
TOTAL FIRE DEPARTMENT				8,414.26
TOTAL FIRE DEPARTMENT				8,414.26

DATE: 07/07/1922
TIME: 13:22:25
ID: AP443ST0.WOW

CITY OF STURGEON BAY
DEPARTMENT SUMMARY REPORT

PAGE: 4

INVOICES DUE ON/BEFORE 07/19/2022

VENDOR #	NAME	ITEM DESCRIPTION	ACCOUNT #	AMOUNT DUE
GENERAL FUND				
STORM SEWERS				
10750	PREMIER CONCRETE INC	4 YD CONCRETE	01-300-000-51150	509.00
10750		CONCRETE & DELIVERY	01-300-000-51150	1,577.80
TOTAL				2,086.80
TOTAL STORM SEWERS				2,086.80
STREET SWEEPING				
04545	DOOR COUNTY COOPERATIVE/NAPA	SUPPLIES	01-330-000-51400	169.30
04545		GREASE CAP	01-330-000-51400	10.58
TOTAL				179.88
TOTAL STREET SWEEPING				179.88
SNOW REMOVAL				
SNOW REMOVAL				
USBANK	US BANK	PLOW BLADES	01-410-000-51400	762.48
TOTAL SNOW REMOVAL				762.48
TOTAL SNOW REMOVAL				762.48
STREET SIGNS AND MARKINGS				
19275	SHERWIN WILLIAMS	DRAIN VALVE/FILTER HOUSING	01-420-000-52100	403.50
19275		ORINGS	01-420-000-52100	18.58
TOTAL				422.08
TOTAL STREET SIGNS AND MARKINGS				422.08
STREET MACHINERY				
04545	DOOR COUNTY COOPERATIVE/NAPA	FUSE	01-450-000-53000	19.19
04545		OIL FILTER	01-450-000-53000	6.70
04545		CREDIT RETURN	01-450-000-53000	-76.19
04696	DOOR COUNTY TREASURER	05/22 FUEL CHARGES 520.36G	01-450-000-51650	2,189.15
04696		05/22 DSL FUEL CHARGES 561.90G	01-450-000-51650	2,696.00
EH WULF	E.H. WOLF & SONS, INC.	105 G OIL	01-450-000-53000	1,464.75
O'REILLY	O'REILLY AUTO PARTS-FIRST CALL	HVAC ACTUATOR	01-450-000-53000	24.83
TOTAL				6,324.43
TOTAL STREET MACHINERY				6,324.43
CITY GARAGE				
USBANK	US BANK	SILENCERS/FUNNEL	01-460-000-55300	55.94
USBANK		LED BULBS	01-460-000-55300	97.76

DATE: 07/07/1922
TIME: 13:22:25
ID: AP443ST0.WOW

CITY OF STURGEON BAY
DEPARTMENT SUMMARY REPORT

INVOICES DUE ON/BEFORE 07/19/2022

VENDOR #	NAME	ITEM DESCRIPTION	ACCOUNT #	AMOUNT DUE

GENERAL FUND				
USBANK		GLOVES	01-460-000-54999	255.21
		TOTAL		408.91
		TOTAL CITY GARAGE		408.91
PARK & RECREATION ADMIN				
USBANK	US BANK	LODGING WATER WEED TRAINING	01-500-000-55600	150.00
USBANK		LODGING WATER WEED TRAINING	01-500-000-55600	29.95
USBANK		WI DNR BOAT EDUCATION COURSE	01-500-000-56050	37.93
USBANK		WI DNR BOAT EDUCATION COURSE	01-500-000-56050	37.93
USBANK		PHONE CASES	01-500-000-58250	169.52
		TOTAL		425.33
		TOTAL PARK & RECREATION ADMIN		425.33
PARKS AND PLAYGROUNDS				
04696	DOOR COUNTY TREASURER	05/22 FUEL CHARGES 579.10G	01-510-000-51650	2,436.27
04696		05/22 DLS FUEL CHARGES 26.84G	01-510-000-51650	128.78
04696		WEED CONTROLLER	01-510-000-54999	91.80
USBANK	US BANK	FUEL	01-510-000-51650	90.44
USBANK		FUEL	01-510-000-51650	58.84
		TOTAL		2,806.13
		TOTAL PARKS AND PLAYGROUNDS		2,806.13
MUNICIPAL DOCKS				
20070	TAPCO	ELECTRONIC PAYSTATION REPAIR	01-550-000-58999	825.00
USBANK	US BANK	17 " RESERVED" SIGNS	01-550-000-54999	218.20
		TOTAL		1,043.20
		TOTAL MUNICIPAL DOCKS		1,043.20
WATER WEED MANAGEMENT				
USBANK	US BANK	GPS	01-560-000-51400	699.99
USBANK		9PIN-7PIN	01-560-000-51400	41.99
USBANK		TRANSDUCER	01-560-000-51400	64.99
USBANK		7 PIN EXTENSION CORD	01-560-000-51400	49.99
USBANK		UNIVERSAL MOUNT	01-560-000-51400	62.99
USBANK		7 PIN-9 PIN ADAPTER	01-560-000-51400	39.99
USBANK		ADAPTER CREDIT	01-560-000-51400	-41.99
		TOTAL		917.95
		TOTAL WATER WEED MANAGEMENT		917.95

DATE: 07/07/1922
TIME: 13:22:25
ID: AP443ST0.WOW

CITY OF STURGEON BAY
DEPARTMENT SUMMARY REPORT

PAGE: 6

INVOICES DUE ON/BEFORE 07/19/2022

VENDOR #	NAME	ITEM DESCRIPTION	ACCOUNT #	AMOUNT DUE
GENERAL FUND				
COMMUNITY & ECONOMIC DEVLPMT				
USBANK	US BANK	APA CONF REG/OLEJNICZAK	01-900-000-55600	250.00
USBANK		PARKING	01-900-000-55600	7.65
USBANK		PARKING	01-900-000-55600	4.25
TOTAL				261.90
TOTAL COMMUNITY & ECONOMIC DEVLPMT				261.90
TOTAL GENERAL FUND				60,146.07
CAPITAL FUND				
PATROL				
PATROL				
USBANK	US BANK	CARGO CNTRL SPRINGS-DIVE TRLR	10-215-000-59999	40.50
USBANK		TIE DOWN RAIL-DIVE TRAILER	10-215-000-59999	189.57
USBANK		RATCHET STRAP/DIVE TRAILER	10-215-000-59999	37.70
USBANK		DIVE TRAILER PAINT	10-215-000-59999	74.84
TOTAL PATROL				342.61
TOTAL PATROL				342.61
TOTAL CAPITAL FUND				342.61
CABLE TV				
CABLE TV / GENERAL				
CABLE TV / GENERAL				
USBANK	US BANK	TEAMVIEWER SOFTWARE	21-000-000-58999	610.80
TOTAL CABLE TV / GENERAL				610.80
TOTAL CABLE TV / GENERAL				610.80
TOTAL CABLE TV				610.80
TID #6 DISTRICT				
TID #6 DISTRICT				
TID #6 DISTRICT				
03950	DAVIS KUELTHAU	05/22 D KRUEGER CLOSING	22-360-000-55001	390.00
TOTAL TID #6 DISTRICT				390.00
TOTAL TID #6 DISTRICT				390.00
TOTAL TID #6 DISTRICT				390.00
TID #7 DISTRICT				
TID #7 DISTRICT				
TID #7 DISTRICT				
03950	DAVIS KUELTHAU	05/22 CONTRACTS/DEV AGREE	23-370-000-55001	1,690.00
TOTAL TID #7 DISTRICT				1,690.00

DATE: 07/07/1922
TIME: 13:22:25
ID: AP443ST0.WOW

CITY OF STURGEON BAY
DEPARTMENT SUMMARY REPORT

INVOICES DUE ON/BEFORE 07/19/2022

VENDOR #	NAME	ITEM DESCRIPTION	ACCOUNT #	AMOUNT DUE

TID #7 DISTRICT				
TID #7 DISTRICT				
TID #7 DISTRICT				
TOTAL TID #7 DISTRICT				1,690.00
TOTAL TID #7 DISTRICT				1,690.00
TID #4 DISTRICT				
TID #4 DISTRICT				
TID #4 DISTRICT				
03950	DAVIS KUELTHAU	05/22 PLAZA DEV	28-340-000-55001	78.00
TOTAL TID #4 DISTRICT				78.00
TOTAL TID #4 DISTRICT				78.00
TOTAL TID #4 DISTRICT				78.00
SOLID WASTE ENTERPRISE				
SOLID WASTE ENTERPRISE FUND				
SOLID WASTE ENTERPRISE FUND				
04696	DOOR COUNTY TREASURER	05/22 DSL FUEL CHARGES 743.64G	60-000-000-51650	3,567.98
06012	FASTENAL COMPANY	WIRE TIES	60-000-000-54999	25.15
JX ENT	JX ENTERPRISES, INC.	FILTERS	60-000-000-53000	219.98
JX ENT		BLOCK HEATER INSTALLATION	60-000-000-53000	777.84
POMPS	POMP'S TIRE SERVICE. INC	TIRE ALIGNMENT	60-000-000-53000	328.00
TOTAL SOLID WASTE ENTERPRISE FUND				4,918.95
TOTAL SOLID WASTE ENTERPRISE FUND				4,918.95
TOTAL SOLID WASTE ENTERPRISE				4,918.95
TOTAL ALL FUNDS				68,176.43

MANUAL CHECKS

AT&T FIRST MOBILITY	\$37.86
06/29/2022	
Check # 90492	
05/22 DPW Cellphone Statement	
01-215-000-58250	
EBC	\$181.00
06/29/22	
Check #90493	
06/22 FSA/PEB/COBRA	
01-600-000-50510	
SUN LIFE FINANCIAL	\$2,224.33
06/29/2022	
Check # 90494	
07/22 Short- & Long-Term Disability	
01-000-000-21545	
WISCONSIN PUBLIC SERVICE	\$620.91
07/01/2022	
Check # 90495	
6/22 Statement Charges	
Various Departmental Accounts	
DELTA DENTAL	\$6,309.71
07/01/2022	
Check # 90946	
07/22 Dental Insurance	
Various Departmental Accounts	
EFT GROUP INSURANCE	\$116,197.34
07/01/2022	
Check # 90946	
07/22 Health Insurance	
Various Departmental Accounts	
TOTAL MANUAL CHECKS	\$125,571.15

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CITY OF STURGEON BAY
DEPARTMENT SUMMARY REPORT

INVOICES DUE ON/BEFORE 07/19/2022

VENDOR #	NAME	ITEM DESCRIPTION	ACCOUNT #	AMOUNT DUE
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SUMMARY OF FUNDS:

GENERAL FUND	60,146.07	185,717.22
CAPITAL FUND	342.61	
CABLE TV	610.80	
TID #6 DISTRICT	390.00	
TID #7 DISTRICT	1,690.00	
TID #4 DISTRICT	78.00	
SOLID WASTE ENTERPRISE	4,918.95	

TOTAL --- ALL FUNDS	68,176.43	193,747.58