



CITY COUNCIL MEETING

Monday, March 02, 2026 at 6:00 PM

Council Chambers - City Hall, 3rd Floor
1717 E. Park Street, Two Rivers, WI 54241

AGENDA

NOTICE: Arrangements for Addressing the City Council by Telephone, During Public Hearings or Input from the Public can be made by Contacting the City Manager's Office at 920-793-5532 or City Clerk's Office at 920-793-5526 by 4:00 p.m. on the day of the meeting

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL BY CITY CLERK

Councilmembers: Mark Bittner, Doug Brandt, Shannon Derby, Bill LeClair, Darla LeClair, Tim Petri, Bonnie Shimulunas, Scott Stechmesser, Adam Wachowski

4. CONSIDERATION OF ANY COUNCIL MEMBER REQUESTS TO PARTICIPATE IN THIS MEETING FROM A REMOTE LOCATION

5. INVITED GUESTS

A. Introduction of Incoming Tourism Director Caitlyn Meola

6. PUBLIC HEARING

A. 26-029 Public Hearing on a Proposed Ordinance to Amend the Zoning Code to Re-Zone the Former Hamilton Property, from I-1 (Industrial) to B-1 (Business), Located at Parcel No. 053-000-052-030.05, Submitted by the City of Two Rivers, Currently Owned by Fischer Scientific INTL LLC

Summary: This is a public hearing on a proposed amendment to the City's Zoning Map to re-zone the former Hamilton property from I-1 Industrial to B-1 Business. The property, currently owned by Fischer Scientific International, is the subject of ongoing community visioning and strategic redevelopment planning efforts focused on positioning the site for long-term reinvestment.

At its January 12, 2026 meeting, the Plan Commission unanimously recommended approval of the proposed re-zoning. The B-1 Business District allows a significantly broader range of by-right uses compared to I-1, including retail establishments, professional and medical offices, restaurants, personal services, and above-ground residential development. This proposed zoning change creates greater flexibility and market responsiveness while aligning the property with the City's long-term redevelopment objectives.

Recommended Action:

Motion to waive reading and adopt the ordinance as recommended by the Plan Commission

7. INPUT FROM THE PUBLIC

Limited to 3 minutes per person - Resident addresses are requested but are not required to be given

8. COUNCIL COMMUNICATIONS

Letters and other communications from residents

9. COUNCIL REPORTS FROM BOARDS/COMMISSIONS/COMMITTEES

10. CONSENT AGENDA

These titles will be read by the Council President and approved by a single Voice Vote. Any item may be pulled from the Consent Agenda for discussion and separate vote by any City Council member.

A. 26-030 Presentation of Minutes

1. City Council Regular Meeting, February 16, 2026
2. City Council Work Session, February 23, 2026

B. 26-031 Minutes of Meetings

1. Public Works Committee, January 7 and February 4, 2026
2. Environmental Advisory Board, January 20, 2026
3. Public Utilities Committee, February 2, 2026
4. Personnel and Finance Committee, February 10, 2026
5. Business and Industrial Development Committee and Community Development Authority, February 24, 2026

C. 26-032 Applications and Petitions

1. Temporary Class "B" Beer License for Friends of Two Rivers Senior Center, Two Rivers Senior Center Cribbage Tournament, Sunday, March 8, 2026, at 1520 17th Street

RECOMMENDED ACTION FOR CONSENT AGENDA
Motion to approve the Consent Agenda as presented

11. CITY COUNCIL - FORMAL ITEMS

A. 26-033 Approval of Three-Year Professional Services Agreement with All-In Technology for Hybrid Service Model in the Amount of \$79,600 Annually through March 2029

Summary: The proposed contract approves a hybrid technology staffing model with All-In Technology, a Green Bay-based managed service provider. The contract partially outsources IT services to the private sector while retaining one full-time in-house IT professional with the City. The proposed three-year, flat-rate agreement is intended to strengthen cybersecurity and system resiliency, improve service responsiveness, and generate projected General Fund savings of at least \$50,000 annually. Year 1 does include a one-time setup onboarding cost of \$16,500 to cover the initial heavy lift of network and infrastructure assessments, documentation of existing architecture, identification of vulnerabilities, and the deployment of endpoint protection and monitoring tools.

Recommended Action:

Motion to approve contract as recommended by City staff

B. 26-034 An Ordinance to Amend Chapter 6-1 of the Municipal Code Regulating Fermented Malt Beverages and Intoxicating Liquors, and Chapter 7-1-13 Regulating Parks

Summary: The proposed ordinance amends the City Code to establish a late fee for renewal of alcohol beverage licenses for applications submitted after May 1st. This fee was previously approved on the updated fee schedule at the December 16, 2025 Council meeting. This ordinance also authorizes the sale of fermented malt beverages by City personnel in City parks

pursuant to Wisconsin Statutes. In 2026, City staff intend to explore the flexibility offered by authorization to sell alcohol on a limited basis at public parks to help offset costs associated with beach maintenance and special events.

The Two Rivers Police Department does not oppose regulated alcohol sales at the beach or other public parks. Alcohol consumption is already permitted in City parks and at the beach. Purchasing alcoholic drinks instead of bringing them onto the beach is likely to reduce glass containers violations. Regulated sales by responsible beverage operators will also reduce the number of overly intoxicated persons.

Recommended Action:

Motion to waive reading and adopt the ordinance

12. CITY MANAGER'S REPORT

13. FOR INFORMATION ONLY

- City Council Regular Meeting, Monday, March 16, 2026, 6:00 PM
- City Council Work Session, Monday, March 30, 2026, 6:00 PM

14. CLOSED SESSION

The City Council reserves the right to enter into Closed Session, per Wisc. Stats 19.85(1)(c) Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility.

- Performance of City employees

15. RECONVENE IN OPEN SESSION

To consider possible actions in follow-up to closed session discussions

16. ADJOURNMENT

Motion to dispense with the reading of the minutes of this meeting and adjourn

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), the City of Two Rivers will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. If you need assistance or reasonable accommodations in participating in this meeting or event due to a disability as defined under the ADA, please call the City Clerk's office at 920-793-5526 or email clerk@two-rivers.org at least 48 hours prior to the scheduled meeting or event to request an accommodation. For additional assistance, individuals with hearing or speech disabilities can call 711 and be connected to a telephone relay system.

It is possible that members of and possibly a quorum of governmental bodies of the municipality may be in attendance at the above stated meeting to gather information; no other action will be taken by any governmental body at the above-stated meeting other than the governmental body specifically referred to above in this notice.

CITY OF TWO RIVERS

ORDINANCE

An Ordinance to amend the Zoning Map of the City of Two Rivers, based on the recommendation of the City Manager:

WHEREAS, the City of Two Rivers (the “City”) is committed to the revitalization of underutilized properties, the remediation of environmental concerns, and the promotion of economic development within its jurisdiction; and

WHEREAS, the property on the East Twin River, known as the former Thermo-Fisher/Hamilton site (the “Subject Property”), is currently vacant and has been identified as a brownfield site requiring environmental remediation and redevelopment; and

WHEREAS, the City’s adopted Comprehensive Plan identifies the Subject Property as a priority for redevelopment and designates the future land use of the site as commercial, aiming to integrate the site back into the productive and social fabric of the community; and

WHEREAS, the Common Council finds that the current zoning classification of I-1 Industrial is inconsistent with the vision set forth in the Comprehensive Plan and presents regulatory barriers to the efficient remediation and reuse of the site; and

WHEREAS, rezoning the Subject Property will provide the necessary regulatory framework to facilitate brownfield redevelopment, attract investment, and ensure land uses that are compatible with the surrounding neighborhood;

The Council of the City of Two Rivers, Wisconsin, ordains as follows:

SECTION 1. Zoning Map of the City of Two Rivers, Wisconsin, is hereby amended to B-1 Commercial zoning for the following real property located in the City of Two Rivers:

The following, located in Block Forty-one (41) of the City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of said City, The South One Hundred (100) feet of Lots Six (6) and Seven (7), All of Lot Eight (8), the East Eleven (11) feet of the South One Hundred Six (106) feet of Lot Ten (10); the West Fifteen (15) feet of the South One Hundred Six (106) feet of Lot Eleven (11) and the North Sixteen (16) feet of the South One Hundred Six (106) feet of the East Forty-five (45) feet of Lot Eleven (11).

The following located in Block Fifty-two (52) of the City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of said City;

All of Lots Three (3), Four (4), Five (5), Six (6), Seven (7), Eight (8), Nine (9) and Ten (10);

All of Lot Twelve (12), except the Northerly Ten and one-quarter (10-1/4) inches of said Lot;

All of Lot Eleven (11), except the Northerly Ten and one-quarter (10-1/4) inches of said lot, but nevertheless including that portion of said Northerly Ten and one-quarter 10-1/4 inches which lies to the West (not North or South) of the West wall of the concrete block warehouse of Eggers Plywood Company located on said Lot Eleven (11);

All that portion of Lot Two (2) lying to the West (not North or South) of the West wall of said concrete block warehouse of Eggers Plywood Company located on said Lot Two (2);

The portions of said Lot Two (2) and Eleven (11) lying West of said concrete block warehouse wall constituting a strip of land extending Westerly from said wall to the West boundary of said Lots Two (2) and Eleven (11), said strip measuring approximately 64.65 feet North-South and 0.45 feet East-West at the Southerly end of the strip and 0.60 feet East-West at the Northerly end thereof, as more fully described in instrument recorded in Vol. 318 of Deeds, page 209 in said County.

The vacated portions of sidewalks adjoining certain Lots in said Block Fifty-two (52) and described as follows:

All that portion of the sidewalk on the Easterly side of Jefferson Street extending from the Westerly boundary line of Lot Six (6), Block Fifty-two (52), in the City of Two Rivers, according to the Recorded Plat of said City, Westerly a distance of Twenty (20) inches.

All that portion of the sidewalk on the Southerly side of 19th Street extending from the Northerly boundary line of Lots Three (3), Four (4), Five (5) and Six (6) of Block Fifty-two (52) in the City of Two Rivers, Wisconsin, Northerly a distance of Twenty (20) inches.

All of Block Fifty-four (54) in said City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of said City.

All of Block Fifty-five (55) in said City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of said City.

The following, located in Block Sixty-six (66) in said City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of

said City: The South One Hundred (100) feet of Lot One (1) and the South One Hundred (100) feet of the East One-half (1/2) of Lot Two (2). All of Block Sixty-seven (67) in said City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of said City.

All of Block Sixty-eight (68) in said City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of said City.

The following, located in Block Sixty-nine (69) of said City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of said City:

All of Lot One (1) and all of Lots Two (2), Three (3) and Four (4) excepting those portions of said Lots 2, 3 and 4 conveyed to the City of Two Rivers as described in Vol. 275 of Deeds, page 527, in the Office of the Register of Deeds for Manitowoc County, Wisconsin.

The following, located in Block Seventy (70) of said City of Two Rivers, Manitowoc County, Wisconsin, known as the Original Plat thereof, according to the Recorded Plat of said City:

All of Lot One (1); the North Seventy-five (75) feet of Lot Two (2); the North Seventy-five (75) feet of Lot Three (3); and the North Seventy-five (75) feet of Lot Four (4).

All that part of 18th Street (now vacated) in the City of Two Rivers, Wisconsin running Easterly from the East line of Jefferson Street to the centerline of East River Street, and that part of the South half of said 18th Street (now vacated) running Easterly from the centerline of East River Street to the East Twin River, including the portions thereof which lie in the intersection of 18th and East River Streets.

All that part of 16th Street (now vacated) in the City of Two Rivers running Westerly from the East Twin River to a line drawn across said 16th Street at right angles to the centerline thereof and located 65 feet.

East of the East line of Jefferson Street, including such portion thereof as lies in the intersection of 16th and East River Streets.

All those parts of East River Street (now vacated) in said City of Two Rivers running;

- (i) Southerly from the South line of 18th Street (now vacated) to the North line of 17th Street;
- (ii) Southerly from the South line of 17th Street to the North line of 16th Street (now vacated); and

(iii) Southwesterly from the South line of 16th Street (now vacated) to the turn-around located between Blocks 69 and 70 in said City, being the premises described in that certain Resolution of the Council of said City which is recorded in Vol. 292 of Deeds, page 265, Doc. #393511, office of the Register of Deeds for Manitowoc County, Wisconsin. together with and including those portions of the intersections of vacated East River Street with vacated 16th and 18th Streets which are described above.

Parcel No. 000-052-030-5.

Amendment

Adopted by the Council of the City of Two Rivers, Manitowoc County, Wisconsin this ____ day of _____, 2026.

Scott Stechmesser
President, City Council

Kyle Kordell
City Manager

Attest:

Amanda Baryenbruch, City Clerk

Approved as to form and legality:

Sean P. Griffin
City Attorney



CITY COUNCIL MEETING

Monday, February 16, 2026 at 6:00 PM

Council Chambers - City Hall, 3rd Floor
1717 E. Park Street, Two Rivers, WI 54241

MINUTES

1. CALL TO ORDER

Council President Stechmesser called the meeting to order at 6:00 PM

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL BY CITY CLERK

Councilmembers: Mark Bittner, Doug Brandt, Shannon Derby, Bill LeClair, Darla LeClair, Tim Petri, Bonnie Shimulunas, Scott Stechmesser, Adam Wachowski (arrived late)

ALSO PRESENT: Jeff Sachse, Community Economic Development Director; Kassie Paider, Finance Director; Matt Heckenlaible, Public Works Director; Rick Powell, IT Supervisor; Andrew Sukowaty, Water Utility Director; Joe Metzen, Tourism Director; Sean Griffin, City Attorney (via phone); and Ben Meinnert, Police Chief / Acting City Manager

4. CONSIDERATION OF ANY COUNCIL MEMBER REQUESTS TO PARTICIPATE IN THIS MEETING FROM A REMOTE LOCATION

5. INTRODUCTION OF INVITED GUESTS

A. Tourism Director Joe Metzen

Joe Metzen, Tourism Director provided an update on 2025 Room Tax Revenue. He also provided an update on current Room Tax Commission obligations, and short-term rentals.

6. INPUT FROM THE PUBLIC

Limited to 3 minutes per person - Resident addresses are requested but are not required to be given

Katherine Dahlke – Spoke about item 10-B on the Agenda. On the list of Capital Borrowing Project it includes Neshotah Building Upgrades. She raised concerns about approving the money being borrowed and the concerns brought forth by the public.

7. COUNCIL COMMUNICATIONS

Letters and other communications from residents

Councilmember Shimulunas reported on concerns related to lead lateral replacements. She stated that the City should provide assistance to affected residents and noted that when contact was made with the City, no help was received. She emphasized that department staff should be aware of ongoing projects and updates, including planned 2026 repairs, and asked whether roadways would be torn up as part of the work. She added that City workers on site were helpful and professional. She further reported that one resident paid \$1,400 more than the original estimate. During the lead lateral replacement, the contractor indicated the line could not be restored in the original configuration and instead had to be rerouted around the house, resulting in the curb stop/shutoff valve protruding from the ground. Councilmember Shimulunas requested that the

Board of Public Works and the Public Utilities Committee discuss the issue. Water Utility Andrew Sukowaty responded that curb stops may remain above ground temporarily until backfilling is completed. He stated that curb stops are owned by the utility, and residents experiencing issues should contact customer service so the matter can be addressed, as the utility does not want them left protruding.

*** Clerk Note: Councilmember Adam Wachowski arrived***

8. COUNCIL REPORTS FROM BOARDS/COMMISSIONS/COMMITTEES

Councilmember Derby reported there will not be a presentation for the Winter Series for Environmental Advisory Board.

Councilmember Stechmesser reported on the Advisory Recreation Board stating the fencing along Mariners Trail will be upgraded as well as the patio located outside of the Senior Center..

9. CONSENT AGENDA

These titles will be read by the Council President and approved by a single Voice Vote. Any item may be pulled from the Consent Agenda for discussion and separate vote by any City Council member.

A. 26-021 Presentation of Minutes

- 1. City Council Regular Meeting, February 2, 2026

B. 26-022 Minutes of Meetings

- 1. Public Utilities Committee, January 5, 2026
- 2. Library Board, January 13, 2026
- 3. Business and Industrial Development Committee and Community Development Authority, January 27, 2026
- 4. Committee On Aging, February 2, 2026
- 5. Plan Commission, February 9, 2026
- 6. Advisory Recreation Board, February 11, 2026

C. 26-023 Summary of Verified Bills for January 2026 of \$7,099,014.32

D. 26-024 Applications and Petitions

- 1. Temporary Class "B" Beer License for Two Rivers Main Street, Great TRivia Contest, Friday, March 20, 2026, at 1710 W Park Street
- 2. Temporary Class "B" Beer License for Two Rivers Main Street, Cool City Classic Car Show, Friday and Saturday, June 26 and 27, 2026, at 1700 Washington Street
- 3. Temporary Class "B" Beer License for Two Rivers Main Street, Bryan Lee Memorial Blues Festival, Saturday, July 11, 2026, at 1700 Washington Street
- 4. Application for a Temporary Class "B" Beer License for Two Rivers Main Street, Ethnic Fest, Saturday, September 19, 2026, at 1700 Washington Street
- 5. Application for a Temporary Class "B" Beer License for Two Rivers Youth Sports, Price is Right Game Show Event, Saturday, February 28, 2026, at 1710 W Park Street

RECOMMENDED ACTION FOR CONSENT AGENDA
Motion to approve the Consent Agenda as presented

Motion carried with a voice vote.

Motion made by Shimulunas seconded by Bittner
Voting Yea: Bittner, Brandt, Derby, B. LeClair, D. LeClair, Petri, Shimulunas, Stechmesser
Abstain: Wachowski

10. CITY COUNCIL - FORMAL ITEMS

A. 26-025 New Class "B" / "Class B" License for Chivolin Two Rivers LLC, dba Casa Chivolin, 816B 22nd St, Luis Alvarez, Agent for a period ending June 30, 2026

Summary: This license will allow Casa Chivolin restaurant to serve fermented malt beverages, liquor, and wine in their establishment.

Recommended Action:

Motion to authorize the City Clerk to issue the license pending approval of inspections and background check

Motion carried with a voice vote.

Motion made Derby by seconded by Petri

Voting Yea: Bittner, Brandt, Derby, B. LeClair, D. LeClair, Petri, Shimulunas, Stechmesser, Wachowski

B. 26-026 Resolution Authorizing the Issuance and Establishing Parameters For the Sale of Not to Exceed \$2,565,000 General Obligation Promissory Notes

Summary: The proposed resolution establishes the borrowing parameters for the City's 2026 capital improvement program. The property tax levy–supported portion of borrowing is projected at \$2,215,000, with an additional \$350,000 supported by the Electric Utility, for a total of \$2,565,000.

The City continues to retire more debt than it issues, with approximately \$2.6 million retired in 2025 and an additional \$2.7 million scheduled for retirement in 2026, resulting in a declining overall debt load.

The borrowing supports proactive replacement of aging equipment and critical maintenance to reduce long-term costs and avoid more expensive emergency repairs.

The resolution does include \$255,000 for the Neshotah Beach Concessions project but inclusion of this amount does not obligate the City to proceed with the renovation project and if the project does not move forward, the funds may be carried forward to offset 2027 capital borrowing.

The proposed 2026 borrowing remains well within the City's legal debt limit and conservative debt policy thresholds.

Recommended Action:

Motion to waive reading and adopt the resolution

Justin from Baird presented a market update and General Obligation Debt Capacity for the city. This information was also presented to the Personnel & Finance Committee Meeting on February 10, 2026.

Motion carried with a roll call vote.

Motion made by D. LeClair seconded by Brandt

Voting Yea: Bittner, Brandt, Derby, B. LeClair, D. LeClair, Petri, Shimulunas, Stechmesser
Voting Nay: Wachowski

C. 26-027 Award of bid for Contract 2-2026, Lateral Replacement Program, scattered locations on the City's near north side

Summary: Contract 2-2026 is this year's lead water service and sanitary lateral replacement contract. The near north side of the city is this contract's targeted area from 23rd Street north to 31st Street east of Forest Avenue to the East Twin River, excluding a few areas that are proposed for future reconstruction. This contract proposes to complete 230 public side water services, 160 private side water services and 100 public side sanitary laterals. Pavement restoration is proposed to be completed by Public Works - Street Section as a force account activity that would be reimbursed as part of the WDNR funding.

Recommended Action:

Motion to award the contract to Mammoth Construction LLC of Manitowoc, based on its lowest qualified bid, in the amount of \$2,437,152.60

Motion carried with a voice vote.

Motion made by seconded by

Voting Yea: Bittner, Brandt, Derby, B. LeClair, D. LeClair, Petri, Shimulunas, Stechmesser, Wachowski

11. CITY MANAGER'S REPORT

None.

12. FOR INFORMATION ONLY-

- **Two Rivers Brand Review Meeting**,
Wednesday, February 18, 2026, 6:00 PM
- **City Council Work Session**, Monday, February 23, 2026, 6:00 PM
- **City Council Listening Session**, Thursday, February 26, 2026, 6:00 PM
- **Hamilton Property Community Visioning Process Phase 2 Meeting**,
Wednesday, February 25, 2026, 5:30 PM
- **Hamilton Property Community Visioning Process Phase 2 Meeting (secondary option)**
Saturday, February 28, 2026, 10:00 AM
- **Public hearing on a proposed ordinance to amend the zoning code to re-zone the former Hamilton Property, from I-1 (Industrial) to B-1 (Business), located at Parcel No. 053-000-052-030.05, submitted by the City of Two Rivers, currently owned by Fischer Scientific INTL LLC**, Monday, March 2, 2026, 6:00 PM

13. ADJOURNMENT

Motion to dispense with the reading of the minutes of this meeting and adjourn this meeting at 6:47 PM.

Motion carried with a voice vote.

Motion made by B. LeClair seconded by Derby

Voting Yea: Bittner, Brandt, Derby, B. LeClair, D. LeClair, Petri, Shimulunas, Stechmesser, Wachowski

Respectfully submitted,
Amanda Baryenbruch
City Clerk



TWO RIVERS
WISCONSIN

CITY COUNCIL WORK SESSION

Monday, February 23, 2026 at 6:00 PM

Council Chambers - City Hall, 3rd Floor
1717 E. Park Street, Two Rivers, WI 54241

MINUTES

1. CALL TO ORDER

President Stechmesser called the meeting to order at 6:00 PM.

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL BY DEPUTY CITY CLERK

Councilmembers: Mark Bittner, Doug Brandt, Shannon Derby, Bill LeClair, Darla LeClair, Tim Petri, Bonnie Shimulunas, Scott Stechmesser, Adam Wachowski

Also Present: IT Supervisor Rick Powell, IT Assistant Dave Dassey, City Manager Kyle Kordell, City Attorney, Sean Griffin (via telephone)

4. CONSIDERATION OF ANY COUNCIL MEMBER REQUESTS TO PARTICIPATE IN THIS MEETING FROM A REMOTE LOCATION

None.

5. INPUT FROM THE PUBLIC

Limited to 3 minutes per person - Resident addresses are requested but are not required to be given

6. DISCUSSION ITEMS

A. Hybrid Technology Model Implementation

Summary: Following a comprehensive review of City IT operations, the City Manager recommends a modern hybrid IT service model in partnership with All In Technology based out of Green Bay, WI, blending in-house support with advanced managed services. This will strengthen cybersecurity, improve resiliency, and provide 24/7 engineering depth after more than 25 years under a traditional IT service structure. The proposed three-year, flat-rate agreement is projected to generate at least \$50,000 in General Fund savings each year while enhancing service levels and reinforcing long-term operational and financial sustainability.

City Manager Kordell introduced a proposed hybrid IT service model in partnership with All In Technology, a Green Bay-based managed service provider, with formal contract approval scheduled for March 2. The three-year flat-rate agreement (approximately \$79,600 annually, plus a one-time onboarding fee of about \$16,000) would transition the City from a fully in-house IT model to a co-managed structure, retaining in-house Level 1 and 2 support while outsourcing Level 3 support, cybersecurity oversight, infrastructure management, and 24/7 monitoring. The proposal is projected to save approximately \$50,000-\$60,000 annually, reduce staffing by one full-time position through retirement, and provide increased expertise and budget predictability. Council members asked questions regarding service levels, hardware and software licensing,

cybersecurity risk, response times, and future phone system needs, and expressed general support pending final contract review.

Recommended Action:

No action requested at this time; this is for informational purposes only.

7. ACTION ITEMS

A. 26-028 City of Two Rivers Authorizing Resolution for WI DNR Outdoor Recreation Grant Application

Summary: This grant will replace the split rail fence along Mariners Trail. The grant will be for \$100,000 with an additional \$25,000 local match. The match will be secured from our in-kind labor and from a local partner organization. This project will receive no new property tax investment.

Advisory Recreation Board voted in support of this project as a recommendation to council at its last meeting on February 11, 2026.

Council considered and approved a resolution authorizing submission of a \$100,000 Wisconsin Department of Natural Resources Outdoor Recreation grant application to replace the aging split rail fence along Mariners Trail. The project includes a \$25,000 local match to be covered through in-kind labor and community support, with no new property tax impact. The Advisory Recreation Board recommended approval, and the application deadline is March 1. The replacement will maintain the existing fence design, with bids to be obtained if the grant is awarded.

Recommended Action:

Motion to adopt the resolution as recommended by the Advisory Recreation Board

Motion made by Brandt, seconded by Derby.

Motion carried with a roll call vote.

Voting Yea: Derby, B. LeClair, Brandt, Petri, Shimulunas, Stechmesser, Wachowski, D. LeClair, Bittner

8. CLOSED EXECUTIVE SESSION

The City Council reserves the right to enter into Closed Session, per Wisc. Stats 19.85(1)(c) Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility.

- City Manager Employee Performance Evaluation

Motion made by B. LeClair, seconded by Bittner to go into closed session at 6:31 PM.

Motion carried with a roll call vote.

Voting Yea: B. LeClair, Brandt, Petri, Shimulunas, Stechmesser, Wachowski, D. LeClair, Bittner, Derby

9. RECONVENE IN OPEN SESSION

To consider possible actions in follow-up to closed session discussions

Motion made by Wachowski, seconded by Bittner to reconvene in open session at 6:51 PM.

Motion carried with a voice vote.

Voting Yea: Brandt, Petri, Shimulunas, Stechmesser, Wachowski, D. LeClair, Bittner, Derby, B. LeClair

10. ADJOURNMENT

Motion to dispense with the reading of the minutes of this meeting and adjourn at 6:52 PM.

Motion made by B. LeClair, seconded by D. LeClair.

Motion carried with a voice vote.

Voting Yea: Petri, Shimulunas, Stechmesser, Wachowski, D. LeClair, Bittner, Derby, B. LeClair, Brandt

Respectfully submitted,



Valerie Vanderlinden
Deputy City Clerk



Wednesday, January 07, 2026 at 5:15 PM

Committee Room - City Hall, 3rd Floor
1717 E. Park Street, Two Rivers, WI 54241

MINUTES

1. **CALL TO ORDER:** 5:16 pm

2. **ROLL CALL**

Committee Members: Present: Doug Brandt, Bill LeClair, Excused: Scott Stechmesser
Staff and Others: Matthew Heckenlaible, Scott Ahl, Kyle Kordell

3. **REVIEW AND APPROVAL OF MINUTES**

Minutes from the December 3, 2025, Public Works Committee meeting

Bill LeClair made a motion to approve the December 3, 2025, Public Works Committee meeting minutes, seconded by Doug Brandt. Motion carried.

4. **PUBLIC INPUT** – N/A

5. **ONGOING PROJECT STATUS AND ACTION, IF NEEDED**

A. **Public Works Shop Repairs Update** – No update

B. **2026 Street Resurfacing Projects (Emmet, 18th & 19th Streets)**

Staff is working on preparing plans, specifications and bidding documents to be available in the near future.

C. **Winter Season Update**

1. Salt shortage? Public Works currently has an adequate supply of salt on hand, with an estimated 50% of the annual allotment remaining for the balance of the 2025–26 snow season. In addition, 100 tons of salt are available for delivery as needed, with another 100 tons held in reserve.
2. Private sidewalk clearing – DPW has not had the capacity to address a large number of sidewalk locations. In December, approximately 24 properties were cleared in response to complaints and subsequently billed. To date, no complaints have been received regarding the new billing rates. Back-to-back storms, frequent dustings, and holiday staffing constraints limited DPW’s ability to address these complaints in a timely manner.
3. Future street cleaning discussion – Current DPW practice is to plow snow as close to the curb as possible, effectively clearing the roadway from curb to curb. This operation pushes a significant amount of snow onto the terraces, which in some cases subsequently falls onto adjacent sidewalks—particularly in areas with narrow terraces of five feet or less. As a result, DPW occasionally receives complaints from property owners indicating that sidewalks had been cleared prior to plowing but were later re-covered with snow during street operations.

Should DPW consider limiting snow plowing to within close proximity of the curb to minimize impacts to adjacent sidewalks? While this approach could reduce the amount of snow pushed onto terraces and sidewalks, it would also further reduce the effective width of roadways. This reduction would negatively impact on-street parking and require property owners to shovel driveway aprons and sidewalk curb openings farther into the street.

At present, DPW utilizes two part-time staff and nine full-time staff to complete twelve unique snow plowing routes or functions. If a piece of equipment experiences mechanical issues, multiple routes may be impacted, as the mechanic is typically pulled from their assigned plowing route to address the issue, thereby prolonging the time required to complete plowing operations citywide.

- 4. In mid-December, DPW received a call from a downtown business regarding whether sidewalk snow could be pushed into the street along Main Street, as DPW plowing operations subsequently pushed the snow back onto the sidewalk. Part of the confusion was related to timing. DPW had already completed street windrowing and snow pickup prior to the business clearing its sidewalk. When DPW later returned to address remaining snow and slush, material was pushed back toward the curb and sidewalk, which led to the concern.

Does anyone recall any past practices or established guidance regarding coordination between DPW and downtown businesses or property owners for snow removal activities?

Committee members acknowledged that some downtown businesses push snow into the roadway but were not aware of the specific practices or parameters. As a result, a written guidance document will need to be developed and distributed to the Main Street Business District.

- 5. Dump Trucks – Delivery timelines have been delayed by approximately one month. The truck originally scheduled for delivery in December is now expected in January 2026, and the January 2026 truck has been pushed to February or March 2026. As a result, DPW has had to adapt operations this winter, as both trucks are outfitted with sand-spreading equipment. Given the mixed precipitation experienced over the past several weeks, DPW has implemented alternative approaches, including manually spreading sand at intersections and, in some cases, utilizing salt in non-traditional locations.
- 6. DPW is still working on fixing frontend loader #76. Parts and materials will be between \$15,000 and \$20,000.

6. DISCUSSIONS OR ISSUES ON HOLD, PENDING FURTHER INVESTIGATION – N/A

7. COMMITTEE AND COUNCIL MEMBER ITEMS FOR DISCUSSION, INCLUSION IN FUTURE AGENDA AND ACTION, IF NEEDED – N/A

8. DISCUSS STAFF RECOMMENDATIONS (TRAFFIC AND PARKING CONTROL) - ACTION, ENDORSEMENT OR MODIFICATIONS, AS NEEDED

A. 10th Street (Madison Street to School Street) - additional "One Way" and "Wrong Way" Signs (Temporary/Permanent) to accommodate traffic flow during elections

With the Hamilton Wood Type Museum becoming the new southside polling location, internal discussions have identified concerns related to its location on a one-way street and the potential need for additional signage. The question before the Committee is whether this signage should be temporary or permanent. Temporary signage would require additional staff time for installation and removal before and after each election, while permanent signage could contribute to sign clutter and potential sensory overload in the area.

After a brief discussion, the Committee concluded that temporary signage would be option, with additional "One Way" and "Wrong Way" signage installed specifically on election days.

B. Right-of-Way Accommodations for Small Property Redevelopments - Upcoming discussion with Jim Reif Builders (January 29th)

The City is encountering challenges with redevelopment projects on properties that have narrow frontages, particularly on streets that are also narrow or have parking restrictions. One example involves a 50-foot-wide property flanked by similarly sized lots. Contractors for this project require space for dumpsters, job trailers, material storage, and employee/subcontractor parking, which can occupy six to twelve or more standard parking spaces.

In this case, DPW allowed the sidewalk immediately in front of the property to be temporarily closed to facilitate safe demolition and the construction of a second story and roof trusses. After this work was completed, the same area was used for material storage. The dumpster was placed two properties down, and the job trailer and materials were located on adjacent properties. Employees and subcontractors parked on the opposite side of the street, resulting in a very tight corridor that limited driveway access and vehicle movement along the street.

A meeting with Jim Rief Builders, along with representatives from various City departments and officials, is scheduled for January 29th. The purpose of the meeting is to discuss strategies to minimize impacts on the neighborhood, maintain safe vehicular and pedestrian traffic flow, and allow the contractor to effectively complete their work.

9. OTHER ITEMS THAT MAY COME BEFORE THE COMMITTEE: CONSIDERATION AND ACTION, IF NEEDED

A. 2026 Sidewalk Program

Engineering staff met with a vendor interested in assisting with the City's sidewalk program. Their proposed support would include inspecting sidewalks, identifying deficiencies, preparing notification mailings for affected properties, and performing minor repairs such as grinding or sawing tapered edges on raised sidewalk slabs. This repair technique can be a more cost-effective solution, provided the movement of the sidewalk slabs does not continue over time.

Under this approach, a portion of the sidewalk budget would be allocated to a Professional Service Agreement and grinding repairs, leaving the remaining funds available for full sidewalk panel replacements. Coordination of a future meeting with the vendor is recommended to gain a better understanding of how they could assist the City and enhance the sidewalk program.

10. SET DATE, TIME AND LOCATION FOR NEXT COMMITTEE MEETING

Proposed for Wednesday, February 4, 2026, at 5:15 pm

11. ADJOURNMENT: 7:00 pm

Doug Brandt made a motion to adjourn the meeting, seconded by Bill LeClair. Motion carried.

Respectfully submitted by: Matthew R. Heckenlaible
Public Works Director/City Engineer



Wednesday, February 04, 2026 at 5:15 PM

Committee Room - City Hall, 3rd Floor
1717 E. Park Street, Two Rivers, WI 54241

MINUTES

1. **CALL TO ORDER:** 5:15 pm

2. **ROLL CALL**

Committee Members: Doug Brandt, Bill LeClair, Scott Stechmesser

Staff and Others: Matthew Heckenlaible, Scott Ahl

3. **REVIEW AND APPROVAL OF MINUTES**

Minutes from the January 7, 2026, Public Works Committee meeting

Bill LeClair made a motion to approve the January 7, 2026, Public Works Committee meeting minutes, seconded by Scott Stechmesser. Motion carried.

4. **PUBLIC INPUT – N/A**

5. **ONGOING PROJECT STATUS AND ACTION, IF NEEDED**

A. **2026 Street Resurfacing Projects (Emmet, 18th & 19th Streets)**

Staff is preparing plans, specifications, and bidding documents, which are expected to be available in the near future. Utility contracts are being prioritized over the resurfacing project.

B. **Winter Season Update**

1. Salt – DPW Street staff has consolidated all salt into one side of the salt shed, allowing for a more accurate inventory. As of two weeks ago, the City has approximately 500 tons of salt on hand, which is slightly under half of the annual quantity. The City is still required to take delivery of 100 tons of salt as part of the spring order and also has the option to purchase an additional 100 tons of reserve salt if needed.

2. Salt brine costs – As noted last year, the City experienced a significant increase in salt brine costs during the 2024–25 winter season, rising from \$0.24 per gallon (\$0.40 per gallon delivered) to \$1.81 per gallon delivered. For the 2025–26 winter season, the delivered price has decreased to approximately \$1.18 per gallon. Pricing is heavily influenced by WDOT costs. Depending on winter conditions, the City typically uses between 4,000 and 9,000 gallons of salt brine per season.

3. Private sidewalk complaints continue to be received, with a total of 91 complaints recorded for the 2025–26 winter season, including several repeat locations.

C. **2026 Sidewalk Program**

Engineering was unable to reach out to the sidewalk vendor but will attempt to schedule something for the March meeting.

D. 2023 Dump Trucks, future dump truck order consideration

DPW received the first of two dump trucks ordered in March 2023, which was immediately placed into service spreading sand in impacted areas a few weeks ago. The second truck is anticipated to arrive within the next two to three weeks.

Upon taking possession of the first truck from Packer City International Trucks, staff inquired about lead times for future truck orders. If a truck were ordered today, the cab and chassis would arrive in approximately four to six months; however, the remaining build-out (depending on the vendor) would take an additional twenty to twenty-four months. This results in an overall delivery timeline of approximately thirty months for future trucks.

As a result of these extended lead times, replacement of additional trucks has been pushed back from 2026 to 2027 and is now scheduled for 2028. These replacements include two 2001 single-axle trucks and one 2005 tandem truck, which could potentially be replaced with a single-axle unit.

There is a potential to shorten the build-out timeframe by utilizing a different vendor, possibly reducing the timeline to approximately twelve months; however, this may come with increased costs, and the current vendor has historically been used by the City.

Packer City International Trucks does have several cab-and-chassis units currently available on their lot that could be purchased at discounted prices, similar to the pricing of the 2023 truck purchases. Trucks ordered after July 2026 are expected to see significant cost increases beyond recent inflationary trends due to changes in diesel engine requirements, including the phase-out of one engine and replacement with another. These changes are anticipated to increase costs by approximately \$25,000 to \$50,000 per truck.

Additional equipment anticipated for near-term replacement includes a front-end loader, a grader, a small utility front-end loader versus another ToolCat, multiple leaf vacuums, and other miscellaneous equipment.

A long-term goal is to review DPW’s large equipment replacement needs along with those of other departments and develop a comprehensive Capital Equipment Replacement Program to make future capital costs more predictable.

6. DISCUSSIONS OR ISSUES ON HOLD, PENDING FURTHER INVESTIGATION – N/A

7. COMMITTEE AND COUNCIL MEMBER ITEMS FOR DISCUSSION, INCLUSION IN FUTURE AGENDA AND ACTION, IF NEEDED – N/A

8. DISCUSS STAFF RECOMMENDATIONS (TRAFFIC AND PARKING CONTROL) - ACTION, ENDORSEMENT OR MODIFICATIONS, AS NEEDED

A. Right-of-Way Accommodations for Small Property Redevelopments - Upcoming discussion with Jim Reif Builders (January 29th) – Recap

Staff had a productive discussion with Jim Reif Builders on January 29. Both parties agreed to work collaboratively to minimize neighborhood impacts, while recognizing that some impacts are unavoidable and that it is not possible to address every concern.

Jim Reif Builders will be required to prepare a project plan outlining their proposed activities, provide basic neighborhood outreach along with contact information, and identify any special requests or needs that may impact the public right-of-way. This information will be submitted to the City for review and consideration. Where practicable and appropriate, authorization to

obstruct or waive certain right-of-way requirements may be granted to facilitate new development or redevelopment within the City.

Engineering will develop a new "Right-of-Way Obstruction Permit" to formally document and manage these impacts.

B. Parking Ban Ordinance

Engineering’s understanding is that a parking citation was issued for on-street parking during an active winter parking ban. The cited party believed that parking would be allowed while conducting winter snow-clearing operations; however, the ordinance does not provide for such an exception. Any appeal of the citation would need to proceed through the Police Department and the City’s municipal court system.

9. OTHER ITEMS THAT MAY COME BEFORE THE COMMITTEE: CONSIDERATION AND ACTION, IF NEEDED

A. 2203 12th Street – Sidewalk snow clearing invoice consideration

Engineering received a request from Michael Merrill, the property owner of the above address, relative to the invoice that they received for the clearing of snow from their 515 feet of sidewalk.

The Committee allowed Mr. Merrill to provide his case as to why he did not clear the sidewalk. Mr. Merrill stated that he did clear the sidewalk and that DPW plow trucks came back and filled it back in while continuing to plow the street. Mr. Merrill also stated that it would be nice if the City would provide property owners with notice prior to just doing the work. Director Heckenlaible stated that the City places an official notice in the Herald Times which serves as the annual notice. If we had to provide individual notices, it would be labor and time consuming where nothing would get resolved quickly causing hazardous walking conditions.

After further discussion, Bill LeClair made a motion to do a one-time reduction of the cost of the invoice to \$200.00. The motion was seconded by Doug Brandt. Motion carried.

10. SET DATE, TIME AND LOCATION FOR NEXT COMMITTEE MEETING

Proposed for Wednesday, March 4, 2026, at 5:15 pm

11. ADJOURNMENT: 6:22 pm

Bill LeClair made a motion to adjourn the meeting, seconded by Scott Stechmesser. Motion carried.

Respectfully submitted by: Matthew R. Heckenlaible
Public Works Director/City Engineer



TWO RIVERS
WISCONSIN

ENVIRONMENTAL ADVISORY BOARD MEETING

Tuesday, January 20, 2026 at 5:30 PM

Council Chambers - City Hall, 3rd Floor
1717 E. Park Street, Two Rivers, WI 54241

MINUTES

1. **CALL TO ORDER:** Doug Brandt called the meeting to order at 5:31 pm

2. **ROLL CALL**

Board Members: Present: Douglas Brandt, Donald DeBruyn, Tracey Koach, Corinne Weis;

Excused: Shannon Derby; Absent: John Tillotson

Staff and Others: Matthew Heckenlaible, Scott Ahl

3. **REVIEW AND APPROVAL OF MINUTES**

Minutes from the September 16, 2025, Environmental Advisory Board meeting

Corinne Weis made a motion to accept the September 16, 2025, Environmental Advisory Board meeting minutes, seconded by Don DeBruyn. Motion carried.

4. **PUBLIC INPUT**

Peter Becker had a discussion with City Manager Kyle Kordell and he suggested that Mr. Becker attend an Environmental Advisory Board meeting to discuss aluminum can recycling from public facilities/locations. Mr. Becker stated that he just took a truck load of aluminum cans to Green Bay and was paid \$0.70 per pound for them. He suggested that the City could place secure recycling containers in the parks, along the beach and during public events to take advantage of all the cans that are presently being thrown into the garbage.

EAB thought that this was an interesting concept. Mr. Becker stated that he was also going to talk with the Advisory Recreation Board about this topic as well. No immediate action required by EAB.

5. **NEW ITEMS FOR DISCUSSION AND ACTION, AS NEEDED**

A. **Educational Series Update**

Don DeBruyn has received information regarding "Salt Wise" presentations and thought that the City might be interested in spreading the word about utilizing winter salt in a conservative manner.

B. Corinne Weis continues to seek out interesting and appropriate environmental websites to share with the public. She expressed interest in discussing a potential partnership with Woodland Dunes to post environmental topics or resources on their website.

6. **ONGOING ITEMS FOR DISCUSSION AND ACTION, AS NEEDED**

A. **Educational Series Update**

It was reported that the last educational event had good attendance.

B. Did You Know – How to get the content out?

Cool City Connect (Fun tidbits) – Talked with the City Manager about it; Kyle Kordell is familiar with the concept and would be open to including content in future editions. There are 6 examples ready to go.

7. PROJECT GOALS, OBJECTIVES AND UPDATES (Mike Mathis Not Present)

- A. **Urban Forestry Budget** - No update provided
- B. **NFWF, Great Lake and St. Lawrence Cities Initiative Grant Update** – No update provided
- C. **Program and Event Updates (Park and Recreation)** – No update provided

8. OTHER ITEMS THAT MAY COME BEFORE THE BOARD, WITH CONSIDERATION AND ACTION, IF NEEDED

A. Discussion of Noxious Weed Ordinance (9-6-11)

Don DeBruyn provided the Board with an overview of the existing ordinance and noted that when the City enforces this ordinance, property owners often do not know how to appropriately address noxious weeds. He stated that prior to taking any enforcement action, the City should focus on educating the public, as many residents are not familiar with what noxious weeds look like.

Director Heckenlaible responded that while noxious weeds do exist in select areas, the City does not actively seek out these locations. Issues are typically brought to the City’s attention through complaints from other citizens. He noted that the City does not have the resources to proactively identify and eradicate all noxious weeds throughout the community.

It was suggested that the City direct residents to outside resources, such as the Arboretum or Woodland Dunes, which may be better equipped to assist with education and management of undesired vegetation.

B. Alternate "Take Out" Containers Discussion Relative to Think and Drink Educational Series (1/8/26)

Don DeBruyn noted that many restaurants and food establishments offer styrofoam containers as the only option for take-out or carry-out food. He suggested that the City explore promoting a “green” container initiative to help reduce impacts to local landfills.

Doug Brandt stated that while “green” container alternatives are available, they come at an increased cost and do not readily decompose in landfills due to the high level of compaction and limited oxygen needed for the decomposition process. He noted that composting could be an alternative; however, Manitowoc County does not accept these types of containers at its yard waste facilities on Woodland Drive or Basswood Drive.

Additional discussion included members stating they would be willing to bring their own reusable containers to restaurants to take home leftovers in a more environmentally friendly manner.

C. Wisconsin Maritime Museum "From Grey to Green: How MMSD's Watershed A Reduces Impacts of the 2025 Storm" Discussion

Director Heckenlaible provided a brief recap of the Maritime Museum's *Think & Drink* presentation, highlighting how the Milwaukee Metropolitan Sewerage District has expanded its role beyond wastewater treatment to include wetland and waterway restoration, as well as the implementation of various stormwater management practices. He noted that these measures provided significant relief during the August 2025 storm event that impacted the greater Milwaukee metropolitan area. While the storm still resulted in millions of dollars in private property damage, he emphasized that the impacts would have been significantly greater without these practices in place.

9. SET DATE, TIME, AND LOCATION FOR NEXT BOARD MEETING

Proposed for Tuesday, February 17, 2026, at 5:30 pm.

10. ADJOURNMENT: 6:40 pm

Tracey Koach made a motion to adjourn the meeting, seconded by Corinne Weis. Motion carried.

Respectfully submitted by: Matthew R. Heckenlaible
Public Works Director/City Engineer



TWO RIVERS
WISCONSIN

PUBLIC UTILITIES COMMITTEE MEETING

Monday, February 02, 2026 at 5:00 PM

Committee Room - City Hall, 3rd Floor 1717
E. Park Street, Two Rivers, WI 54241

MINUTES

1. **CALL TO ORDER:** 5:00 pm

2. **ROLL CALL**

Committee Members: Shannon Derby, Darla LeClair, Tim Petri

Staff & Others: Matthew Heckenlaible, Scott Ahl, Brian Dellemann, Dave Casebeer, Andrew Sukowaty, Shawn Taddy, Kyle Kordell

3. **REVIEW AND APPROVAL OF MINUTES**

Minutes from the January 5, 2026, Public Utilities Committee meeting

Darla LeClair made a motion to approve the January 5, 2026, Public Utilities Committee meeting minutes, seconded by Shannon Derby. Motion carried.

4. **PUBLIC INPUT** – N/A

5. **PROJECT UPDATES AND ACTION**

A. **2025 CIPP**

Visu-Sewer has provided Engineering with all required submittals and is anticipating the commencement of their work in February. Their original start was delayed due to the extreme cold experienced in January.

B. **2025 LSL Contract**

We are waiting for warmer weather to allow Essential Sewer & Water to resume work. Approximately 90 services remain to be completed within the originally defined impact area. If contract funds are available, there may be an opportunity to complete an additional 20–30 services on 24th Street and 25th Street. To date, the property owners on those streets have not been notified due to the uncertainty regarding available funding.

C. **Contract 2-2026 Lead Service Lateral Replacement**

This contract is currently out for bid, with the bid opening scheduled for February 10th at 10:00 a.m. at City Hall. The WDNR has contacted our consultant, and by extension the City, to explore the possibility of offering a financing option to residential property owners for the “private side sanitary lateral” portion of the contract. Currently, property owners are required to pay for the full private side sanitary lateral work within 90 days of receiving the invoice.

Under the proposed program, the City could borrow the additional funds as part of our Clean Water Fund loan and carry the loan, including principal and interest, over a 20-year period. This would allow the City to offer property owners an extended payment option with interest.

WDNR is requesting proof of inflow and infiltration reduction as part of this program; the specific method for demonstrating this has not yet been determined.

D. Contract 1-2026 Water System Improvement

The plans have been prepared, and the specifications and bidding documents are currently being finalized. The project should be advertised for bid soon.

E. Contract 3-2026 CIPP

Engineering staff is currently preparing this contract so it can be advertised for bid in the near future.

6. WASTEWATER UTILITY: UPDATES AND ACTION

A. PFOS Update

As part of the City’s current WDNR discharge permit, effluent sampling for PFOS and PFOA is required to determine their presence and concentrations. The results will be submitted to WDNR as part of a report due in July. The anticipated limit is 140, and current sampling trends are approximately 126. Previous sampling has confirmed the presence of PFAS in the effluent. Depending on the final results, the City may be required to prepare a PFAS minimization plan.

As a proactive measure, additional sampling was conducted at the landfill, which also identified PFAS. Follow-up sampling that was planned for January was delayed due to extreme cold weather and has been rescheduled for early February. It is anticipated that the landfill samples will indicate levels significant enough to be a major source contributing to discharges to the wastewater treatment plant.

Based on this expectation, preliminary discussions have taken place with WDNR regarding the possibility of foregoing the full minimization plan investigation. If WDNR does not concur, further discussions are ongoing to identify ways to limit the scope of extensive sampling throughout the wastewater collection system. There may also be EPA and/or WDNR funding opportunities available to support on-site treatment at the landfill to address PFAS prior to entering the wastewater collection system; however, those funding options require further investigation.

B. Plant Personnel Update

Staff has been meeting regularly to discuss the transition and to ensure that documentation is in place to support daily operations at the wastewater treatment plant, as well as weekly, monthly, and annual tasks and reporting requirements. These discussions have focused on a variety of topics, including Standard Operating Procedures, regulatory reporting, access to WDNR forms and portals, cold weather plant operations, electrical outages, lift station failures, and inflow and infiltration, among others, that have been addressed over the past several months.

Shawn provided a brief introduction outlining his role at the wastewater treatment plant and shared an update on how the transition is currently progressing.

C. I/I Discussion

As noted in the Plant Personnel Update, staff has discussed Inflow and Infiltration (I/I) and its impact on wastewater plant operations. While no recent formal I/I study has been completed, staff is aware of evidence indicating that I/I is affecting plant flows.

This determination is based on a comparison of system volumes: the Water Utility discharges approximately 1 MGD of drinking water, while the wastewater treatment plant receives roughly 2 MGD. In addition, plant flows are observed to increase rapidly during spring thaw conditions, extended rainfall, and heavy rain events, and then take several days to return to normal operating levels.

At this time, there is no immediate concern that the excess flow is causing significant operational issues at the plant; however, staff acknowledges that I/I exists within the system. From a cost perspective, treating the additional volume of water is currently less expensive than undertaking a comprehensive effort to fully eliminate I/I. Staff will continue to look for simple, low-cost opportunities to address obvious sources of I/I to determine whether measurable reductions can be achieved.

7. ELECTRIC AND TELECOMMUNICATIONS UTILITIES: DIRECTOR UPDATES AND ACTION, IF APPLICABLE

A. Electric Service Manual Update

Since the draft service manual template was introduced at last month’s committee meeting, Electric Utility staff has reviewed and customized it to meet their needs. This included omitting certain content and adding new text, drawings, and maps. The staff plans to submit this working draft to the PSC consultant for updates and then hopes to share it with the committee next month.

B. Utility Employee Apprenticeship

Multiple Electric Utility staff members are currently enrolled in, or have completed, various apprenticeship programs. Tyler Duessing has successfully completed the meter technician program and is now enrolled in the four-year lineman apprenticeship program. Steven Gretz is currently enrolled in the three-year meter technician apprenticeship program.

C. Utility Economic Development Strategy

A discussion was held regarding large electric, water, and sewer users. Brian Dellemann provided an example of an ordinance recently introduced by the City of Kaukauna related to AI data centers, which outlines basic checks that would be reviewed prior to allowing a data center to locate in the community. These common-sense checks should be applied more broadly to any potential large electric, water, or sewer user, often referred to as “wet industries.”

The Committee agreed that, under the right circumstances, appropriate wet industries could be part of the Two Rivers landscape and should not be immediately dismissed. No further action is anticipated as a result of this discussion.

8. WATER UTILITY: DIRECTOR UPDATE, DISCUSSION AND ACTION, AS NEEDED

A. Run Water List

Andrew Sukowaty provided an update noting that, to date, there have been no frozen water services. However, there were some issues related to frazil ice at the water intake cribbing in Lake Michigan. Warmer weather and water conditions have since resolved the frazil ice issue.

If a water service does freeze, the Public Service Commission (PSC) requires the Water Utility to thaw the service at no charge. Those properties are then placed on a “run water” list. If the

water service freezes again, the Water Utility may assist with thawing the service but is not permitted to recover the associated costs. The property is then placed on a second list.

B. Lab Remodel

Water Utility staff are nearly finished with the laboratory remodeling project. Cost savings were achieved by obtaining cabinets from the school district, and staff are currently awaiting the installation of countertops so the remodel can be completed in the near future.

C. Service Line Checks

As part of new WDNR requirements, the Water Utility is completing a significant number of water service inspections to identify the material composition of each service. This work must be completed by fall 2027 and submitted to the WDNR. Having this information in advance will also be beneficial when bidding future Lead Service Line (LSL) replacement contracts.

Water Utility staff are coordinating water meter replacements concurrently with the service material inspections. The winter months are an ideal time to complete these inspections.

D. WIAWWA Distribution Conference

Some Water Utility staff will be participating in the annual conference in Wisconsin Dells next week. This will be a great opportunity to learn more about current rules and requirements, as well as how other water utilities are managing to meet those requirements.

9. STORM WATER UTILITY: UPDATES AND ACTION, AS NEEDED – N/A

10. SOLID WASTE UTILITY: UPDATES AND ACTION, AS NEEDED

A. Leaf Collection Totals

Director Heckenlaible did not have the final figures available but noted that the quantity of leaves collected exceeded that of previous years, despite the collection season being shortened by one week.

11. ANY OTHER ITEMS OR ISSUES TO COME BEFORE THE COMMITTEE, WITH DISCUSSION AND ACTION – N/A

12. SET DATE, TIME, LOCATION, AND AGENDA ITEMS FOR NEXT COMMITTEE MEETING
Proposed for March 2, 2026, at 5:00 pm

13. ADJOURNMENT: 5:57 pm

Tim Petri made a motion to adjourn the meeting, seconded by Darla LeClair. Motion carried.

Respectfully submitted by: Matthew R. Heckenlaible
Public Works Director/City Engineer



TWO RIVERS
WISCONSIN

PERSONNEL AND FINANCE COMMITTEE MEETING

Tuesday, February 10, 2026 at 8:00 AM
IT Conference Room - City Hall, 2nd Floor
1717 E. Park Street, Two Rivers, WI 54241

MINUTES

1) Call to Order

The meeting was called to order by Committee Chair Bittner at 8:07 am.

2) Roll Call

Committee Members Present: Mark Bittner, Bonnie Shimulunas, and Adam Wachowski
City Staff Present: Kyle Kordell, City Manager and Kassie Paider, Finance Director.
Also present Justin Fischer representing RW Baird.

3) Public Input

None

4) Discussion With Representatives of Robert W. Baird and Company, Regarding Borrowing for 2026 Budgeted Capital Projects

Current Financial Health: The committee began its discussion with Robert Baird and Company regarding the City's finances. The City is in a strong financial position, having kept debt manageable. This improved financial standing, achieved over the last decade by increasing the fund balance, has allowed the City to re-enter the bond market and refinance high-cost loans at favorable rates.

Debt Capacity and Policy: The City's equalized valuation is now over a billion dollars. With a policy of maintaining 40% or more remaining borrowing capacity, the City is currently using only 35% of its capacity.

Interest Rates and Market Conditions: Interest rates are currently lower than they have been over the past year, with the public market offering better rates than the Board of Commissioners of Public Lands. The City's existing debt is at a very low interest cost, largely due to a refinancing in 2021.

Proposed Borrowing: An estimated borrowing of \$2,565,000 is proposed for 2026 Capital Improvement Projects. This consists of \$2,215,000 in levy-supported debt (up from \$1.9 million the previous year) and \$350,000 supported by the Electric Utility.

Financing Plan: The plan involves a 10-year structure with an estimated 4% interest rate (capped at a conservative 4.5%) and aims for a zero percent increase in the debt service levy. The goal is to keep the levy flat for taxpayers.

Project List: Discussion regarding the increase in borrowing and the necessity of certain projects ("wants versus needs").

Borrowing Flexibility: The "not to exceed" borrowing amount of \$2,565,000 can be adjusted downward. If projects are canceled, funds can be set aside for future capital items.

5) Consideration of Recommendation to City Council Regarding Parameters Resolution for 2026 Borrowing

Motion by Shimulunas, seconded by Wachowski, to recommend the proposed borrowing plan as presented to City Council. Motion carried. (2-1)

6) Assessing Update

The City's 2025 property assessments are at 86% of full value, falling outside the required 10% compliance range.

A full-value re-evaluation is required by 2029. The city's contract with its assessment firm, Accurate, ends in 2026, and an RFP for a new contract will be issued, likely including a market re-evaluation.

A discussion was held on whether to conduct the re-evaluation sooner to potentially rebalance the tax distribution or wait until the 2029 deadline.

7) Technology Staffing Update

In response to an upcoming retirement, the City will outsource one full-time IT position, saving an estimated \$50,000+ annually.

A hybrid model will be adopted, keeping one on-site IT professional partnered with a private vendor.

After an RFP process, All In Technology, a Green Bay-based company, was selected for a three-year contract. The choice is expected to improve cybersecurity and modernize city technology.

8) Discuss Possible Dates and Times for Future Meetings: Topics to include Review of 2025 Year-End Operating Results and City Manager's Evaluation

The next meeting is scheduled for March 3rd at 8:15 AM.

9) Adjournment

Motion by Shimulunas, seconded by Bittner, to adjourn at 9:16 am. Motion carried.

Respectfully Submitted,



Kassie Paider, Finance Director



TWO RIVERS
WISCONSIN

BUSINESS AND INDUSTRIAL DEVELOPMENT COMMITTEE - COMMUNITY DEVELOPMENT AUTHORITY MEETING

Tuesday, February 24, 2026 at 5:15 PM

Council Chambers - City Hall, 3rd Floor
1717 E. Park Street, Two Rivers, WI 54241

MINUTES

1. CALL TO ORDER

Chairperson Coenen called the meeting to order at 5:15 PM.

2. ROLL CALL

BIDC Members: Elizabeth Bittner, Thomas Christensen, Gregory Coenen, Tracey Koach, Keith Lyons, Doug Brandt, Darla LeClair

CDA Members: Gregory Coenen, Tracey Koach, Keith Lyons, Doug Brandt, Darla LeClair

Absent: Daniel Wettstein

3. PUBLIC INPUT

None.

4. APPROVAL OF MEETING MINUTES

A. Approval of the minutes of the January 27, 2026 Joint Meeting

- Approval by BIDC

- Approval by CDA

Motion to approve the minutes made by Lyons, seconded by Christensen. All in favor.

Motion carried.

5. CDA BUSINESS

A. Update on Construction Activity, Marketing Activity, and Lot Sales at Sandy Bay Subdivision.

Approval of offers for Lot 22, Block 2; Lot 5, Block 5; and Lot 6, Block 5

Discussion: The CDA reviewed three recent offers for three Sandy Bay lots, which were deemed too low and counteroffers were rejected. All three lots will remain available for more serious offers. No formal action was taken.

B. Further discussion of subdivision expansion

Discussion: The CDA reviewed various properties that could be suitable for the next Two Rivers residential subdivision, with reviews of topography, acreage, wetlands, and soil conditions. A consensus was reached to pursue more refined estimates for infrastructure build out and potential lot sizes on land on the north side of Two Rivers. No formal action was taken.

6. BIDC BUSINESS

A. Status Updates on:

- 1. Spices Restaurant
- 2. Renee's Popcorn
- 3. Flavor Hut

City Staff gave the BIDC updates on progress with these three growing businesses, with The Spices opening in the coming days and Renee’s Popcorn and the Flavor Hut progressing on expansion plans in Two Rivers. No formal action was taken.

B. Discussion of offer to purchase acreage in Phase 1 of Woodland Industrial Park

Discussion: The BIDC reviewed available City industrial park acreage, future expansion plans of local companies interested in this acreage, and long-term plans to keep the industrial park viable for future companies with new acreage available along Woodland Drive. The BIDC reached consensus for City Staff to start negotiations with a private property owner for future acreage. No formal action was taken.

C. Review of RLF and TIF fund balances and lending strategy

Discussion: The BIDC conducted a review of the City’s Revolving Loan Fund and Tax Increment Financing (TIF) fund balances, including current commitments and available capacity. Staff provided an overview of lending strategy, program guidelines, and considerations for future economic development activity. No formal action was taken.

D. Hamilton Community Visioning Phase 2 February 25th, 5:30pm

Discussion: City staff gave an update on resident feedback collected to date for the future community shared vision of the former Hamilton property and a preview of the upcoming Phase meetings.

7. NEXT REGULARLY SCHEDULED MEETING

- Tuesday, March 24, 2026, 5:15 PM

8. ADJOURNMENT

Motion made by Bittner, seconded by Koach to adjourn the meeting at 6:21 PM.
All in favor. Motion carried.

Respectfully submitted,
City Manager Kyle Kordell

Municipality
 CITY OF TWO RIVERS
 TMP 2609

Form
 AB-220

Temporary Alcohol Beverage License

License(s) Requested	Fees	
	<input checked="" type="checkbox"/> Temporary "Class B" Wine <input checked="" type="checkbox"/> Temporary Class "B" Beer	License Fees
	Background Check	\$
	Total Fees	\$ 10.00

Part A: Organization Information

1. Organization Name
 Friends of the Two Rivers Senior Center

2. Organization Permanent Address
 1520 17th Street

3. City
 Two Rivers

4. State
 WI

5. Zip Code
 54241

6. Mailing Address (if different from permanent address)
 1520 17th Street

7. FEIN
 20-8157672

8. Date of Organization/Incorporation
 9/13/07

9. State of Organization/Incorporation
 Wisconsin

10. Phone
 920-793-5596

11. Email

12. Organization type (check one)
 Bona Fide Club Church Fair Association/Agricultural Society Veteran's Organization
 Lodge/Society Chamber of Commerce or similar Civic or Trade Organization under ch. 181, Wis. Stats.

13. Is this organization required to hold a Wisconsin Seller's permit? Yes No

14. Wisconsin Seller's Permit Number (if applicable)
 456-6000554400-02

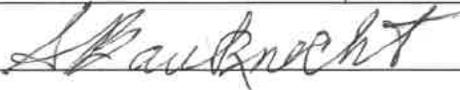
Part B: Individual Information

List the name, title, and phone number for all officers, directors, and agent of the organization. Include an Individual Questionnaire (Form AB-100) for each person listed below. Attach additional sheets if necessary.
 Corporations must also include Alcohol Beverage Appointment of Agent (Form AB-101).

Last Name	First Name	Title	Phone
Bauknecht	Sharon	President	920-819-9052
Klein	Jan	Vice President	920-323-4986
Kadow	Ruth	Secretary	920-901-5985
Plansky	Ann	Financial Secretary	920-323-5027
Schmidt	Cindy	Treasurer	920-901-7449

Continued →

Part C: Event Information			
1. Name of Event (if applicable) Two Rivers Senior Center Cribbage Tournament			
2. Dates of Operation March 8, 2026		3. Hours of Operation 12-5pm	
4. Premises Address 1520 17th Street			
5. City Two Rivers		6. State WI	7. Zip Code 54241
8. County Manitowoc	9. Governing Municipality <input checked="" type="checkbox"/> City <input type="checkbox"/> Town <input type="checkbox"/> Village of: Two Rivers		10. Aldermanic District
11. Organizer of Event (if not the named applicant) Friends of the Two Rivers Senior		12. Email and/or Phone Number for Organizer of Event megoco@two-rivers.org	
13. Organizer Website X		14. Event Website X	
15. Premises Description - Describe the building or buildings and any outside areas where alcohol beverages and records are sold, stored, or consumed, and related records are kept. Describe all rooms within the building, including living quarters. Authorized alcohol beverage activities and storage of records may occur only on the premises described in this application. Attach a map or diagram and additional sheets if necessary. Senior center rooms including Koska, Library, SC Kitchen, and office.			

Part D: Attestation			
Who must sign this application? • one officer or director of the nonprofit organization			
READ CAREFULLY BEFORE SIGNING: Under penalty of law, I have answered each of the above questions completely and truthfully. I agree that I am acting solely on behalf of the applicant organization and not on behalf of any other individual or entity seeking the license. Further, I agree that the rights and responsibilities conferred by the license(s), if granted, will not be assigned to another individual or entity. I agree to operate according to the law, including but not limited to, purchasing alcohol beverages from Wisconsin-permitted wholesalers. I understand that lack of access to any portion of a licensed premises during inspection will be deemed a refusal to allow inspection. Such refusal is a misdemeanor and grounds for revocation of this license. I understand that any license issued contrary to Wis. Stat. Chapter 125 shall be void under penalty of state law. I further understand that I may be prosecuted for submitting false statements and affidavits in connection with this application, and that any person who knowingly provides materially false information on this application may be required to forfeit not more than \$1,000 if convicted.			
Last Name Bauknecht		First Name Sharon	M.I.
Title President	Email		Phone 920-819-9052
Signature 		Date	

Part E: For Clerk Use Only	
Date Application Was Filed With Clerk 02/23/2026	License Number
Date License Granted	Date License Issued
Signature of Clerk/Deputy Clerk	

Form
AB-101

Alcohol Beverage Appointment of Agent

Date

Agent Type (check one)	
<input checked="" type="checkbox"/> Original (no fee)	<input type="checkbox"/> Successor (\$10 fee for municipal licensees only)

Part A: Business Information	
1. Legal Business Name (individual name if sole proprietor) Friends of the Two Rivers Senior Center	
2. Business Trade Name or DBA Friends of the Two Rivers Senior Center	
3. Entity Type (check one) <input type="checkbox"/> Limited Liability Company <input type="checkbox"/> Corporation <input checked="" type="checkbox"/> Nonprofit Organization	
4. Alcohol Beverage Business Authorization (check one) <input checked="" type="checkbox"/> Municipal Retail License <input type="checkbox"/> State Permit	5. If successor agent, provide State Permit or Municipal Retail License Number
6. Describe the reason for appointing a successor agent, if successor is checked above.	

Part B: Agent Information			
1. Last Name O'Connor	2. First Name Megan	3. M.I. E	
4. Email megoco@two-rivers.org		5. Phone 920-793-5597	
6. Home Address 1713 24th Street			
7. City Two Rivers	8. State WI	9. Zip Code 54241	10. Age 39
11. Drivers License/State ID Number [REDACTED]		12. Drivers License/State ID State of Issuance Wisconsin	

Part C: Agent Questions	
1. Have you satisfied the responsible beverage server training requirement? Submit proof of completion.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Have you completed Form AB-100, Alcohol Beverage Individual Questionnaire? Submit a completed Form AB-100 with this form.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Have you been a Wisconsin resident for at least 90 continuous days? See instructions for exceptions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Continued →

Part D: Business Attestation				
<p>READ CAREFULLY BEFORE SIGNING: I, the Undersigned, authorize the above-named individual to act for the above-named corporation, nonprofit organization, or limited liability company with full authority and control of the premises and of all alcohol beverage activities on such premises. I certify that I am authorized by the above-named entity to authorize this individual to act on behalf of the entity. If I am appointing a successor agent, I rescind all previous agent appointments for this premises. Further, I understand that I may be prosecuted for submitting false statements and affidavits in connection with this application, and that any person who knowingly provides materially false information on this application may be required to forfeit not more than \$1,000 if convicted.</p>				
Last Name		First Name		M.I.
Title	Email		Phone	
Signature			Date	

Part E: Agent Attestation				
<p>READ CAREFULLY BEFORE SIGNING: I, the Agent, hereby accept this appointment as agent for the above-named corporation, nonprofit organization, or limited liability company and assume full responsibility for the conduct of all alcohol beverage activities on the premises for the above-named business. I further understand that I may be prosecuted for submitting false statements and affidavits in connection with this application, and that any person who knowingly provides materially false information on this application may be required to forfeit not more than \$1,000 if convicted.</p>				
Last Name		First Name		M.I.
Signature		Date		

O'Connor *Megan* *E*

[Handwritten Signature] *2/12/26*



TWO RIVERS
WISCONSIN

CITY CLERK
1717 E. Park Street
P.O. BOX 87
Two Rivers, WI 54241-0087

NOTE:

THIS FORM IS TO BE COMPLETED AND ATTACHED TO ALL APPLICATIONS FOR SPECIAL CLASS B MALT LICENSES FOR PICNICS & GATHERINGS

* * * * *

The applicant hereby agrees to indemnify and hold the City of Two Rivers harmless from and against any and all claims, actions, causes of action, damages, expenses, and liabilities which may be imposed upon, incurred by or asserted against the City of Two Rivers by reason of any injury or claim of injury or damage to any person or property which is associated with or arises out of the applicant's use of the City property and the dispensing of fermented malt beverage to any person pursuant to any license issued upon this application

Friends of the Two Rivers Senior Center
Organization

[Handwritten Signature]
Signature

Megan E. O'Connor
Printed Name

2/12/26
Date

DECEMBER 23, 2025



**TWO RIVERS
WISCONSIN**



**ALL IN
TECHNOLOGY**

**City of Two Rivers, WI – IT Managed Services RFP
Presented by All In Technology**

Prepared by Adam Van Eperen & Joe LeMere
All In Technology
December 23, 2025



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Executive Summary

All in Technology (AIT) is pleased to present our comprehensive response to the City of Two Rivers, Wisconsin, demonstrating our unwavering commitment to delivering superior service, innovative solutions, and value-added capabilities. We understand the importance of aligning our approach with the mission and objectives of the City of Two Rivers, ensuring a seamless and efficient transition while driving operational excellence.

A. RFP Response: Corporate Information

1. Company Profile

- 1.1 Company Name: All In Technology LLC
- 1.2 Company Address: 2551 Continental CT, STE 1, Green Bay, WI 54311
- 1.3 Contact Information: Adam Van Eperen; avaneperen@allintechnology.com; 920.425.7211
- 1.4 Company Webpage: <https://allintechnology.com>
- 1.5 Main Products/Services: IT Managed Services
- 1.6 Main Market/Customers: Government and Mid-Market Commercial
- 1.7 Number of Years in the Market: Managed Network Services commenced in 2008 – 17 Years.
- 1.8 When did you first start providing similar solutions? MSP Solutions began in 2015 – 10 Years.
- 1.9 Company Locations: Green Bay, Wisconsin & Boulder, Colorado
- 1.10 Number of Employees: 30 Full-Time Employees
- 1.11 Number of Employees in Account Management: 6 Full-Time Employees
- 1.12 Number of Employees in Technical Support: 12 Full-Time Employees
- 1.13 Notable Acquisitions: All In IT Corp; NTech Consulting; Saje Network Systems
- 1.14 Key Business Partnerships: All In Technology (AIT) maintains a well-established network of strategic partnerships that strengthen our ability to deliver reliable, secure, and cost-effective IT services. These include the following:

Technology Vendors

We maintain strong partner relationships and certifications with leading technology vendors, including Microsoft Modern Work and Cisco Premier, along with several other core vendors. These partnerships provide access to training, technical resources, and escalation paths that directly benefit our customers.

Distribution Network

We leverage a robust distribution model that includes a primary distributor and multiple secondary



options to ensure competitive pricing, product availability, and flexibility. Our purchasing volume provides us with dedicated distributor account managers who support expedited procurement and issue resolution.

Industry Associations

We are active members of industry associations that provide access to peer networks, shared best practices, and ongoing insight into evolving technology and security trends.

Client Relationships

We prioritize long-term, collaborative relationships with our customers, working as trusted partners aligned to their business goals and operational needs.

2. Financial Information

All In Technology is a financially stable and growing organization with consistent revenue, disciplined cost management, and positive operating margins. The following information reflects our most recent fiscal year performance and year-end projections.

2.1 Previous Year Gross Revenue

For fiscal year 2025, All In Technology's gross revenue is currently at approximately \$9.0 million year-to-date. As of this submission, the company has over \$800,000 in accounts receivable and has not yet invoiced the majority of December revenue. Based on historical billing patterns and current contract commitments, we project year-end gross revenue to close between \$10 million and \$10.3 million.

2.2 Previous Year Net Income

All In Technology operates with a strong focus on profitability and financial discipline. Net income for fiscal year 2025 is tracking at approximately 12% of gross revenue. Based on projected year-end revenue, this equates to an estimated net income of approximately \$1.25 million to \$1.30 million.

2.3 Return on Investment

Clients realize a strong return on investment by allowing All In Technology to manage and optimize their IT environment while they remain focused on their core business. We align technology strategy and execution directly to each client's operational goals, ensuring IT supports productivity, security, and growth rather than creating distraction. Through proactive management, standardized systems, and predictable pricing, we reduce downtime, lower risk, and improve efficiency. This enables organizations to operate more effectively while relying on a trusted partner to handle the complexity of IT.



B. RFP Response Form: Questions

1. General

1.1 What are the general types of organizations your clients represent?

AIT works with a wide variety of clients including Government, Manufacturing, Agriculture, Healthcare, and Financial Institutions. Most of these clients fall into the mid-market category when you consider their size and number of endpoints that we are supporting.

1.2 Why do you believe that you are a good fit with our organization?

AIT is dedicated to delivering a comprehensive and structured solution tailored to meet the operational and strategic needs of The City of Two Rivers. This narrative provides an overview of our proposed service delivery framework, detailing our approach, key assumptions, and the anticipated changes that will drive enhanced efficiency and performance.

Proposed Service Delivery Framework

As proposed, AIT's service model is designed to complement and strengthen the City of Two Rivers' existing IT team through a co-managed support structure that clearly defines roles, responsibilities, and escalation paths. Under this agreement, the City's IT staff retains ownership of Level 1 and Level 2 support, allowing them to continue providing frontline and advanced assistance while preserving institutional knowledge and local control. Level 1 support includes frontline triage and resolution of common issues such as password resets, basic workstation problems, and printer-related issues. Level 2 support encompasses advanced troubleshooting and configuration tasks, including MFA failures, email profile issues, and software configuration challenges.

AIT serves as the Level 3 escalation resource, providing expert-level technical support for complex, high-risk, or business-critical issues. Level 3 support is engaged when issues cannot be resolved at Levels 1 or 2, when infrastructure changes or root-cause analysis are required, or when incidents involve compliance risk, service impact, or potential operational continuity concerns. In this role, AIT is responsible for performing root cause analysis, implementing permanent fixes, executing changes to systems and network architecture, and providing guidance back to the City's IT staff to prevent recurrence. Where appropriate, AIT also supports reporting and communication to leadership to ensure transparency and informed decision-making.

This structured, co-managed approach, combined with AIT's deep technical expertise, clearly defined escalation framework, and commitment to collaboration, ensures the City of Two Rivers receives scalable, expert support while maintaining continuity, accountability, and alignment with its operational needs.

Service Management Overview

To ensure quality, we follow industry-standard project management methodologies, implement standardized procedures to promote consistency and reduce errors, and proactively manage risks to minimize potential impacts. We also invest in ongoing employee training and development to



maintain a highly skilled team, while leveraging modern technology and tools to enhance efficiency and overall service quality.

Emergency Services Overview

Emergency services are supported by a clearly defined escalation process and documented procedures. When possible, issues should first be reported by opening a ticket via email or the web portal. For urgent matters, clients should call the support desk to notify the team so work can begin immediately. The support team will handle internal escalation as needed, and if further escalation is required, the issue will be elevated to the account executive, followed by escalation to the CTO, and ultimately to the CEO if necessary.

1.3 Describe your onboarding/implementation process and approach if you were selected.

If selected, AIT follows a structured, phased onboarding and implementation approach designed to ensure a smooth transition from your current IT provider and minimal disruption to your operations.

Welcome and Intake (Week 1)

We begin with a formal welcome and onboarding kickoff, introducing your dedicated All In Technology team, outlining the onboarding roadmap, and gathering required business and technical information. This includes coordination with your current MSP, as needed, to ensure access, documentation, and knowledge transfer are completed efficiently.

Internal Alignment (Week 1)

Our internal teams align on scope, objectives, risks, and technical requirements. This ensures all stakeholders are prepared and that responsibilities, timelines, and dependencies are clearly defined before engaging further with your organization.

External Kickoff (Week 1 & Week 2)

We host a kickoff meeting with your key stakeholders to confirm scope, timeline, communication cadence, and success criteria. This meeting establishes expectations and finalizes the implementation plan, including transition activities from the existing MSP.

Go / No-Go Readiness Review (Week 2)

Prior to implementation, we conduct a readiness checkpoint to confirm all required access, information, and dependencies are in place. Both parties formally confirm readiness to proceed, ensuring a controlled and predictable transition.

Implementation & Transition (Week 3 – Dependent on Previous Stage)

During implementation, our technical team executes the agreed onboarding plan, including tool deployment, configuration, monitoring, and security setup. We actively manage the transition from your current MSP, coordinating cutover activities to minimize risk and downtime while maintaining clear communication throughout.

Implementation Review (Dependent on Implementation Duration)

Following implementation, we perform a post-implementation review to validate system stability, confirm services are operating as intended, and address any remaining issues before moving into steady-state support.



Adoption & Sign-Off (Dependent on Implementation Duration)

We formally close the onboarding project by confirming successful delivery, addressing any additional needs, and transitioning you into ongoing support. At this stage, we determine whether any follow-on work or enhancements should be scoped as additional projects.

Post-Adoption & Ongoing Management (Dependent on Implementation Duration)

After onboarding, we conduct follow-up check-ins, gather feedback, and transition into proactive account management. This includes ongoing monitoring, optimization, regular communication, and Quarterly Business Reviews (QBRs) to ensure your IT environment continues to align with your business goals.

1.4 Do you conduct QBRs and what is the nature of those meetings?

Yes. AIT conducts QBRs as part of our ongoing account management process. They are designed to provide a structured forum to review service performance, key metrics, system health, and technology/infrastructure lifecycle management, including hardware and software status, risk, and planning considerations.

These meetings emphasize transparency, accountability, and alignment between IT services and organizational priorities, ensuring technology decisions are informed, proactive, and support long-term operational and budgetary goals.

1.5 How do you typically work with IT management at clients who have staff members?

AIT works with internal IT teams through a co-managed IT model that augments existing staff while maintaining clear ownership, control, and accountability. We operate as an extension of the client's IT department, with clearly defined roles, responsibilities, and escalation paths. Drawing on our experience delivering both fully managed and co-managed services, we can also flexibly adjust roles and responsibilities based on the client's operational needs and the strengths of their internal IT team.

Under this shared-responsibility approach, internal IT teams typically manage frontline support and day-to-day operations, while All In Technology provides additional depth and scalability in areas such as cybersecurity, infrastructure, cloud services, and specialized projects. Our NOC and SOC capabilities extend coverage beyond standard business hours and help address staffing gaps or surge needs.

We also provide shared access to enterprise-grade monitoring, security, and management tools, giving both teams visibility into system health, ticket status, and performance metrics. This approach promotes transparency, collaboration, and efficient coordination between internal IT staff and AIT.

1.6 What do you feel your overall strengths and differentiators are?

AIT's primary strength is our ability to deliver secure, scalable, and flexible IT solutions that align technology with organizational goals. We offer a full spectrum of service, ranging from managed and co-managed IT services to advanced cybersecurity, cloud, network, communications, and government compliance, allowing us to meet clients where they are and scale as needs evolve.



Our differentiators include a strong emphasis on proactive monitoring and security, deep technical expertise across multiple disciplines, and the ability to support both fully managed and co-managed environments. This flexibility enables us to work effectively with organizations that have internal IT staff while also providing the depth, tooling, and coverage of a mature managed services provider.

In addition, All In Technology delivers 24x7 support from a team of skilled engineers, fast help desk response times, and a local presence capable of deploying engineers for critical onsite troubleshooting and repairs when needed. Our integrated approach—combining experienced people, well-defined processes, and enterprise-grade tooling—ensures consistent execution, transparency, and long-term value. This is reinforced by a commitment to white-glove service, clear procedures, responsive billing and procurement processes, and prompt, accountable communication from real people who understand our clients' environments.

1.7 Do you serve clients with 24 X 7 requirements?

Yes. AIT supports clients with 24x7 operational requirements through a combination of on-call resources and an overnight engineering team. This model enables continuous monitoring, proactive issue identification, proactive patching and system updates during overnight hours, and timely incident response, ensuring potential issues are addressed early and in alignment with defined service expectations while minimizing disruption to daytime operations.

1.8 What services do you offer besides the core services of a MSP?

In addition to core managed IT services, AIT offers a range of complementary services designed to support reliable public services, operational efficiency, and responsible technology stewardship. These services include advanced cybersecurity capabilities such as SOC and SIEM services, endpoint protection, identity and access management, email security, and backup and disaster recovery—helping municipalities reduce risk and maintain continuity of operations.

AIT also provides professional and project-based services, including cloud architecture and migrations, network design and implementation, hardware procurement and deployment, unified communications (UCaaS), and infrastructure upgrades. Our experience supporting both fully managed and co-managed environments allows us to augment internal IT staff where needed while preserving local knowledge and control, ensuring services scale appropriately without unnecessary staffing increases.

Beyond traditional MSP services, AIT delivers additional value through automation and intelligent tooling that streamline operations and reduce manual workload. Automation is used to improve system monitoring, patching, ticket routing, and workflow management, helping municipalities improve response times, reduce operational overhead, and minimize service disruptions. Analytics and automation also support proactive maintenance by identifying trends and potential issues before they impact end users or critical systems.

Finally, AIT provides lifecycle management, compliance and governance support, and strategic technology planning to help municipalities manage assets responsibly, plan for refresh cycles, control long-term costs, and align technology investments with budgetary and operational priorities.

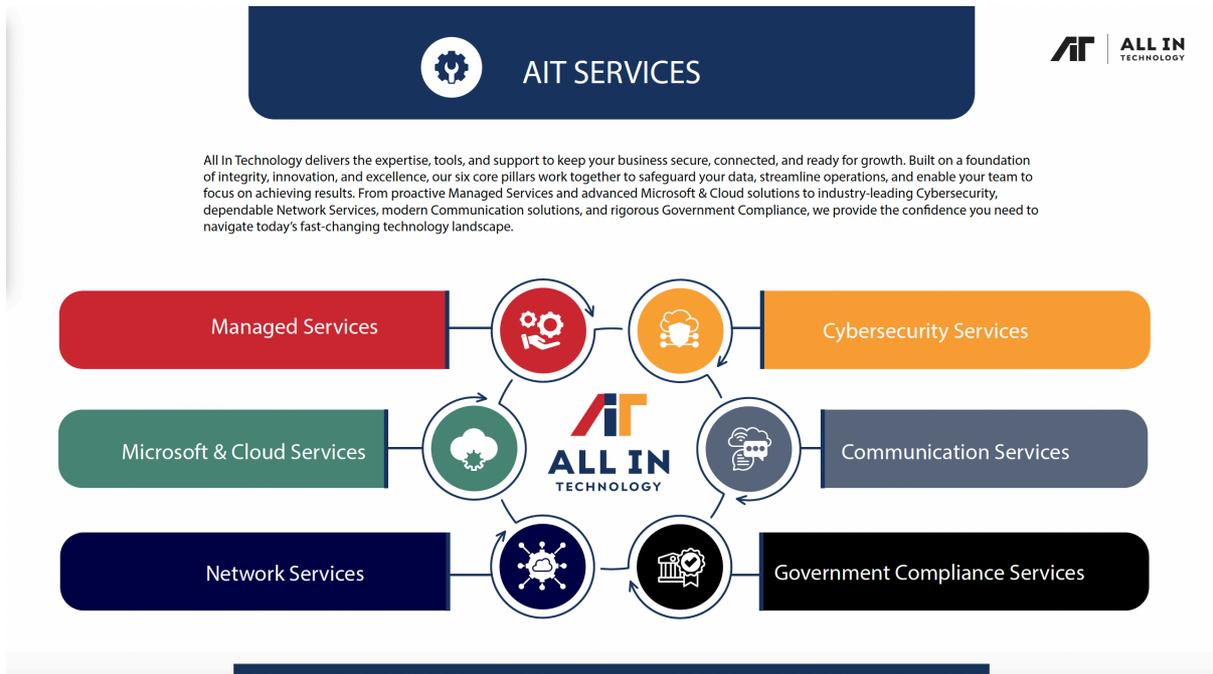


Figure 1 - AIT Core Services

1.9 What type of training do you offer either during onboarding or ongoing?

AIT provides role-based training during onboarding and on an ongoing basis, tailored to the service model selected. Under a co-managed agreement, AIT trains internal IT staff on the use of Halo and other tools used to support the City of Two Rivers, and tailors workflows to align with the roles and responsibilities defined in the agreement.

Under a fully managed agreement, AIT provides end-user training focused on how to engage support effectively. In both service models, AIT trains users and staff on the use of the AIT help desk portal, escalation paths, and communication expectations. In addition, AIT's help desk team guides users as needed to ensure issues are routed correctly and resolved efficiently, supporting adoption while minimizing disruption to daily operations.

1.10 What do you feel are your biggest hurdles to a successful relationship?

Rather than focusing solely on hurdles, we believe it is more effective to look at the common challenges that exist in any partnership and proactively address them in a way that supports a successful, long-term relationship. The primary challenges typically relate to alignment, clarity, and accountability.

Establishing a shared understanding of goals, constraints, and expectations from the outset is critical to ensuring both AIT and the City of Two Rivers are working toward the same outcomes and helps prevent misunderstandings. Clearly defined roles and responsibilities, within both organizations, support efficient execution and timely resolution of issues.



Equally important is establishing measurable performance indicators to objectively evaluate progress and service quality. These metrics are reviewed through structured touchpoints such as Quarterly Business Reviews (QBRs), which promote transparency, ongoing alignment, and continuous improvement.

Finally, strong communication and a mutual commitment to following agreed-upon workflows, procedures, and responsibilities—including clearly defined engagement and escalation protocols—are essential. When these elements are in place, challenges can be addressed proactively, and the partnership remains collaborative, accountable, and focused on long-term success.

1.11 What training resources are available for team members?

AIT provides ongoing training resources for both end users and internal IT staff. These include cybersecurity awareness training and periodic sessions on emerging technology, equipment, and process trends relevant to municipal environments.

For co-managed clients, AIT supports hands-on learning through shared tools and day-to-day collaboration, using the help desk and support process as an ongoing training resource. Clients are also invited to participate in PizzaCast, AIT's monthly lunch-and-learn series featuring vendors, industry experts, and distributors, and receive access to AIT's monthly blogs and whitepapers geared toward IT staff.

Training needs and opportunities are reviewed through regular touchpoints such as Quarterly Business Reviews (QBRs) to ensure training remains practical and aligned with operational priorities.

1.12 What type of general expertise can you provide in key technology areas?

AIT provides broad expertise across the core technology areas required to support municipal environments similar in size and complexity to the City of Two Rivers. Our team supports mixed Windows and Linux server environments, virtualized infrastructure, SQL workloads, and hybrid on-prem and cloud systems.

We have deep experience managing network and security infrastructure, including next-generation firewalls, switching, WAN and fiber connectivity, VPNs, and secure inter-agency connections. This includes proactive monitoring, patch management, and lifecycle oversight to maintain system reliability and performance.

AIT also delivers comprehensive endpoint, user, and application support, including desktop and mobile device management, secure onboarding and offboarding, email and SaaS administration, endpoint protection, and security awareness training. Our security and resilience capabilities include backup and disaster recovery, business continuity planning, SOC and SIEM services, vulnerability management, and compliance support.

In addition, AIT provides project management, procurement and vendor management, asset and warranty tracking, and long-term technology planning. Our flexible service model supports both full-service and hybrid engagements, allowing internal IT staff to escalate as needed while maintaining operational continuity and budgetary control.



1.13 What differentiates your organization for your competitors in the marketplace?

AIT is differentiated by our ability to deliver flexible, secure, and scalable IT services through a model that supports both fully managed and co-managed environments. This allows us to meet organizations where they are, whether they rely entirely on a service provider or maintain internal IT staff, and adapt our approach based on operational needs and internal capabilities.

We do not settle for “good enough.” AIT delivers a white glove, 24x7 service model supported by a professional team of experienced engineers. We combine continuous operational support, enterprise-grade tooling, and clearly defined processes with strong accountability. Our services emphasize proactive monitoring, security-first design, lifecycle management, and predictable service delivery, helping clients reduce risk, improve reliability, and plan technology investments responsibly.

AIT brings a local presence with the depth of a mature managed services provider, offering responsive onsite support when needed while maintaining strong communication, white-glove service delivery, and transparency across support, billing, and procurement. This balanced approach enables long-term partnership, operational continuity, and consistent value beyond traditional MSP offerings.

2. Processes

2.1 Do you use in-house or contracted resources for services?

AIT utilizes in-house resources for the delivery of our services. Our technical teams are composed of full-time AIT employees, allowing us to maintain consistent service quality, accountability, and alignment with established processes and standards.

Our support model includes help desk engineers who handle Level 1 through Level 3 requests based on complexity, as well as Professional Services engineers who focus on project-based work such as implementations, upgrades, and infrastructure initiatives. In addition, AIT has dedicated onboarding specialists who manage the transition and setup process to ensure new clients are integrated smoothly and efficiently.

This structure allows AIT to provide reliable, coordinated service delivery while maintaining clear ownership and continuity across support, onboarding, and project engagements.

2.2 Describe your process for migrating the City of Two Rivers to your organization.

AIT’s migration and onboarding process for the City of Two Rivers is structured, methodical, and designed to minimize disruption while ensuring security, reliability, and long-term sustainability. The migration will follow the same phased onboarding structure described in Section 1.3, ensuring consistency, clear ownership, and predictable execution throughout the transition.

We begin with a comprehensive discovery and intake phase, during which we review and document the City’s existing infrastructure, applications, processes, and vendor relationships. This includes the City’s mixed Windows and Linux server environment, virtualized systems, network and firewall



infrastructure, fiber and WAN connectivity, voice systems, and public safety and departmental applications. This step allows us to identify dependencies, risks, and transition considerations while ensuring accurate documentation and secure credential handling.

As part of this phase, AIT establishes a working relationship with the City's current service provider and any other key stakeholders involved in the transition. This coordination supports effective knowledge transfer, access to systems and documentation, and a controlled handoff that reduces risk and avoids service disruption.

Following discovery, AIT conducts a detailed assessment of the City's current tools and security controls, including antivirus and endpoint protection, MFA and identity management, backup and disaster recovery, VPN and remote access, and monitoring platforms. Where appropriate, we integrate the City's existing solutions into our standardized toolset to maintain continuity while improving visibility, security, and manageability.

We then perform a focused review of network infrastructure, including switches, firewalls, routers, and connectivity between sites and partner organizations. This includes validating configurations, documenting assets, applying firmware updates where needed, and making recommendations for lifecycle or security improvements to ensure performance and vendor support.

Once core infrastructure and access are stabilized, AIT transitions licensing platforms, SaaS applications, and endpoint devices into our management framework. Endpoints are onboarded in phases to align with security standards, patching policies, and monitoring requirements, with minimal impact to end users. Throughout this process, we validate backups, monitoring, and alerting to ensure operational readiness.

Before closing the migration, we complete a readiness review to confirm system stability, documentation, escalation paths, and support workflows. Any follow-on recommendations—such as hardware refreshes or optimization initiatives—are documented and prioritized collaboratively.

This approach ensures a smooth transition from the City's current environment, maintains continuity of services, and results in a secure, well-documented, and fully supported IT environment aligned with the City of Two Rivers' operational and budgetary needs.

2.3 What City of Two Rivers resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?

To ensure a secure, efficient, and well-coordinated transition, AIT requires access to specific information, systems, and personnel during the initial migration phase, as well as defined resources for ongoing operations.

Initial Migration and Onboarding

During onboarding and migration, AIT will require the following technical and administrative information to assess, document, secure, and integrate the City's environment into our support framework:

- Administrative credentials for servers and administrative workstations
- Firewall credentials and configurations



- Switch and wireless access point credentials
- ISP access credentials and circuit details
- All static IP addresses
- Access to antivirus and cybersecurity management portals
- Access to backup platforms and confirmation of amount of data currently being backed up
- Access to software licensing and vendor portals
- Access to administrative and management tools currently in use

In addition to system access, AIT will require active participation from the City's IT staff during onboarding. This access is critical for institutional knowledge transfer, validation of system details, coordination of access, and support during the migration process.

At key decision points during onboarding, AIT will also require access to designated decision-makers and budget authorities to ensure timely approvals related to scope, remediation items, security posture, or infrastructure changes.

Ongoing Operations and Support

Following onboarding, AIT will request the following resources to support ongoing service delivery and alignment:

- A primary IT point of contact to work closely with AIT on day-to-day coordination
- Access to additional stakeholders or a steering committee for strategic decisions, escalations, and prioritization
- Continued access to required management portals, monitoring systems, and vendor platforms

This structure ensures clear communication, timely decision-making, and effective collaboration between AIT and the City. By maintaining defined points of contact and engagement, both teams are able to respond efficiently to operational needs, address issues proactively, and remain aligned on priorities over time.

2.4 Outline the methods by which clients can access you (i.e., online by phone, etc.).

Clients can access AIT's engineering help desk through multiple channels to ensure timely and convenient support. Requests can be submitted by calling our support line to speak with a live technician, sending an email to our help desk, or submitting a request through the AIT help desk icon installed on all managed devices.

Standard remote support is available during normal business hours, with technicians assigned and issues tracked through AIT's ticketing workflow from intake through resolution and follow-up. For urgent or emergency situations, clients may contact AIT by phone or email and designate the request as "urgent," which triggers immediate escalation and engagement by on-call resources. AIT maintains 24/7 standby support to ensure critical issues are addressed promptly outside of standard business hours.

This multi-channel access model ensures clients can engage AIT in the way that best fits the situation while maintaining consistent tracking, communication, and accountability throughout the support process.

2.5 Describe the escalation and account management process including strategy and planning meetings.

AIT’s escalation and account management model is designed to provide clear ownership, efficient issue resolution, and ongoing strategic alignment through a structured, co-managed support approach.

Escalation Process

Under the proposed support agreement, escalation responsibilities are clearly defined between the City of Two Rivers and AIT.

Support Level Responsibilities

- Level 1 and Level 2 – City of Two Rivers IT Team
 - Level 1 (Frontline Support): Basic support and triage, including password resets, common workstation issues, printer problems, and other routine user requests.
 - Level 2 (Advanced Support): Advanced troubleshooting and configuration issues, such as MFA failures, email or profile issues, and software configuration problems.
- Level 3 – AIT
 - Level 3 support represents the highest tier of technical support and is provided by AIT.
 - AIT serves as the formal Level 3 escalation resource for the City of Two Rivers IT staff.

When Level 3 Escalation Is Engaged: AIT Level 3 resources are engaged when one or more of the following conditions exist:

- Level 1 and Level 2 resources are unable to resolve the issue, and a ticket is opened with AIT
- The issue is complex, high-risk, or business-critical
- The issue requires root-cause analysis, system changes, or infrastructure redesign
- There is a major incident, compliance concern, or potential continuity impact

AIT Level 3 Responsibilities: When engaged, AIT is responsible for:

- Performing root cause analysis (RCA)
- Implementing permanent or long-term fixes
- Executing changes to systems and network architecture
- Providing guidance and recommendations back to Level 1 and Level 2 resources to prevent recurrence
- Escalating and reporting to leadership teams when necessary

This model ensures efficient escalation while maintaining accountability, knowledge transfer, and continuity between teams.

Account Management, Strategy, and Planning

AIT provides a structured account management framework to support day-to-day operations, escalation oversight, and long-term planning.



Proposed Account Team Structure:

- Account Manager (Primary Contact): Responsible for relationship management, contract alignment, and overall strategic coordination.
 - Adam Van Eperen – Account Manager
 - Joe LeMere – Account Manager
 - Michael Garnhart – CRO
- Service Delivery Manager: Oversees daily service operations, service quality, and MSP process compliance.
 - Steve Morrow – Director of Services
- Technical Lead: Responsible for technical oversight, system stability, and higher-level technical escalations.
 - Kevan Kay – CTO
- Support Team: Provides Level 2 and Level 3 technical support as required.
 - AIT Help Desk and Technical Engineering Staff
- Compliance & Security Officer: Oversees security posture, regulatory alignment, and third-party vendor compliance.
 - Peter May – COO
- Managed Services Coordinator: Ensures coordinated delivery of monitoring, security, help desk, and backup services across all City of Two Rivers locations.
 - Mike Garngart – CRO & Kevan Kay – CTO

Account management includes regular operational and strategic touchpoints to review service performance, address escalations, and plan future initiatives. These touchpoints include Quarterly Business Reviews (QBRs), which provide a structured forum to review key performance metrics, service trends, system health, lifecycle considerations, and security posture.

QBRs also serve as an opportunity to review ongoing initiatives, discuss risks or improvement areas, align on upcoming priorities, and ensure IT services continue to support the City of Two Rivers' operational and strategic objectives. In addition to QBRs, ad hoc strategy or planning meetings may be scheduled as needed to support projects, major changes, or escalation-related follow-ups.

2.6 Where is/are your support centers located?

AIT's support centers are located in Green Bay, Wisconsin, and Denver, Colorado. These locations allow us to provide responsive regional coverage, access to local engineering resources when onsite support is required, and consistent service delivery across time zones.

2.7 How involved is your team with creating project plans/testing during technical projects?

AIT's team is highly involved in both project planning and testing for technical projects. For initiatives outside the traditional day-to-day support model, AIT assigns a dedicated project management team as part of the Statement of Work. Project managers work closely with technical leads, engineers, and City stakeholders to define scope, timelines, dependencies, and success criteria.

Our onboarding and project delivery process is repeatable and scalable, allowing us to apply consistent project planning, execution, and validation practices across a wide range of technical initiatives. During project execution, AIT develops and maintains project plans, coordinates



resources, manages risks, and oversees testing and validation activities to ensure solutions meet technical and operational requirements.

Testing is performed in alignment with the project scope and includes validation of functionality, performance, security, and integration with existing systems. This structured approach ensures projects are delivered in a controlled, predictable manner and align with the City’s operational needs and long-term technology objectives.

2.8 Do you follow ITIL or other processes aligned with industry standard practices?

Yes. AIT follows structured service management processes designed to deliver responsive, reliable, and transparent support. We utilize a defined Service Level Agreement (SLA) framework that classifies service requests based on business impact and urgency, allowing us to prioritize and respond to issues appropriately.

Service requests are categorized as Critical, High, Medium, Low, or Proactive, with target response times aligned to the severity of the issue. While not every situation fits perfectly into a predefined category, AIT makes every effort to adhere to these response commitments and apply them consistently across all clients.

We also offer an Emergency Upgrade process that allows certain requests to be escalated when business conditions require immediate attention. Final priority classification is determined by the responding technician to ensure the appropriate level of urgency is applied based on real-world impact.

This approach provides predictable service delivery while maintaining the flexibility needed to support each organization’s unique operational needs.

PRIORITY	EXAMPLES	RESPONSE TIMES
 Critical	Your Main Server is offline and all users are unable to work.	2 Hour
	One of your Network Switches has failed and stopped half the company from working.	
	A VPN link between 2 x offices is offline causing one office to be unable to work.	
 High	Your Internet Connection is offline, users can still work locally	3 Hours
	Your CEO’s computer has stopped working	
	Your main Accounting Software has stopped working	
 Medium	A user’s desktop won’t turn on so they can’t work	4 Hours
	One of the main printers is not working, but users can print to another one	

	A user is having problems connecting to the Wireless network	
 Low	Printing is slower than normal	8 Hours
	A single user is unable to scan	
	A user needs a program installed on their PC	
 No Priority	Pro-Active maintenance of systems	N/A

Figure 2: AIT SLA Framework

2.9 Do you participate in drills or test (i.e., DR, ect.)?

Yes. AIT regularly participates in disaster recovery and backup testing activities to validate system resiliency and recovery readiness. Core systems are tested on a bi-annual basis, with additional testing performed as required based on system criticality and client-specific requirements.

Email backups are verified daily using Axcient x360Cloud, and both business continuity and disaster recovery (BCDR) and cloud backup solutions are monitored and validated on a continuous basis. Testing frequency and scope are adjusted as needed to align with operational priorities and recovery objectives.

This approach helps ensure backup integrity, recovery reliability, and ongoing confidence in system protection.

2.10 How do you notify users of maintenance windows or system outages?

AIT communicates maintenance windows and system outages using clear and timely notification methods appropriate to the situation. Planned maintenance activities, such as routine patching and updates, are scheduled within predetermined maintenance windows and communicated in advance when user impact is expected.

For unplanned outages or critical incidents, AIT notifies affected users through email and, when appropriate, direct phone communication. Notifications include relevant details regarding the nature of the issue, expected impact, and status updates until resolution.

This approach ensures users are informed, expectations are set appropriately, and communication remains consistent during both planned and unplanned events.

2.11 What types of diagrams would you typically create/maintain?

AIT maintains comprehensive technical documentation, including detailed diagrams of network layouts, infrastructure components, and system interdependencies. This typically includes network

topology diagrams, firewall and routing layouts, port mappings, switch and access point locations, and connectivity to remote sites or third-party networks.

These diagrams are reviewed and updated on a regular basis to ensure documentation remains accurate and current. Maintaining up-to-date diagrams supports effective troubleshooting, planning, and long-term infrastructure management.

2.12 Do you offer knowledge bases for common issues and how are they utilized?

Yes. AIT maintains a centralized knowledge base within our documentation portal, Hudu, which includes documented procedures, standard operating practices, and resolutions for recurring issues. This repository is used by our engineering teams to ensure consistency, accuracy, and efficient issue resolution across all support tiers.

In addition to internal documentation, AIT provides customer-facing SOPs that address frequently asked questions and common issues. These materials help guide end users and IT staff on standard processes and expected workflows. This approach supports timely resolution while reinforcing consistent processes and best practices.

2.13 What is your willingness or ability to support the security systems, phone systems, audio/visual systems?

AIT is fully capable of supporting phone and audio/visual systems and does so regularly across many customer environments. We maintain a strong Unified Communications as a Service (UCaaS) practice and routinely support voice, collaboration, and related communications platforms as part of our managed and co-managed offerings.

With respect to security systems, AIT's involvement is more limited and evaluated on a case-by-case basis. Many security systems—such as cameras, access control, and physical security platforms—are typically maintained by specialized security vendors under separate contracts. In situations where such systems are not under a third-party agreement and appropriate access is provided, AIT can offer limited assistance or coordination as appropriate, but we do not position ourselves as a primary physical security provider.

2.14 How often do you conduct DR testing?

AIT conducts disaster recovery testing in accordance with individual customer agreements and system criticality. As a general best practice, core systems are tested on a regular basis depending on recovery objectives, risk profile, and operational requirements.

Testing frequency and scope are defined collaboratively to ensure alignment with business priorities and recovery expectations. Where applicable, testing results are reviewed and used to validate recovery procedures and identify improvement opportunities.



3. Technology

3.1 What types of monitoring agents would you use for end user devices?

AIT utilizes a layered monitoring and security approach built on industry-leading tools to provide proactive visibility, protection, and recoverability for end user devices and systems. While we have experience supporting a variety of toolsets and can adapt based on the environment we are transitioning into, the tools outlined below represent what we typically deploy and manage.

Key monitoring and protection components generally include:

- Remote Monitoring and Management (RMM): NinjaOne is commonly used for endpoint monitoring, patch management, scripting, automation, alerting, and secure remote access.
- Endpoint Detection and Response (EDR): Microsoft Defender for Endpoint is used when licensing is available; SentinelOne is deployed in environments where Microsoft licensing does not apply.
- Managed Detection and Response (MDR): AIT leverages a third-party MDR platform (Blackpoint) to provide 24x7x365 monitoring and response across EDR alerts, Microsoft 365 or Google Workspace, application controls, and vulnerability (CVE) scanning.
- Software Deployment and Patch Management: When Microsoft Intune is in use, software deployment and patching are managed using Intune combined with tools such as IntunePKG or Patch My PC. In environments without Intune, AIT utilizes Group Policy and/or NinjaOne for software distribution and updates.
- Backup and Disaster Recovery (BCDR): Axcient is used to provide endpoint and server backup capabilities, including local snapshotting, cloud replication, and recovery options. This approach supports rapid recovery scenarios, including local or cloud-based virtual machine restoration when required.

This flexible approach allows AIT to align with existing investments where appropriate while still providing consistent monitoring, security, and operational visibility across the environment.

3.2 What is the back-end help desk system that you use?

AIT utilizes HaloPSA as our primary back-end help desk and ticketing system, integrated with NinjaOne RMM to support monitoring, alerting, and automated ticket creation. This integrated platform allows AIT to track, manage, and escalate tickets efficiently across all support tiers.

HaloPSA enables seamless registration and routing of tickets based on priority and complexity, providing full visibility into ticket status, response times, and resolution progress for both AIT teams and client stakeholders. Through the HaloPSA client portal, clients can submit requests, track open tickets, and access dashboards that display key service metrics and performance indicators.

This system supports transparency, accountability, and consistent service delivery across both managed and co-managed environments.

3.3 Do you offer managed firewalls or other managed technology?



Yes. AIT offers managed firewalls and a broad range of managed network technologies, including switches, access points, and related infrastructure components. Managed networking and firewall services are a core part of our overall service portfolio.

This capability is strengthened by AIT's acquisition of Saje Network Systems in October 2024. Saje Network Systems was built around advanced networking and firewall services, and the engineers from that organization continue to be part of the AIT team today. This acquisition was made strategically to expand AIT's depth and expertise in managed firewalls, network design, and ongoing network operations.

As a result, AIT brings extensive hands-on experience in designing, deploying, and managing secure, scalable network environments while integrating these services into our broader managed and co-managed IT offerings.

3.4 Do you offer MDM or other mobile management technology?

Yes. AIT offers mobile device management (MDM) and endpoint management solutions to support secure provisioning, monitoring, and lifecycle management of mobile and endpoint devices.

We typically utilize Microsoft Intune for environments aligned with Microsoft 365, NinjaOne for broader endpoint management and monitoring, and Addigy for Apple/macOS device management. These tools allow AIT to enforce security policies, manage configurations, deploy applications, and support remote wipe and recovery when necessary.

As with other managed technologies, AIT can adapt our approach based on the environment we are supporting and existing tooling, while maintaining consistent security and management standards across devices.

3.5 Do you offer SEIM or other security-based technology?

Yes. AIT provides SIEM capabilities as part of our managed detection and response (MDR) services. Our SIEM functionality is embedded within the MDR platform and is used to collect, correlate, and analyze security-related data across endpoints, identity platforms, and cloud services.

AIT supplies relevant log and telemetry data to the MDR platform, where established runbooks and response processes are used to monitor client identities and assets, detect suspicious activity, and coordinate appropriate response actions. This integrated approach allows for centralized visibility and consistent security monitoring without requiring customers to manage a standalone SIEM solution.

3.6 Do you have tools to provide system uptime metrics?

Yes. AIT utilizes NinjaOne RMM to monitor device availability and system health, including system uptime metrics. NinjaOne provides visibility into endpoint and server status, allowing our teams to track uptime, identify outages, and respond proactively to availability-related issues.

3.7 What tools do you use for network monitoring?



AIT uses a combination of remote management and security monitoring toolsets to monitor both network and system components on a 24x7 basis for managed environments. This approach provides visibility into availability, performance, and security-related events.

Key tools might include:

- NinjaOne RMM: Used as the primary remote management platform to monitor the availability and health of servers, network devices, and other managed systems. It provides alerting for connectivity issues, device status, and performance indicators.
- Blackpoint MDR: Provides continuous security-focused monitoring across identity, endpoints, and network-related telemetry to identify threats that could impact network operations.
- SentinelOne or Microsoft Defender for Endpoint: Contributes endpoint and network behavior telemetry that can indicate suspicious or abnormal activity affecting network health.
- Firewall and Network Device Tooling: Native monitoring and logging capabilities within managed firewalls, switches, and access points are leveraged where available to monitor uptime, traffic patterns, and critical events.
- Microsoft Intune: Supports device compliance and configuration visibility in Microsoft-aligned environments as part of the overall monitoring strategy.

Tool selection and monitoring depth are tailored to the environment and the systems under management, allowing AIT to provide consistent oversight while aligning with existing infrastructure and operational needs.

3.8 What tools do you use for system monitoring or general health level of end user devices?

AIT uses a layered set of tools to monitor the health, performance, and security of end user devices, including:

- Microsoft Intune: Device configuration, compliance, and policy enforcement
- SentinelOne or Microsoft Defender for Endpoint: Real-time endpoint protection and behavior monitoring
- Blackpoint MDR: Continuous security monitoring and response
- Remote Management Tools (NinjaOne RMM): Device status, performance indicators, and connectivity monitoring

This approach provides proactive visibility into both system health and security-related events across managed environments.

3.9 Do you offer or partner for laptop encryption?

Yes. AIT supports laptop encryption using native operating system technologies, primarily Microsoft BitLocker for full-disk encryption on Windows devices. Where appropriate, encryption may be supplemented with additional endpoint security and device recovery tools to support data protection in the event of device loss or theft.



3.10 If hosting/co-location is an option please describe details of option i.e., services, vendor, partners, etc.

Yes. AIT offers hosting and co-location services through professional third-party data center partners that provide secure, enterprise-grade facilities with redundant power, cooling, and connectivity.

AIT has a strong relationship with Ark Data Centers, a Midwest-based provider offering modern, secure data center facilities. Hosting and co-location options are evaluated based on customer requirements and operational needs.

4. Support

4.1 Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

AIT provides structured, responsive technical support through a combination of experienced personnel, defined processes, and enterprise-grade tooling. Our support model is designed to ensure efficient issue resolution, clear escalation paths, and consistent communication while supporting both managed and co-managed environments.

Assistance Request Process and Client Access

- Referenced in Sections – B.1.9, B.2.4, B.3.2

Clients can request support through multiple channels, including phone, email, and a web-based help desk portal. AIT utilizes a centralized IT Service Management (ITSM) platform (HaloPSA) that enables real-time ticket tracking, automated routing, reporting, and visibility into service activity.

The ITSM platform includes a self-service client portal, allowing the City of Two Rivers to:

- Submit and track service requests
- View ticket status and updates
- Access dashboards with key service metrics and reporting

This approach ensures transparency, accountability, and efficient communication throughout the support lifecycle.

Support Hours & Monitoring Coverage

- Referenced in Sections – B.1.7, B.3.1, B.3.7, B.3.8

AIT provides support during standard business hours, has 24x7x365 capacity via a night-staff, monitoring and on-call escalation coverage for managed systems. Proactive monitoring and security tools are used to identify issues related to system availability, performance, and security, allowing many issues to be addressed before they impact users.

Escalation Process

- Referenced in Sections – B.1.2, B.2.5

AIT follows a clearly defined escalation model aligned with the co-managed structure outlined in this proposal:



- Level 1 & Level 2 Support: Handled by the City of Two Rivers IT staff, covering frontline triage and advanced troubleshooting.
- Level 3 Support: Provided by AIT and engaged when issues are complex, high-risk, business-critical, or require root-cause analysis, system changes, or architectural adjustments.

AIT's Level 3 engineers perform root cause analysis, implement permanent fixes, execute infrastructure changes, and provide guidance back to City IT staff to prevent recurrence. Escalation decisions are made collaboratively, with urgency based on business impact.

Response Times

- *Referenced in Section – B.2.8*

AIT operates with defined response time targets based on issue priority (Critical, High, Medium, Low, and Proactive). While not every issue fits neatly into a predefined category, AIT makes every effort to adhere to these targets and applies technician judgment to ensure appropriate prioritization. Emergency escalation options are available when business conditions require immediate attention.

Staffing Levels & Expertise

- *Referenced in Sections – B.2.1, B.2.5*

AIT maintains a strong internal support organization with Level 1 through Level 3 engineers, supported by dedicated project engineers and onboarding specialists. Our team brings experience across infrastructure, networking, security, cloud services, and end-user support.

AIT's leadership team—including the Director of Services, CTO, and CEO—actively serves as part of the Level 3 escalation structure and is involved in technical oversight, complex issue resolution, and strategic decision-making on a regular basis.

Help Desk Locations

- *Referenced in Section – B.2.6*

AIT's support operations are based in Green Bay, Wisconsin, and Denver, Colorado, providing regional coverage, redundancy, and access to local engineering resources when onsite support is required.

4.2 Please provide details on your standard reporting capabilities.

AIT provides structured and transparent reporting to support operational visibility, accountability, and ongoing alignment with the City of Two Rivers' service and strategic objectives. Reporting is delivered through a combination of automated dashboards, PSA tracking tools, and scheduled review meetings.

AIT utilizes HaloPSA and MSPBots as our primary reporting and analytics platforms. Both platforms include client-facing portals that allow designated City stakeholders to access real-time and historical data related to service activity, ticket performance, and key operational metrics.

Standard Reporting Capabilities include:

- **Weekly Operational Reporting:** Covers ticket volumes, response and resolution times, help desk activity, and system availability where applicable.



- Monthly KPI and Service Performance Reporting: Reviews agreement adherence, service trends, asset and lifecycle considerations, and overall alignment with the managed services agreement.
- Quarterly Business Reviews (QBRs): Provides strategic-level reporting, including trend analysis, system health, security and risk posture, lifecycle planning, and recommendations for service or technology improvements.
- Ongoing Service Performance Reviews: Supports continuous improvement through adjustments to processes, tooling, or service scope as operational needs evolve.
- Managed Services Component Reporting: Includes visibility into monitoring, backup and disaster recovery status, endpoint protection, email security, patch management, and other core managed service components.

This reporting framework ensures the City of Two Rivers has consistent access to meaningful data, supports informed decision-making, and maintains transparency across both day-to-day operations and long-term technology planning.

4.3 Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and knowledge base) that will be available, both from the technical perspective and the end user perspective.

AIT provides structured documentation and support resources designed to serve both technical teams and end users, ensuring consistency, usability, and operational clarity.

From a technical perspective, AIT maintains detailed documentation within our centralized documentation platform (Hudu). This includes network and system diagrams, standard operating procedures, escalation workflows, configuration standards, security practices, and resolution guides for recurring issues. These resources support effective troubleshooting, onboarding, continuity, and collaboration in both managed and co-managed environments.

From an end user perspective, AIT provides clear, user-friendly materials such as help desk engagement guides, portal instructions, escalation expectations, and FAQs. End users are further supported through direct interaction with AIT's help desk, which serves as an ongoing, practical support and training resource.

AIT also offers ongoing education through security awareness training, webinars, and knowledge-sharing sessions. Clients may participate in PizzaCast, AIT's monthly lunch-and-learn series with vendors and industry experts and receive access to AIT blogs and whitepapers focused on IT operations and security trends.

Documentation and training needs are reviewed through regular touchpoints, including Quarterly Business Reviews (QBRs), to ensure materials remain current and aligned with organizational needs.

4.4 What options are available for user training and technical training that may be required by staff?



Training options are discussed and defined collaboratively based on the City's needs, service model, and operational priorities, as outlined in the preceding documentation and support sections. AIT may provide guidance for end users and IT staff related to system usage, security awareness, and support engagement processes where appropriate. Additional training opportunities may also be available through technology vendors or partners, depending on scope and requirements. Any training approach is reviewed periodically to ensure alignment with agreed-upon responsibilities and expectations.

4.5 Describe any user groups, websites, newsletters, conferences, or any other means you support for share information and soliciting service feedback.

AIT supports information sharing and service feedback through a combination of educational sessions, thought leadership, and industry participation. We host PizzaCast, a periodic lunch-and-learn series focused on relevant technology topics and vendor solutions and publish a monthly Tech Tips blog and whitepaper series addressing practical IT and security considerations.

AIT maintains engagement with industry resources through subscriptions to professional publications such as Tech Tribe, participation in industry associations, and attendance at technology conferences and trade shows, including Pax8 Beyond. We also use digital channels to share updates and encourage client feedback, which is reviewed and addressed as part of our continuous improvement process.

4.6 How do you monitor customer satisfaction and qualify assurance on an ongoing basis and how might we benefit from this process?

AIT monitors customer satisfaction and service quality through a combination of operational metrics, structured reviews, and direct client feedback. On an ongoing basis, we track service performance using data from our service management platforms, including ticket response and resolution times, alert trends, system health indicators, and service volume patterns. These metrics allow us to objectively measure service delivery and identify areas requiring attention or improvement.

Customer satisfaction feedback is captured through CSAT surveys administered via our help desk platform (HaloPSA). This feedback is reviewed alongside service metrics to provide a holistic view of service quality and client experience.

These operational and satisfaction metrics are reviewed during regular account touchpoints and formalized through Quarterly Business Reviews (QBRs). QBRs provide a structured forum to review service performance, trends, security posture, and lifecycle considerations, while also identifying improvement opportunities and aligning priorities going forward.

4.7 The City of Tow Rivers user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

AIT places a strong emphasis on end-user experience and understands that successful support is as much about communication and empathy as it is about technical expertise. Our engineers are trained to work patiently and respectfully with users of all technical skill levels, using clear, non-



technical language and a calm, supportive approach. By combining strong soft skills with secure remote access tools, we ensure issues are resolved efficiently while maintaining a positive and confidence-building experience for every user.

5. Pricing & Contracts

5.1 Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.

See attached pricing schedules and cost worksheets.

5.2 Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.

Attached you will find the All In Technology Master Services Agreement (MSA) and the Schedule of Third-Party Services. Links to each have also been provided.

[Master Services Agreement \(MSA\)](#)

The MSA defines the overarching legal framework for our engagement, including service terms, responsibilities, confidentiality, liability, and general conditions governing the delivery of managed and professional services.

[Schedule of Third-Party Services](#)

This schedule outlines the third-party vendors and service providers that may be used in delivering services, clarifies that their applicable terms and EULAs apply, and documents our approach to third-party risk and vendor management

Both documents are included within the AIT Sales Quote and are provided for review with then intent to support transparency and clarity throughout the engagement.

6. References

6.1 Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

See attached references. All listed customers participate in AIT’s co-managed IT service model and have environments similar to the proposed solution.

City of Boulder	Don Mulvey	3034413080	mulveyd@bouldercolorado.gov	Municipality
City of Arvada	Erin Green	7208987872	egreen@arvada.org	Municipality
KemperSports	Mike Blake	8474804865	mblake@kempersports.com	Hospitality
Umoja Biopharma	Shawn Bleam	3038170117	Shawn.bleam@umoja-biopharma.com	Biopharma
Professional Rodeo Cowboys Assoc	Mario Ortivez	7195284740	mortivez@prorodeo.com	Tourism



ALL IN
TECHNOLOGY

Prepared for

City of Two Rivers

Quote #1802-1-A 3-YEAR
REVISED

CITY OF TWO RIVERS AIT ADVANTAGE 3 YEAR AGREEMENT REVISED

Prepared by Adam Van Eperen

2/13/2026



Proposal Summary

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Quote information:
Quote #1802-1-A 3-YEAR REVISED
 Prepared on: 2/13/2026
 Quote Expires: 3/31/2026

One-time Charges:

Description	Quantity	Unit Price	Tax	Price
AIT Advantage - Customer Onboarding - One Time	1	\$16,500.00	\$0.00	\$16,500.00

One Time Fees	\$16,500.00
Sub-total	\$16,500.00
Sales tax	\$0.00
TOTAL	\$16,500.00

Recurring Charges:

Description	Quantity	Unit Price	Tax	Price
<p>AIT Advantage - Managed Services 3 Year Agreement</p> <p>Definition of roles:</p> <p>The City of Two Rivers IT team under this support agreement is responsible for level 1 and level 2 support.</p> <ul style="list-style-type: none"> • Level 1, frontline support, is defined as basic support, triage, common fixes, i.e. password resets, basic computer malfunctions, printers etc. • Level 2, advanced support is defined as advanced troubleshooting, configuration issues, i.e. MFA failures, mail profile malfunctions, software configurations, etc. • AiT under this support agreement is responsible for level 3 support. • Level 3 support is defined as the highest tier of technical support delivering expert-level resolution, system changes, long-term fixes • AiT will serve as a level 3 escalation resource for The City Of Two Rivers IT staff <p>Expectations of a level 3 support escalation</p> <p>Level 3 resources are brought in when:</p> <ul style="list-style-type: none"> • Level 1 (frontline support) and Level 2 (advanced support) cannot resolve the issue • The problem is complex, high-risk, or business-critical • The issue requires code changes, infrastructure redesign, or root-cause analysis • There is a major incident, compliance risk, or SLA breach <p>AiT typical responsibilities:</p> <ul style="list-style-type: none"> • Perform root cause analysis (RCA) • Implement permanent fixes • Execute changes to systems and network architecture • Provide guidance back to level 1 and level 2 resources to prevent recurrence 				

- Reporting to leadership teams when necessary

Projects and Hardware

All AIT projects and associated labor for the implementation of new tools, software, and hardware will be quoted separately from this Managed Services Package. Upon Client approval of such projects, the existing 3-year agreement and corresponding monthly invoice will be adjusted accordingly based on any resulting changes to relevant quantities in the package.

Projects include:

- Replacement computers, tablets, and phones
- Replacement network equipment including firewalls and switches
- Implementation of new hardware and software
- Implementation of new tools
- New user setup

AIT will serve as first pick for hardware needs and has access to special pricing for government entities.

Hardware includes:

- Computers and tablets
- Servers
- Surveillance cameras
- Network switches
- Firewalls
- All other new equipment

<p>AIT Advantage - Per Site Monthly - 3 YR Per Site Includes the following:</p> <ul style="list-style-type: none"> • Access to Helpdesk 24x7x365 • Secure document repository • Access to Remote Management Tools 	1
<p>AIT Advantage - Per User Monthly 3 YR Per User Includes the following:</p> <ul style="list-style-type: none"> • SOC Identity Management 24x7x365 	127
<p>AIT Advantage - Per WKS Monthly 3 YR Per Workstation Includes the following:</p> <ul style="list-style-type: none"> • Remote Management w/patching • SOC/MDR/EDR • Includes remote support 24x7x365 • Application Patch Management via Intune (Where applicable) <p>Note: Does not include library PC's per Dave Dassey</p>	145
<p>AIT Advantage - Per Server Monthly - 3 YR Per Server Includes the following:</p> <ul style="list-style-type: none"> • Remote Management w/patching • SOC/MDR/AV 24x7x365 • 4 PHYSICAL SERVERS • 6 VM SERVERS 	10
<p>AIT Advantage - Network Devices Per 5 Devices Per Network Includes the following:</p> <ul style="list-style-type: none"> • Remote Management w/patching • Configuration Management 	4

Recurring Sub-total	\$6,633.40
Sales tax	\$0.00
TOTAL	\$6,633.40

Terms of Service

Section 11, Item A.

Prepared by:
Adam Van Eperen
All In Technology
888-201-5030
<https://allintechnology.com>

Prepared for:
Kyle Kordell
City of Two Rivers
1717 East Park St.
54241

Quote information:
**Quote #1802-1-A 3-YEAR
REVISED**
Prepared on: 2/13/2026

Please see below notes relating to this proposal:

Proposal/Statement of Work

This Quote constitutes a binding offer by All In Technology LLC, a Colorado limited liability company ("**MSP**"), to perform the services and/or provide the following products at the price indicated herein. This Quote upon acceptance and execution by each Party shall convert into a Statement of Work ("**SOW**"), which is made subject to the Master Service Agreement and Services Attachment for Managed Services between the Parties (the "**Terms**",). This SOW does not replace the Terms but incorporates all the provisions and obligations set forth in the Terms. If any provision(s) of the Terms and this SOW conflict, the provision(s) of the SOW shall prevail. The Requested Services to be provided by MSP shall be limited to those Services described below pursuant to the terms and conditions stated in the Terms and/or this SOW or any subsequent SOW.

This SOW, dated (the "**Effective Date**"), is made in connection with and subject to the Terms by and between MSP and City of Two Rivers ("**Client**"). This SOW consists of the terms below, the signature page, and any unique attachments to this SOW, which are all incorporated into the Terms by this reference and are made a part of the Terms for all intents and purposes.

The Requested Services will be provided and limited as indicated in the tables on the preceding page(s) of this SOW. Further service offerings may only be secured via subsequent SOWs between the Parties.

Capitalized terms used herein, unless otherwise defined, will have the meanings given to them in the Terms.

The Terms, this SOW, and any subsequently executed SOW or other work order or agreement between the Parties shall be collectively referred to herein as the "**Agreement**".

Client acknowledges and agrees that any and all Requested Services which are requested by Client and NOT included in this SOW will be considered outside the scope of this SOW and will be quoted and billed as separate Requested Services in one or more subsequent SOW's..

1. **Billing.** Billing and Fees, as stated in this SOW and the Terms, will be invoiced to Client on a monthly basis and shall be due and payable on the due date of the invoice, unless otherwise specified herein. Client may remit payment by credit card, check, automatic payment, or automatic withdrawal from a checking account, as approved by MSP. MSP may require a deposit or an amount equal to one (1) month of the invoiced amount for the Requested Services to be paid in advance, in addition to the first month's payment, upon execution of this SOW. Additional billing procedures, payment terms, and remedies for non-payment are further defined in Section 2 (Fees and Payment Terms) of the Master Service Agreement ("**MSA**"). Notwithstanding anything to the contrary in the MSA, all technical service and labor rates within this agreement are fixed at the quoted rate for a period of three (3) years from the effective date. Any adjustments to software licensing or third-party costs require a minimum of 30-days prior written notice to the client.

Any project work or associated labor outside the scope of the Requested Services described in this SOW shall require a separate Statement of Work ("**SOW**") to be executed by Client prior to commencement. All such work shall be billed in accordance with the mutually agreed upon rates and pricing set forth in the applicable SOW.

2. **Advice; Instructions.** This Section 2 of the SOW shall be separate from, and shall not amend, modify, supplement or limit in any way, the terms of Section 1.9 of the Terms. From time to time, MSP may provide you with specific

advice and directions related to MSP’s provision of the Requested Services or the maintenance or ad the System. If Client fails to implement such advice, direction, and/or services and products included hereby acknowledges that such failure is against the advice of the MSP, and Client agrees to indemnify, defend, and hold MSP harmless from any business interruption, data loss, system recovery costs, or other adverse consequences due to Client’s failure or refusal to comply with such advice and/or directions. If Client’s failure to follow or implement MSP’s advice renders part or all of the Requested Services economically or technically unreasonable to provide, then at MSP’s sole discretion, MSP may terminate the Agreement for a material breach by Client upon providing notice to Client.

3. Term; Termination. The term of the SOW shall be for an initial period of 3 years from the Effective Date (the “Initial Term”), unless otherwise specified herein. For any one-time or fixed-scope project, the term shall continue until completion of the Requested Services described in this SOW, at which time this SOW shall automatically expire without further action by either Party.

3(a). Term; Conditional Early Termination Right. Notwithstanding anything to the contrary in the Master Service Agreement (“MSA”), this Section shall govern the term and early termination rights applicable to this SOW and shall control in the event of any conflict. The term of this SOW shall be for an initial period of three (3) years from the Effective Date (the “Initial Term”). Client acknowledges and agrees that the first twelve (12) months of the Initial Term constitute a minimum commitment period (the “Initial Commitment Period”).

Client may elect to terminate this SOW for any reason or no reason effective upon the conclusion of the Initial Commitment Period Client by providing MSP with no less than ninety (90) days’ prior written notice of termination during the Initial Commitment Period. To be effective, such notice must be delivered no later than ninety (90) days prior to the expiration of the Initial Commitment Period. If Client fails to provide timely written notice within the Initial Commitment Period as set forth above, Client shall be deemed to have waived its early termination right, and this SOW shall remain in full force and effect for the remainder of the Initial Term.

If Client timely exercises its termination right pursuant to this Section:

- (i) License and Third-Party Costs: Client shall remain solely responsible for all non-cancelable, prepaid, or committed third-party fees, including but not limited to software licenses, subscriptions, cloud services, or vendor agreements procured or renewed on Client’s behalf that extend beyond the termination effective date. MSP shall have no obligation to absorb, refund, or offset any such costs.
- (ii) Offboarding Services: Termination shall require completion of a separate offboarding or transition project, which shall be scoped and billed in accordance with MSP’s then-current rates and procedures. MSP’s obligation to perform offboarding services is contingent upon Client being current on all outstanding invoices, including applicable offboarding fees.

Except as expressly modified by this Section, all other terms of the Agreement shall remain in full force and effect.

4. Regulatory Compliance. Pursuant to Section 13 (Regulatory Compliance) of the Terms, MSP will review the Applicable Standards that Client submitted to MSP and determine whether MSP can achieve compliance with same by notifying the Client in writing. Client acknowledges and agrees that MSP cannot achieve compliance with such Applicable Standards, unless and until MSP indicates that it can in writing to the Client.

This Quote only converts into a SOW and is effective only upon execution by MSP and Client. Each Party hereto warrants and represents that this SOW and the Terms constitute the legal, valid, and binding agreement between the Parties as of the Effective Date.

The Terms can be accessed at:
[Master Services Agreement](#)
[Schedule of Third-Party Services](#)

Payment Terms: 100% of software, 50% of equipment, and 50% of labor is due upon signature.

Hardware Shipments: Hardware that is drop-shipped will be invoiced for the remaining 50% upon shipment from the vendor.

Shipping & Handling: Shipping and handling fees will be added to the final invoice.

License Adjustments: License counts will be reconciled monthly. Any prorated increases or adjustments will be billed on the following month’s invoice.

Delay Billing: Client-caused delays exceeding fourteen (14) days may result in full invoicing prior to completion.

Sign below to indicate Client's acceptance, of both the SOW and Terms, and MSP will do the same.

All In Technology

City of Two Rivers

Signature: *Michael Garnhart*

Signature:

Name: Michael Garnhart

Name:

Email:

CITY OF TWO RIVERS

ORDINANCE

An Ordinance to amend Chapter 6-1 of the Municipal Code of the City of Two Rivers, Wisconsin, regulating Fermented Malt Beverages and Intoxicating Liquors, and Chapter 7-1-13 of the Municipal Code regulating Parks

The Council of the City of Two Rivers, Wisconsin, ordains as follows:

SECTION 1. Subsection 6-1-3 of the Municipal Code of the City of Two Rivers, Wisconsin, is hereby amended as follows:

Sec. 6-1-3. - License Required.

No person, firm or corporation, except as provided in Sec. 7-1-13 of this Code, shall, within the city, vend, sell, deal or traffic in or have in his possession with intent to vend, sell, deal or traffic in or, for the purpose of evading any law or ordinance, give away any intoxicating liquor or fermented malt beverages in any quantity whatever, or cause the same to be done, without having procured a license as provided in this chapter, nor without complying with all the provisions of this chapter, and all statutes and regulations applicable thereto, except as provided by Wis. Stats. §§ 125.06, 125.25, 125.26, 125.27, 125.28 and 125.51.

SECTION 2. Subsection 6-1-5 of the Municipal Code of the City of Two Rivers, Wisconsin, is hereby established as follows:

Sec. 6-1-5(D). - Renewal Deadline.

All applications for the renewal of an existing alcohol beverage license shall be filed with the city clerk's office no later than May 1st of each year.

Sec. 6-1-5(E) - Late Fees.

The city clerk shall assess and collect a late fee as set forth in the current schedule of fees from applicants who fail to submit renewal applications by May 1 of each year. All late fees received or collected shall be paid into the local treasury as revenue of the city.

SECTION 3. Subsection 7-1-13 of the Municipal Code of the City of Two Rivers, Wisconsin, is hereby established as follows:

Sec. 7-1-13. - Sale of Malt Beverages by City Personnel.

Pursuant to Wis. Stat. § 125.06(6), fermented malt beverages, as defined in Wis. Stat. § 125.02(6), may be sold by City officers or employees within city parks under such terms and conditions as authorized by the Chief of Police and Director of Parks and Recreation, or their designees. No municipal retail license shall be required for such sales when conducted by the City.

Adopted by the Council of the City of Two Rivers, Manitowoc County, Wisconsin this ____ day of _____, 2026.

Scott Stechmesser
President, City Council

Kyle Kordell
City Manager

Attest:

Amanda Baryenbruch, City Clerk

Approved as to form and legality:

Sean P. Griffin
City Attorney