Finance Committee Meeting

Whitewater Municipal Building Cravath Lakefront Conference Room, 312 West Whitewater St., Whitewater, WI 53190 *In Person and Virtual

Tuesday, May 27, 2025 - 5:00 PM

Citizens are welcome (and encouraged) to join our webinar via computer, smart phone, or telephone. Citizen participation is welcome during topic discussion periods.

Please click the link below to join the webinar: ***https://us06web.zoom.us/j/86897950397***

Join via audio:

+1 312 626 6799 US (Chicago)

Please note that although every effort will be made to provide for virtual participation, unforeseen technical difficulties may prevent this, in which case the meeting may still proceed as long as there is a quorum. Should you wish to make a comment in this situation, you are welcome to call this number: (262) 473-0108.

AGENDA

CALL TO ORDER

ROLL CALL

CONSENT AGENDA

Items on the Consent Agenda will be approved together unless any committee member requests that an item be removed for individual consideration.

1. Finance Committee Meeting Minutes from April 22, 2025

HEARING OF CITIZEN COMMENTS

No formal Committee action will be taken during this meeting although issues raised may become a part of a future agenda. Participants are allotted a three minute speaking period. Specific items listed on the agenda may not be discussed at this time; however, citizens are invited to speak to those specific issues at the time the Committee discusses that particular item.

To make a comment during this period, or during any agenda item: On a computer or handheld device, locate the controls on your computer to raise your hand. You may need to move your mouse to see these controls. On a traditional telephone, dial *6 to unmute your phone and dial *9 to raise your hand.

CONSIDERATIONS / DISCUSSIONS / REPORTS

2. Election of Vice Chair
3. April 2025 Financials
4. Discussion and possible action to recommend award of Janitorial contract
5. Discussion and possible action to recommend contract award for the Telephony RFP

6. Discussion and possible action to review and update the City's AI Policy
7. Discussion and Direction on the Future of the City's Shared Ride Transportation Program
8. Discussion and possible action regarding the creation of a TIF Policy
9. Discussion and possible action to recommend contract extension for flock cameras
10. Discussion and possible action to recommend approval of Police Departments vehicle replacement schedule

FUTURE AGENDA ITEMS

11. Library Donation Update - July

ADJOURNMENT

A quorum of the Common Council may be present. This notice is given to inform the public that no formal action will be taken at this meeting.

Anyone requiring special arrangements is asked to call the Office of the City Manager / City Clerk (262-473-0102) at least 72 hours prior to the meeting.

City of WHITEWATER

Finance Committee Meetin

Whitewater Municipal Building City Manager's Conference Room, 312 West Whitewater St., Whitewater, WI 53190 *In Person and Virtual

Tuesday, April 22, 2025 - 5:00 PM

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https://us06web.zoom.us/j/83198282604?pwd=cDdLWjUvTTRqRUQ4UVcwQWcrcW1BUT09

Telephone: +1 (312) 626-6799 US (Chicago) (Houston)
Webinar ID: 831 9828 2604
Passcode: 137945

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AGENDA

CALL TO ORDER

The meeting was called to order at 5:01 p.m. by Brian Schanen.

ROLL CALL

Present: Brian Schanen, Patrick Singer, and Mike Smith.

Absent: None.

Additional Attendees: Rachelle Blitch, Director of Finance.

CONSENT AGENDA
Items on the Consent Agenda will be approved together unless any committee member requests that an item be removed for individual consideration.

1. March 25, 2025 Finance Committee Meeting Minutes

A motion made to approve the March 25, 2025 Finance Committee Meeting minutes was made by Patrick Singer and Seconded by Mike Smith.

Voting Yes: Brian Schanen, Patrick Singer, and Mike Smith. Voting No: None.

HEARING OF CITIZEN COMMENTS
No formal Committee action will be taken during this meeting although issues raised may become a part of a future agenda. Participants are allotted a three minute speaking period. Specific items listed on the agenda may not be discussed at this time; however, citizens are invited to speak to those specific issues at the time the Committee discusses that particular item.

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CONSIDERATIONS / DISCUSSIONS / REPORTS

2. Election of Chair and Vice Chairpersons

A motion to nominate Brian Schanen as chair was made by Patrick Singer and Seconded by Mike Smith. Voting Yes: Patrick Singer, and Mike Smith. Voting No: None. Abstain: Brian Schanen.

A motion to nominate Mike Smith as vice chair was made by Patrick Singer, Seconded by Brian Schanen.

3. March Financials

4. Discussion and possible action to amend ordinance 2.62.020 Whitewater Transparency Enhancement Ordinance Posting requirements

A motion made recommend the amendment to Ordinance 2.62.020 Whitewater Transparency Enhancement Ordinance to include Class 1 & 2 Hearing Notices to be posted on the City's social media page made by Patrick Singer, Seconded by Mike Smith. Voting Yes: Brian Schanen, Patrick Singer, and Mike Smith. Voting No: None.

5. Discussion and possible action to amend ordinance 2.73.010 Lakes Advisory Committee

A motion made to recommend the amendment to Ordinance 2.73.010 Lakes Advisory Committee to include the appointment of one council member made by Patrick Singer, Seconded by Mike Smith. Voting Yes: Brian Schanen, Patrick Singer, and Mike Smith. Voting No: None.

6. Discussion and possible action to recommend a cell tower permit fee increase

7. Discussion and possible action to amend the city's TIF Policy and recommend for approval by Common Council

8. Discussion and possible action to recommend the adoption of the Federal Awards Administration Policy to the Common Council

A motion to recommend approval of the Federal Awards Administration Policy to the Common Council made by Patrick Singer, Seconded by Brian Schanen. Voting Yes: Brian Schanen, Patrick Singer, and Mike Smith. Voting No: None.

9. Discussion and possible action to adopt the amendment to the Procurement Policy and recommend to the Common Council

A motion to recommend approval of the amended Procurement Policy to the Common Council made by Patrick Singer, Seconded by Mike Smith. Voting Yes: Brian Schanen, Patrick Singer, and Mike Smith. Voting No: None.

10. Discussion and possible action to approve an updated Title VI policy and recommend to the Common Council

A motion made to recommend approval of the amended Title VI Policy to Common Council made by Brian Schanen, Seconded by Patrick Singer. Voting Yes: Brian Schanen, Patrick Singer, and Mike Smith. Voting No: None.

11. Discussion and possible action to recommend approval of Brown Cab contract for 2026

12. Discussion and possible action for a Notice of Claim filed by Linda Tortomasi

A motion to deny the claim filed by Linda Tortomasi made by Patrick Singer, Seconded by Brian Schanen. Voting Yes: Brian Schanen, and Patrick Singer. Voting No: None. Abstain: Mike Smith.

13. Discussion on the City Attorney Contract

FUTURE AGENDA ITEMS

ADJOURNMENT

A motion to adjourn made by Mike Smith, Seconded by Patrick Singer. Voting Yes: Brian Schanen, Patrick Singer, and Mike Smith. Voting No: None.

The meeting adjourned at 6:17 p.m.

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GENERAL FUND EXPENDITURE GROUPINGS - Favorable (Unfavorable)

SEC #	DESCRIPTION	2021 ACTUAL	2022 ACTUAL	2023 ACTUAL	2024 ACTUAL	2025 BUDGET	2025 YTD-APRIL		2025 Act v Bud $	2025 Act v Bud %	2025 YTD vs. PY 2024 YTD	2025 YTD vs. PY $ Chg	2025 YTD vs. PY % Chg
51100	Total Legislative Support	234,884	263,085	269,611	251,696	263,689	25,001	1	(238,688)	(90.5%)	16,649	8,353	50.2%
51110	Total Contingencies	17,258	-	41,800	126,092	0	0	7	0	-	1,280	(1,280)	(100.0%)
51200	Total Court	75,869	81,915	85,807	97,790	86,907	33,681	1	(53,226)	(61.2%)	27,729	5,952	21.5%
51300	Total Legal	72,504	72,901	83,516	86,571	90,435	32,956	1	(57,479)	(63.6%)	13,579	19,377	142.7%
51400	Total General Administration	370,144	426,841	369,760	430,886	408,552	142,021	1	(266,532)	(65.2%)	66,396	75,625	113.9%
51450	Total Information Technology	83,395	65,345	114,144	129,250	165,545	49,832	1	(115,712)	(69.9%)	24,513	25,320	103.3%
51500	Total Financial Administration	206,731	215,000	229,735	247,824	244,703	80,877	1	(163,826)	(66.9%)	60,041	20,836	34.7%
51540	Total Insurance/Risk Mgt.	97,278	105,745	83,981	84,195	97,952	87,185	1	(10,767)	(11.0%)	84,195	2,989	3.6%
51600	Total Facilities Maintenance	429,937	449,597	467,311	435,101	421,824	132,736	1	(289,088)	(68.5%)	89,395	43,341	48.5%
52100	Total Police Administration	669,231	709,476	799,470	844,713	853,149	252,856	2	(600,293)	(70.4%)	245,524	7,332	3.0%
52110	Total Police Patrol	1,877,722	1,914,817	2,082,340	2,261,056	2,218,326	709,783	2	(1,508,543)	(68.0%)	536,029	173,754	32.4%
52120	Total Police Investigation	378,879	419,193	524,244	571,999	561,782	181,024	2	(380,758)	(67.8%)	139,566	41,458	29.7%
52130	Total Crossing Guard	-	-	-	0	0	0	2	0	-	-	0	-
52140	Total Comm Service Program	27,498	32,429	33,068	40,014	44,149	22,287	2	(21,862)	(49.5%)	10,946	11,341	103.6%
52200	Total Fire Department	-	-	-	0	0	0	2	0	-	-	0	-
52210	Total Crash Crew	-	-	-	0	0	0	2	0	-	-	0	-
52300	Total Rescue Service (Amb.)	-	-	-	0	0	0	2	0	-	-	0	-
52400	Total Neighbor Svcs & Planning	349,565	309,932	355,387	387,996	566,380	75,208	5	(491,172)	(86.7%)	59,260	15,948	26.9%
52500	Total Emergency Preparedness	6,754	10,971	9,490	13,256	10,363	1,153	2	(9,210)	(88.9%)	665	487	73.3%
52600	Total Communications/Dispatch	461,006	479,568	483,601	592,667	600,993	197,769	2	(403,223)	(67.1%)	145,267	52,502	36.1%
53100	Total Public Works Administration	40,109	45,026	48,109	54,957	53,061	13,154	3	(39,907)	(75.2%)	11,449	1,705	14.9%
53230	Total Shop/Fleet Operations	170,149	210,224	235,267	190,431	180,977	96,193	3	(84,784)	(46.8%)	35,591	60,602	170.3%
53270	Total Parks Maintenance	207,028	224,661	233,524	286,050	287,429	77,572	4	(209,857)	(73.0%)	37,394	40,178	107.4%
53300	Total Street Maintenance	535,830	527,315	538,881	529,574	595,796	94,491	3	(501,305)	(84.1%)	95,978	(1,488)	(1.5%)
53320	Total Snow & Ice	147,570	106,517	125,096	123,235	144,171	69,172	3	(75,000)	(52.0%)	77,041	(7,869)	(10.2%)
53420	Total Street Lights	227,456	250,459	265,450	252,877	249,161	73,972	3	(175,189)	(70.3%)	48,403	25,569	52.8%
55111	Total Young Library Building	57,800	55,867	55,057	54,466	57,980	18,730	1	(39,250)	(67.7%)	11,258	7,472	66.4%
55200	Total Parks Administration	46,542	48,615	102,161	100,414	105,155	30,713	4	(74,442)	(70.8%)	24,047	6,667	27.7%
55210	Total Recreation Administration	196,989	257,934	-	0	0	187	4	187	-	212	(24)	(11.5%)
55300	Total Recreation Programs	718	3,393	1,055	0	0	0	4	0	-	-	0	-
55310	Total Senior Citizen's Program	55,071	-	-	0	0	0	4	0	-	-	0	-
55320	Total Community Events	14,157	12,052	15,538	14,073	11,000	1,887	4	(9,113)	(82.8%)	466	1,421	304.9%
55330	Total Comm. Based-Coop Projects	153,000	178,000	329,759	395,277	266,530	0	4	(266,530)	(100.0%)	278,000	(278,000)	(100.0%)
59220	Total Transfers to Other Funds	1,745,442	1,297,705	1,751,181	1,470,859	1,380,927	0	6	(1,380,927)	(100.0%)	195,500	(195,500)	(100.0%)
59230	Total Transfer to Debt Service Fund	942,883	1,043,530	1,318,343	1,313,714	1,952,572	87,108	6	(1,865,463)	(95.5%)	95,678	(8,569)	(9.0%)
59240	Total Transfer to Fire Department	203,837	199,564	1,258,615	1,402,794	1,370,112	0	6	(1,370,112)	(100.0%)	-	0	-
59240	Total Transfers to Special Funds	-	46,991	500	500	282,583	0	6	(282,583)	(100.0%)	-	0	-
	Grand Totals	**10,103,236**	**10,064,668**	**12,311,799**	**12,790,327**	**13,572,202**	**2,587,547**		**(10,984,655)**	**(88.4%)**	**2,432,048**	**155,500**	**6.4%**

City of WHITEWATER

General Fund
Revenue Budget Summary

GENERAL FUND REVENUES

Favorable (Unfavorable)

	DESCRIPTION	2021 ACTUAL	2022 ACTUAL	2023 ACTUAL	2024 ACTUAL	2025 BUDGET	2025 YTD-APRIL	2025 Act v Bud $	2025 Act v Bud %	2025 YTD vs. PY 2024 YTD	2025 YTD vs. PY Variance	2025 YTD vs. PY %
TAXES												
100-41110-00	LOCAL TAX LEVY	3,133,033	3,154,970	4,499,748	4,538,657	4,507,730	4,617,298	(109,568)	-2%	4,090,943	526,356	13%
100-41111-00	DEBT SERVICE TAX LEVY	946,352	1,045,965	1,257,105	1,313,705	1,952,572	-	1,952,572	100%	0	0	-
100-41112-00	OMITTED PROPERTY TAXES	-	-	-	-	-	-	0	-	0	0	-
100-41113-00	RESCINDED TAXES-REAL ESTATE	-	6,611	2,625	-	-	-	0	-	0	0	-
100-41114-00	USE VALUE PENALTY	546	-	-	1,654	-	-	0	-	0	0	-
100-41140-00	MOBILE HOME FEES	38,885	57,754	41,587	43,569	58,000	10,737	47,263	81%	12,090	(1,353)	-11%
100-41210-00	ROOM TAX-GROSS AMOUNT	192,583	233,465	237,932	224,246	230,000	37,551	192,449	84%	0	37,551	-
100-41320-00	IN LIEU-UNIV GARDEN & WW MANOR	27,733	120,606	27,820	28,035	9,735	9,968	(233)	-2%	28,035	(18,067)	-64%
100-41800-00	INTEREST ON TAXES	744	5,620	32,372	40,079	26,000	28,177	(2,177)	-8%	33,199	(5,022)	-15%
	TOTAL TAXES	**4,339,875**	**4,624,990**	**6,120,288**	**6,197,955**	**6,784,037**	**4,703,731**	**2,080,306**	**252%**	**4,172,277**	**531,454**	**-178%**
SPECIAL ASSESSMENTS												
100-42010-00	INTEREST ON SP ASSESS.	53	-	-	-	-	-	0	-	0	0	-
100-42100-61	WATER MAINS	-	-	-	-	-	-	0	-	0	0	-
100-42200-62	SEWER MAINS & LATERALS	316	-	-	-	-	-	0	-	0	0	-
100-42300-53	ST CONST. - PAVING	-	-	-	-	-	-	0	-	0	0	-
100-42310-53	CURB & GUTTER	58	-	-	-	-	-	0	-	0	0	-
100-42320-53	SIDEWALKS	32	-	-	-	-	-	0	-	0	0	-
100-42350-53	TRAFFIC SIGNAL	-	-	-	-	-	-	0	-	0	0	-
100-42400-53	SNOW REMOVAL	1,675	150	-	975	800	127	673	84%	1,275	(1,148)	-90%
100-42500-53	FAILURE TO MOW FINES	1,175	-	138	1,750	250	-	250	100%	0	0	-
100-42550-53	EQUIPMENT USED-DPW	-	-	-	-	-	-	0	-		0	
	TOTAL SPECIAL ASSESSEMENTS	**3,308**	**150**	**138**	**2,725**	**1,050**	**127**	**923**	**184%**	**1,275**	**(1,148)**	**-90%**
INTERGOVERNMENTAL REVENUES												
100-43344-00	EXPENDITURE RESTRAINT PROGM	71,382	63,331	53,306	-	-	-	0	-	0	0	-
100-43410-00	SHARED REVENUE-UTILITY	422,541	397,001	395,596	386,462	386,462	-	386,462	100%	0	0	-
100-43420-00	SHARED REVENUE-BASE	2,836,783	2,836,846	2,836,844	3,534,954	3,534,954	-	3,534,954	100%	0	0	-
100-43507-52	POLICE-MISC SAFETY GRANTS	6,841	8,013	4,164	50,571	-	3,892	(3,892)	-	0	3,892	-
100-43510-00	FEDERAL/STATE GRANTS-REIMBURSE	-	-	-	-	-	-	0	-	0	0	-
100-43520-52	LAW ENFORCEMENT TRNG REIMBURSE	-	-	8,103	-	-	-	0	-	0	0	-
100-43530-53	TRANSPORTATION AIDS	625,414	576,591	572,087	585,637	580,479	299,352	281,127	48%	146,409	152,943	104%
100-43531-52	STATE GRANT--PUBLIC SAFETY	-	9,356	38,060	-	-	-	0	-	0	0	-
100-43540-52	UNIVERSITY-LEASE-PARKING	45,000	45,000	-	45,000	45,000	-	45,000	100%	0	0	-
100-43550-52	MOU-DISPATCH SERVICE	170,491	178,963	-	-	-	-	0	-	0	0	-
100-43610-52	MSP-STATE UNIVERSITY SVCS PYMT	279,097	329,598	192,781	7,304	265,933	325,614	(59,681)	-22%	7,304	318,310	4358%
100-43663-52	2% FIRE DUES-ST OF WISC	29,711	32,121	-	-	-	-	0	-	0	0	-
100-43670-60	EXEMPT COMPUTER AID-FR STATE	5,587	5,846	16,330	16,330	16,330	-	16,330	100%	0	0	-
100-43670-61	PERSONAL PROPERTY AID	31,433	35,656	43,214	43,214	110,877	-	110,877	100%	0	0	-
100-43745-52	WUSD-JUVENILE OFFICIER	58,228	65,117	65,211	83,294	76,646	41,739	34,908	46%	33,923	7,815	23%
100-43750-52	DRUG GRANT REIMBURSEMENT	-	-	94	-	-	-	0	-	0	0	-
100-43760-00	WEIGHTS & MEASURES RECOVERY	2,800	3,408	1,583	3,000	3,000	-	3,000	100%	0	0	-
100-43765-00	REIMB-HIST SOC-DEPOT-EL/GAS	1,571	1,416	2,029	1,839	1,800	1,590	210	12%	1,839	(249)	-14%
100-43767-52	REIMB-BADGERNET-FORT ATKINSON	2,480	2,480	2,480	2,480	2,480	2,480	0	0%	2,480	0	0%
100-43775-52	FEDERAL EXCISE TAX REIMB	-	-	-	-	-	-	0	-	0	0	-
	TOTAL INTERGOVT REVENUES	**4,589,357**	**4,590,742**	**4,231,883**	**4,760,085**	**5,023,961**	**674,666**	**4,349,295**	**683%**	**191,956**	**482,710**	**4472%**
LICENSES & PERMITS												

City of WHITEWATER

General Fund
Revenue Budget Summary

GENERAL FUND REVENUES

Favorable (Unfavorable)

	DESCRIPTION	2021 ACTUAL	2022 ACTUAL	2023 ACTUAL	2024 ACTUAL	2025 BUDGET	2025 YTD-APRIL	2025 Act v Bud $	2025 Act v Bud %	2025 YTD vs. PY 2024 YTD	2025 YTD vs. PY Variance	2025 YTD vs. PY %
100-44110-51	Liquor & Beer	18,400	18,608	18,858	19,720	19,710	4,590	15,120	77%	790	3,800	481%
100-44120-51	CIGARETTE	1,350	1,540	1,300	733	733	100	633	86%	233	(133)	-57%
100-44122-51	BEVERAGE OPERATORS	4,360	3,020	3,515	3,668	4,000	1,364	2,636	66%	914	450	49%
100-44200-51	MISC. LICENSES	1,725	2,233	2,873	1,159	2,000	1,634	366	18%	911	724	79%
100-44300-53	BLDG/ZONING PERMITS	94,149	42,537	110,560	82,609	275,000	35,443	239,557	87%	16,778	18,665	111%
100-44310-53	ELECTRICAL PERMITS	8,752	6,911	9,298	10,796	35,115	4,671	30,444	87%	2,412	2,260	94%
100-44320-53	PLUMBING PERMITS	12,059	7,785	9,396	11,575	31,800	9,623	22,177	70%	996	8,627	866%
100-44330-53	HVAC PERMITS	5,646	4,668	7,216	9,569	20,500	9,634	10,866	53%	1,295	8,339	644%
100-44340-53	STREET OPENING PERMITS	250	100	200	50	50	100	(50)	-100%	50	50	100%
100-44350-53	SIGN PERMITS	1,703	952	1,310	2,280	1,550	955	595	38%	430	525	122%
100-44370-51	WATERFOWL PERMITS	-	-	320	500	500	-	500	100%	0	0	-
100-44900-51	MISC PERMITS	423	695	2,845	4,921	3,565	8,182	(4,617)	-129%	1,035	7,147	690%
	TOTAL LICENSES & PERMITS	**148,817**	**89,048**	**167,690**	**147,578**	**394,523**	**76,296**	**318,227**	**453%**	**25,843**	**50,453**	**3180%**
FINES, FORFEITURES - PENALTIES												
100-45110-52	ORDINANCE VIOLATIONS	216,906	234,661	179,505	191,914	210,000	72,824	137,176	65%	46,838	25,986	55%
100-45113-52	MISC COURT RESEARCH FEE	285	360	200	50	50	50	0	0%	50	0	0%
100-45114-52	VIOLATIONS PAID-OTHER AGENCIES	-	(200)	520	151	-	1,040	(1,040)	-	150	890	593%
100-45130-52	PARKING VIOLATIONS	64,364	52,826	58,224	56,896	60,000	16,609	43,391	72%	16,832	(223)	-1%
100-45135-53	REFUSE/RECYCLING TOTER FINES	5,750	7,125	9,550	1,175	1,500	-	1,500	100%	325	(325)	-100%
100-45145-53	RE-INSPECTION FINES	8,050	1,300	2,980	32,450	15,000	9,950	5,050	34%	5,450	4,500	83%
	TOTAL FINES, FORTFEIT - PENALTIES	**295,355**	**296,072**	**250,979**	**282,636**	**286,550**	**100,472**	**186,078**	**271%**	**69,645**	**30,827**	**630%**
PUBLIC CHARGES FOR SERVICES												
100-46110-51	CLERK	-	-	-	1,738	-	2	(2)	-	0	2	-
100-46120-51	TREASURER	4,625	4,500	3,935	4,745	3,600	1,216	2,384	66%	1,440	(224)	-16%
100-46210-52	POLICE-DISPATCH-MOU-UNIV	42,120	41,520	-	-	-	-	0	-	0	0	-
100-46220-52	FALSE ALARM FINES	2,550	750	2,100	1,200	1,500	650	850	57%	100	550	550%
100-46230-52	AMBULANCE	(8,640)	12,174	-	-	-	-	0	-	0	0	-
100-46240-52	CRASH CALLS	-	164	-	-	-	-	0	-	0	0	-
100-46310-53	DPW MISC REVENUE	13,526	9,853	30,298	19,585	12,000	12,962	(962)	-8%	851	12,111	1423%
100-46311-53	SALE OF MATERIALS	10	202	2	-	-	193	(193)	-	1	192	19230%
100-46312-51	MISC DEPT EARNINGS	1,435	100	-	405	-	375	(375)	-	405	(30)	-7%
100-46320-53	SAND & SALT CHARGES	1,433	1,056	-	-	-	-	0	-	0	0	-
100-46350-51	CITY PLANNER-SERVICES	-	135	360	8,144	9,000	1,124	7,876	88%	0	1,124	-
100-46450-52	SPECIAL EVENTS-POLICE/DPW	-	-	-	-	-	-	0	-	0	0	-
100-46730-55	RECR/FEES	-	-	-	-	-	-	0	-	0	0	-
100-46733-55	SR CITZ OFFSET	803	-	-	-	-	-	0	-	0	0	-
100-46736-55	ATTRACTION TICKETS	42	-	-	-	-	-	0	-	0	0	-
100-46743-51	FACILITY RENTALS	10,710	17,289	25,683	26,301	19,500	10,464	9,036	46%	7,546	2,918	39%
100-46746-55	SPECIAL EVENT FEES	125	100	35	45	25	-	25	100%	10	(10)	-100%
	TOTAL PUBLIC CHARGES FOR SVCS	**68,739**	**87,843**	**62,413**	**62,162**	**45,625**	**26,986**	**18,639**	**349%**	**10,353**	**16,633**	**21118%**
MISC. REVENUES												
100-48100-00	INTEREST INCOME	6,396	179,090	814,758	861,125	493,292	263,621	229,671	47%	242,750	20,871	9%
100-48200-00	LONG TERM RENTALS	4,800	4,800	4,800	5,700	6,000	2,000	4,000	67%	1,200	800	67%
100-48210-55	RENTAL INCOME	-	-	1,000	1,000	-	-	0	-	0	0	-
100-48220-55	DEPOSITS-FORFEITED	-	380	50	4,225	50	-	50	100%	0	0	-
100-48300-00	OTHER PROP/EASEMENT SALES	-	7,500	-	-	-	-	0	-	0	0	-

City of WHITEWATER

General Fund
Revenue Budget Summary

GENERAL FUND REVENUES

Favorable (Unfavorable)

	DESCRIPTION	2021 ACTUAL	2022 ACTUAL	2023 ACTUAL	2024 ACTUAL	2025 BUDGET	2025 YTD-APRIL	2025 Act v Bud $	2025 Act v Bud %	2025 YTD vs. PY 2024 YTD	2025 YTD vs. PY Variance	2025 YTD vs. PY %
100-48300-55	PROP SALES-AUCTION PROCEEDS	-	-	-	-	-	-	0	-	0	0	-
100-48400-00	INS./FEMA / CLAIM RECOVERY	446	-	1,313	-	-	750	(750)	-	0	750	-
100-48410-00	WORKERS COMP-RETURN PREMIUM	-	-	13,514	3,934	-	-	0	-	0	0	-
100-48415-00	RESTITUTION-DAMAGES	1,121	7,690	5,539	7,241	3,000	427	2,573	86%	3,970	(3,543)	-89%
100-48420-00	INSURANCE DIVIDEND	50,436	10,878	51,535	29,412	29,000	38,668	(9,668)	-33%	29,412	9,256	31%
100-48425-00	WORKERS COMP-REIMBURSEMENT	-	-	18,779	-	-	-	0	-	0	0	-
100-48430-00	INSURANCE-REIMBURSEMENT	-	-	1,000	-	-	6,779	(6,779)	-		6,779	
100-48442-00	RADON KIT SALES	-	-	-	-	-	-	0	-	0	0	-
100-48500-55	DONATIONS-PARKS-DOG PARK	-	125	-	-	-	-	0	-	0	0	-
100-48520-55	DONATIONS-PARK & REC	-	1,500	-	-	-	-	0	-	0	0	-
100-48535-00	P CARD REBATE REVENUE	33,761	29,227	28,971	37,054	35,000	7,200	27,800	79%	8,059	(859)	-11%
100-48545-00	DONATION-GENERAL	-	-	-	-	-	-	0	-	0	0	-
100-48546-55	MISC GRANT INCOME	7,000	8,000	87,043	46,010	7,000	2,500	4,500	64%	0	2,500	-
100-48600-00	MISC REVENUE-NON RECURRING	1,262	2,331	2,155	3,212	-	126	(126)	-	(239)	365	-153%
100-48700-00	WATER UTILITY TAXES	357,531	344,406	346,697	362,935	346,500	-	346,500	100%	0	0	-
	TOTAL MISC REVENUE	**462,753**	**595,927**	**1,377,154**	**1,361,847**	**919,842**	**322,072**	**597,770**	**509%**	**285,154**	**36,918**	**-146%**
OTHER FINANCING SOURCES												
100-49260-00	TRANSFER FROM 610 WATER	8,000	8,000	8,500	8,500	8,500	-	8,500	100%	0	0	-
100-49261-00	TRANSFER FROM 620 WASTEWATER	12,000	12,000	12,500	12,500	12,500	-	12,500	100%	0	0	-
100-49262-00	TRANSFER FROM 440 TID 4	-	-	-	-	-	-	0	-	0	0	-
100-49264-00	TRANSFER FROM 200 CABLE TV	-	-	-	-	-	-	0	-	0	0	-
100-49265-00	TRANSFER FROM 630 STORMWATER	8,500	8,500	8,500	8,500	8,500	-	8,500	100%	0	0	-
100-49266-00	GIS TRANSFER-UTILITIES	12,340	15,720	18,974	16,260	16,410	-	16,410	100%	0	0	-
100-49267-00	TRANSFER FROM 208 PARKING	35,927	35,000	35,350	35,350	35,704	-	35,704	100%	0	0	-
100-49269-00	TRANSFER FROM 250 FORESTRY	-	-	-	-	-	-	0	-	0	0	-
100-49270-00	TRANSFER FROM 446 TID 6	-	-	-	-	-	-	0	-	0	0	-
100-49275-00	TRANSFER FROM 205 27TH PAYROLL	-	-	-	-	-	-	0	-	0	0	-
100-49280-00	TRANSFER FROM 260 SICK LEAVE	-	-	-	-	-	-	0	-	0	0	-
100-49285-00	TRANSFER FROM 900 CDA	-	-	91,383	-	-	-	0	-	0	0	-
100-49290-00	TRANSFER IN FROM OTHER FUNDS	319,073	5,533	5,000	-	35,000	-	35,000	100%	0	0	-
100-49291-00	TRANSFER FROM 450 CIP	-	-	-	-	-	-	0	-	0	0	-
100-49295-00	TRANSFER FROM 248 PARK & REC	-	14,922	-	-	-	-	0	-	0	0	-
100-49300-00	FUND BALANCE APPLIED	-	-	-	-	-	-	0	-	0	0	-
	TOTAL OTHER FINANCING SOURCES	**395,840**	**99,675**	**180,207**	**81,110**	**116,614**	**-**	**116,614**	**600%**	**0**	**0**	**0%**
	TOTAL GEN FUND REVENUES	**10,304,042**	**10,384,446**	**12,390,752**	**12,896,099**	**13,572,202**	**5,904,350**	**7,667,852**	**3301%**	**4,756,502**	**1,147,847**	**28986%**

City of WHITEWATER

GENERAL FUND REVENUE SUMMARY

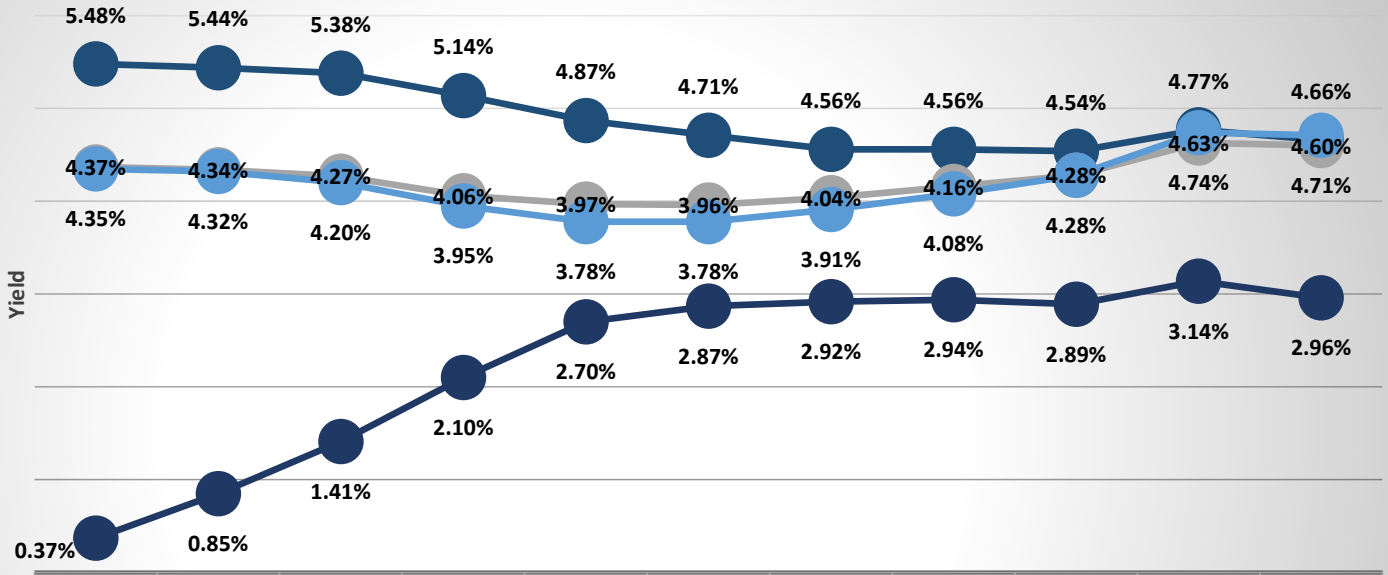
Favorable (Unfavorable)

SEC #	DESCRIPTION	2021 ACTUAL	2022 ACTUAL	2023 ACTUAL	2024 ACTUAL	2025 BUDGET	2025 YTD-APRIL	2025 Act v Bud $	2025 Act v Bud %	2025 YTD vs. PY 2024 YTD	2025 YTD vs. PY $ Chg	2025 YTD vs. PY % Chg
41000	TAXES	4,339,875	4,624,990	6,120,288	6,197,955	6,784,037	4,703,731	(2,080,306)	(30.7%)	4,172,277	531,454	12.7%
42000	SPECIAL ASSESSMENTS	3,308	150	138	2,725	1,050	127	(923)	(87.9%)	1,275	(1,148)	(90.0%)
43000	INTERGOVT REVENUES	4,589,357	4,590,742	4,250,383	4,760,085	5,023,961	674,666	(4,349,295)	(86.6%)	191,956	482,710	251.5%
44000	LICENSES & PERMITS	148,817	89,048	167,690	147,578	394,523	76,296	(318,227)	(80.7%)	25,843	50,453	195.2%
45000	FINES, FORFEIT PENALTIES	295,355	296,072	250,979	282,636	286,550	100,472	(186,078)	(64.9%)	69,645	30,827	44.3%
46000	PUBLIC CHARGES FOR SVCS	68,739	87,843	62,413	62,162	45,625	26,986	(18,639)	(40.9%)	10,353	16,633	160.7%
48000	MISC REVENUE	462,853	595,927	1,410,557	1,313,292	919,842	322,072	(597,770)	(65.0%)	285,154	36,918	12.9%
49000	OTHER FINANCING SOURCES	395,840	99,675	180,207	81,110	116,614	0	(116,614)	(100.0%)	0	0	-
	TOTAL:	**10,304,142**	**10,384,446**	**12,442,655**	**12,847,544**	**13,572,202**	**5,904,350**	**(7,667,852)**	**(61.7%)**	**4,756,502**	**1,147,847**	**24.1%**

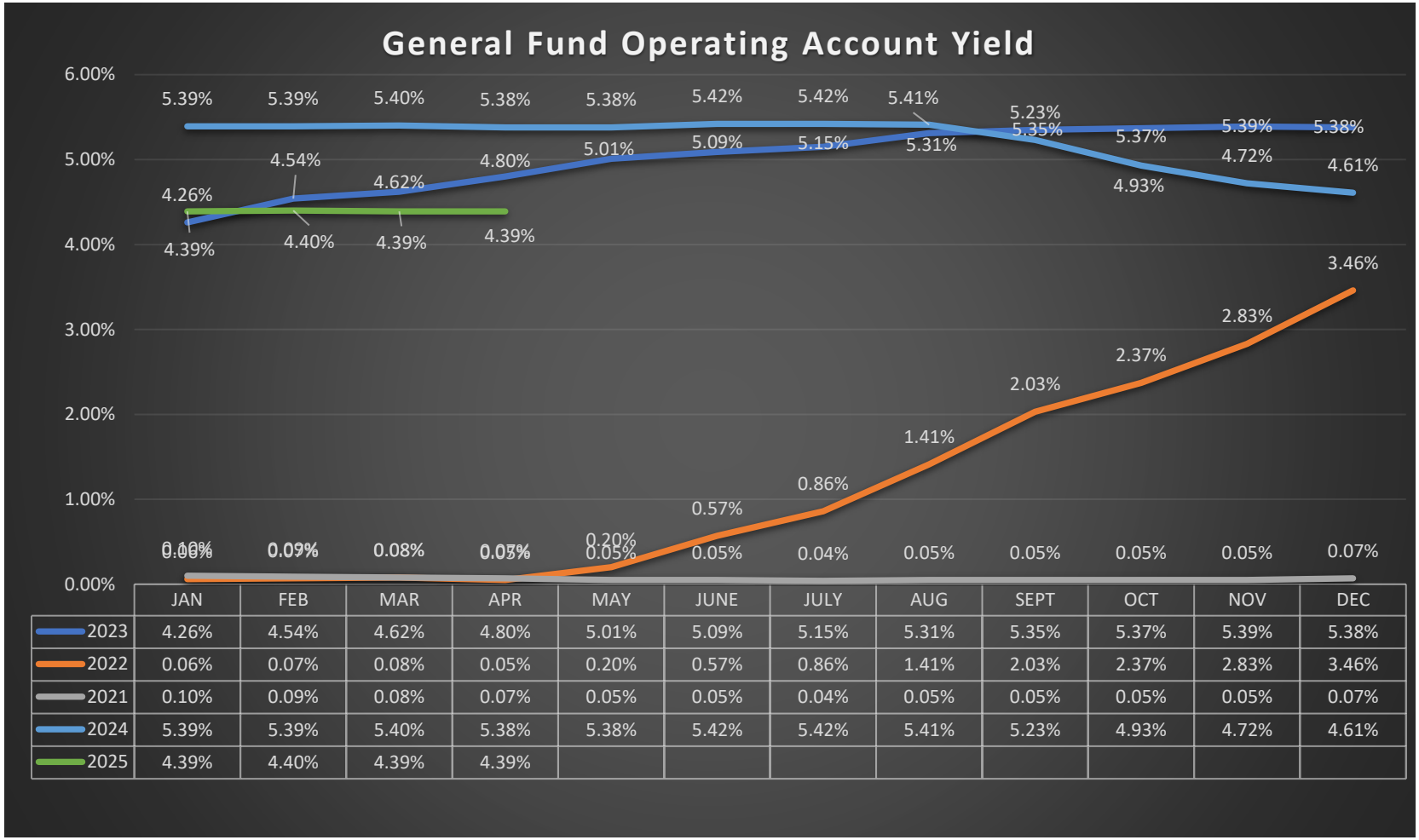
GENERAL FUND EXPENDITURE SUMMARY

SEC #	DESCRIPTION	2021 ACTUAL	2022 ACTUAL	2023 ACTUAL	2024 ACTUAL	2025 BUDGET	2025 YTD-APRIL		2025 Act v Bud $	2025 Act v Bud %	2025 YTD vs. PY 2024 YTD	2025 YTD vs. PY $ Chg	2025 YTD vs. PY % Chg
1	ADMINISTRATION	1,628,541	1,736,296	1,758,920	1,817,779	1,837,586	603,019	1	(1,234,567)	(67.2%)	393,754	209,265	53.1%
2	PUBLIC SAFETY	3,421,090	3,566,454	3,932,213	4,323,704	4,288,761	1,364,872	2	(2,923,890)	(68.2%)	1,077,997	286,875	26.6%
3	PUBLIC WORKS	1,121,114	1,139,541	1,212,804	1,151,075	1,223,166	346,981	3	(876,185)	(71.6%)	268,461	78,520	29.2%
4	PARKS AND RECREATION	673,505	724,655	682,036	795,814	670,114	110,359	4	(559,755)	(83.5%)	340,118	(229,759)	(67.6%)
5	NEIGHBORHOOD SVC/PLANNING	349,565	309,932	355,387	387,996	566,380	75,208	5	(491,172)	(86.7%)	59,260	15,948	26.9%
6	TRANSFERS	2,892,162	2,587,789	4,328,639	4,187,867	4,986,194	87,108	6	(4,899,085)	(98.3%)	291,178	(204,069)	(70.1%)
7	CONTINGENCIES	17,258	0	41,800	126,092	0	0	7	-	-	1,280	(1,280)	(100.0%)
	TOTAL	**10,103,236**	**10,064,668**	**12,311,799**	**12,790,327**	**13,572,202**	**2,587,547**		**(10,984,655)**	**(88.4%)**	**2,432,048**	**155,500**	**6.4%**

US Treasury: Constant Maturity

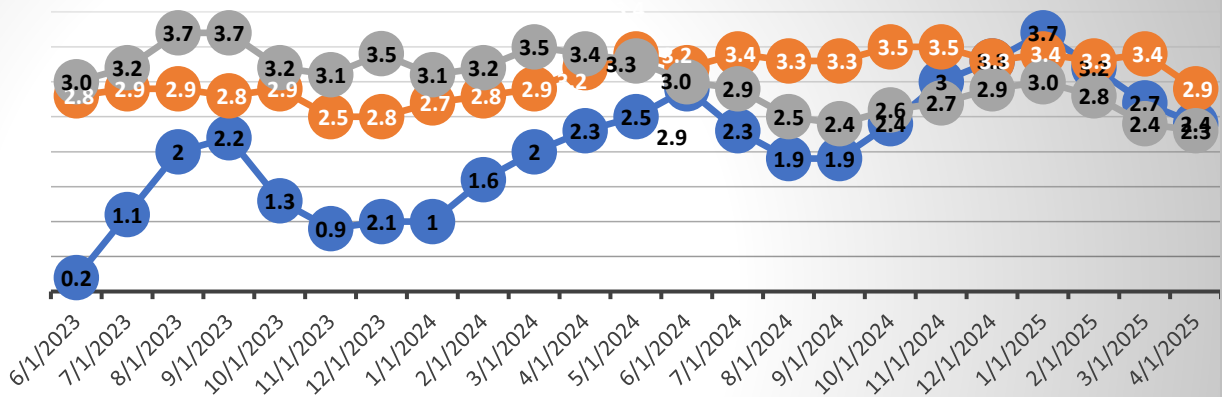


	1 mo	3 mo	6 mo	12 mo	2 yr	3 yr	5 yr	7 yr	10 yr	20 yr	30 yr
4/29/2022	0.37%	0.85%	1.41%	2.10%	2.70%	2.87%	2.92%	2.94%	2.89%	3.14%	2.96%
4/30/2023											
4/30/2024	5.48%	5.44%	5.38%	5.14%	4.87%	4.71%	4.56%	4.56%	4.54%	4.77%	4.66%
3/31/2025	4.37%	4.34%	4.27%	4.06%	3.97%	3.96%	4.04%	4.16%	4.28%	4.63%	4.60%
4/30/2025	4.35%	4.32%	4.20%	3.95%	3.78%	3.78%	3.91%	4.08%	4.28%	4.74%	4.71%



	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2023	4.26%	4.54%	4.62%	4.80%	5.01%	5.09%	5.15%	5.31%	5.35%	5.37%	5.39%	5.38%
2022	0.06%	0.07%	0.08%	0.05%	0.20%	0.57%	0.86%	1.41%	2.03%	2.37%	2.83%	3.46%
2021	0.10%	0.09%	0.08%	0.07%	0.05%	0.05%	0.04%	0.05%	0.05%	0.05%	0.05%	0.07%
2024	5.39%	5.39%	5.40%	5.38%	5.38%	5.42%	5.42%	5.41%	5.23%	4.93%	4.72%	4.61%
2025	4.39%	4.40%	4.39%	4.39%								

12-Month Inflation Measures



	6/30/2023	7/31/2023	8/31/2023	9/30/2023	10/31/2023	11/30/2023	12/31/2023	1/31/2024	2/29/2024	3/31/2024	4/30/2024	5/31/2024	6/30/2024	7/31/2024	8/31/2024	9/30/2024	10/31/2024	11/30/2024	12/31/2024	1/31/2025	2/28/2025	3/31/2025	4/30/2025
PPI Final Demand	0.2	1.1	2	2.2	1.3	0.9	1	1	1.6	2	2.3	2.5	2.9	2.3	1.9	1.9	2.4	3	3.3	3.7	3.2	2.7	2.4
PPI final Demand (less Food, Energy, Trade Svcs)	2.8	2.9	2.9	2.8	2.9	2.5	2.5	2.7	2.8	2.9	3.2	3.4	3.2	3.4	3.3	3.3	3.5	3.5	3.3	3.4	3.3	3.4	2.9
CPI-U (All Items)	3.0	3.2	3.7	3.7	3.2	3.1	3.4	3.1	3.2	3.5	3.4	3.3	3.0	2.9	2.5	2.4	2.6	2.7	2.9	3.0	2.8	2.4	2.3

Finance Committee Agenda Item

Meeting Date:	May 27, 2025
Agenda Item:	Janitorial RFP Responses
Staff Contact (name, email, phone):	Rachelle Blitch, rblitch@whitewater-wi.gov , 262-473-1380

BACKGROUND
(Enter the who, what when, where, why)

Facilities received four (4) proposals for Janitorial Services. All four proposals are included in the packet and will be discussed with the Committee.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS
(Dates, committees, action taken)

FINANCIAL IMPACT
(If none, state N/A)

To be determined.

STAFF RECOMMENDATION

Proposals and recommendations will be discussed and reviewed during the meeting.

ATTACHMENT(S) INCLUDED
(If none, state N/A)

1. Stratus Proposal
2. Kleen Tech Proposal
3. Environmental Control Proposal
4. PPI Proposal

STRATUS
BUILDING SOLUTIONS

M&R Cleaning Solutions

Commercial Cleaning Proposal

Presented For:

City of Whitewater

Presented By:
Darrel McNeal | dmcneal@stratusclean.com | 262-456-2930
www.stratusbuildingsolutions.com

U.S. Green Building Council Member

Green Business Bureau

We Proudly Use Green Seal Certified Products

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

5-8-25

Address: 312 W. Whitewater Street, Whitewater, WI 53190

Dear Kevin,

I would like to thank you for the opportunity to provide you with a customized Stratus Building Solutions cleaning and disinfecting solution proposal for your cleaning needs. After thoroughly measuring your facility, listening carefully to your requirements and mixing in our professional knowledge of the industry, I think you'll find this cleaning program to be detailed and inclusive.

Based on my conversation with you, Stratus is excited for the opportunity to prove ourselves to you. We know that with this unique profile of ownership, ***competitive pricing*** and an emphasis on consistent ***quality and reliability***, Stratus will always be able to deliver what was promised..

Your specifically tailored cleaning solution is on the following pages. If after reading it, you have any questions or need to make any final adjustments, please feel free to call. Otherwise, all that is needed to get started is your signature.

Best Regards,

Darrel

STRATUS BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

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STRATUS
BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

For All Your Building Cleaning Needs

Who is Stratus?	Stratus Building Solutions is a commercial cleaning franchise organization that started in 2006 and has over 70 regional offices and more than 3,000 franchises that provide regular cleaning services at over 10,000 locations across the US and Canada.
Stratus Building Solutions of Milwaukee	- Locally owned and operated - Stratus Building Solutions is the international leader in green cleaning services. - Minority Owned Business
Dedicated Local Team	From your professional cleaning service providers to your regional support office, the entire Stratus team is here to meet your facility's needs.
Cleaning Professionals	Stratus service providers are expertly trained and certified in cleaning facilities of all types.
Disinfection Service	The current environment calls for an enhanced approach to a comprehensive cleaning and disinfecting program for your facility. Stratus will help you design just such a program based on your type of business, number of employees and visitor/client traffic.
Emergency Support	Have an emergency? Reach your cleaning team directly or via the regional office.
Going Green	Green cleaning is our standard, and we can help you maintain that effort by providing supply orders that include items like post-consumer recycled paper products and environmentally friendly hand soaps.
Insurance Included	Stratus provides $2 million General Liability Insurance Coverage, Worker's Compensation, $50,000 Janitorial Bond.

STRATUS BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

Cleaning for Health and the Environment

Environmental leadership is one of Stratus Building Solutions' strategic objectives extending to our customers. Responsibly cleaning for customer's health and for the environment is a crucial part of Stratus Building Solutions environmental leadership in the commercial cleaning industry.

- Stratus exclusively uses Green Seal Certified products
- Environmentally friendly procedures are our standard
- Allergen micro-filtered vacuums and low VOC chemicals make your facility virtually allergen-free

Stratus Building Solutions is committed to providing environmentally friendly cleaning services in everything we do, from conservation of materials and products to recycling. We strongly believe that responsible environmental practices make good business sense.

Stratus Green Clean Chemicals

Our Green Cleaning Comes Standard

- Green Seal Certified products
- Improve productivity and morale
- Improve indoor air quality
- Meet and exceed state standards for VOC compliance
- Non-Toxic, no known carcinogens
- Reduced environmental & health risks associated with cleaning products, particularly for sensitive groups

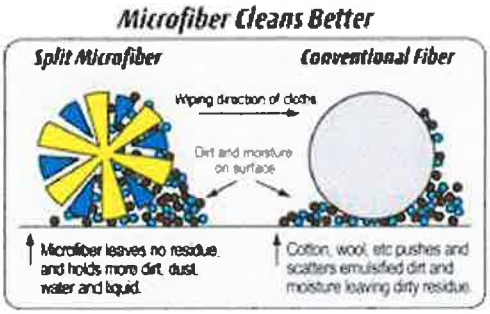
STRATUS BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

Microfiber Cleaning Techniques

The next level of cleaning, waste reduction and cross-contamination prevention

Contributes to better indoor air quality with superior dust and dirt containment source reduction, uses less water and chemicals and lasts longer than conventional products. Our products are color-coded to match our Green Seal Certified cleaning chemicals to help prevent cross-contamination between cleaning areas like restrooms and kitchen areas.



Branded Pro-Team HEPA Vacuum

Certified Gold Level by the Carpet and Rug Institute. The combination of Microfilters and Micro-Tex filters removes hair, pollen, dust, molds and most bacteria particles down to .3 microns at a **99.8% efficiency rating.**

STRATUS BUILDING SOLUTIONS

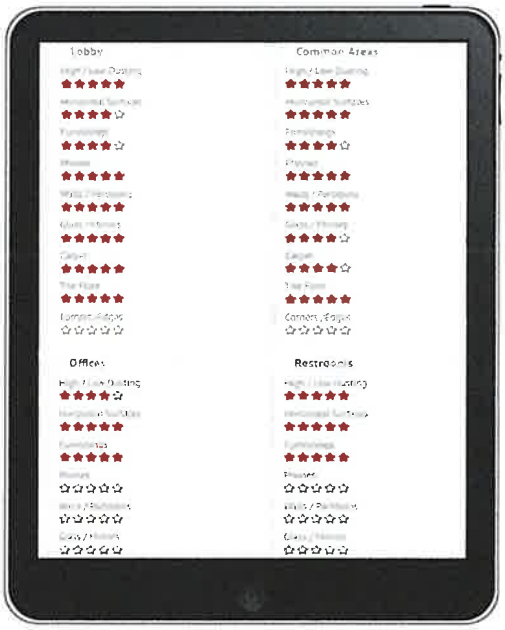
1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

Our Promise to You

Professionalism and Quality

This is vital to achieving our ambitiously high standards and meticulous attention to detail.

- Certified cleaning professionals
- 50-Point quality audits performed routinely
- Close communication between providers, regional support office and you
- Uniforms and ID badges utilized by all staff
- Latest cleaning technology
- Effective green clean services



Reliability

Is imperative to achieve our 100% customer satisfaction pledge.

- Prompt service
- Fully trained and experienced staff
- Ample resources to tackle each job
- Emergency support available

STRATUS BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

Your Service Schedule

City of Whitewater
312 W. Whitewater Street, Whitewater, WI 53190

Areas Serviced

Per cleaning schedule in section three of RFP

Areas Not Serviced

- Exterior Windows
- Interior windows higher than door height.

Exterior

STRATUS BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

- Seasonal cleaning
- Move-in and out cleans
- Construction cleanup
- Janitorial supplies
- Restroom supplies

It is strongly recommended a customized floor care program be implemented, including carpet care and hard floor care services, to maintain the appearance of your floors and prevent premature replacement of floor coverings.

All estimates for floor care services are based on current labor and supply costs. It is assumed that all heavy articles that a customer wishes floor services to be performed under will be removed by the customer prior to commencement of a floor care service and replaced by the customer following completion of our service.

STRATUS BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

Deodorization + Disinfection Services: ProKure1

Stratus Building Solutions, in partnership with ProKure 1, provides sanitation and deodorizing services utilizing safe ClO2. Disinfecting services are great for high-traffic businesses, as well as those who service sensitive populations like clinics and daycares. Talk to us today about one-time or recurring services to keep your staff and clients safe all year long.

ProKure1 is the only patented chlorine dioxide (ClO2) system designed for cleaning services. Not another bleach or harsh chemical, this fast-working, easy, low-cost system delivers superior odor and pathogen control on any size job, anywhere. No large equipment needed.

With ProKure1, you will get better results, be able to perform more types of odor and disinfection jobs, plus save time and eliminate the need for other products or heavy equipment.

Made in the U.S.A.

- Hospital grade disinfection and deodorization
- No harmful residues. Safe for people and materials
- Dye and fragrance free
- OMRI and EPA registered

STRATUS BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

Electrostatic Deodorization and Disinfection Services: Victory Innovations

Stratus Building Solutions provides special disinfection and deodorizing services utilizing the leading electrostatic application systems. These services are used with disinfectants for hospitals, schools, daycares, veterinary clinics, medical offices and other businesses. Disinfecting services are ideal for high-traffic businesses, or those who provide services to sensitive populations like clinics and hospitals. Avoid the spread of colds and flus all year long and inquire today about one-time or recurring disinfection services.

- Receive more effective disinfectant and odor control with less chemical use. Using electrostatic technology, surfaces are sanitized and/or deodorized using 65% less chemical than traditional methods.
- No area is too large or small for the Victory Innovations Electrostatic Sprayer. Portable and quick and effective application for most materials.
- Protect your staff and customers by asking today about an additional sanitation service schedule from Stratus Building Solutions.

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Stratus Onboarding Process

Proposal	1	- After the initial appointment, a proposal will be drawn up to meet the requests and needs of your facility. - The proposal will outline each area that will be cleaned, the frequency of each cleans and the pricing.
Review	2	- Client to review proposal and request any adjustments to types of services and frequency. - Please take a moment to carefully review the contract and terms and conditions.
Signature	3	- Send confirmed proposal to your Stratus contact. - We will set an approximate start date to begin services. - If your incumbent company has a contract in place, confirm the exit plan and timeframe.
Walkthrough	4	- Your Service Provider will coordinate with you on the work schedule and frequency of services at your facility. - If necessary, we can arrange for special services, like carpet cleaning or hard floor care at this time. - Keys and access codes will need to be provided by the client. - Both parties will exchange emergency contact information.
Service Begins	5	- Schedule initial clean with extra time considerations. - Our operations team will conduct a quality audit after your initial clean to assure your needs are met.
Throughout Contract	6	- Recurring quality audits will be conducted by our operations team. - Our services providers and operations team will be readily available to answer any questions and provide additional assistance as needed. - We will provide a log book for your facility to ensure a clear record of communication between our Service Providers and your designated contact person.

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

Service Agreement

This Service Agreement, dated **[DATE],** is made between **M & R Cleaning Solutions, LLC** ("STRATUS of Milwaukee") and **City of Whitewater** ("CLIENT"). Both STRATUS Region and CLIENT agree that the STRATUS Region cleaning service will begin on **July 1,** 2025 under the following terms and conditions.

1. CLIENT agrees to contract STRATUS Region to arrange for the performance of cleaning services according to the attached cleaning schedule. This Agreement is for twelve consecutive months without interruption. This Agreement will commence on the latter of the dates between the one designated on the signature page and the actual date services begin.

2. This Agreement is obtained by STRATUS Region for the performance by a STRATUS Franchisee who will comply with the terms and conditions of this agreement. The STRATUS Franchisee selected to service this CLIENT will be introduced prior to the start date of service.

3. The STRATUS Franchisee has successfully completed the STRATUS Brand Certification Program and carries all required certifications and insurance. The insurance carried by the STRATUS Franchisee names the CLIENT as an additionally insured.

4. Six of the nationally recognized holidays have been taken into consideration during the calculation of this proposal. These include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. If work is performed on these days, additional charges may apply.

5. STRATUS Region will invoice CLIENT on the first day of each month, and CLIENT agrees to pay STRATUS Region the amount that is due and owed under the terms of this Agreement by the 10th of the month. Late payments will incur service and finance charges. In the event of default on payment, CLIENT agrees to pay any costs for collection and/or attorney fees incurred by STRATUS Region and/or STRATUS Franchisee.

6. This Agreement may be terminated for non-performance only, and the Client must give the STRATUS Region and STRATUS Franchisee written notice, specifying in detail, the nature of any defect in performance. STRATUS Region and STRATUS Franchisee shall have thirty (30) days to cure specified defects. If the specified defects have not been cured at the end of the thirtieth (30) day, the Client shall notify STRATUS Region and STRATUS Franchisee in writing of failure to cure, and the agreement shall terminate thirty (30) days from date of said notice. All written notices must be timely and via certified mail.

7. CLIENT agrees to verbally notify STRATUS Region and STRATUS Franchisee of any non-performance issues, in detail, prior to written notification.

8. CLIENT agrees that during the term of this Agreement and within ninety (90) days after the termination of this agreement, they will not employ directly or indirectly any employees, agent representatives or franchisees associated with the STRATUS system.

STRATUS BUILDING SOLUTIONS

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Mount Pleasant, WI 53406
262-456-2930

9. This Agreement is for a term of three (3) years, and shall automatically renew on the anniversary date, with the same terms and conditions, unless either party shall give written notice of termination, at least sixty (60) days, but no more than ninety (90) days prior to said anniversary date.

10. Subsequent to the first anniversary of this Agreement, the price of this Agreement may be increased commensurately with any increase in the federal consumer price index. The STRATUS Franchisee STRATUS Region will notify CLIENT of any increase at least 30 days prior to said increase.

11. Upon acceptance of the Agreement by STRATUS Franchisee, STRATUS Region may assign this Agreement to STRATUS Franchisee for performance of the cleaning services hereunder, but STRATUS Region may retain the right for billing and collection on behalf of STRATUS Franchisee.

Client Name: _____ Client Signature: _____

Client Title: _____ Date Signed: _____

STRATUS BUILDING SOLUTIONS

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Mount Pleasant, WI 53406
262-456-2930

Our Agreement Current Service

Both STRATUS Region and CLIENT do agree to all terms, conditions, cleaning schedule and pricing as outlined in this Agreement. Stratus will provide all the necessary cleaning chemicals and equipment. CLIENT will provide all paper products, hand soap and replacement liners for trash receptacles.

Service provided:

Irvin L Young Library (5x week)
Cravath Lakefront Bldg (2x week)
Armory (3x week)
Starin Park (3x week)
City Hall (5x week)
Innovation Center (5x week)

Monthly Janitorial Billing:		
	Irvin L Young Library	**$3,695**
	Cravath Lakefront Bldg	**$595**
	Armory	**$2,195**
	Starin Park	**$1,795**
	City Hall	**$9,995**
	Innovation Center	**$4,995**
Total Monthly Billing		**$23,720**

****Note/Payment Option: Forms of payments such as credit cards will be at 5% per month added.**

Service Address:

City of Whitewater
312 W. Whitewater Street, Whitewater, WI 53190

CLIENT

By: _____

Title: _____

STRATUS MILWAUKEE

By: _____

Title: _____

STRATUS
BUILDING SOLUTIONS

1100 Commerce Drive #113
Mount Pleasant, WI 53406
262-456-2930

Date: _____ Date: _____

Approximate Start Date: _____

This proposal assumes that if it is granted, all parties will work together to maintain a mutually agreeable cleaning solution. We reserve the right to withdraw this proposal if it is not accepted within 30 days.

STRATUS
BUILDING SOLUTIONS

M&R Cleaning Solutions, LLC
1100 Commerce Drive Suite 113
Racine, Wisconsin 53406

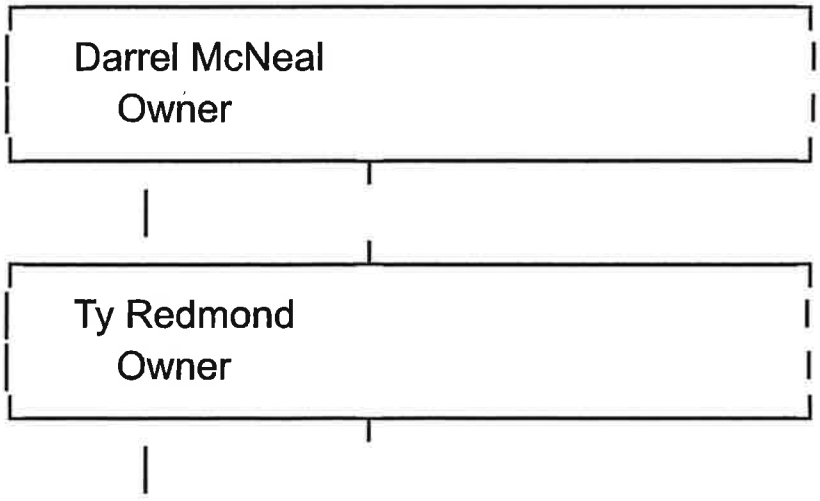
About us:
We are M&R Cleaning Solutions, DBA Stratus Building Solutions of Milwaukee.

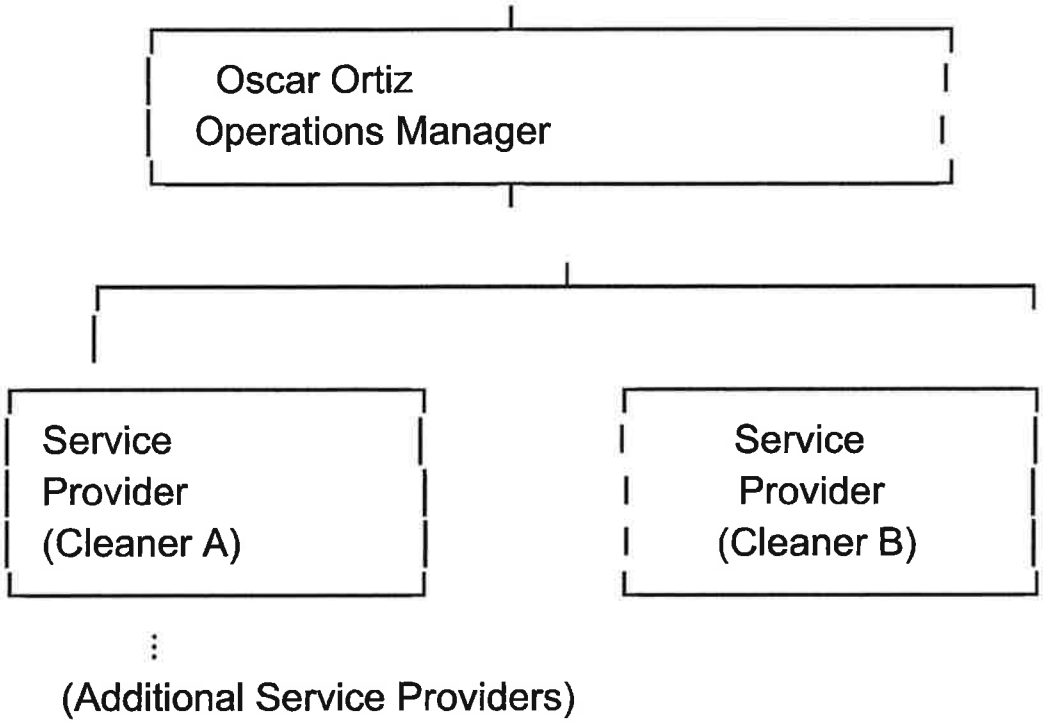
Franchise Model:
Stratus Building Solutions operates primarily through a franchise model, empowering individuals to provide high-quality cleaning services in their local areas. Stratus began in 2006 and is headquartered in Hollywood, California. Our HQ provides corporate support for all respective franchises such as ours. We currently have over 30 franchises under Stratus Building Solutions of Milwaukee. Our franchises have a passion for cleaning and are always trying to expand on their services. Our franchises range in size from 1 person to a team of 15. Our business model truly embodies Equal Opportunity.

Ownership:
Stratus Building Solutions is locally owned and operated by Ty Redmond and Darrel McNeal. We have been servicing Milwaukee, Kenosha, Waukesha, Racine, Walworth, Ozaukee, Jefferson, and Washington counties since 2023. Stratus Building Solutions was formed in 2006 and has over 80 locations throughout the United States and Canada.

Ty Redmond was born and raised in Racine, Wisconsin and is a proud college graduate of Wisconsin-Whitewater in 1999. Prior to Stratus, Ty had a career in sales in Chicago, and was a principal of a charter school in New York City for twelve years. He brings discipline and a no excuse attitude as a former principal.

Darrel McNeal was born and raised in Racine, Wisconsin and is also a proud college graduate of Wisconsin-Whitewater in 2000. Prior to Straus, Darrel had over a twenty year career in sales servicing companies ranging from small businesses to Fortune 500. He brings an attentive ear and prides himself as being a problem solver and nurturer.




Oscar Ortiz
Operations Manager
Service
Provider
(Cleaner A)
Service
Provider
(Cleaner B)
(Additional Service Providers)

STRATUS
BUILDING SOLUTIONS

Our Mission:
Stratus Building Solutions' mission is to provide environmentally responsible and health-conscious commercial cleaning services. We aim to offer the most comprehensive green janitorial services in the industry, helping businesses create a cleaner, healthier environment for their customers and employees. We achieve this through state-of-the-art equipment, sustainable processes, and Green Seal Certified cleaning chemicals.

Key aspects of Stratus Building Solutions' mission:

Green Commercial Cleaning:
Stratus prioritizes environmentally friendly cleaning practices using Green Seal-certified chemicals and sustainable processes.

Health-Conscious Cleaning:
Stratus focuses on creating healthier environments by utilizing allergy-reducing HEPA filters, UV-C light, and microfibers to reduce chemical use.

Comprehensive Janitorial Services:
We offer a wide range of cleaning services, including commercial cleaning, janitorial services, post-construction cleaning, and more.

Customer Satisfaction:
We emphasize consistent quality audits and customer satisfaction reviews to ensure their clients' needs are met.

Operational Plan:

Service Execution Plan and Quality Assurance Protocol

Upon finalizing our dedicated and qualified cleaning team, we will hold a series of preparatory meetings before the initial cleaning on **August 1**. These meetings will ensure:

- **Clarity of Daily Service Expectations**: A clear outline of daily cleaning tasks and client-specific requirements.

- **Defined Products and Equipment**: Full transparency regarding the chemicals and equipment to be used.

Ongoing Communication

- We will initiate **weekly meetings** with **Kevin and/or the maintenance team** to review performance, address concerns,

and implement feedback.

- As consistency and satisfaction increase, these meetings will transition to **bi-weekly**, and eventually **monthly** check-ins.

Quality Control and Accountability

- A **Stratus office representative** will conduct **routine site visits** to uphold service excellence.
- Each visit will include a **50-point inspection**, rating every aspect of the cleaning service.
    - Inspections are conducted in person.
    - Reports must be **signed off by a designated municipal employee** to ensure transparency and accountability.
- Any identified deficiencies will be reviewed with an actionable **remediation plan**.

Commitment to Continuous Improvement

- Our goal is to maintain **visibility, communication, and a supportive presence** throughout our engagement.
- Performance is regularly monitored and adjusted as needed to align with evolving expectations.
- Team members failing to meet compliance standards will receive:

  - **Verbal or written warnings**
  - **Fines**
  - **Removal from the account**, if necessary

- **Backup personnel** are in place to ensure uninterrupted service continuity.

Investment in Equipment for Enhanced Cleaning Performance

To enhance the quality and efficiency of our cleaning services, we are investing in advanced equipment. This includes walk-behind floor scrubbers, iMops, wide-area vacuum cleaners, and handheld vacuum cleaners—each of which plays a critical role in delivering superior cleaning outcomes.

We will actively evaluate our cleaning results using these tools and assess their impact. Based on ongoing performance reviews, we will consider acquiring additional equipment as needed to maintain and exceed our standards of excellence.

GREEN CLEAN STRATUS BUILDING SOLUTIONS GREEN CLEAN

Dilution Rate:
1-2 oz per gallon

ALL PURPOSE CLEANER

1

APPLICATIONS

- Concrete Floors
- Soak Tank Cleaning
- Mop & Bucket Cleaning
- Counter tops
- Walls
- Painted Surfaces
- Soft Metals
- Pressure Washing
- Spray & Wipe
- Hoods/Exhaust Fans
- Engines
- Equipment
- Plastic / Vinyl

FOR USE ON

- Maintenance Shops
- Schools
- Hotels / Motels
- Transportation Hubs
- Kitchens
- Manufacturing
- Automotive Dealers/Detailers
- Health Clubs / Country Clubs
- Hospitals / Nursing Homes

Dilution Rate:
1 quart per 5 gallons

FLOOR STRIPPER

20 : 1 Dilution

2

APPLICATIONS

- Resilient Floors
- Tile Floors
- Paving Bricks
- Ceramic Tile

FOR USE ON

- Terrazzo Floors
- Concrete Floors
- Quarry Tile
- Synthetic Gymnasium Floors

Do not dilute - RTU

FLOOR FINISH

3

APPLICATIONS

- Schools
- Health Care
- Commercial / Retail
- Super Markets

FOR USE ON

- Resilient Tiles
- Terrazzo
- Synthetic Flooring
- Sealed Wood

Dilution Rate:
Variable
See directions

OXY-5 CLEANER

5

APPLICATIONS

- Fabric
- Laundry
- Countertops
- Upholstery
- Walls
- Tile
- Carpet
- Desktops
- Showers

Dilution Rate:
1 oz per quart

GLASS CLEANER

7

APPLICATIONS

- Windows
- Glass
- Mirrors
- Plexiglas

FOR USE ON

- Schools
- Institutions
- Health Clubs
- Transportation Centers
- Industry
- Contractors
- Nursing Homes
- Offices
- Hospitals

Dilution Rate:
Bowls: RTU
Sinks: 1-2 oz per quart

BATH & BOWL CLEANER

8

APPLICATIONS

- Restrooms
- Health Care
- Country Clubs
- Hotels & Motels
- Municipalities
- Hospitals
- Shower Rooms
- Manufacturing
- Resorts
- Health Clubs
- Kitchens
- Nursing Homes

FOR USE ON

- Sinks
- Countertops
- Grout
- Enameled metal
- Bowls / Urinals
- Fixtures
- Tub & Shower Walls
- Plexiglas

Dilution Rate:
Dilute as needed
See directions

CLEANER DEGREASER

10

APPLICATIONS

- Concrete Floors
- Spray & Wipe
- Counter tops
- Equipment
- Soft Metals

FOR USE ON

- Pressure Washing
- Mop & Bucket Cleaning
- Engines
- Painted Surfaces
- Plexiglas / Plastic / Vinyl
- Glass / Fiberglass
- Walls
- Soak Tank Cleaning
- Hoods / Exhaust Fans

STRATUS BUILDING SOLUTIONS
1976 Innerbelt Business Center Dr.
St. Louis, MO 63114
PHONE: 314.731.2000 • TOLL-FREE: 877.731.2020
FAX: 314.731.2308

SECTION V- PROPOSAL FORM A

1. **Performance Work Statement Exceptions**
   If the Vendor cannot provide all the services as specified in this Request for Proposal, please explain the exceptions below. If no explanation is given, it is agreed upon that the services/goods will be provided as specified in this Request for Proposal.

   _____

   _____

2. **Addendum (s)**
   List Addendum Numbers you have received (if applicable) 1, _____, _____

3. **Proposal Submittal Requirements**
   Proposers MUST complete and submit the following:
   a. Proposal Form A
   b. Proposer References
   c. All Proposal Requirements as listed in Section II.
   d. Acknowledgement of the Scope of Services in Section III.
   e. Acknowledgement of Staffing & Training requirements in Section IV.

4. **Signatures**
   By signing below, Proposer represents to the City that Proposer has not made any changes to the RFP document as originally provided to Proposer by City and Proposer acknowledges and agrees that no changes to the Proposal documents will be effective unless expressly approved in writing by City.
   Proposer hereby certifies that the proposal has been made without any connection with any other Proposer and is in all respects fair and without collusion or fraud, and it is made with the understanding that no elected officer or any employee of the City is interested therein, directly or indirectly, unless otherwise stated.
   Having carefully examined the Scope of Services and requirements, it is stated that the undersigned has full authority to make and execute an agreement with the City.

Company M&R Cleaning Solutions, LLC DBA Stratus Milwaukee

Address 1100 Commerce Dr #113 Racine, WI 53406
Street City State Zip Code

(262) 977-5287 dmcneal@stratuscleaning.com
Telephone Email Address

Signature 5/8/25
Date

Darrel McNeal owner
Typed Name and Title

Beautiful Savior
LUTHERAN CHURCH AND SCHOOL

Know Jesus.
Grow in His love.

12/13/2024

To Whom It May Concern,

It is my pleasure to write this letter of recommendation for Stratus Building Solutions of Milwaukee. As the principal of Beautiful Savior, I have had the privilege of working with their team to maintain the cleanliness and sanitation of our school, and I am thoroughly impressed by the outstanding service they provide.

Stratus Building Solutions consistently delivers exceptional results in maintaining the high standards we expect for our school environment. Their attention to detail and commitment to excellence ensure that our classrooms, hallways, and common areas are not only clean but also safe for our students and staff.

One of Stratus's key strengths is their responsiveness. Whether addressing a last-minute request, resolving a concern, or managing a special project, their team is consistently quick to act and thorough in their follow-through. They take a proactive approach, ensuring our school's needs are met seamlessly and efficiently. I often receive check in text messages, emails and visits from the owners of the company.

I can confidently say that the partnership we've built with Stratus has been one of mutual respect and understanding. Their professionalism and dedication have been instrumental in creating a clean, welcoming environment that fosters learning and growth.

I highly recommend Stratus Building Solutions of Milwaukee to any organization in need of reliable, high-quality cleaning services. Their exceptional performance and unwavering commitment to customer satisfaction make them an invaluable partner.

I would be happy to share my experience with you personally. Please feel free to contact me with any questions.

Blessings,

Jennifer Wolff
Principal
jwolff@bsl-school.org

Paige Lehr-Bogan
The Learning Experience
Franklin, WI

12/16/2024

To whom it may concern,

I write this letter of recommendation in favor of Stratus Building Solutions. We have been in partnership since May 2024, and I cannot say enough about the positive customer service that we have received. As someone who holds myself and others to high standards, I have been pleased with the services provided. The business partners are extremely reliable and quick to respond in times of necessary communication. Whenever a need arises, they jump to a resolution in a timely manner. The staff they have to complete the cleaning have been professional and reliable. When I was transferred to a new location, I made sure to contract with them in my new building because I knew I would receive exceptional care. I look forward to the continued partnership with Stratus.

Sincerely,

Paige Lehr-Bogan

Executive Center Director

We Rock The Spectrum®
KID'S GYM
For All Kids
Address: 5509B Durand Avenue, Racine WI| **Phone**:(262)-456-1758

Heather Bennett
Owner, WRTS Racine County
5509 Durand Ave. Ste. B
Mt. Pleasant, WI 53406
(262) 456-1758

To Whom It May Concern,

I am pleased to recommend Stratus Building Solutions of Milwaukee for their exceptional cleaning services. As the owner of WRTS Racine County, I have been consistently impressed by their professionalism, attention to detail, and commitment to excellence.

From day one, Stratus has delivered top-notch results, keeping our facility spotless and welcoming for customers and staff. Their team is reliable, responsive, and always willing to accommodate our needs, going above and beyond to ensure our satisfaction.

Stratus has become a trusted partner in maintaining our high standards, and I confidently recommend them to any business seeking dependable and high-quality cleaning services.

If you have any questions, feel free to contact me at getupllc45@gmail.com.

Sincerely,

Heather Bennett
Owner, WRTS Racine County

ORIGINAL

KLEEN-TECH

City of Whitewater
Bid for Janitorial and Cleaning Services

Cover Letter
Table of Contents

KLEEN-TECH

City of Whitewater
City Clerk's Office
312 W Whitewater Street
P.O. Box 178
Whitewater, WI 53190
Attn: Heather Boehm

May 9, 2025

Re: RFP for Janitorial and Cleaning Services

Dear Ms. Boehm and Representatives of the City of Whitewater:

Thank you for considering Kleen-Tech for Janitorial and Cleaning Services as specified in your RFP. We appreciate your review of our proposal submission.

As detailed throughout our proposal package, we have read and understand the specifications, terms and conditions detailed in the solicitation document and have submitted the required material to be considered fully responsive. Please accept this cover letter as a brief introduction to Kleen-Tech.

Excellence is the very spirit of our values and Guiding Principles. Our Guiding Principles serve as a base of our reasoning and action, the personal code of conduct that leads us, shows the way and directs our movements from day-to-day decision-making to service delivery.

IMPACT of our People:
We know it's all about the people

DEVELOPMENT of Community:
We cherish our culture of employee development, dialogue, inclusion and fun

TEAMWORK produces Results:
We continuously develop our functional teams in a creative and transparent work environment focused on Enterprise results

Results RELY on each Other:
We can be counted on

LEAD through Greatness:
We lead through great questions, great communication and great facilitation

PLAY to Win:
We compete for no other reason and in no other way than being the best

Kleen-Tech, founded and headquartered in Denver, Colorado, is one of America's leading janitorial companies. We currently have customers located throughout the United States and more than 2,000 employees servicing over 89 million square feet of commercial and government facilities.

We have crafted this proposal to address all of the City of Whitewater's requirements and plan to use our proven operational approach and wage rates to ensure dedicated responsiveness to you, the citizens of Whitewater, and your visitors. In addition to meeting all the required qualifications in the solicitation, Kleen-Tech provides the following value-added services to the City of Whitewater at no additional cost:

- Our 24 hours a day, 7 days a week, 365 days a year Mission Control Communications Center that is staffed by bilingual Kleen-Tech employees, who are located in our headquarters office and available to address any City of Whitewater issue, such as: staffing, billing, quality assurance, safety, and concerns, in a timely and efficient manner.

- Our customized, proprietary Work Order system that manages and tracks communication between the City of Whitewater and Kleen-Tech ensures contract compliance by creating City of Whitewater-specific Work Orders, enables viewing/tracking of Quality Inspections, creates City of Whitewater-requested special projects, and provides reports on topics such as safety incidents, task performance, and periodic service.

- Our innovative quality program that includes City of Whitewater security, employee safety, random quality inspections, supply cost containment, employee training and development, reporting, and City of Whitewater feedback and surveys.

- Our Green Cleaning Program Policy that incorporates safer cleaning methods, less toxic cleaning products, more efficient cleaning equipment, packaging and recycled paper products that have less impact on the environment.

We commit to accomplishing the custodial services outlined in the solicitation for janitorial services at the City of Whitewater's facilities with an orientation toward, and compliance with, all safety, environmental, and aesthetic issues and requirements.

Kleen-Tech looks forward to developing a successful and longstanding partnership with the City of Whitewater through the execution of this proposal. Should you have any questions regarding our proposal, please contact Tracy White, Director of Proposals & Corporate Communications, at (303) 468-6355 or TWhite@Kleen-Tech.com. We look forward to performing these services for you and will ensure all tasks are completed to the highest standards of quality and professionalism.

Sincerely,

Jorge Saldana
Senior Vice President, Operations

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1. Organization

a. Organizational History
b. Fiscal Integrity
c. Management Structure
d. Corporate Support
e. Staffing
f. Equal Opportunity Statement

a. Organizational History

Provide a brief history of your organization, including:

- ***Mission, vision, and values***
- ***Years of experience in the janitorial industry***
- ***Key milestones and achievements***

Kleen-Tech Mission Statement

Kleen-Tech maintains long-term customer partnerships through a laser-like focus on customer satisfaction, a commitment to adapting to new situations and challenges, and the continual evolution and robust use of our systems, processes, tools and culture.

Kleen-Tech Core Values

- Centralized Command and Control with Decentralized Execution Authority: with Mission Control acting as our "hub", all information flows from and to our field operations that have the full authority to execute our scope of work
- Flexibility: our systems, processes, tools and culture are all standardized, yet customizable to meet the unique needs of each of our customers
- Culture of Ownership: we hold ourselves accountable by publicly documenting our commitments to timely completion of our actions
- Transparency: we publicly acknowledge and collaboratively overcome our challenges
- Customer Service: our high level of customer focus adds value for our existing customers and enhances our ability to gain new customers
- Consistency: our customers can count on consistently high levels of service that achieves their satisfaction
- Leadership: we continuously seize opportunities to generate lasting, positive change to the benefit of our customers, employees and the Enterprise as a whole
- Lasting Relationships: we maintain lasting customer relationships as a result of the training and support we provide to our employees, giving them the skills and tools they need to better serve our customers
- Standardization: we understand our business is scalable only through a standardized approach (that allows for thoughtful exceptions) to consistently performing our duties and responsibilities
- Profitable Growth: we achieve profitable growth through our Leadership, coupled with a culture of development, collaboration, accountability, and continuous process improvement

Kleen-Tech Vision Statement

Through our systems-oriented processes, collaboration, and the cultivation of *real* relationships, we aspire to establish Kleen-Tech as the leading Custodial services provider in the regions we currently serve and expand into new geography, resulting in our profitable growth.

Kleen-Tech Aspirational Values

- **Collaboration**: we aspire toward inclusion, involving all affected parties in our decision-making process to produce buy-in and support for our chosen direction
- **Systems Orientation**: we strive toward a concept of operations that is centered around standardization and a systematic approach that encourages contract compliance and promotes proactive operations - effectively avoiding most issues and solving issues that do arise in a manner that prevents recurrence
- **Profitable Accounts**: we aim to achieve consistently profitable accounts
- **Real Relationships**: we seek to maintain open and honest lines of communication with our employees and our customers

Company Background and Achievements

Kleen-Tech is considered one of America's leading providers of innovative, high-quality janitorial/custodial services, and has been named the BEST Janitorial Service in Colorado by *ColoradoBiz Magazine* for the last 9 consecutive years. Founded in Denver, Colorado in 1993 as Kleen-Tech Building Services, the company quickly established itself as a trusted janitorial services provider. In 2019, Kleen-Tech underwent a change of ownership and organizational structure. Under the newly formed Kleen-Tech, all of the organization's defining systems, processes, tools, and culture, along with its first-class leadership remain in place. We continue to service customers located throughout the United States with over 2,000 employees providing the Kleen-Tech brand of service to more than 89 million square feet of commercial and government facilities.

Kleen-Tech's many diverse contracts demonstrate our ability to successfully perform varying scopes of work with professionalism, integrity, strong business ethics, a remarkable safety record and, most importantly, total customer satisfaction. As an award-winning custodial services provider, Kleen-Tech specializes in *consistency,* demonstrated by our ability to fulfill contract specifications with diligence. We take pride in our longstanding customer relationships, and the tools we have built to maintain fluid lines of communication with our customers. Kleen-Tech has fostered a corporate-wide culture of bringing value to our customers' organizations and operations that create win-win business relationships with customers and our employees.

Kleen-Tech offers a full range of janitorial, custodial, and office services, that include:

- Janitorial/Custodial
- Window Cleaning
- Grounds Maintenance
- Power Washing
- Specialized and One-Time Cleaning Services
- Tile and Grout Restoration
- LEED® Certification
- Carpet Restoration, Maintenance, and Extraction
- Hard Floor Restoration and Maintenance
- Snow Removal
- Construction Clean-Up
- Security Services
- Specialized Hazardous Materials Clean-Up
- Warehouse Operations

We are proud to have a client base that has included:

- Research and Development Laboratories
- Local, City, and State Government Buildings
- Government Installations
- Public Utilities

- Airports
- Police and Fire Departments
- K-12 Schools and College Campuses
- Computer Clean Rooms
- Military Institutions
- Recreation, Community, and Senior Centers
- Casinos
- Warehouses
- Corporate Campuses
- City Parks
- Medical Facilities
- Native American Reservations
- High Rise Buildings and Multi-Tennant Facilities
- Retail Centers

Our customers receive the highest quality services to maintain a clean work environment, enhance the appearance of facilities, and assist in preserving long-term property values. This is achieved using the latest advancements in equipment and supplies, our recurring employee training program, our comprehensive quality control program, and elite management team.

When you work with Kleen-Tech, we become your partner to the fullest extent. Kleen-Tech is supported by an experienced Corporate Support Team. Through this team, our customers and Kleen-Tech receive the following value-added services:

- Finance and Accounting
- Benefits Administration
- Information Technology
- Safety
- Security
- Business Administration
- Financial Audit
- Payroll
- Human Resources
- Quality
- Contracts and Procurement
- Environmental
- Operational Audit
- Marketing

b. Fiscal Integrity

Demonstrate financial stability by providing one or more of the following:

- ***Most recent annual report to stockholders***
- ***Audited financial report***
- ***Bank statement***
- ***Dun & Bradstreet rating or other proof of financial viability***

Kleen-Tech has been in business since 1993 and is financially stable. We continue to pride ourselves on having longstanding relationships with our customer base. We have serviced our top 5 customers for an average of 19.3 years and their revenue amounts to over $14,000,000 annually. Our current contracts with these customers have expiration dates ranging from 2025 to the end of 2027. The average service life of all other accounts is 7.4 years and include commercial, governmental and municipality facilities.

Additionally, we possess over $5 million in inventory, $1 million in equipment assets, cash on hand, a line of credit of $1.5 million available, and an inventory of over 100 vehicles. Kleen-Tech continues to have stable and profitable growth year over year which is consistent with our strategic plan. Kleen-Tech currently employees 2,000 employees nationwide and maintains a Headquarters office in Colorado with regional offices in Texas, Florida, Illinois, Minnesota, Nevada, Connecticut, California, Arizona, and Pennsylvania, and South Carolina.

Kleen-Tech's Dun & Bradstreet rating is provided on the following pages.

Dun and Bradstreet Rating

D&B Finance Analytics

Printed By: Margie Smith

Date Printed: 02/12/2025

LIVE REPORT

KLEEN-TECH SERVICES, LLC

Tradestyle(s): KLEFN-TECH 1

D-U-N-S Number: 11-742-9268
Phone: +1 866 385 0672

Address: 7100 Broadway Ste 6l, Denver, CO, 80221, United States Of America
Endorsement: smithm@dnb.com

Summary Currency: USD

KEY DATA ELEMENTS (Formerly: SCORE BAR)

KDE Name	Current Status	Details
PAYDEX®	71	14 Days Beyond Terms
Delinquency Score	83	Low to Moderate Risk of severe payment delinquency.
Failure Score	32	Moderate to High Risk of severe financial stress.
D&B Viability Rating	3 2 B G	View More Details
Bankruptcy Found	N	
D&B Rating	--	Undetermined.

ALL ACCOUNTS

Totals	Total Outstanding	Approved Credit Limit	Credit Limit Utilization	Total Past Due
-	-	-	-	-

Account Level Detail

Account Name	Total Outstanding	Approved Credit Limit	Credit Limit Utilization	Total Past Due	Account Status	Folders

There are currently no account associated with this D-U-N-S.
Upload account or create an account to view summary.

D&B MAX CREDIT RECOMMENDATION

MAXIMUM CREDIT RECOMMENDATION

2,250,000 (USD)

The recommended limit is based on a low probability of severe delinquency.

FAILURE SCORE (Formerly Financial Stress Score)

Company's Risk Level

Probability of failure over the next 12 months
0.42 %

32

High Risk (1) Low Risk (100)

Past 12 Months

Low Risk

High Risk

DELINQUENCY SCORE (Formerly Commercial Credit Score)

Company's Risk Level

Probability of delinquency over the next 12 months
2.24 %

83

High Risk (1) Low Risk (100)

Past 12 Months

Low Risk

High Risk

VIABILITY RATING SUMMARY

Viability Score

3

High Risk (9) Low Risk (1)

Data Depth Indicator

8

Descriptive (G) Predictive (A)

Portfolio Comparison

2

High Risk (9) Low Risk (1)

Financial Data	Unavailable
Trade Payments	Available: 3+ Trade
Company Size	Large: Employees:50+ or Sales: $500K+
Years in Business	Established

D&B PAYDEX® ⑦

14 days beyond terms

Past 24 Months

Low Risk

High Risk

D&B PAYDEX - 3 MONTHS ⑦

19 days beyond terms

PAYDEX® TREND CHART ⑦

SBRI ORIGINATION

No SBRI Origination Score data is currently available

D&B SAFE SCORE

Low-Moderate Risk of serious delinquency over the next 12 months

D&B RATING ⑦

Special Rating

-- Undetermined

Current Rating as of 02/20/2020

LEGAL EVENTS

Events	Occurrences	Last Filed
Bankruptcies	0	-
Judgements	0	-
Liens	1	08/24/2020
Suits	0	-
UCC	3	09/25/2020

DETAILED TRADE RISK INSIGHT™

Days Beyond Terms
4 Days

3 Months
From Dec-24 to Feb-25

Days Beyond Terms Past 3 months : 4

Low Risk:0 ; High Risk:120+

Dollar-weighted average of 9 payment experiences reported from 9 companies.

DETAILED TRADE RISK INSIGHT™ 13 MONTH TREND

Total Amount Current and Past Due -

FINANCIAL OVERVIEW - BALANCE SHEET

No Data Available

TRADE PAYMENTS

Highest Past Due:

250

Highest Now Owing	Total Trade Experiences	Largest High Credit
5,000	21	30,000

FINANCIAL OVERVIEW - PROFIT AND LOSS

No Data Available

OWNERSHIP

Subsidiaries
2

Total Members
4

This company is a Global Ultimate, Domestic Ultimate, Parent.

	Global Ultimate	Domestic Ultimate
Name	Kleen-Tech Services, LLC	Kleen-Tech Services, LLC
Country	United States	United States
D-U-N-S	11-742-9268	11-742-9268
Others	-	-

FINANCIAL OVERVIEW - KEY BUSINESS RATIOS

No Data Available

ALERTS

There are no alerts for this D-U-N-S Number.

NEWS

No Data Available

COUNTRY/REGIONAL INSIGHT

United States Of America

The US Federal Reserve has signalled a slower and shallower pace of interest rate cuts, which has contributed to supporting a strong dollar, encouraging investment in the country.

Risk Category

LOW

High Risk — Low Risk

Available Reports

Country Insight Report (CIR)
Current Publication Date: 01/27/2025

Country Insight Snapshot (CIS)
Current Publication Date: 01/27/2025

STOCK PERFORMANCE

No stock performance data is available for this D-U-N-S Number.

The scores and ratings included in this report are designed as a tool to assist the user in making their own credit related decisions, and should be used as part of a balanced and complete assessment relying on the knowledge and expertise of the reader, and where appropriate on other information sources. The score and rating models are developed using statistical analysis in order to generate a prediction of future events. Dun & Bradstreet monitors the performance of thousands of businesses in order to identify characteristics common to specific business events. These characteristics are weighted by significance to form rules within its models that identify other businesses with similar characteristics in order to provide a score or rating.

Dun & Bradstreet's scores and ratings are not a statement of what will happen, but an indication of what is more likely to happen based on previous experience. Though Dun & Bradstreet uses extensive procedures to maintain the quality of its information, Dun & Bradstreet cannot guarantee that it is accurate, complete or timely, and this may affect the included scores and ratings. Your use of this report is subject to applicable law, and to the terms of your agreement with Dun & Bradstreet.

Risk Assessment

Currency: All figures in USD unless otherwise stated

D&B RISK ASSESSMENT

OVERALL BUSINESS RISK

HIGH | MODERATE-HIGH | **MODERATE** | LOW-MODERATE | LOW

Dun & Bradstreet thinks...

- Overall assessment of this organization over the next 12 months: **STABILITY CONCERNS**
- Based on the predicted risk of business discontinuation: **MODERATELY-HIGHER-THAN-AVERAGE-RISK-OF-FINANCIAL-STRESS**
- Based on the predicted risk of severely delinquent payments: **LOW POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS**

MAXIMUM CREDIT RECOMMENDATION

2,250,000 (USD)

The recommended limit is based on a low probability of severe delinquency.

D&B VIABILITY RATING SUMMARY

The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months. The D&B Viability Rating is made up of 4 components:

Viability Score
Compared to All US Businesses within the D&B Database:

- Level of Risk:**Low Risk**
- Businesses ranked **3** have a probability of becoming no longer viable: **3** %
- Percentage of businesses ranked **3: 15** %
- Across all US businesses, the average probability of becoming no longer viable:**14** %

Portfolio Comparison
Compared to All US Businesses within the same MODEL SEGMENT:

- Model Segment :**Established Trade Payments**
- Level of Risk:**Low Risk**
- Businesses ranked **2** within this model segment have a probability of becoming no longer viable: **3** %
- Percentage of businesses ranked **2** with this model segment: **16** %
- Within this model segment, the average probability of becoming no longer viable:**5** %

Data Depth Indicator
Data Depth Indicator:

- ✓ Rich Firmographics
- ✓ Extensive Commercial Trading Activity
- ✓ Basic Financial Attributes

Greater data depth can increase the precision of the D&B Viability Rating assessment.

To help improve the current data depth of this company, you can ask D&B to make a personalized request to this company on your behalf to obtain its latest financial information. To make the request, click the link below. Note, the company must be saved to a folder before the request can be made.

Request Financial Statements

Reference the FINANCIALS tab for this company to monitor the status of your request.

Company Profile:
Company Profile Details:

- Financial Data: **False**
- Trade Payments: **Available: 3+Trade**
- Company Size: **Large: Employees:50+ or Sales: $500K+**
- Years in Business: **Established: 5+**

G

Financial Data	Trade Payments	Company Size	Years in Business
False	Available: 3+Trade	Large	Established

FAILURE SCORE FORMERLY FINANCIAL STRESS SCORE

- Low proportion of satisfactory payment experiences to total payment experiences
- UCC Filings reported
- High proportion of slow payment experiences to total number of payment experiences
- Limited time under present management control

Level of Risk	Raw Score	Probability of Failure	Average Probability of Failure for Businesses in D&B Database	Class
Moderate-High	1446	0.42 %	0.48	4

Business and Industry Trends

BUSINESS AND INDUSTRY COMPARISON

Selected Segments of Business Attributes

Norms	National %
This Business	32
Region:(MOUNTAIN)	33
Industry:BUSINESS, LEGAL AND ENGINEERING SERVICES	37
Employee range:(500-2300000)	53
Years in Business:(6-10)	33

DELINQUENCY SCORE FORMERLY COMMERCIAL CREDIT SCORE

- Higher risk industry based on delinquency rates for this industry
- Limited time under present management control
- Evidence of open liens
- Proportion of slow payments in recent months

Level of Risk	Raw Score	Probability of Delinquency	Compared to Businesses in D&B Database	Class
Low-Moderate	559	2.24 %	10.2 %	2

Business and Industry Trends

BUSINESS AND INDUSTRY COMPARISON

Selected Segments of Business Attributes

Norms	National %
This Business	83
Region:(MOUNTAIN)	25
Industry:BUSINESS, LEGAL AND ENGINEERING SERVICES	35
Employee range:(500-2768886)	75
Years in Business:(6-10)	34

D&B PAYDEX

71

High Risk (1) Low Risk (100)

When weighted by amount, Payments to suppliers average 14 Days Beyond Terms

- High risk of late payment (Average 30 to 120 days beyond terms)
- Medium risk of late payment (Average 30 days or less beyond terms)
- Low risk of late payment (Average prompt to 30+ days sooner)

Industry Median: 77
Equals 5 Days Beyond Terms

D&B 3 MONTH PAYDEX

65

High Risk (1) Low Risk (100)

Based on payments collected 3 months ago.
When weighted by amount, Payments to suppliers average 19 days beyond terms

- High risk of late payment (Average 30 to 120 days beyond terms)
- Medium risk of late payment (Average 30 days or less beyond terms)
- Low risk of late payment (Average prompt to 30+ days sooner)

Industry Median: 77
Equals 5 Days Beyond Terms

Business and Industry Trends

7349 - Building maintenance services

D&B RATING

Current Rating as of 02/20/2020

Special Rating

-- : Undetermined

Trade Payments

Currency: All figures in USD unless otherwise stated

TRADE PAYMENTS SUMMARY (Based on 24 months of data)

Overall Payment Behaviour
14
Days Beyond Terms

% of Trade Within Terms
70%

Highest Past Due
250 (USD)

Highest Now Owing :
5 000 (USD)

Total Trade Experiences:
21
Largest High Credit:
20 000 (USD)
Average High Credit:
5 673 (USD)

Total Unfavorable Comments :
0
Largest High Credit:
0 (USD)

Total Placed In Collections:
0
Largest High Credit:
0 (USD)

Goods							
5085 - Whol industrial suppl	1	50	0	0	0	0	100
51 - Wholesale Trade - Nondurable Goods	1	1,000	50	50	0	0	0
5113 - Whol service paper	1	1,000	50	50	0	0	0
59 - Miscellaneous Retail	1	25,000	50	50	0	0	0
5999 - Ret misc merchandise	1	25,000	50	50	0	0	0
60 - Depository Institutions	1	100	100	0	0	0	0
6021 - Natnl commercial bank	1	100	100	0	0	0	0
61 - Nondepository Credit Institutions	1	250	50	50	0	0	0
6159 - Misc business credit	1	250	50	50	0	0	0
73 - Business Services	2	15,000	50	50	0	0	0
7359 - Misc equipment rental	1	15,000	50	50	0	0	0
7361 - Employment agency	1	1,000	50	50	0	0	0
75 - Automotive Repair, Services and Parking	1	250	0	100	0	0	0
7514 - Passenger car rental	1	250	0	100	0	0	0
99 - Nonclassifiable Establishments	1	30,000	100	0	0	0	0
9999 - Nonclassified	1	30,000	100	0	0	0	0

TRADE LINES

Date of Experience	Payment Status	Selling Terms	High Credit (US$)	Now Owes (US$)	Past Due (US$)	Months Since Last Sale
01/25	Pays Promptly	-	500	500	0	1
01/25	Pays Promptly	N30	100	100	0	1
01/25	Pays Prompt to Slow 15+	-	1,000	0	0	Between 6 and 12 Months
01/25	Pays Prompt to Slow 30+	-	25,000	5,000	0	1
01/25	Pays Prompt to Slow 30+	N15	15,000	5,000	0	1
01/25	Pays Prompt to Slow 30+	Lease Agreemnt	250	250	0	1
01/25	Pays Slow 150+	N30	50	0	0	1
01/25	-	Cash account	0	0	0	Between 6 and 12 Months
12/24	Pays Promptly	-	250	100	0	1
12/24	Pays Promptly	-	250	250	0	1

Date of Experience	Payment Status	Selling Terms	High Credit (US$)	Now Owes (US$)	Past Due (US$)	Months Since Last Sale
12/24	Pays Promptly	-	100	0	0	1
12/24	Pays Prompt to Slow 30+	-	1,000	0	0	Between 2 and 3 Months
12/24	-	Cash account	100	0	0	1
11/24	Pays Slow 30+	-	250	250	250	-
09/24	-	Cash account	50	0	0	1
08/24	-	Cash account	500	0	0	1
08/24	-	Cash account	100	0	0	Between 4 and 5 Months
06/24	-	Cash account	50	0	0	1
05/24	Pays Promptly	-	30,000	0	0	Between 6 and 12 Months
05/24	-	Cash account	50	0	0	1
07/23	-	Cash account	50	0	0	1

OTHER PAYMENT CATEGORIES

Other Payment Categories	Experience	Total Amount
Cash experiences	8	900 (USD)
Payment record unknown	0	0 (USD)
Unfavorable comments	0	0 (USD)
Placed for collections	0	0 (USD)
Total in D&B's file	21	74,650 (USD)

Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed. Payment experiences reflect how bills are met in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices etc. Each experience shown represents a separate account reported by a supplier. Updated trade experiences replace those previously reported.

Legal Events

Currency: All figures in USD unless otherwise stated

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Bankruptcies	Judgements	Liens	Suits	UCCs
No	**0**	**1**	**0**	**3**
	Latest Filing -	Latest Filing 08/24/2020	Latest Filing -	Latest Filing 09/25/2020

EVENTS

Lien - Tax Lien

Filing Date	08/24/2020
Filing Number	20JG089801
status	Open
Date Status Attained	08/24/2020
Received Date	08/26/2020
Debtors	KLEEN-TECH ACQUISITION, LLC

Creditors	STATE OF OHIO
Court	FRANKLIN COUNTY COMMON PLEAS COURT, COLUMBUS, OH

UCC Filing - Original

Filing Date	09/25/2020
Filing Number	2020 6638680
Received Date	10/30/2020
Collateral	All Assets and proceeds
Secured Party	DEERPATH FUND SERVICES, LLC, AS AGENT FOR THE RATABLE BENEFIT OF THE LENDERS, NEW YORK, NY
Debtors	KLEEN TECH SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	09/25/2020
Filing Number	2020 6638938
Received Date	10/30/2020
Collateral	INTERESTS including proceeds and products
Secured Party	DEERPATH FUND SERVICES, LLC, AS AGENT FOR THE RATABLE BENEFIT OF THE LENDERS, NEW YORK, NY
Debtors	KLEEN TECH SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	04/17/2019
Filing Number	2019 2668205
Received Date	05/10/2019
Collateral	Account(s) including proceeds and products - Assets including proceeds and products - General intangibles(s) including proceeds and products - Chattel paper including proceeds and products
Secured Party	WELLS FARGO BANK, NATIONAL ASSOCIATION, DALLAS, TX
Debtors	KLEEN-TECH ACQUISITION, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

The public record items contained in this report may have been paid, terminated, vacated or released prior to the date this report was printed. This information may not be reproduced in whole or in part by any means of reproduction.

There may be additional UCC Filings in D&Bs file on this company available by contacting 1-800-234-3867.

There may be additional suits, liens, or judgments in D&B's file on this company available in the U.S. Public Records Database, also covered under your contract. If you would like more information on this database, please contact the Customer Resource Center at 1-800-234-3867.

A lien holder can file the same lien in more than one filing location. The appearance of multiple liens filed by the same lien holder against a debtor may be indicative of such an occurrence.

Special Events

Currency: All figures in USD unless otherwise stated

SPECIAL EVENTS

Date	Event Description
10/11/2022	MERGER/ACQUISITION: According to published reports on February 18, 2022, Kleen-Tech Services, LLC, DUNS 117429268, (Denver, CO) announced that it has acquired Peterson Cleaning, Inc., DUNS 808250385, (Rockford, IL). MERGER/ACQUISITION: According to published reports on October 26, 2021, Skyway Capital Markets, LLC, DUNS 117258606, (Tampa, FL) announced the sale of Sentinel Maintenance Inc. to Kleen-Tech Services, LLC, DUNS 117429268, (Denver, CO).

Financials - D&B

Currency: All figures in USD unless otherwise stated

A detailed financial statement is not available from this company for publication.

Currency: All figures in USD unless otherwise stated

A detailed financial statement is not available from this company for publication.

Currency: All figures in USD unless otherwise stated

D&B currently has no financial information on file for this company

D&B currently has no financial information on file for this company.

Currency: All figures in USD unless otherwise stated

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D&B currently has no financial information on file for this company

Currency: All figures in USD unless otherwise stated

D&B currently has no financial information on file for this company

Company Profile

Currency: All figures in USD unless otherwise stated

COMPANY OVERVIEW

D-U-N-S	**Mailing Address**	**Employees**
[illegible] 9268	UNITED STATES	109
Legal Form	**Telephone**	**Age (Year Started)**
Unknown	+1 866 [illegible]	6 Years (2016)
History Record	**Present Control Succeeded**	**Named Principal**
No Update	2016	[illegible]
Business Commenced On	**SIC**	**Line of Business**
2016	[illegible]	Building maintenance services
Ownership	**NAICS**	
Not publicly traded	561720	

BUSINESS REGISTRATION

No business registration attached to this DUNS

PRINCIPALS

Officers

JAMES VAUGHAN, CEO
RICK LEFORCE, CFO

Directors

DIRECTOR(S): THE OFFICER(S)

COMPANY EVENTS

The following information was reported on: 10/31/2023

The Delaware Secretary of State's business registrations file showed that Kleen Tech Services, LLC was registered as a Limited Liability Company on March 12, 2019 under file registration number 7321311.

Business started 2019. 100% of capital stock is owned by Concierge Building Services.

RECENT EVENTS:

On March 18, 2022, sources stated that Kleen-Tech Services, LLC, Denver, CO, has acquired PCI Services, Inc. d/b/a Peterson Cleaning, Rockford, IL, on February 16, 2022. With the acquisition, PCI Services, Inc. will now operate as a subsidiary of Kleen-Tech Services, LLC. Employees and management were retained. Terms of the transaction were not disclosed. Further details are unavailable.

On December 2, 2021, sources stated that Kleen Tech Services, LLC, Denver, CO, has acquired Sentinel Maintenance Inc., Canada, from Skyway Capital Markets LLC, Tampa, FL, on October 12, 2021. Terms of the deal were not disclosed. Further details are unavailable.

JAMES VAUGHAN. Antecedents are unknown.

RICK LEFORCE. Antecedents are unknown.

BUSINESS ACTIVITIES AND EMPLOYEES

The following information was reported on: 10/31/2023

Business Information

Trade Names	KLEEN-TECH; SONORAN MAINTENANCE A KLEEN TECH COMPANY
Description	Provides building maintenance services, specializing in contractual janitorial services. Terms are on contract-based.
Employees	1,095 which includes officer(s). UNDETERMINED employed here.
Financing Status	Unsecured
Facilities	Occupies premises in a building.
Related Concerns	

SIC/NAICS Information

Industry Code	Description	Percentage of Business
7349	Building maintenance services	-
73490104	Janitorial service, contract basis	-

NAICS Codes	NAICS Description
561720	Janitorial Services

GOVERNMENT ACTIVITY

Activity Summary

Borrower(Dir/Guar)	No
Administrative Debt	No
Contractor	No
Grantee	No
Party excluded from federal program(s)	No

Your Information

Currency: All figures in USD unless otherwise stated

Record additional information about this company to supplement the D&B information.

> Note: Information entered in this section will not be added to D&B's central repository and will be kept private under your user ID. Only you will be able to view the information.

In Folders: View

Account Number	**Endorsement/Billing Reference** *	**Sales Representatives**
Credit Limit	**Total Outstanding**	**Your Information Currency** US Dollar (USD)

Last Login: 02/11/2025 11:46:58 AM
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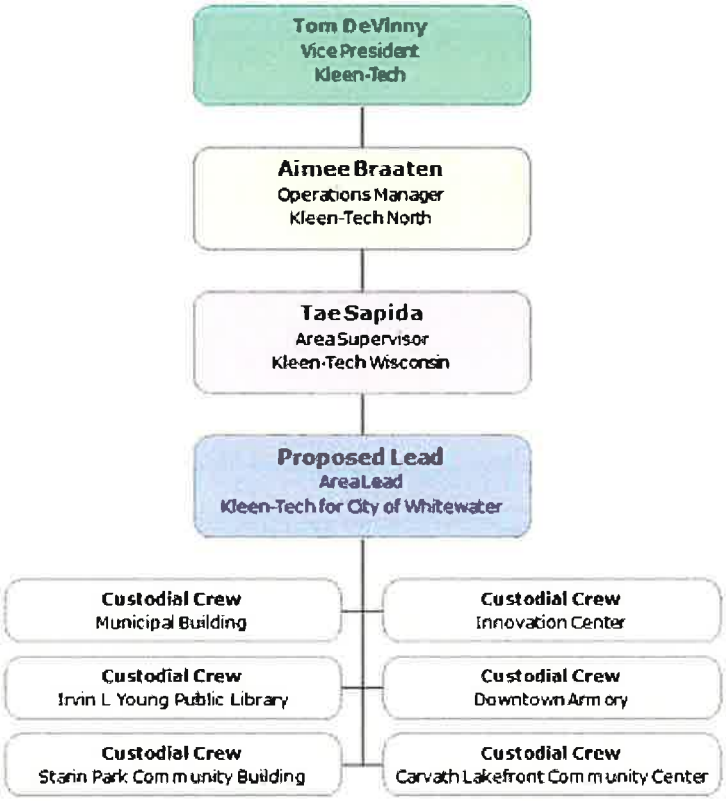
c. Management Structure

- ***Submit an organizational chart outlining the Vendor's management structure.***
- ***Provide descriptions of qualifications and credentials for upper-level and regional management.***
- ***Indicate the location of key management and support staff.***

Organizational Chart

The organizational chart below provides a visual representation of Kleen-Tech's management structure that will support the City of Whitewater's needs for janitorial services.



Kleen-Tech Position Summaries

Area Supervisor, Tae Sapida
Your Area Supervisor, Tae Sapida, who is local to the Whitewater area, is onsite daily to meet with the Custodial Crew and address any needs or concerns with the City of Whitewater. The Area Supervisor also performs quality inspections, provides additional training to the Custodial Crew as needed, and ensures all contract deliverables are being met. Your Area Supervisor is responsible for managing assigned projects, including employees, labor, supplies, and customer relationships.

Operations Manager, Aimee Braaten
Your Operations Manager, Aimee Braaten, is located in Minnesota and regularly visits your facilities and at any time on request. During these visits, the Operations Manager meets with the City of Whitewater's personnel, performs formal quality assurance inspections, addresses all needs and concerns, and ensures the current scope of work is

meeting the City of Whitewater's needs.

Senior Vice President, Jorge Saldana
Kleen-Tech's Senior Vice President, Jorge Saldana, is located in Denver at Kleen-Tech's Corporate Headquarters and ensures the entire Kleen-Tech team, from the Operations Manager to the Custodial Crew, are performing all contract deliverables to satisfy Kleen-Tech's contractual obligations, and also ensure the City of Whitewater's total satisfaction. He is available to meet with the City of Whitewater when requested—or when the need arises—to provide executive oversight to the services being provided.

With exceptional customer relations experience and a unique adeptness toward executive-level decision makers, Kleen-Tech's Senior Vice President, Jorge Saldana, has provided leadership within our enterprise for more than 25 years. A highly motivated self-starter possessing a strong work ethic, and an experienced problem-solver, he brings over two decades of training, supervisory, and management expertise to the City of Whitewater's janitorial contract. A highly valued Kleen-Tech asset, Mr. Saldana is proficient in both English and Spanish.

Mr, Sapida's, Ms. Braaten's and Mr. Saldana's resumes are provided on the following pages to showcase their experience and expertise.

KLEEN-TECH

Tae Sapida – Area Supervisor

EXPERIENCE SUMMARY

Mr. Sapida has over 13 years' experience managing customer relationships and project management. His expertise includes project phase-in, employee training, quality control, conflict resolution, and account management.

Area Supervisor, Kleen-Tech
October 2018 – Present

- Mr. Sapida is responsible for supervising the custodial activities of more than 40 employees and directs the varying types of janitorial services at secure facilities.
- Mr. Sapida coordinates and manages leads and custodians when working in buildings and implements the Quality Control Program for the individual location.
- Mr. Sapida documents QC inspection results, records and plots QC metrics, performs trend analyses, directs re-work/deficiency correction, conducts employee custodial trainings, ensures equipment and supplies are available for all facilities, conducts monthly safety trainings, and ensures the employee safety program is implemented.

Prior to Kleen-Tech
Mr. Sapida has held several technical and management roles which has served him well in creating a disciplined approach to janitorial services while increasing employee retention.

EDUCATION
B.S. Notre Dame de Namur University 2004-2007
*High Honors, Dean's list for 6 quarters and 4 years with golf scholarship

Aimee Braaten – Operations Manager

abraaten@kleen-tech.com • Cell: (877) 846-4080 • Fax: (866) 621-1871

EXPERIENCE SUMMARY

Ms. Braaten has been an asset to Kleen-Tech Services Corporation for more than 5 years. A positive and driven self-starter, Ms. Braaten successfully manages and maintains daily operations of multiple accounts.

Operations Manager, Kleen-Tech

Minnesota; 2019 Present

- Ensures Minnesota operations are within budget requirements
- Directs Project Managers and Area Supervisors in day-to-day janitorial operations within office settings, universities/colleges and industrial facilities
- Conducts weekly visits with Property Managers, according to our customer calendar
- Coordinates scheduling of all employees and customer requested projects
- Manages the Quality Control Program, including the creation of inspection procedures from contract scope of work, best commercial practices and industry performance standards
- Calculates inspection frequencies and inspects janitorial services according to established inspection procedures that include: documentation of inspection results, recording and plotting QC metrics, performing trend analysis, and directing re-work and deficiency correction
- Executes the Safety and Training Program
- Monitors equipment and supply inventories
- Executes the leadership development plan for subordinate Supervisors
- Assists the Director in special projects

Owner, Final Crew LLC

Minnesota; 2007-2014

- Planned work and determined appropriate tools and equipment
- Processed work orders and prioritized jobs
- Responsible for promoting safe and clean working environment
- Reviewed work orders and communicated with prior shift to assess work needs for the day
- Led a team of 12 to perform a Final Clean for several large apartment complexes
- Managed work with little supervision

CERTIFICATIONS

Kleen-Tech Management
RCTC- Certified Nursing Assistant Program
Certified Kleen-Tech Quality Inspector Certified

Jorge Saldana – Senior Vice President

866-385-0672

EXPERIENCE SUMMARY

Mr. Saldana has held leadership positions at Kleen-Tech for more than 26 years. He has exceptional customer relations experience and is very adept at interfacing with executive level customers and decision makers. A highly motivated self-starter, with a strong work ethic, he is an experienced problem solver within a fast-paced environment, he offers over a decade's worth of training, supervisory, and management expertise. Mr. Saldana is also fluent in English and Spanish.

Senior Vice President, Kleen-Tech
Denver, Colorado; June 2003- Present

- Serves as a member of Kleen-Tech's Executive Leadership Team and directs the operations of facility support projects nationally including Colorado, New Mexico, Texas, Wyoming, Michigan, and new territories
- Oversight of leadership teams responsible for close to 1,000 employees, project managers, and supervisors
- Provides developmental input and oversees rollout of operational system upgrades, reporting tools, training and safety programs across all territories
- Leads new contract phase-ins and special projects
- Key supporter of enterprise profitability through monitoring of equipment, supply inventories, and budgets
- Coordinates with Sales and Proposals team to add new business and increase profitability

Operations Manager, Kleen-Tech
Denver, Colorado; October 1996 – June 2003

- Mr. Saldana ensured Kleen-Tech exceeded customer expectations in quality control and relations. Customers included commercial and government accounts varying in size, with values ranging up to $10 million. He was also responsible for developing, sustaining, and adapting training programs implemented through standard Kleen-Tech work practices.
- Management duties included supporting the hiring process, daily supervisory activities, and evaluation of Operations team members in performance, qualification, and teaming skills. Mr. Saldana also documented changes to products, processes, and equipment.

Education
Bachelor's Degree, Universidada Autonoma de Chihuahua, Mexico

d. Corporate Support

- ***Describe the corporate support services offered to ensure contract success, including:***
  - ***Internal systems support (e.g., HR, payroll, scheduling, reporting)***
  - ***Corporate programs that assist in quality assurance, compliance, or staff training***

Kleen-Tech's Headquarters provides our customers and Kleen-Tech team members support in the following areas:

- Accounting
- Finance
- Payroll
- Administration
- Quality
- Human Resources
- Safety and Health Training
- Information Technology
- Business Development

This approach allows Kleen-Tech to provide all the services the City of Whitewater requires, without the need for outsourcing or subcontracting with other providers. We provide our customers with peace of mind by handling their janitorial services professionally, promptly, and properly, only by Kleen-Tech.

Employee Payroll & Timekeeping

Kleen-Tech has invested in numerous state-of-the-art innovations and technologies to best serve our customers and employees. We utilize Kronos for all employee payroll and timekeeping functions. This system ensures we have real-time labor reporting capabilities and Supervisors have immediate visibility of all employee schedules and hours worked. By utilizing this system, our Supervisors in the field no longer have to manually enter employee hours, enabling them to focus on Supervision and service delivery. In addition, through this timekeeping system we meet our commitment to timely and accurate pay for every single employee.

The Kronos system allows employees to clock in and out in a variety of ways:

- Biometric clocks onsite that require a fingerprint to record time entries
- USTelePunch dial in system that employees call from pre-authorized telephones onsite
- Kronos smartphone app that enables employees to clock in and out from their smartphone, with geofencing capabilities enabled to only permit time entries from specific addresses

Each of the options above ensures employees can only clock in and out from the location to which they are assigned.

Attendance Verification

Kleen-Tech's timekeeping system provides absence notifications that send text message alerts to Supervisors when employees do not clock in or out according to their schedule. This functionality allows us to see, in real-time, that each employee is working their assigned shift at their assigned location. Should an employee fail to clock in for their shift, the Supervisor is immediately aware. Oftentimes this occurs when an employee has forgotten to clock in, however, when an employee is absent the Supervisor takes immediate action, dispatching coverage from a pre-badged and cross-trained relief staff member in the area.

Labor Reporting

Through the use of this sophisticated system, Kleen-Tech can see all labor hours for each employee, by location. This enables our teams to review labor reports and ensure we are meeting all service commitments at each City of Whitewater location. Below is a sample report showing the level of detail provided in these reports:

Sample Report by Location

Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 1	9.00	-	-	-	-	-	-	9.00
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 2	20.70	-	-	-	-	-	-	20.70
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 3	16.40	-	-	-	-	-	-	16.40
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 4	5.10	-	-	-	-	-	-	5.10
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 5	5.00	-	-	-	-	-	-	5.00
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 6	-	1.50	-	-	-	-	-	1.50
Customer Location 6	102.90	-	-	-	-	-	-	102.90

Sample Report by Employee

Employee 1 ID Number
Employee 1 Name

Date	Work Task Descr	Hours Worked
06/10/2024	Location Worked Name	7.50
06/11/2024	Location Worked Name	7.50
06/12/2024	Location Worked Name	7.50
06/13/2024	Location Worked Name	7.50
06/14/2024	Location Worked Name	7.50
	Total Hours Worked in Selected Period	**37.50**

Employee 2 Name

Date	Work Task Descr	Hours Worked
06/10/2024	Location Worked Name	5.25
06/11/2024	Location Worked Name	5.25
06/12/2024	Location Worked Name	5.25
06/13/2024	Location Worked Name	5.25
06/14/2024	Location Worked Name	5.25
	Total Hours Worked in Selected Period	**26.25**

Employee 3 ID Number
Employee 3 Name

Date	Work Task Descr	Hours Worked
06/10/2024	Location Worked Name	8.00
06/11/2024	Location Worked Name	8.00
06/12/2024	Location Worked Name	8.00
06/13/2024	Location Worked Name	8.00
06/14/2024	Location Worked Name	8.00
	Total Hours Worked in Selected Period	**40.00**

Systems, Processes, and Tools

Kleen-Tech has develóped a menu of systems, processes, and tools that enable our field teams to focus on service delivery to the City of Whitewater, tracking progress and maintaining open lines of communication within our organization as well as with the City of Whitewater. Below we describe these unique, and valuable tools, each of which is available to the City of Whitewater at no additional cost.

Mission Control

One of the defining features of Kleen-Tech is Mission Control, our 24/7 Communication Center. Mission Control is an in-house Department located at our Headquarters, staffed by multilingual Kleen-Tech employees. This Communication Center is available as a single point of contact for all Kleen-Tech customers and employees should they have a question, request, or issue. Mission Control sets us apart from our competitors, who often use

outsourced labor and callback services. With Kleen-Tech's Mission Control, you speak with a live Kleen-Tech employee every time.

The City of Whitewater and Kleen-Tech employees may contact Mission Control any time, 24/7, by phone or e-mail any time. All inquiries to Mission Control are documented via a Work Order or Incident Report, immediately escalating and dispatching the matter, while also enabling reporting and tracking of all needs. As a result, Kleen-Tech better serves all of our customers and employees through the timely transfer of information and documentation of all customer needs.

We encourage our customers and require our employees to use Mission Control to:

- ✓ Report an incident
- ✓ Report controllable and uncontrollable cleaning issues
- ✓ Report emergencies (flood, security, injury, vehicle accident, etc.)
- ✓ Report a customer request/issue/concern/complaint
- ✓ Report staffing vacancies and request/obtain backup staff
- ✓ Order supplies
- ✓ Request uniforms
- ✓ Obtain equipment repair
- ✓ Acquire general information
- ✓ Request Payroll, Information Technology, Human Resources, and Executive Assistance
- ✓ Request additional cleaning or customer services
- ✓ Mobilize supplemental resources in response to an emergency

Mission Control was established by Kleen-Tech to ensure 'round the clock support of our customers. While janitorial work is primarily conducted after hours when our customers are not in their facilities, Mission Control is available to receive and dispatch customer needs should they arise after Kleen-Tech crews have left the building. This provides the City of Whitewater with an additional resource to support their facility needs, day or night.

In addition to Mission Control, each of our customers and employees has direct access to their Kleen-Tech Supervisor, Manager, and Vice President via phone and e-mail.

How Does Mission Control Work?

Mission Control facilitates a "what-by-when" approach.

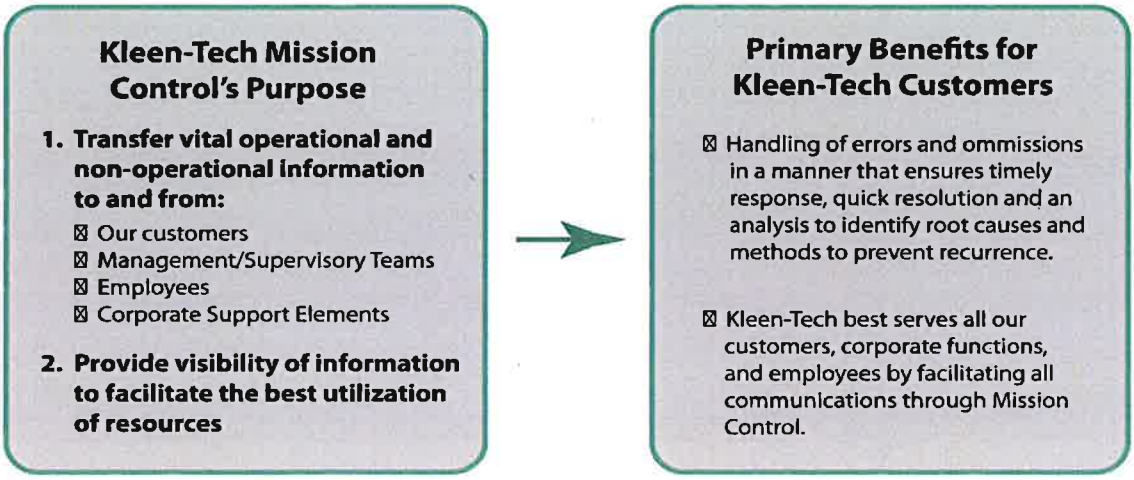
This approach assists Kleen-Tech employees in making commitments (specifically what, by specifically when), and in following up on those commitments to ensure they are met.

Mission Control tracks deadlines and escalates task requests.

When deadlines are in jeopardy of being compromised, Mission Control ensures the proper visibility for issue owners and other stakeholders and that follow-up procedures are taken. Mission Control aids in ensuring issues are resolved timely and efficiently.

Mission Control escalates issues that are not resolved.

Per agreed upon dates/commitments to Kleen-Tech's Quality Department, Mission Control escalates unresolved issues through a Raise The Flag quality improvement report, immediately gaining Executive and Quality Department visibility.



Mission Control brings value to the City of Whitewater in the following ways:

- **24/7 Telephone Coverage**— The City of Whitewater and our employees can reach a live Kleen-Tech Mission Control Dispatch Specialist to assist with any issue 'round the clock. Kleen-Tech also supplies our customers with a Mission Control e-mail address, where electronic correspondence is facilitated in a manner similar to phone conversations.

- **Escalation of Urgent Matters**—Mission Control follows an escalation process that involves three levels of support at every site, in addition to our Headquarters. When the Mission Control Dispatch Specialist cannot resolve a City of Whitewater or employee issue directly, they immediately escalate the matter to someone who can.

- **Work Order Tracking**—Our Mission Control staff utilize the SHARP Work Order system to schedule and track Work Orders.

- **Multilingual Staff**—Our Mission Controls Dispatchers are fluent, at a minimum, in English and Spanish.

- **Daily Calls**—Mission Control Dispatch Specialists have daily contact with all project management staff to follow up on existing actions related to their areas of responsibility, to proactively identify potential issues, and to report on the status of their assigned Work Orders.

- **Access to Kleen-Tech Applications**—Mission Control Dispatch Specialists are well-trained and have full access to Kleen-Tech's systems, processes, and tools, including City of Whitewater emergency contacts, our payroll database, employee contact listings, electronic document management systems, and more. This access and training provide the Mission Control Dispatch Specialist with the ability to assist immediately, or to escalate information to the designated authority.

SHARP Work Order System

To enhance customer service and quality, Kleen-Tech offers a customized, proprietary Work Order software program, the SHARP Work Order System, to manage and track communication among our customers, the custodial staff and supervisors, and Kleen-Tech's support departments such as the Mission Control Communication Center and our executive leadership team.

Upon contract award from the City of Whitewater, Kleen-Tech creates a recurring Work Order for all periodic service requirements from the scope of work, for each building. We then work with the City of Whitewater to determine the

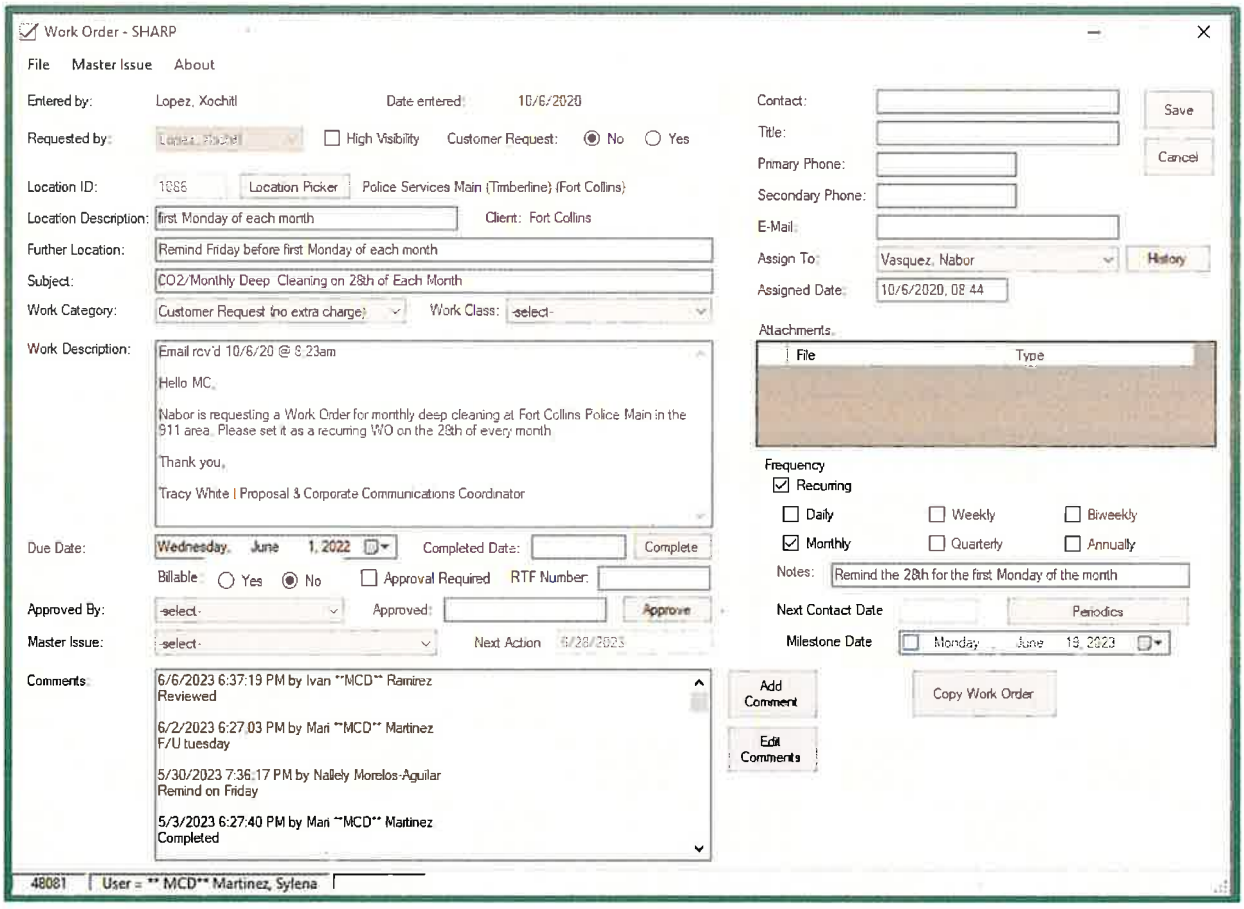
schedule for each service at each location. Once established, these Work Orders are tracked in our system with completion dates documented for each facility and service. Work Orders are reviewed with Management personnel on a regular basis, allowing Kleen-Tech's teams to prepare for all work ahead of time. In addition to documenting periodic services, the SHARP Work Order System is utilized to document and track customer and employee needs such as:

- Additional service needs
- Emergency service needs
- Quality Inspection findings
- Equipment preventative maintenance schedules

Some of the features of the SHARP Work Order system include:

- The City of Whitewater may submit a request directly to Kleen-Tech, any time
- Kleen-Tech personnel are immediately notified of all Work Orders created
- Customers and Kleen-Tech can track requests, response time, and status of all requests and periodic services
- Track custodial assets
- Access the entire message history
- Provides visibility of the services Kleen-Tech is contracted to perform, as well as our compliance with the City of Whitewater's scope of work
- Realtime reporting of all services, available upon request or at regularly scheduled intervals

SHARP Work Order System Screenshot



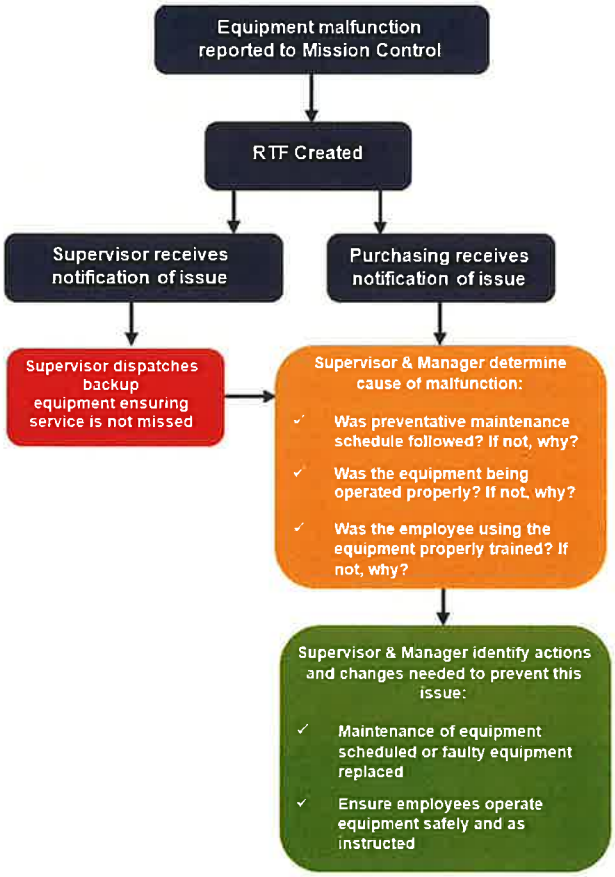
Raise The Flag (RTF)

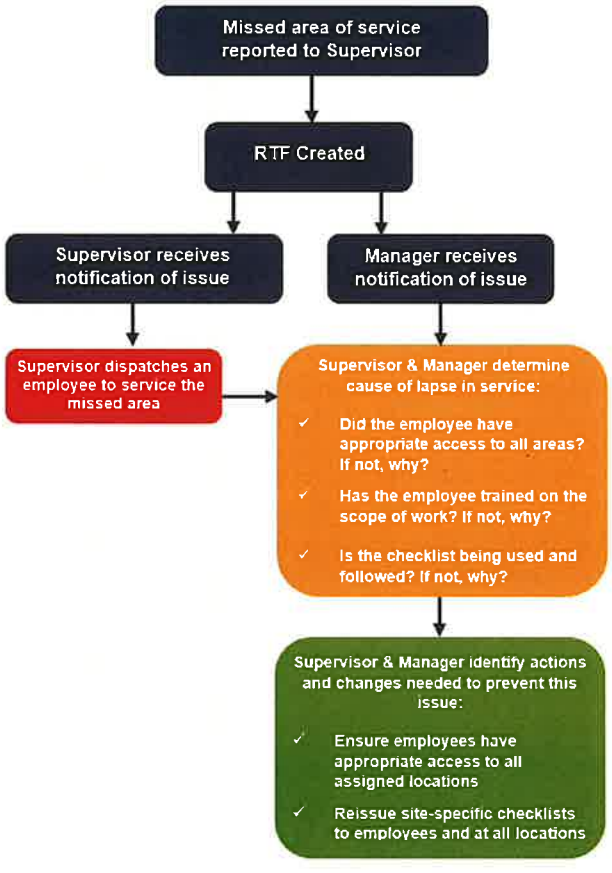
At Kleen-Tech we emphasize continuous improvement in all that we do, and we achieve this through the implementation of our proprietary incident reporting and management system, Raise The Flag (RTF). The RTF system is one of the pillars of our organization. This system, which we created in-house, facilitates timely and effective incident resolution and drives our continuous improvement.

In the event a Kleen-Tech standard is in jeopardy or has been jeopardized, an RTF report is immediately filed. The RTF report details the location, date, and details of the incident, and once created, triggers instant notification to the appropriate stakeholders based on the type of issue and location. Once created, our leadership team gets to work on the three components of the RTF to ensure the issue is resolved and addressed, with actions taken to prevent recurrence.

1. **Immediate Fix:** the first action taken is to identify and implement an immediate fix, or short-term resolution.
2. **Root Cause Analysis:** next, our team conducts an analysis of the issue to identify the Root Cause, so we may get to the root of the problem and implement an effective prevention.
3. **Irreversible Corrective Action:** once the Root Cause has been pinpointed, our team identifies the actions and changes needed to prevent this same issue from occurring again

Each of the three steps above must be taken, and documented in the RTF System, before an incident report may be closed. Below are two examples of RTF reports and the actions taken:





The RTF system has many advantages to the City of Whitewater and Kleen-Tech, which include:

- Provides the City of Whitewater and Kleen-Tech employees with a mechanism for reporting incidents or concerns
- Allows for timely documentation of incidents, which in turn contributes to timely and thorough follow-up, and improved customer service
- Gives Kleen-Tech's executive leadership team timely visibility of incidents
- Ensures the appropriate Kleen-Tech departments receive immediate visibility of incidents
- Provides for immediate short-term solutions to incidents, while simultaneously analyzing data to create long-term, permanent solutions
- Tracks and measures the types of incidents that occur, to aid in identifying systemic trends
- Creates reports, which are available to the City of Whitewater and Kleen-Tech, aiding in the process of continuous improvement while maintaining transparency between, and within, our organizations

Site-Specific Checklists

Upon contract award, Kleen-Tech creates site-specific checklists for each City of Whitewater facility detailing all scope of work requirements. This checklist is completed daily by Custodial crews as they complete services. The checklist is a living document that is updated on an ongoing basis to address site-specific items that must be addressed. In large facilities with multiple employees assigned, the checklist is customized for each employee, for the area to which they are assigned, providing a higher level of detail and creating accountability for each person.

In addition to creating a routine and setting expectations for individual employees, our checklists are important training tools used to familiarize new employees with their assigned responsibilities. Furthermore, the checklist is used to cross-train other employees to ensure all service requirements are met when coverage is provided.

A sample checklist has been provided below.

Approved by Lead_____
Approved by Area Supervisor_____

KLEEN-TECH

Custodial Maintenance Task and Frequency Checklist - 7 days/week

If at any time tasks are not able to be completed per the scheduled checklist please contact Mission Control at 1-866-385-0672. Failure to notify Mission Control of uncompleted task may result in disciplinary action. Report any facility issues and items in need of repair to Mission Control.

Please place an X in the boxes in the columns to the right of each task to show completion each day. The frequency for each task is listed in the columns on the left - completion must match frequency. Please sign and date at the bottom.		SUN	MON	TUES	WED	TH	FRI	SAT
Restrooms								
Daily	Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops.							
Daily	Restroom Walls: Clean accessible walls and toilet partitions.							
Daily	Restroom Floors. Sweep and mop all restroom floors.							
Daily	Restroom Mirrors: Polish all chrome and mirrors.							
Daily	Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory.							
Daily	Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.							

Upon contract start, we establish the "route" for the services that are performed within each building, which is reflected in the checklist. This route dictates the starting and ending point for service, along with the order each area is addressed during each service. This route is established to increase efficiency and helps to ensure all areas are addressed nightly and no areas are missed. We follow these steps:

- Offices, Conference Rooms, Break Areas, etc.
  - Empty all trash containers into the approved brute barrel or trash gondola
    - All trash must be bagged
    - Trash removed from food service areas must be double bagged to avoid leaks
  - Wipe and dust surfaces to remove debris

- Apply disinfectant cleaner to surfaces and allow to dwell for the appropriate time as specified in the SDS
- While disinfecting cleaner dwells, sweep and mop floors and then vacuum any carpet (vacuuming is done after hard floors are cleaned)
- Restock any paper or soap supplies in dispensers
- Return to surfaces and wipe clean removing disinfecting cleaner only once the specified dwell time has been reached

- Restrooms
  - Empty all trash containers into the approved brute barrel or trash gondola
    - All trash must be bagged
  - Restock all supplies (paper, hand soap, etc.)
  - Wipe and dust surfaces to remove debris
  - Apply disinfectant cleaner to surfaces and fixtures, allowing the cleaner to dwell for the appropriate time as specified in the SDS
  - While disinfecting cleaner dwells, sweep and mop floors
  - Return to surfaces and wipe clean removing disinfecting cleaner only once the specified dwell time has been reached

Color-Coded Tools

At Kleen-Tech, we recognize that how we do our work is as, or more, important than performing the work itself: when our work is performed properly, we reduce the risk of illness and exposure for each building occupant. As such, we have developed a color-coding system for our cleaning tools, with the explicit goal of eliminating the risk of cross contamination in service delivery. The standards we have developed around this system are mandatory for all employees to follow. Our simple methodology is as follows:

BLUE Rags and Tools
Are for use in breakrooms and common areas only

GREEN Rags and Tools
Are for use in restrooms only

All new employees receive in-depth training on this imperative process before they begin working at a City of Whitewater facility. Furthermore, our entire staff receives refresher training on the standard throughout the year.

Why Color Code?
Color coding is a system that is easy to remember, easy to follow, and is a simple and effective way for Supervisors and the City of Whitewater to see that our staff are following the proper procedures.

Color, for all intents and purposes, is a universal language that is recognized by anyone—regardless of one's native tongue. Implementing a color-coded cleaning program using different colored towels, rags, and mops to represent each task, job or department eliminates confusion among our staff while also simplifying their training.

Implementing Color Coding
The colors themselves aren't what make the system successful. For the system to work, training and consistency are key. If you don't take the time to explain why color coding is important and how it helps stop the spread of germs, people may wrongfully assume that certain colors are more effective for certain tasks. We understand the importance

of not only ensuring our employees know the right way to use their tools, but also why it matters: we are the first line of defense in keeping the public healthy.

Proper Handling and Transportation

When using microfiber as part of a program to prevent cross-contamination, we also need to consider how we handle, transport, and store the clean and soiled microfiber. Here are a few of Kleen-Tech requirements that may seem obvious, but are often overlooked:

- ✓ Store clean products appropriately. Keep clean towels and mop pads in plastic bags to prevent them from being contaminated after they're laundered, but before they're used. They should only be removed from their bag when they're ready to be used or charged with cleaning or disinfecting solution.
- ✓ Have a designated spot for dirty microfiber. Store soiled microfiber in soil-designated laundry carts and laundry bags; never put clean textiles in those carts or bags. Make sure the carts and bags are sanitized regularly.
- ✓ Separate soiled microfiber from other products. Keep soil sorting areas separate from where you handle clean microfiber. Don't use the same table for sorting that you use to fold freshly laundered cleaning cloths.
- ✓ Clean the equipment. It's also important to sanitize the cleaning equipment. Sanitize custodial carts, caddies, mop handles, vacuums, etc. at the beginning and end of every shift and take care to prevent contamination between sanitizations.
- ✓ Keep the storeroom or supply closet clean and organized.

Kleen-Tech Customer Survey

At Kleen-Tech, we are always looking for ways to improve our services to the benefit of our customers. To achieve our commitment to continuous improvement, we actively solicit feedback from each customer on a monthly basis using a web-based survey. This survey allows our customers to score Kleen-Tech's services for the prior month on a 5 to 1 scale and asks our customers to provide feedback on improvements that we can make to get our rating to the next higher score the following month. In addition, we always provide room for additional comments and improvement opportunities.

All feedback received is acted upon:

- A Work Order is created to address any improvement opportunities or comments provided by the customer
- A Raise The Flag incident report is created for a score of 3 or lower
- Any employee praised by name in a survey is entered in our Employee Recognition Program and included in the pool of Employee of the Month candidates

We greatly value the feedback we receive each month and are proud to have received more than 2,000 surveys last year with an average score of 4.5 out of 5. This feature has added great value for our customers and our organization, generating lasting, positive change for our customers, our overall level of service, and our processes.

"We are very happy, this is one of the best cleaning services in a long time, we see the difference and see Kleen-Tech as part of the company."

"We are very satisfied and have no issues. The team continues to do a great job and we have had no issues. The switch to Kleen-Tech for day porter service has been a game changer – love it. I wish I had Kleen-Tech in more of my buildings."

Weekly Leadership Meetings

And finally, our Weekly Leadership Meetings, where insights gained and actions taken through the various systems, processes, and tools we have outlined above all come together through metrics, information, and most importantly actions that are reviewed by Kleen-Tech's operations teams on a weekly basis. These meetings provide a regular opportunity for our field employees to converse and collaborate with Operations Leadership and support staff from our corporate office, often resulting in new ideas and Enterprise-wide development, innovation, and improvement. Our people work hard, which means they are always busy, yet each person always has time for their Weekly Leadership Meeting, as it is a valuable tool where we see real, tangible results.

Every Weekly Leadership Meeting is structured around a standard agenda, with minutes taken by an assigned Administrator. This allows our teams to create actions and commitments, which are documented and followed-up on from creation through completion. Topics of discussion in our Weekly Leadership Meetings include:

- Labor compliance
- Customer satisfaction
- Quality assurance results
- Status of scheduled and requested Work Orders
- Reviews of employee performance
- Tracking of employee training
- And analysis of other metrics and key performance indicators

The discussions and data reviews that take place during our Weekly Leadership Meetings allow our teams to monitor our overall performance and ensure we are exceeding customer expectations, as well as meeting the scope of work at our various customer locations.

What does this mean to the City of Whitewater? It means you can rest assured we do what we say we'll do, when we say we'll do it. We take accountability very seriously, and our Weekly Leadership Meetings facilitate not only accountability in our daily operations, but they also provide for transparency of all commitments and collaboration across departments.

Staff Training Program

Kleen-Tech believes that employees benefit from being provided an environment that is healthy and safe. We have a strong commitment to our Training Program for our employees. Kleen-Tech strives to make every employee's first day on the job a positive and memorable learning experience–and Kleen-Tech believes the first day "sets the pace" for future performance. Training is continuous and does not end once an employee has successfully completed orientation and the initial probationary period. Afterwards, employees receive regular training in all work areas to update and enhance their knowledge and improve their skills. A comprehensive outline of our Training Program can be found on page 35.

e. Staffing

- ***Identify positions, number of staff per position, and required qualifications.***
- ***Describe recruitment and hiring practices, including:***
  - ***Criminal background investigations***
  - ***Pre-employment screening procedures***
- ***Outline the training program for new and existing employees.***

Staffing Plan

In addition to the support Kleen-Tech's Janitorial Team at the City of Whitewater will receive from the Area Supervisor, Operations Manager, and Senior Vice President, we will employ a full-time, locally based, Lead Janitor who will assure the work crew performs scope of work services at or above established standards by performing quality checks throughout each shift. He/she trains employees, participates in planning, assigning, and directing

work. The Lead Janitor will be equipped with a company vehicle and will assist in transportation for others on the Janitorial Team. Kleen-Tech estimates another .61 janitors (40 hours a week) are necessary to complete the work outline in the City of Whitewater's RFP.

Recruitment
Kleen-Tech understands that maintaining adequate, consistent, and reliable staffing is crucial to our ability to deliver effective, high-quality services for the City of Whitewater. Therefore, we have developed a Strategic Recruitment Process that is executed by our in-house Recruiters to ensure we maintain full staffing levels across our organization.

Our in-house Recruitment model is one of the defining features of Kleen-Tech that you won't find elsewhere, and it sets us up for success in a number of ways:

- By using dedicated Recruiters, we allow our Operations Teams to focus on service delivery
- In-house Recruiters ensure a standardized hiring practice and adherence to all documentation requirements, including background check processing and I-9 compliance
- Recruiters maintain active candidate pipelines at all times, ensuring we can quickly respond to turnover without missing service

Our Recruiters use Kleen-Tech's own Strategic Recruitment Process to attract, identify, and recruit qualified personnel. The purpose of this Process is to clearly define and communicate best practices for targeting quality candidates, strategies to identify primary sources, and the most effective closing approaches (who, what, when, and how). By implementing this Process, we drive down the costs associated with unwanted turnover, thereby creating cost savings and ensuring a high level of service for the City of Whitewater.

The following details each stage of the recruitment process:

Job Openings
Whenever job openings are anticipated or arise, the Recruiter meets with the Operations Manager to review the Job Description and site-specific capability requirements to determine the minimum qualifications for the position. The Recruiter then begins recruitment efforts, starting with a visit to the job site to obtain referrals from the onsite team.

In the event no qualified referrals are available, the Recruiter reviews the candidate pipeline to identify pre-screened applicants located within 15 minutes from the vacant position. Should our pre-screened candidates not be interested in the particular position, the Recruiter will consider a candidate outside of the required geographical area to work temporarily in the position while recruitment efforts continue.

Prescreening
The Recruiter uses standardized prescreening forms to ensure consistency throughout the process. Once a candidate successfully completes the prescreen, the Recruiter coordinates an interview to include attendance by the Operations Manager.

Only the prescreened candidates that meet all requirements are forwarded to the Hiring Manager or Operations Manager with a recommendation to interview and the reason(s) why.

Background Checks

Although we will adhere to customer guidelines regarding background checks and hiring policies, below we provide details of Kleen-Tech Services' standard written policy with regard to background checks that applies to prescreening potential employees, or at any time during an employee's term of employment.

Background Check Policy

I. Purpose

To outline the requirements for background check and eligibility for employment based on results.

II. Policy

Prior to, at the beginning, or at any time during an employee's term of employment, the company may require a background check. These background checks may be done as a condition of employment or subsequently at the discretion of the Company.

The following adjudicative guidelines are established for all employees who perform duties in secured, sensitive, restricted access areas and/or that require access to protected information, perform work considered sensitive in nature or hold a "position of trust" within the Company. These guidelines also apply to persons being considered for initial or continued eligibility to access to classified and/or protected information, to include sensitive compartmented information and special access programs, and are used by the Company in all final clearance determinations.

The Company will not hire and/or will terminate employment when the background check reveals any of the following disqualifying convictions. Disqualifying convictions are any plea, judgment, verdict of guilty or no contest, an Alford plea in this state or from any state to any of the disqualifying convictions listed below, This list is not all inclusive and may be subject to change according to Company or customer requirements.

- Espionage or conspiracy of espionage.
- Sedition, or conspiracy to commit sedition.
- Treason, or conspiracy to commit treason.
- A federal crime of terrorism as or conspiracy to commit such crime.
- A crime involving a transportation security incident. A transportation security incident is a security incident resulting in a significant loss of life, environmental damage, transportation system disruption, or economic disruption in a particular area, as defined in 46 U,S.C. 70101, The term "economic disruption" does not include a work stoppage or other employee-related action not related to terrorism and resulting from an employer-employee dispute.
- Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device.
- Murder.
- Making any threat, or maliciously conveying false information knowing the same to be false, concerning the deliverance, placement, or detonation of an explosive or other lethal device in or against a place of public use, a state or government facility, a public transportations system, or an infrastructure facility.
- Extortion.
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering where the money laundering is related to a crime.
- Bribery.

- Smuggling.
- Immigration violations
- Distribution of, possession with intent to distribute, or importation of a controlled substance.
- Arson.
- Kidnapping or hostage taking.
- Rape or aggravated sexual abuse
- Assault with intent to kill.
- Robbery

The background check is an examination of a sufficient period of a person's life to make an affirmative determination that the person is an acceptable security risk. Eligibility for personnel security guidelines. The background check process is the careful weighing of a number of variables known as the "whole-person concept". Available, reliable information about the person, past and present, favorable and unfavorable, is considered in reaching a determination. In evaluating the relevance of an individual's conduct, the Company may consider the following factors:

- The nature, extent, and seriousness of the conduct;
- The circumstances surrounding the conduct, to include knowledgeable participation;
- The frequency and recency of the conduct;
- The individual's age and maturity at the time of the conduct;
- The extent to which participation is voluntary;
- The presence or absence of rehabilitation and other permanent behavioral changes;
- The motivation for the conduct;
- The potential for pressure, coercion, exploitation, or duress; and
- The likelihood of continuation or recurrence.

All employees/applicants are provided with a background check release form, which authorizes the Company to conduct these background checks as required. Refusal to sign, as well as falsification or omission of information on the background check form will result in the employee's/applicant's ineligibility for employment with our Company.

III. Responsibilities

The Director of Human Resources is responsible for this policy.

Hiring

Once a candidate has successfully completed an interview, the Recruiter processes their background check, conducts reference checks, and schedules drug testing as required. Once all have been completed successfully, a formal job offer is made to the candidate.

Onboarding

The Operations Manager works with the employee to complete their New Hire Paperwork and conducts a New Hire Orientation. The New Hire Orientation is completed at the start of employment (please refer to page # for more information). The Onboarding Process, which is described in detail on page 35, is a two-week process during which the employee receives the various trainings required of their position. We have developed this two-week process to ensure the information is retained and new hires are not overwhelmed with too much new information on their first day.

New Hire Follow Up

To promote employee retention and continuously improve our processes, we have implemented a new hire follow up process as part of our overall recruitment process and retention strategy.

After a new hire has been onboarded and successfully transitioned into their role with Kleen-Tech, the Recruiter interviews the employee to obtain feedback on the recruiting process, expectations of job position, training, benefits/perks, the supervisor, and ideas for improvement. The Recruiter reports the findings from the interviews to the Human Resources Manager to make any modifications to the Strategic Recruiting Process based on the findings.

Kleen-Tech has developed this Strategic Recruitment Process with customer satisfaction at the forefront, ensuring we place qualified and trained employees in their facilities. We have also developed numerous programs aimed at employee retention and development.

Candidate Pipelines

Kleen-Tech's Recruiters are responsible for maintaining a pipeline of candidates to ensure we are ready with reserve staffing should the need arise. They accomplish this through active involvement and participation in local job fairs, keeping job postings active and fresh, and networking with local career and workforce centers. Additionally, Recruiters build a community culture of recruitment by promoting our employee referral and retention bonuses when interacting with candidates and new hires.

Candidate pipelines are organized by city and state, or by district, and are maintained through regular contact with candidates to ensure they are still seeking employment.

Kleen-Tech Employee Training

Kleen-Tech knows that employees perform best when provided a healthy, safe environment. We are committed to our Training Program for our employees, which is demonstrated through our creation of an in-house Training Department overseen by our Human Resources Director. Our Training Department has created more than 80 customized training modules, which are all translated into the various languages spoken by our employees, so all team members receive the information they need in their preferred language, ensuring thorough comprehension.

Kleen-Tech's makes each employee's first day on the job a positive and retainable learning experience—and we ensure the first day "sets the pace" for future performance. Training is continuous and **does not end** once an employee has successfully completed orientation and the initial probationary period. Afterward, employees receive regular training in all work areas to update and enhance their knowledge and improve their skills.

Below we detail the training topics covered during each employee's initial two-week onboarding. Additionally, Kleen-Tech employees are required to attend regular, monthly safety training sessions.

New Hire Paperwork

- Completed application
- W-4 and 1-9 forms
- Copies of two forms of identification
- Photo identification badge
- Name/phone for two previous employers
- Name/phone for one personal reference
- Job description review

Badges and Security

- Application for badge

Introduction

- Mission Control introduction
- Necessary equipment and uniform assignment
- Security requirements of building
- Property Tour
- Introduction of assigned area
- Introduction to building manager
- Training on cleaning standards and specifics for the location
- Task deadlines

Cleaning Tools/Proper Use of:

- Vacuums

Kleen-Tech Goals and Mission Statement

- General safety rules
- Accident/emergency procedures
- Health and safety risks

Wage and Benefit Schedule/Time Cards/Reporting Hours

- Schedules and pay dates
- Timekeeping
- Correct reporting procedures

Kleen-Tech Policies and Procedures/Training

- When/where to wear badges
- Replacement procedure for lost badges
- Levels of training and recognition

Supervision Communications

- Corporate/project communication
- Proper payroll procedures
- Workers Compensation
- Benefits
- Reporting requirements
- Customer contact procedures

Site-Specific Work Area Familiarization

- Work Schedule/Areas of responsibility
- QCR program
- Hazard identification/mitigation
- Emergency evacuation

- Brute barrels, buckets/wringers
- Burnishers and buffers
- Tilt buckets
- Carpet extractors

SDS

- Chemicals/compatibility with other chemicals
- Health hazards/symptoms of overexposure
- Spills/leaks/flammability
- Location

Accident Prevention/Reporting

- Reporting procedures and responsibility in prevention
- Policies, responsibility, and compliance
- Correction of unsafe/unhealthful conditions
- Employee/Supervisor requirements
- Workers Compensation requirements

- Standard precautions and exposure control
- Hazard communications/blood-borne pathogens
- Ladders/general safety
- Job classifications sensitive to exposure
- Chemical spill clean-ups
- Provision/location of PPE/supplies
- Lockout/tag-out/electrical safety
- Back injury prevention/lifting

Quarterly Group Training Schedule

- Proper lifting
- Carpet/spot cleaning techniques
- Wall washing/spot removal techniques
- Person hygiene expectations

All employee training is completed on-site with a hands-on approach to our training sessions. Most of our training classes are 30 minutes, occurring before or after the employee's shift, while some are conducted during the shift to facilitate the firsthand team approach.

All training sessions are documented via an Employee Training Roster and data-entered into our Enterprise-wide Company Training Information System. This allows us to pull reports via employee, location, topic, or date range. Additionally, we can provide Training Certificates as verification of training sessions conducted, upon request.

Ongoing Training and Assessment

The best way to develop an employee is to provide ongoing training. Each week in our Weekly Leadership Meetings (WLMs), which are described in more detail on page 31, we review employee performance and development. As part of this process, the Supervisor provides the names of the employees consisting of 10% of their workforce that are most in need of training, development, or discipline. At this time, the Supervisor identifies the actions to be taken to help these employees improve.

In the following weeks, the Supervisor reports on the progress made the prior week and discusses the next steps for the upcoming week. When the initial issues or trainings have been resolved/provided, the Supervisor uses the opportunity to find supplemental trainings that can be used to assist the employee in reaching their personal and professional goals. Every week the Supervisor provides a status update and next actions and commitments to the progress of each employee's training/discipline. Below is a sample tracker that shows how we review and document employee performance throughout this process.

Name	Job Site	Position	Issue(s)	Date Added	Wk 1 Action	Wk 2 Action	Wk 3 Action	Wk 4 Action
Employee #1	Site #1	Custodian	Not performing duties	6/1	Retraining	EC issued	Recruit and possibly terminate	Separated 7/30
Employee #2	Site #2	Day Porter	Call offs	6/5	Issue EC	Help from HR	New schedule	New schedule seems to be working, no call offs
Employee #3	Site #3	Lead	No issue, potential	6/5	Approach about position	Provide review of job description,	Conduct Supervisor Training	Plan completion supervisor

			for promotion			Supervisor Training overview		training and promotion timeline

Through this process, our Supervisors aid in employee development while also improving customer satisfaction.

Supervisor Training

Research shows more than half of new supervisors and managers receive little or no training before assuming their new roles. The typical assumption is that high performing individual contributors will transition easily to managing people. However, we have found that managing people requires an incredibly different and unique skill set. As such, Kleen-Tech has implemented a robust Supervisor training, that includes a "Train the Trainer" approach for all Supervisors, ensuring they are well prepared to train their teams.

Kleen-Tech supervisors receive more extensive administrative training, to include the topics below. This training occurs during the first two months the employee is positioned in a supervisory role. Additionally, Kleen-Tech holds, at a minimum, semi-annual supervisor refresher training to update supervisors on any new or revised company policies and procedures, in addition to quarterly leadership training.

- Rules and Standards
- Transparency
- Hiring Process
- Injury Process
- Supervision Part II
- Motivating Your Crew
- Budgets
- Equipment Training
- Issuing Expectation Clarifications
- Harassment/Discrimination Policies
- Performance Appraisals
- Safety Program
- Communication
- Mission Control
- Benefits Overview
- Chemical/Supply Training
- E-Separations
- Recruitment Process
- Providing Feedback
- Supervision Part I
- Leading Your Team
- Scheduling Employees
- Company Policies/Procedures
- Customer Service

Training Modules Overview

Kleen-Tech's Employee Training programs place a strong focus on safety. A few of the topics are highlighted below.

EMPLOYEE ORIENTATION PROGRAM	
Introduction	Each employee's first day with Kleen-Tech sets the tone for learning and quality work. New hire paperwork is important and ensures each employee is fully informed and understands their role. Once the paperwork is completed and understood, we review job description, Kleen-Tech rules and established standards, uniform requirements, necessary equipment, Mission Control introduction, employee benefits, Kleen-Tech's Guiding Principles, our regular safety trainings and release of Motor Vehicle Records (for authorized drivers).
Wage and Benefit Schedule/Time Cards/Reporting Hours	We teach new employees about schedules and pay dates, timekeeping and correct reporting procedures.
Site-Specific Information and Work Area Familiarization	Kleen-Tech supervisors review with the new hire the following regarding the specific requirements of the site(s) to which the employee is assigned: security requirements of the building, property tour, introduction of assigned area(s), introduction to building manager, training on cleaning standards and specifics for the location, task deadlines, work schedule/areas of responsibility, the Quality Control Program, hazard identification/mitigation, and emergency evacuation.

Badges and Security	Employees are instructed when/where to wear badges, replacement procedure for lost badges, and review levels of training and recognition.
Safety	Kleen-Tech supervisors review general safety rules, accident and emergency procedures, employee on-the-job injury reporting processes, and health and safety risks.
Kleen-Tech Procedures	Employees learn correct corporate/project communication, proper payroll procedures, Workers Compensation, reporting requirements, and customer contact procedures.
Cleaning Tools	A review of Kleen-Tech's basic cleaning processes and the proper use of vacuums, brute barrels, buckets/wringers, burnishers and buffers, tilt buckets, and carpet extractors.
SDS	Employees learn the basics of the Safety Data Sheet and how to read them, chemicals/compatibility with other chemicals, health hazards/symptoms of overexposure, spills/leaks/flammability and location.
Supervisor Communication	Supervisors review with employees each of the reporting procedures and responsibilities in prevention, policies, compliance, correction of unsafe/unhealthful conditions, employee/supervisor requirements, and Workers Compensation requirements.
Additional Trainings	In addition to regular safety trainings, additional policies and procedures in which Kleen-Tech employees receive training include: standard precautions and exposure control, hazard communications, ladders/general safety, job classifications sensitive to exposure, chemical spill clean-ups, provision/location of PPE/supplies, lockout/tag-out/electrical safety, and back injury prevention/lifting. Quarterly Group Trainings involve subjects including proper lifting, carpet/spot cleaning techniques, wall washing/spot removal techniques, person hygiene expectations.

WORKPLACE SAFETY TRAINING OVERVIEW	
Safety Is Our Priority	Kleen-Tech employees learn the importance of safety on the job as the number one priority. This concept is continually reinforced in regular meetings, trainings, as well as on the job.
Building Security and Safety	Kleen-Tech trains our employees in security and safety inside the building, including disarming alarms (as directed by our customers), keeping keys on their person or stored properly as directed by our customers, locking all doors, and arming alarms when leaving the building.
Proper Lifting	

	Kleen-Tech employees learn how to safely lift heavy items, unload equipment safely from a truck or van, and carrying heavy items from place to place.
Prevention of Slips and Falls	Our employees are taught safety while cleaning wet floors, as well as safety during winter months when snow or ice may be present, plus safe maneuvering up and down stairs while cleaning or carrying items.
Proper Use of Ladders and Footstools	We review the uses of ladders and footstools, also covering the importance of using an equipment belt while on a ladder or footstool.
Electrical Safety	Kleen-Tech employees are trained in the proper identification of potential electrical problems with equipment, proper electrical cord handling, and communication with a supervisor for maintenance or emergencies.
Use Chemicals With Care	We train our employees on the proper mixing of chemicals per manufacturer specifications, proper protective material, and what to do in case of a spill.
Careful Trash Removal	Kleen-Tech employees are instructed on how to properly and safely remove trash bags from containers, in addition to proper handling of the trash on the way to the designated disposal site.
Driving Rules	Kleen-Tech's Employee Training Program emphasizes the essentials of safe driving, from obeying traffic laws, to mandatory seatbelt use, to avoidance of cell phone use while driving.
Drugs and Alcohol	We ensure our employees understand our zero tolerance policy towards using substances at the workplace and the employment consequences, as well as the safety risks of being under the influence of drugs or alcohol while at work, and how to notify a supervisor if someone is suspected of being under the influence.
Emergencies	Kleen-Tech employees are trained (and such training is continually reinforced) to know what to do if an emergency or accident occurs and, in the case of a fire, how to properly use a fire extinguisher.
Reporting Hazards and Unsafe Conditions	A key element in Kleen-Tech's Safety Training program is to ensure a thorough understanding that it is every employee's responsibility to be on the lookout for possible hazards and unsafe conditions at all times. We train employees on Compliance with the OSHA Hazard Communication Standard, 29 Code of the Federal Regulations 1910.1200, explaining container labeling, safety data sheets, employee information and training, hazardous non-routine tasks, and a Hazard Communication Test.

GREEN CLEANING TRAINING	
Introduction	Kleen-Tech Employee Green Cleaning training first identifies our purposes and goals for our Green Cleaning Program, discussing the benefits and basic techniques. Employees learn the importance of and how to document the Green Cleaning Processes to ensure compliance at every level.
Compliance	

	We provide our employees with a list of personnel and management responsible for oversight of the program, general information on the program, our processes and guidelines, required appearance level, and library characterization.
Training	Employees learn how to ensure quality in our custodial service, utilizing standardized green products and practices, and conducting periodic Quality Control Inspections in accordance with APPA Custodial Staffing Guidelines to determine library appearance.
Reporting	Employees are instructed on how and why to develop Green Cleaning Program reports.
Products	Kleen-Tech provides our employees with general information on green cleaning products used, equipment log use and maintenance, and our preventative maintenance program. We also demonstrate to our employees the selection of Green Certified Foam Hand Cleaner and its effectiveness and importance to the program.
Recycling and Storage	Training also covers hazards, uses, maintenance, disposal, and recycling of cleaning chemicals, dispensing equipment, and packaging, in addition to proper storage of chemicals per OSHA regulations.
Spills	We teach the prevention of leaks and spills, inspection of containers on a regular basis, and proper procedures for transferring chemical substances.
SDS and Standard Procedures	The location of all SDS on site is reviewed and a comprehensive list of Standard Operating Procedures is provided for all employees to consult.

	HAZARD COMMUNICATION PROGRAM
Purpose	Kleen-Tech's Hazard Communication program informs employees that Kleen-Tech is complying with the OSHA HCS, 29 CFR 1910.1200.
Employee Right To Know	Our employees are provided with detailed information and specific training on the chemicals they work with—including the nature of the chemicals, the harm the may cause, and how to protect themselves and others when using those chemicals.
Identifying Chemical Hazards	We train our employees to identify potential hazards by reading labels, checking for physical hazards, always using PPE properly, handling and storage of chemicals, and following recommended hygiene practices.
Protection Against Chemical Hazards	Employees receive strict and continuous instruction on general precautions to be taken, potential health hazards, toxic chemicals, and the ways chemicals can enter the body.

Safety Data Sheet	Kleen-Tech's Hazard Communication program requires employees to learn the ins and outs of Safety Data Sheets, along with each employee becoming thoroughly familiar with each of the chemicals that may be used. This also includes a thorough understanding of the terminology used in SDSs and a detailed breakdown of each section of an SDS. Kleen-Tech's Hazard Communications program also drives home the importance of reading labels thoroughly and properly identifying words for dangerous chemicals.
Protective Clothing	We stress utilizing the SDS to determine what type of protective clothing is to be used and following instructions closely.
Chemical Spills	Our employees are trained on chemical spills and hazards spills may pose, in addition to the steps to prevent spills and what to do when a chemical spill does happen, including proper notification of management.
Chemical Storage	Our employees learn the importance of storing chemicals properly and why, along with the potential hazards and best practices to protect themselves and others when storing chemicals.
Respiratory Protection	We teach our employees why respirators are essential PPE and the dangers one may face breathing in hazardous dusts, vapors, gases, or fumes. We also demonstrate the proper usage of the types of respirators available, how it should fit, how to check the fit, and inspect the respirator for leaks or other damage, as well as proper maintenance of the respirator. We stress the employee's responsibility to use a respirator when the situation warrants.
Chemical Exposure	We take exposure seriously and train all employees on what to do when faced with chemical exposure.
Ongoing Training	Kleen-Tech regularly reviews initial training with employees and notifies our crews that when a new hazard is introduced, they will receive training promptly. A list of hazardous chemicals used, as well as their location at the work site is also thoroughly reviewed.

ASBESTOS AWARENESS TRAINING OVERVIEW	
What is asbestos and how can it be identified? Where might it be found in buildings?	Kleen-Tech employees learn what asbestos is and how to properly identify the six different types.
Who is at risk for asbestos?	

	Kleen-Tech employees are trained in the types of materials and products used where asbestos-containing materials are found, its forms, and appearance.
How do I protect myself and others from exposure?	We inform our employees of their risk from exposure to airborne fibers from asbestos and how proper care must be taken to avoid the dangers to their health and to others, particularly to the respiratory system.
What is asbestos' danger to health? How does asbestos affect the respiratory system?	Employees learn the rules for personal protection, such as wearing PPE; never drilling holes or hammering nails in ceilings or surfaced walls, not dusting or sweeping up debris or vacuuming areas that my contain asbestos-contaminated waste, and more.
What are the diseases associated with asbestosis?	Diseases such as asbestosis, lung cancer, and mesothelioma are addressed and studied to ensure our employees are well informed.

BLOOD-BORNE PATHOGEN TRAINING OVERVIEW	
Means of Transmission	We teach our employees what blood-borne pathogens are and how they are transmitted.
Exposure Control Plan	Kleen-Tech's Exposure Control Plan guides employees through areas at risk for exposure to blood. This comprehensive plan helps to minimize the risks of infection by blood-borne pathogens.
Identifying Dangerous Tasks	Our employees learn what tasks may involve potential exposure and how to safely complete those tasks.
Minimizing Exposure	Kleen-Tech trains our employees to minimize exposure of blood-borne pathogens whenever the potential for that exposure exists. We train using OSHA's "General Duty Clause" and our own processes to minimize exposure. These include Universal Precautions, Work Practice Controls, PPE, and proper housekeeping.
Exposure Response Dos and Don'ts	Kleen-Tech instructs our employees on what to do if they have been exposed. We have established procedures through the documentation of the incident, identifying the source, testing of the employee's blood, providing counseling, and evaluating any reported illness.
Comprehension and Retention Quizzes	We demonstrate how to appropriately use PPE (check first for damage), personal hygiene (flush exposed eyes, nose, or mouth quickly and thoroughly with water), work practices (minimize splashing of infectious materials), as well as the proper responses and procedures for accidental exposures.

RECURRING SAFETY TRAINING TOPICS AND FREQUENCIES

Quarterly – *topics reviewed quarterly*

- Preventing Slips, Trips and Falls
- STOP WORK Procedure and Cards
- Proper Use of Backpack Vacuums
- Lifting – Preventing Back Injuries and How to Lift
- Personal Protective Equipment (PPE)

Semi-Annual – *all topics reviewed together in the same month twice per year*

- Hazard Communication Standard
- Asbestos Awareness
- Bloodborne Pathogens and Spill Kit Clean Up

Annual – *3-4 topics from the lists below are selected at random each month to include in the Monthly Safety Training; all topics are reviewed once a year*

- Biohazards/Sharps Safety
- Electrical Safety
- Eyes and Ears of Maintenance
- Inclement Weather – *beginning of winter months*
- Injury Reporting
- Summer Heat Safety Tips – *beginning of summer months*
- Extension Cord Safety
- Ladder/Footstool Safety
- Closet Maintenance
- Storing Boxes
- Fire Safety
- Trash / Recycle Disposal
- Bending Properly
- Lockout/Tagout
- General Safety Rules When Cleaning
- Be Aware of Your Surroundings
- Keeping Focused to Avoid Injuries
- Proper Disposal of Sanitary Product Receptacles
- Wet Floor Safety

SITE-SPECIFIC REQUIRED RECURRING TRAININGS

Quarterly – *these topics are being reviewed quarterly with all of Kleen-Tech, so site-specific requirements are also satisfied*

- Preventing Slips, Trips and Falls
- Personal Protective Equipment (PPE)
- Wet Floor Signs
- Personal Protective Equipment (PPE)

Semi-Annual –*these topics are being reviewed semi-annually with all of Kleen-Tech, so site-specific requirements are also satisfied*

- Hazard Communication Standard
- Bloodborne Pathogens and Spill Kit Clean Up
- Understanding and Using the SDS Binder
- Asbestos Awareness
- 20 Rules of Contractor Responsibilities

TRAINING PACKET

Semi-Annual – *all topics reviewed together in the same month twice per year in addition to the Monthly Safety Training*

- Diversity, Discrimination, Anti-Harassment, Cultural Sensitivity
- Escalation/Visibility (Mission Control & Presidential Hotline)
- Triangulation
- Professional Conduct

MOST COMMON MINI-REFRESHERS

Semi-Annual – *all topics reviewed together in the same month twice per year in addition to the Monthly Safety Training*

- Attendance and Call Off Process
- Clocking In/Out Process
- Do Not Bring Unauthorized Personnel to Work
- Do Not Touch or Take Customer or Employee Property
- Securing the Area and Turning Off the Lights

f. Equal Opportunity Statement

The City of Whitewater is committed to equal opportunity employment and non- discrimination based on race, creed, color, sex, age, national origin, or religion.

To be considered for selection, Proposers must include a statement affirming their commitment to Equal Opportunity Employment and compliance with all applicable laws.

As a company whose CEO is a minority, diversity and inclusiveness are extremely important to Kleen-Tech. We promote diversity in all that we do, from building a diverse workforce and cultivating an environment of inclusiveness, to incorporating diverse suppliers into our operations.

Kleen-Tech's Diversity Program is an in-depth discussion of diversity, cultural sensitivity, non-discrimination, and anti-harassment policies that explains each topic and includes examples relevant to the workplace. This program ensures employees are informed of the company's responsibilities as well as their own. All employees receive this in-depth training in their new hire orientation and all Overhead employees, including Supervisors, receive this training annually thereafter.

We work closely with a number of different suppliers that are minority, women owned, and service-disabled veteran owned businesses to ensure we achieve inclusiveness in our supply and procurement activities. This includes suppliers that provide us with materials as well as working with a number of other janitorial companies that we include in our contracts to help them grow their own businesses.

As a national service provider, Kleen-Tech has extensive experience working with diverse workforces, one example of which is our contract for the University of Colorado, Denver. At this contract we worked closely with our employees and customer to modify our dress code to ensure it is accommodating and respectful of the religious beliefs of our employees. Additionally, we have collaborated with our customer and employees to adjust employee schedules to allow for prayer breaks during custodial shifts. We strive for and celebrate diversity in our workforce and ensure we are sensitive to all beliefs and exude professionalism in all interactions.

As an equal opportunity employer, Kleen-Tech does not discriminate on the basis of race, color, religion, national origin, sex, physical or mental disability, age, or any other protected class, all of which is documented in our Diversity Training Program.

2. Experience/Reputation

a. Client List
b. References

a. Client List

Provide a comprehensive list of all municipal or similar office type facilities where the Vendor currently manages janitorial and cleaning services. The list should include:

- ***Client name and location***
- ***Scope of services provided***
- ***Length of contract***

Kleen-Tech has been providing janitorial services as outlined in the City of Whitewater's RFP for over 30 years. In fact, Kleen-Tech specializes in the provision of high-quality janitorial services to public sector clients in general, and municipal customers. With Kleen-Tech as its trusted janitorial service provider, the City of Whitewater can expect first class janitorial services that allow their employees and the citizens of Whitewater to work, play, and access vital services in clean, sanitary, and beautiful buildings that they take civic pride in. Kleen-Tech has developed a robust training system to equip our janitors with the skills needed to meet this level of service, and a rigorous Quality Assurance Program to ensure that our team meets the standards of the City of Whitewater and Kleen-Tech from the first day of the contract. For information about our Quality Assurance Program, please see page 57. For a detailed overview of our training program, please refer to page 35.

Kleen-Tech's Guiding Principles include the belief that "It's All About the People." This value can be seen in practice through our dedication to providing the best possible value and service to public sector customers like the City of Whitewater. The public services provided by local and county-level officials have a profound and long-lasting impact upon the quality of life in the communities they serve, communities that our employees often call home. With this in mind, we cherish any opportunity to partner with local governments like the City of Whitewater to ensure that your facilities are as clean, sanitary, and pleasantly tidy as the day they first opened.

For Kleen-Tech, these standards are not just words on the page. Our decades of experience and the systems, processes, and tools that we have developed over that time allow us to ensure that we are able to provide this peace of mind to our customers far more reliably than our competitors. These claims are proven through our nearly three decades of experience providing high quality janitorial and floor care services to cities and counties, federal agencies, and public universities. Kleen-Tech currently serves over 800 accounts; a selection of such customers that are relevant to the scope of work in the City of Whitewater's RFP include:

Client Name and Location	Length of Contract	Scope of Services
City of Hercules, California	2023 to Present	Kleen-Tech is pleased to have started servicing the City of Hercules, California in 2023. We service 15 of the City's facilities for a total of 95,000 square feet including City Hall, the Senior Center, Community Centers, Swim Center, PD Admin and Patrol, and Library among others. We provide full janitorial services to the City on a daily basis.
City of Vallejo, California	2024 to Present	Kleen-Tech was pleased to begin servicing 16 of the City of Vallejo's municipal facilities in 2024. This contract, which covers 320,951 square feet, includes City

		Hall, the Public Library, Police Department and Substations, Housing Authority, and Water Treatment facilities. We provide daily and weekly janitorial services as well as day porters, and we successfully track the schedules and progress of all periodic tasks. Recently, the City added an Air Force Base water treatment plant to the contract, which we service weekly.
City of Boulder, Colorado	2013 to Present	Kleen-Tech is pleased to have had a longstanding partnership with the City of Boulder, Colorado. From 2013 to 2016 we were pleased to service the City's Park Restrooms, Recreation Centers, and Senior Centers, a contract that covered 35 facilities with more than 225,000 square feet. In addition to the Day Porter and nightly custodial service required at the Recreation and Senior Centers, the Park facilities required multiple services per day. We ensured consistent service delivery at these locations through the implementation of a Custodial Route, staffed by authorized drivers in company vehicles that were equipped with all the tools and supplies needed to perform services in these busy, high-traffic, high-visibility facilities. In 2016 our contract for the Parks, Recreation, and Senior Centers ended, and we began services for the City's Public Libraries, FAM (Facility Asset Management), and Water Treatment locations. This contract was fulfilled, and in 2021 Kleen-Tech was awarded a new contract for the City's entire portfolio consisting of the Parks, Recreation Centers, Senior Centers, FAM, Water Treatment, Open Space, and Public Libraries. While the Public Libraries have since been separated into their own contract (with Kleen-Tech), we continue to clean all of these facilities today. Presently, we provide routine custodial and periodic floor care services in 60 City of Boulder facilities covering more than 525,000 square feet. We believe our history for the City of Boulder is a testament to the quality and consistency of our service, as well as our ability to achieve extremely high levels of customer satisfaction.
Jefferson County, Colorado	2017 to Present	Kleen-Tech is proud to have a longstanding partnership with Jefferson County, Colorado. As the provider of services at Jefferson County's 22 municipal facilities, we have demonstrated our ability to successfully perform and provide services that meet or exceed our customer's expectations. The services provided to Jefferson County's municipal facilities cover over 900,000 square feet of space, and several facilities require special security clearance for Kleen-Tech employees. In addition to successfully managing the scope of work, employee schedules, and customer needs at each of these buildings, Kleen-Tech worked closely with our customer to ensure that we have a smooth and efficient process to recruit, clear, hire, and onboard each employee assigned to a Jefferson County location.
City of Longmont, Colorado	2007 to Present	Kleen-Tech has enjoyed a partnership with the City of Longmont since 2007 and has performed janitorial services for various city facilities. Historically, Kleen-Tech has provided regular services at the City's Pools, Sunset Campus, Union Reservoir, and provides on-call and floor care services for the City's various municipal facilities. Presently we provide on-call services to the City to supplement their now in-house janitorial staff as needed.
El Paso County, Colorado	2019 to Present	In 2019 Kleen-Tech began janitorial services for El Paso County, Colorado. We currently service 31 County facilities in the Colorado Springs area, covering 1,721,204 square feet of space. In addition to delivering high quality nightly

		janitorial services to the County, we also provide Day Porter and Floor Care services throughout the County, ensuring our customer's facilities are clean and presentable for their tenants and the citizens of El Paso County. Of the 31 County facilities we service, two are Department of Motor Vehicle facilities, demonstrating our ability to provide excellent services in high traffic locations.
City of Fort Collins, Colorado	2019 to Present	Kleen-Tech provides full service janitorial and floor maintenance services to the City of Fort Collins. The scope of work for this contract includes various types of facilities, including City Hall, the Senior Center, Recreation Centers, the Museum of Discovery, Police Services, Public Libraries, and several public works facilities, among others. We service 20 buildings covering more than 330,000 square feet on a daily basis. The City awarded Kleen-Tech a separate contract for the Poudre Fire Authority earlier this year, for which we provide full janitorial services for two fire authority training centers and the administration building (totaling 22,500 square feet). Additionally, just this summer, the City awarded Kleen-Tech a contract for day porter services at their 11 Recreation Centers, which we provide 7 days per week.
City of Lake Worth Beach, Florida	2022 to Present	Kleen-Tech has been serving the City of Lake Worth Beach, Florida since 2021. We service 8 of the City's facilities including City Hall, the Public Safety Complex, Public Works, Utilities and the Public Library among others. We provide full custodial services for the city as well as cleaning interior windows on a quarterly basis.
City of Boca Raton, Florida	2024 to Present	Kleen-Tech has enjoyed a successful partnership with the City of Boca Raton, Florida since the beginning of 2024. Our current agreement includes full janitorial, floor care, and Day Porter services for 28 of the City's facilities including its City Hall and police facilities, among others. Overall, we service over 277,000 square feet of space for the City each day.
City of West Palm Beach, Florida	2023 to Present	Kleen-Tech is pleased to provide janitorial and day porter services to 21 of the City of West Palm Beach's wastewater treatment buildings. These services, which we provide five days per week, cover more than 42,000 square feet of space.
Wayne County, Michigan	2019 to Present	Kleen-Tech currently delivers municipal janitorial services for Wayne County, Michigan (includes Detroit). We work with the County's Field Engineering Office, Tenant House and Nankin Mills facilities. We have been working with the County since 2018 and service 43,800 square feet.
Harris County Region 3, Texas	2015 to Present	Kleen-Tech has provided janitorial, floor care, and day porter services for Harris County's Region 3 facilities since 2015. This contract includes 13 facilities with more than 600,000 square feet of space serviced nightly. In addition to managing the delivery of routine, periodic, and as-requested services at these facilities, Kleen-Tech maintains staffing levels in secure buildings such as the Medical Examiner's Office that require strict clearance and service processes.
City of Lubbock, Texas	2019 to Present	Kleen-Tech has enjoyed a longstanding partnership with the City of Lubbock, Texas. Our current agreement, which has been in place since January 2019 includes janitorial, floor care, and Day Porter services for 49 of the City's facilities including community and recreation centers, police facilities, and water treatment locations, among others. Overall, we service 588,000 square feet of space for the City each night. We have held previous contracts for these same

		services and locations from 2008 to 2014. The longevity of our partnership with the City of Lubbock demonstrates our commitment to service and ability to deliver quality service in a variety of facilities.
City of Marble Falls, Texas	2021 to Present	Kleen-Tech is proud to have served the City of Marble Falls since 2021 where we provide nightly janitorial services as well as periodic floor care services to 8 facilities with more than 47,000 square feet of space serviced nightly. Through our contract with the City we ensure the cleanliness of locations including City Hall, the Parks and Recreation facility, Public Safety building, as well as the Public Library and Visitor Center.

b. References

In addition to the complete client list, submit at least five (5) references. Each reference should include:

- ***Client name and location***
- ***Length of time vendor has managed the contract***
- ***Contact information for an official with direct authority over the cleaning service operations, including:***
  - ***Name***
  - ***Email address***
  - ***Telephone number***

These references will be used to verify service quality, reliability, and contract performance.

City of Plymouth, Minnesota

Length of Contract: 1/1/2021 to Present
Contact Name: Amy Hanson, Fleet & Facilities Manager
Email: aehanson@plymouthmn.gov
Phone: 515-570-5307

El Paso County, Colorado

Length of Contract: 1/1/2019 to Present
Contact Name: Frank Martinez, Service Contract Supervisor
Email: frankmartinez@elpasoco.com
Phone: 719-238-6550

City of Boca Raton, Florida

Length of Contract: 2/1/2024 to Present
Contact Name: Diahanne M. Wong, Facilities Contract Administrator
Email: dmwong@myboca.us
Phone: 561-416-3851

Wayne County, Michigan

Length of Contract: 4/10/2019 to Present
Contact Name: Gloria Weems, Department Supervisor W.C. Parks
Email: GWeems@WayneCounty.com
Phone: 734-261-2025

City of Marble Falls, Texas

Length of Contract: 10/6/2021 to Present
Contact Name: Tony Kelly
Email: tkelly@marblefallstx.gov
Phone: 830-265-7408

3. Operations and Performance Narrative

1. Compliance with Scope of Services
2. Working Plan for Janitorial Services

1. Compliance with Scope of Services

- ***Provide a clear explanation of how the Vendor will fulfill all Scope of Services requirements.***
- ***Detail the methods, equipment, and products to be used in cleaning operations.***

Kleen-Tech will provide all necessary labor, equipment, and supplies required to perform the outlined Scope of Services in the City of Whitewater's RFP. All materials and equipment supplied will be selected to ensure they are appropriate for their intended use, fully functional, and meet or exceed industry standards.

Kleen-Tech is committed to the health and safety of all personnel and the environment. Therefore, all products and materials used will be non-harmful, environmentally responsible, and fully compliant with all applicable safety and environmental regulations. To support this, we will furnish MSDS sheets for all applicable products upon award of the contract.

In addition, Kleen-Tech will assign a qualified Supervisor to oversee all operations under the City of Whitewater's contract. This Supervisor will serve as the primary point of contact and will accessible during all regular business hours and will be available to respond promptly in the event of any emergency, ensuring consistent communication and operational oversight.

Kleen-Tech ensures the highest quality of service of our daily operations through our customized systems, processes and tools (SPTs) with a focus on ensuring every single employee is plugged in to these SPTs. These SPTs add significant value to our service offerings and customers. We believe these features should be standard-issue: in the same way you expect seatbelts in any new car you purchase, your custodial contractor must have processes in place to ensure the full delivery of service in a manner that meets or exceeds your expectations. Our systems, processes, and tools do just that. For Kleen-Tech, these standards are not just words on the page; our decades of experience and these features ensure we provide this peace of mind to our customers far more reliably than our competitors.

With Kleen-Tech as your custodial services provider, you receive full access to, as well as the benefit of, our SPTs, which include:

- **Mission Control:** Kleen-Tech's 24/7 Communications Center provides customers and employees with round-the-clock support. Mission Control Dispatchers are trained to respond to requests and concerns, create work orders, and create Raise The Flag incident reports. The processes carried out by Mission Control document the various occurrences in any given day and are the means by which we hold ourselves accountable to meet our commitments and the needs of our Clients. Mission Control is discussed in more detail on page 23.

- **SHARP Work Order System:** through this system we document and track all work tasks due and complete. Mission Control Dispatchers review open and upcoming Work Orders with Leads and Supervisors on their Daily Calls. Please see page 25 or more information about the SHARP Work Order System and its benefits.

- **Raise The Flag Incident Reporting System:** when a standard is in jeopardy or an issue arises, it is documented and our team acts immediately to resolve issues and ensure we have taken steps to prevent

recurrence. Through this system we achieve our commitment to transparency and continuous improvement. The Raise The Flag system is discussed in detail on page 27.

- **Site Specific Checklists:** Kleen-Tech creates site-specific checklists for each facility (and at larger facilities for each zone/area within the facility for the assigned custodial employee) to ensure all services are performed according to the scope of work and schedule. Please see page 28 for more information about our checklists.

- **Quality Assurance Program:** we routinely document Quality Assurance inspections and their results. Our Quality Assurance App for smartphones automatically creates Work Orders for any identified deficiencies and Raise The Flag reports for scores below our standard, ensuring the proper follow up and escalation of any issue. Please see page 57 for a detailed discussion of Kleen-Tech's Quality Assurance Program.

- **Monthly Customer Survey:** each month we ask our customers to score our services for the prior month on a 5 to 1 scale and provide the top improvement we can make to improve our score the following month. This 1-minute survey facilitates ongoing improvement and customer satisfaction. Please refer to page 30 for more information about our Monthly Customer Survey.

- **Weekly Leadership Meetings**: our leadership teams meet weekly to discuss a variety of topics. During these meetings, actions are documented and commitment dates are created and documented, allowing our teams to maintain transparency and to hold themselves and each other accountable to their commitments. Please refer to page 31 for more information about our Weekly Leadership Meetings and why they are crucial to delivering high-quality, consistent services.

We know these systems, processes, and tools are most effective when our employees are plugged in and have embraced our company culture. Therefore, we actively work to plug all employees in to our systems, processes, tools, and culture. We do this through a robust and continuous Training Program (see page 35 for more information about our Training Program), and a commitment to transparency and communication with—as well as the development of—our employees.

Cleaning Methods

Kleen-Tech will take direction from the City of Whitewater on the Scope of Services and cleaning frequencies. The following are the basic steps Kleen-Tech takes to ensure your facilities are thoroughly clean and well cared for.

Basic Cleaning Techniques and Procedures

OFFICE SPACES
1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied and placed in appropriate areas per customer instructions.
3. Glass surfaces are spot cleaned, including entrance glass daily
4. All carpeted floors are vacuumed thoroughly, moving and replacing items as possible/necessary daily
5. All uncarpeted floors are swept & dust mopped daily. Damp mopping is performed as needed to keep floors clean, dirt-free, scuff-free, trash-free & dust-free. All gum is removed as needed
6. All drinking fountains are cleaned and disinfected daily
7. Dusting: removing dust from all surfaces, including telephones, chairs, file cabinets, pictures, wall plaques, clocks, countertops, bookshelves, ledges on walls, window ledges and other surface areas, including fixtures and lamps daily
8. Perform periodic high dusting (above 72"), removing cobwebs, dusting blinds, per customer requirement
9. Spot cleaning of walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
10. Periodically vacuum upholstered furniture and spot clean as needed

11. Periodically check trash cans; clean and disinfect as needed
12. Periodically remove dust from wall vents and air returns
13. Periodically clean & polish all wood furniture, wood trims on furniture, other wood surfaces, etc.
14. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse. Re-wax and buff
15. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
16. Per customer requirement, shampoo, steam, or dry clean carpets, & as-needed spot cleaning
17. Per customer requirement, wash window blinds (blinds are removed from windows, cleaned, dried, and replaced)
18. Per customer requirement, clean all light lenses, light globes, light diffusers

CORRIDORS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied & placed in appropriate areas per customer instructions
3. Spot clean all glass surfaces daily
4. Sweep and dust mop all uncarpeted floors daily. Damp mop as needed to keep floors clean, dirt-free, scuff-free, trash-free, and dust-free. Remove all gum daily
5. Clean and disinfect all drinking fountains daily
6. Vacuum all carpeted floors thoroughly, moving and replacing items as possible/necessary daily
7. Perform periodic high dusting (above 72"), removing cobwebs, dusting blinds, per customer requirement
8. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
9. Periodically check trash cans; clean and disinfect as needed, per customer requirement
10. Periodically remove dust from wall vents and air returns, per customer requirement
11. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse. Re-wax and buff
12. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
13. Per customer requirement, shampoo, steam, or dry clean all carpets & spot cleaning
14. Per customer requirement, clean all light lenses, light globes, light diffusers

LOBBIES

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied & placed in appropriate areas, as per customer instructions
3. Spot clean all glass surfaces daily
4. Sweep and dust mop all uncarpeted floors daily. Damp mop as needed to keep floors clean, dirt-free, scuff-free, trash-free, and dust-free. Remove all gum daily
5. Clean and disinfect all drinking fountains daily
6. Vacuum all carpeted floors thoroughly, moving and replacing items as possible/necessary daily
7. Vacuum all entrance mats thoroughly on a daily basis; during wet weather, remove mats for thorough cleaning of the mat and the surface underneath the mat
8. In common areas remove dust from all surfaces; dust telephones, chairs, pictures, wall plaques, clocks, bookshelves, ledges on walls, window ledges and other surface areas, including fixtures and lamps daily
9. Perform periodic high dusting (above 72"), remove cobwebs, dust blinds, per customer requirement
10. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
11. Completely clean all glass surfaces, per customer requirement
12. Periodically vacuum upholstered furniture and spot clean as needed
13. Periodically check trash cans; clean and disinfect as needed
14. Periodically remove dust from wall vents and air returns, per customer requirement
15. Periodically clean and polish all wood furniture, wood trims on furniture, other wood surfaces, etc. per customer requirement
16. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse, re-wax and buff, per customer requirement
17. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
18. Per customer requirement, shampoo, steam, or dry clean all carpets and spot cleaning
19. Per customer requirement, clean all light lenses, light globes, light diffusers

RESTROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Sanitary napkin dispensers are emptied and liners are replaced. Interior and exterior surfaces are thoroughly wiped with an appropriate cleaner daily

3. Wash basins, urinals, toilets, toilet stalls, and shower stalls are thoroughly cleaned with an appropriate disinfectant cleaner daily
4. All horizontal surfaces are dusted and/or wiped with an appropriate disinfectant cleaner daily
5. Clean and disinfect all drinking fountains daily
6. Replenish all consumables daily
7. Damp wipe and polish all chrome surfaces and mirrors daily
8. Clean, deodorize, and disinfect inside and outside toilets, seats, and urinals daily
9. Disinfect all handles on stall doors, grab bars and disinfect and deodorize drains daily
10. Sweep and mop floors with approved disinfectant cleaner daily
11. Perform periodic high dusting (above 72"), remove cobwebs per customer requirement
12. Spot clean walls, partitions, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
13. Thoroughly wash and disinfect all restroom walls and partitions per customer requirement
14. Pour approved disinfectant/deodorizer into restroom floors drains to prevent odors per customer requirement or as needed
15. Periodically check trash cans; clean and disinfect as needed
16. Periodically remove dust from wall vents and air returns per customer requirement
17. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
18. Per customer requirement, clean all light lenses, light globes, light diffusers

CONFERENCE ROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied & placed in appropriate areas per customer instructions
3. Spot clean glass surfaces including all entrance glass daily
4. Vacuum all carpeted floors thoroughly, moving and replacing items as possible/necessary daily
5. Clean tabletops in conference and meeting rooms daily
6. Remove dust from all surfaces; dust telephones, chairs, file cabinets, pictures, wall plaques, clocks, countertops, bookshelves, ledges on walls, window ledges and other surface areas, including fixtures and lamps daily
7. Perform periodic high dusting (above 72"), remove cobwebs, dust blinds per customer requirement
8. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
9. Periodically vacuum upholstered furniture and spot clean as needed
10. Periodically check trash cans; clean and disinfect as needed
11. Periodically remove dust from wall vents and air returns per customer requirement
12. Periodically clean and polish all wood furniture, wood trims on furniture, other wood surfaces, etc. per customer requirement
13. Per customer requirement, shampoo, steam, or dry clean all carpets and spot cleaning
14. Per customer requirement, wash window blinds (blinds are removed from windows, cleaned, dried, and replaced)
15. Per customer requirement, clean all light lenses, light globes, light diffusers

BREAK ROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied and placed in appropriate areas, as per customer instructions daily
3. Spot clean glass surfaces including all entrance glass daily
4. Clean and disinfect all drinking fountains daily
5. Sweep exterior entrance ways out to 10' daily
6. Periodically check trash cans; clean and disinfect as needed
7. Per customer requirement, clean all light lenses, light globes, light diffusers

LOCKER ROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/ torn daily
2. Recycling containers are emptied and placed in appropriate areas, as per customer instructions
3. Clean and disinfect all drinking fountains daily
4. Replenish all consumables daily
5. Damp wipe and polish all chrome surfaces and mirrors daily
6. Disinfect all handles on stall doors, grab bars and disinfect and deodorize drains daily
7. Clean and sanitize shower areas, floors, remove hair from shower drains daily
8. Sweep and mop floors with approved disinfectant cleaner daily
9. Remove used soap and toiletry containers (i.e. shampoo bottles) and put in trash daily
10. Perform periodic high dusting (above 72"), remove cobwebs per customer requirement
11. Spot clean walls, light switches, doors, ledges, countertops, to remove stains & smudges daily
12. Dust and wipe down the tops of lockers per customer requirement

13. Pour approved disinfectant/deodorizer into restroom floors drains to prevent odors per customer requirement
14. Spot clean shower curtains/doors daily
15. Periodically clean and wipe down inside and outside of all lockers per customer requirement
16. Periodically thoroughly wash & disinfect locker room walls, grills, partitions per customer req.
17. Periodically check trash cans; clean and disinfect as needed
18. Periodically remove dust from wall vents and air returns per customer requirement
19. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
20. Per customer requirement, clean all light lenses, light globes, light diffusers
21. Periodically spot-check and remove mold and mildew from tile, walls, ceiling as needed

LABORATORY ROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied and placed in appropriate areas per customer instructions
3. Perform periodic high dusting (above 72"), remove cobwebs, dust blinds per customer requirement
4. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
5. Periodically check trash cans; clean and disinfect as needed
6. Periodically remove dust from wall vents and air returns per customer requirement
7. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse. Re-wax and buff
8. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
9. Per customer requirement, clean all light lenses, light globes, light diffusers

PUBLIC SPACES

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied and placed in appropriate areas, per customer instructions
3. Spot clean glass surfaces daily
4. Sweep and dust mop all uncarpeted floors daily. Damp mop as needed to keep floors clean, dirt-free, scuff-free, trash-free, and dust-free. Remove all gum daily
5. Clean and disinfect all drinking fountains daily
6. Vacuum all carpeted floors thoroughly, moving and replacing items as possible/necessary daily
7. Remove dust from all surfaces; dust telephones, chairs, file cabinets, pictures, wall plaques, clocks, countertops, bookshelves, ledges on walls, window ledges and other surface areas, including fixtures and lamps daily
8. Perform periodic high dusting (above 72"), remove cobwebs, dust blinds per customer requirement
9. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
10. Periodically vacuum upholstered furniture and spot clean as needed
11. Periodically check trash cans; clean and disinfect as needed
12. Periodically remove dust from wall vents and air returns per customer requirement
13. Periodically clean and polish all wood furniture, wood trims on furniture, other wood surfaces, etc. per customer requirement
14. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse, re-wax and buff per customer requirement
15. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
16. Per customer requirement, shampoo, steam, or dry clean all carpet, aside from spot cleaning
17. Per customer requirement, wash window blinds (blinds are removed from windows, cleaned, dried, and replaced)
18. Per customer requirement, clean all light lenses, light globes, light diffusers

Equipment

Kleen-Tech has a multitude of resources across the United States, including our first-class Operations Team, which has an equipment inventory valued at over $1 million. While it is our standard to purchase dedicated, new equipment for new contracts, our vast inventory may be used at our various customer facilities should the need arise.

Since the City of Whitewater does not require semi-annual or annual periodic services, no major equipment will be necessary for the current scope of services in the RFP. The chart below outlines the equipment and materials Kleen-Tech will utilize should Kleen-Tech be awarded this contract:

Item	Quantity
Backpack Vacuum	6
Mop Handle, Head, and Frame	6
Dust Mop and Frame	6
Mop Bucket and Wringer	6
Angle Broom and Lobby Dustpan	6
Toilet Bowl Brush	6 on Startup Order, Replenished as Needed
Lambswool Duster	6 on Startup Order, Replenished as Needed
Disposable Gloves	6 boxes on Startup Order, Replenished as Needed
Microfiber Rags	72 on Startup Order, Replenished as Needed
Brute Trash Can with Dolly and Caddy Bag	6
Spray Bottle with Trigger Sprayer	72
Wet Floor Sign	6
Little Dipper Bowl Mop	6 on Startup Order, Replenished as Needed

Chemicals

Environmental sustainability is one of Kleen-Tech's values, and as such, our standard is to use Green products to ensure that we clean in a manner that is both environmentally-friendly and safe for our customers and staff, while ensuring the most hygienic facilities possible for the City of Whitewater.

Please see below for the chemicals Kleen-Tech proposes should we be awarded this contract, we are happy to provide SDS sheets upon request. This list is based on the scope of work provided in the City of Whitewater's RFP and our 30 years of experience providing high quality janitorial services.

XCELENTE® 24 Multi-Purpose Cleaners

Enjoy the fresh, clean fragrance of lavender while you clean with Xcelente multi-purpose, hard surface cleaner. The phosphate-free formula is great for floors, and other surfaces where a bright, shiny, streak free finish is desired. With a long-lasting, fragrant bloom of lavender, Xcelente will delight building residents and visitors throughout the day.

CLEAN BY PEROXY® 15 Multi-Purpose Cleaners

Clean by Peroxy is a Green Seal Certified all-purpose cleaner that is environmentally responsible. With the cleaning power of peroxide, Clean by Peroxy is a unique product that will effectively clean windows, mirrors, floors, walls, carpets, restrooms, kitchens, tile and grout without streaking. Clean by Peroxy minimizes the number of products, simplifying training and inventory management.

BIORENEWABLES® GLASS CLEANER 18

BioRenewables Glass Cleaner is a ready-to-use, bio-based product designed to clean mirrors, glass, and plexiglass surfaces as well as remove tough soils such as: grease, smoke, oils, and dirt. The simple spray on and wipe off formula can be used to clean and polish any hard surface not harmed by water such as: windows, mirrors, countertops, chrome, automobile glass, and any other glass or mirror finish.

X-EFFECT™ Clean on the Go

X-EFFECT is a non-alkaline disinfectant cleaner concentrate specially designed to clean and disinfect high-gloss floors, restrooms, and other non-porous surfaces. At 2 oz. per gallon X-EFFECT kills 99.9% of bacteria*** in 30 seconds. Suitable for clean-ups per the Bloodborne Pathogen Standard, X-EFFECT kills Hepatitis C Virus (HCV), Hepatitis B Virus (HBV), and HIV-1 (AIDS Virus). EPA Reg. No. 5741-20.

Chemical Selection

Kleen-Tech uses the process below to evaluate each chemical we use for the City of Whitewater, and would employ this process should we identify a need for new or specialty chemicals:

ACCESSIBILITY	1. Is the product available direct from the manufacturer? Is the product available from a known and trusted distributor/supplier? 2. Is the product label available in multiple languages (i.e., the native language of our custodians)? Are the product's SDSs also available in multiple languages? 3. Is there room to store adequate supplies on site? Items that ship in large containers create space and storage problems.
SUSTAINABILITY	1. Is it a Green Seal or EcoLogo product? If not, is it environmentally friendly? Kleen-Tech works as much as possible with chemicals that are non-hazardous and safe for the environment.
AFFORDABILITY	1. Is the product cost effective? 2. Is the product a multi-use product? Multi-use products provide cost savings because they may be purchased at bulk rates. 3. What kind of device is required to utilize the product? A $0.50 spray bottle that can be re-used multiple times is more cost effective than a $2.75 treated microfiber cloth that must be replaced once the treatment wears off.
TRAINABILITY	1. Is the product a multi-use application? Products that can be used on multiple surfaces reduce time spent training employees. 2. Are SDSs printed on each label? If not, is there an easy to find phone number to call on the label? Kleen-Tech also provides up-to-date SDSs for every chemical product we use in each custodial closet, in each location. 3. What kind of device is required to utilize the product? Employees must be trained to properly determine when to discontinue use of treated microfiber cloths, how to operate varying types of sprayers, and more.
USABILITY	1. Is the product usable at a mixing station, thereby avoiding waste and spills? 2. Is the product non-hazardous? Most of the chemical products Kleen-Tech uses are non-lethal, even when ingested. 3. Is the product a multi-use application? This saves time, keeping costs down for our customers. 4. Is the color of the product appropriate? Kleen-Tech doesn't use toilet bowl cleaners that are yellow in color. 5. Does the product have a neutral or light scent? Kleen-Tech does not use products with strong chemical odors. 6. What kind of device is required to utilize the product? Sprayer, rag, treated microfiber cloth? Is there room to store adequate supplies on site? Items that ship in large containers create space and storage problems. 7. Is the chemical of a quaternary chemical? This is a chemical that will continue working after cleaning is finished. 8. Does the product neutralize odors? Kleen-Tech believes odors neutralized are odors cleaned. We do not use products that mask odors.

Due to our three decades of experience providing high quality janitorial services, Kleen-Tech understands that we must provide each of our Custodians with the right chemicals to ensure their success and enable us to exceed the City of Whitewater's expectations.

2. Working Plan for Janitorial Services

- ***Describe the proposed operational plan for providing both routine and emergency janitorial services.***
- ***Explain how the Vendor will collaborate with City staff to address both planned and unplanned janitorial and cleaning needs.***
- ***Outline any quality control measures, reporting procedures, and communication protocols to ensure consistent service delivery.***

This section should demonstrate the Vendor's ability to proactively manage janitorial operations while maintaining flexibility and responsiveness to the City's needs.

Kleen-Tech provides the management, supervision, and personnel to plan, schedule, coordinate, and assure effective performance of all janitorial services at the City of Whitewater.

We are responsible for the performance and conduct of our employees while performing work on this contract. Our proposal accounts for the staffing levels needed to ensure the full performance of the City of Whitewater's scope of work, and our teams are qualified, experienced, and fully trained. Kleen-Tech has minimized overhead and indirect expenses, as well as proposed the wages and benefits necessary to attract workers to perform your scope of work at the most efficient price without sacrificing quality.

Kleen-Tech's overall philosophy is one of centralized command and control with decentralized execution authority:

> **Centralized Command and Control:** Kleen-Tech's 24/7 Communication Center, Mission Control, acts as our "hub", with all information flowing from and to our field operations teams and the City of Whitewater.
>
> **Decentralized Execution Authority:** we build layers of supervision and support into our staffing plan and give our management and supervision personnel full authority to execute our scope of work, ensuring our field teams are fully empowered to make the decisions needed to deliver exceptional service to the City of Whitewater on a daily basis.

This philosophy is the thread that weaves throughout our operations organization; the key benefit for our customers being that there is a single point-of-contact for your contract, supported by a designated management representative for each day, each shift, and each building. This management structure allows for a dramatically different operating philosophy from our competitors, while driving accountability and authority down to the lowest levels in our organization and maintaining responsibility at the top levels of the organization.

Kleen-Tech has established clear lines of authority and responsibility for contract performance management and quality monitoring. We link our management personnel with their counterparts within the City of Whitewater to ensure open lines of communication are maintained between our organizations. The information obtained through these lines of communication is then used for the purposes of planning and coordinating the accomplishment of our work, as well as obtaining customer feedback on our performance.

Kleen-Tech's proven cleaning methodology encompasses our plan to provide supervision, training, and employee management, customer relations, quality control and assurance, and a team-building environment for our operations in support of the City of Whitewater Through our team approach, staffing plan, and Mission Control Communication Center, Kleen-Tech is always available to the City of Whitewater 24 hours a day, 7 days a week. We offer a local team to provide you with the highest quality services, as well as an executive team to ensure all of your needs are met.

Collaboration and Communication for Routine and Emergency Requests

For Routine Requests

1. The City of Whitewater submits a request to Mission Control or the Kleen-Tech Supervisor, either via phone or email
2. The City of Whitewater receives an email within 60 minutes, confirming receipt of the request
3. Mission Control creates a Work Order from the information contained in the request
4. The Work Order is transmitted to the Supervisor
5. Your Kleen-Tech Supervisor communicates the request to the Lead Custodian or Custodial Crew and ensures the request is performed timely and accurately
6. Your Kleen-Tech Supervisor relays the completion of the request to Mission Control
7. Mission Control closes out the Work Order for recordkeeping and reporting
8. Your Kleen-Tech Supervisor follows-up with the customer to ensure satisfaction

For Emergency Services/Requests

1. The City of Whitewater submits an emergency request to Mission Control or your Kleen-Tech Supervisor either via phone or email
2. The City of Whitewater receives an email within 15 minutes, confirming receipt of the emergency request
3. Mission Control creates a Work Order and contacts your Kleen-Tech Supervisor immediately
4. Your Kleen-Tech Supervisor communicates the emergency request to the Lead Custodian or Custodial Crew and ensures the request is performed timely and accurately
5. Your Kleen-Tech Supervisor relays the completion of the request to Mission Control
6. Mission Control closes out the Work Order for recordkeeping and reporting
7. Your Kleen-Tech Supervisor follows-up with the customer to ensure satisfaction

Contract Deficiencies/Customer Dissatisfaction

1. The City of Whitewater communicates the deficiency to Mission Control or your Kleen-Tech Supervisor, Project Manager, Regional Manager, or Director of Operations via phone or email.
2. Your Kleen-Tech Project Manager or Mission Control utilizes Kleen-Tech's Raise The Flag (RTF), incident management system, to document the deficiency and provide visibility to the Supervisor, Area Supervisor, Regional Manager, Director of Operations, and Kleen-Tech's executive leadership team.
3. The Director of Operations and Project Manager create an immediate fix to address the problem in the short-term.
4. Once the immediate fix has been completed, we evaluate the root cause of the issue to prevent reoccurrence in the long term.
5. We document, implement, and track the solution to the issue in the RTF system.
6. We present a routine (usually monthly or quarterly) Incident Summary Report to the City of Whitewater to evaluate the quality of service being received and whether the solution was successful.
7. Only after the customer agrees, is the issue considered resolved and is closed in the RTF system.

Please refer to page 27 for more information about Kleen-Tech's Raise The Flag System, as well as to learn more about Kleen-Tech's proprietary Work Order System, both of which are used to document, escalate, and report on our operations.

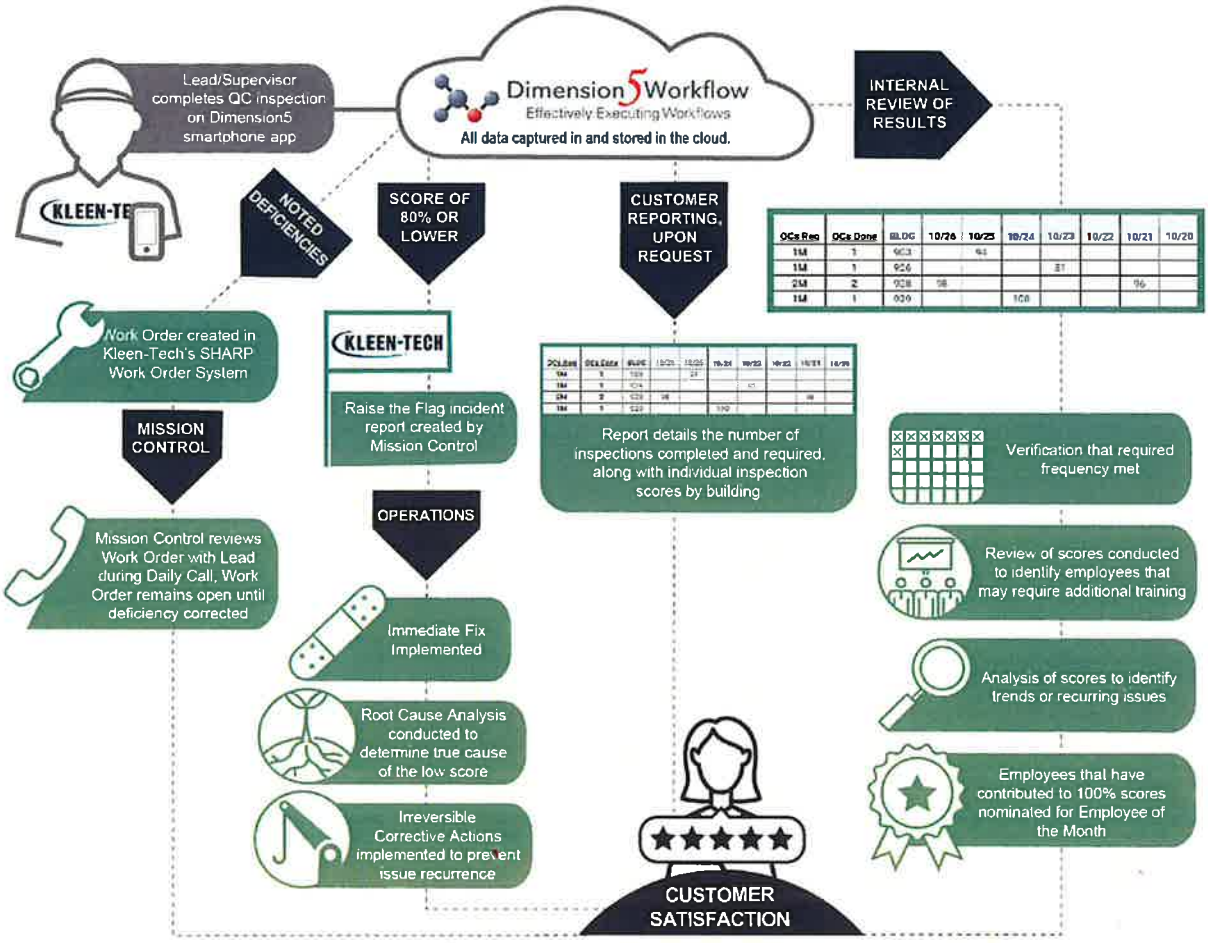
Kleen-Tech Quality

Kleen-Tech ensures the quality of our products and services through the implementation of our Quality Program. This program provides the tools and actions necessary to provide confidence that your scope of work requirements are being met and that you are receiving superior performance and cleanliness. The key features of Kleen-Tech's Quality Program are:

- Monthly report of Quality Inspection scores provided to the City of Whitewater, upon request
- Sophisticated reporting system facilitates tracking of completed inspections to ensure your facilities are inspected according to the identified schedule
- Quality inspections are completed via smartphone app to allow for real-time reporting of results

- Immediate creation of work orders to address any identified deficiencies
- A score of 80% or lower results in the automatic creation of a Raise The Flag incident report
- Kleen-Tech's proven Quality Inspection questionnaire is used to perform all inspections

The image below illustrates Kleen-Tech's Quality Program. The pages that follow contain a detailed description of each feature of this innovative program.

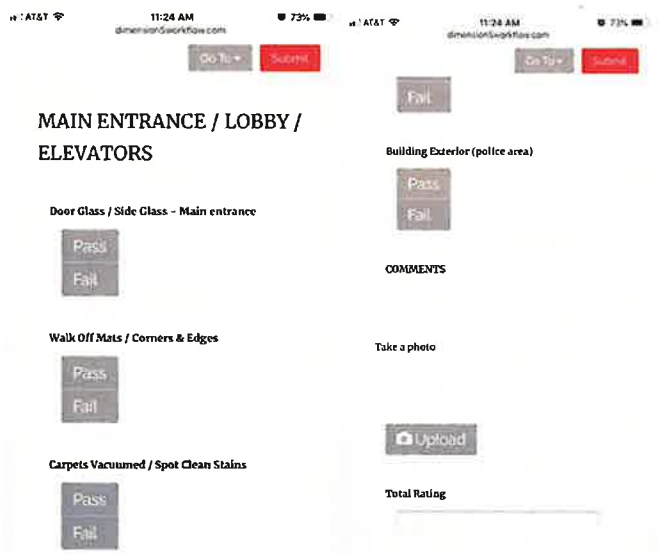


Quality Inspection Process

Quality Inspections are the backbone of Kleen-Tech's Quality Program. Our Quality Program establishes one Kleen-Tech employee as the Quality Representative (QR) in each work area and on each shift. Although a crew of several employees may perform differing custodial services within a particular work area, one employee is designated as the QR for each area. This individual is accountable and responsible for the total quality and customer satisfaction of that particular area. He or she ensures that:

1. Work is completed by Kleen-Tech crew members in their assigned area(s)
2. The QR performs a Quality Inspection in his/her area, documenting results and making corrections during the inspection
3. The Supervisor conducts routine Quality Inspections in each area/building/facility, documents the results, and performs retraining when necessary
4. The Operations Manager conducts regular Quality Inspections in all areas/buildings/facilities, discusses results with Supervisors and crew members, and retrains staff as necessary
5. The Director of Operations and the Quality Manager conduct random inspections in those areas where escalated deficiencies have occurred

The screenshots below display portions of Kleen-Tech's interactive Quality Inspection questionnaire. The questionnaire requires users to input a pass or fail score for each area and aspect of the facility they are inspecting, provide comments to detail any identified deficiencies, take a photo of an area or item and upload it to the inspection form, and create a Work Order based on the results of the inspection.



Kleen-Tech Quality Process

1. Crew member performs assigned work in assigned area per your Scope of Work. The Quality Representative is responsible for ensuring the quality of the work in her/her designated area.
2. Supervisors/Managers conduct Quality Inspections, providing the leadership necessary to correct deficiencies on the spot.
3. Supervisors/Managers track Quality Inspection results and Mission Control creates a Work Order for tasks or RTF* to dispatch deficiencies.
4. Mission Control follows up with Supervisors/Managers daily on each Work Order and RTF*.
5. Supervisors/Managers and Directors of Operation and Quality review overdue Work Orders and all RTFs* during the Weekly Leadership Meeting, capturing commitments, updates, and results.
6. The Director of Quality tracks deficiencies and analyzes trends. The Director of Operations and the Vice President identify and implement opportunities for improvement.
7. Mission Control and the Director of Quality close out Work Orders and RTFs* only when the work is confirmed as completed, the root cause has been identified, and the prevention has been implemented.

*RTF is the acronym for Kleen-Tech's Raise The Flag quality improvement reports.

Reporting

Kleen-Tech's commitment to quality is a vital feature of our operations, and we regularly compile and review Quality inspection results. A Quality Inspection schedule is created for your facilities, identifying the required number of inspections to be performed by location or area. This standard is developed using Kleen-Tech's proven methodology. This system is highly adaptable, and all aspects of the Quality Program are adjusted to accommodate changes in facility needs.

The Quality report details the required number of inspections for each location, the total number of inspections completed, and the score for each facility by day. Kleen-Tech's Leadership Team monitors the progress of each month's inspection schedule ensuring all required inspections are performed and the scores meet or exceed expectations. Below is a sample Quality Report showing the required number of inspections for the month, the number completed thus far, and the score for each inspection along with the date it was completed.

# Req This Month	# Done This Month	Building	Score (Percentage)			
			10/11	10/10	10/9	10/8
1M	2	903				81
1M	1	926				94
1M	1	928			96	
1M	1	929		98		
1M	1	940			84	
1M	1	941		96		
1M	1	942		89		
1M	1	943	100			
1M	1	955	96			
1M	1	956	100			

Quality inspection results are used along with customer feedback to determine:

- When a process is continuing to work and therefore needs no action
- When further employee training is required to ensure adherence to the process
- Which action(s) should be taken to correct a process that is not working

Our system tracks the location, user, date and time the inspection started, how long the inspection took, and percentage of the review that is complete. Since the Quality review process is being tracked and uploaded in real-time, Kleen-Tech's Supervisors have immediate visibility of low scores and incomplete inspections. This system also allows us to pick up on trends and correct issues proactively.

Quality Inspection Work Orders

Our Quality System interacts seamlessly with Kleen-Tech's SHARP Work Order System. The identification of a deficiency within a facility automatically triggers the creation of a Work Order using Kleen-Tech's SHARP Work Order system (refer to page 27 for more information on the SHARP Work Order System). The Work Order is reviewed in the facility Lead's next Daily Call with Kleen-Tech Mission Control and may only be closed upon notification that the deficiency has been resolved. The communication between the Quality System and our Work Order System ensures all inspection findings are properly documented, without relying on individual users to escalate concerns.

Quality Inspection Raise the Flag (RTF) Reports

When a Quality inspection score is 80% or lower, the system automatically triggers the creation of a Raise The Flag incident report. Once this report has been triggered, a notification is sent to Kleen-Tech's Leadership Team as well as the operational supervisors responsible for services at the City of Whitewater, providing visibility of the low score to all stakeholders.

Once the Raise The Flag incident report is created, the following steps are taken to resolve the issue and prevent its recurrence:

- An Immediate Fix is identified and implemented. This is our short-term solution to immediately correct the issue and prevent it from affecting work performance and City of Whitewater operations.
- A Root Cause Analysis is conducted. This process calls on stakeholders to get to the heart of the issue, identifying the true cause of the deficiency.
- The Irreversible Corrective Action is taken. This Action is designed to address the Root Cause and is our long-term solution to prevent the same issue from occurring at this or any other location.

This process is the means by which we achieve and maintain customer satisfaction and the Raise The Flag System is how we ensure continuous improvement in our operations so as to meet or exceed all City of Whitewater expectations. Please refer to page 27 to learn more about Kleen-Tech's innovative Raise The Flag system.

Achieving and Maintaining Quality

Kleen-Tech achieves and maintains quality through these proven systems, as well as by providing its employees with the proper training (please refer to page 35 for a detailed description of our training program) and tools in order to effectively perform the services required by the City of Whitewater. Our site-specific checklists are then used to concentrate on quality and consistency of service. When combined with our Quality Assurance Program the training program and checklist processes ensure we are meeting our commitment to quality while meeting or exceeding City of Whitewater expectations.

Our quality program has been developed, refined, and evolved throughout our 30+ year history of successful business operations during which our managers and employees have developed and refined best practices that work for our customers.

Quality Control Measures

Kleen-Tech provides our customers with the highest quality product and performance possible through the use of our Systems, Processes, and Tools (SPTs) that are described in detail on page 23. One of the most important SPTs we use internally to ensure customer satisfaction is our Weekly Leadership Meeting (WLM).

Every WLM is structured around a standard agenda, with minutes taken by an assigned Administrator. This allows our teams to create actions and commitments, which are documented and followed-up on from creation through completion. Topics of discussion in our WLMs include:

- Customer satisfaction
- Results of our scheduled Quality Control inspections
- Completion of scheduled and requested work orders
- Reviews of employee performance
- Tracking of employee training
- And analysis of other metrics and key performance indicators.

The metrics, key performance indicators and information included in the WLM represent a comprehensive analysis that allows all team members to see the performance of the contract in an easily understood format that captures deep insights into performance, enabling Operations Leaders to take immediate action on any areas of concern.

The first section of each WLM focuses on Labor Management. In this section, weekly labor hours and costs are reviewed, with a focus on verifying the hours of service delivered meet our requirements. Through this review, we verify that we are delivering the staffing levels required in our commitments to the City of Whitewater, and that our teams are cleaning effectively and efficiently.

Site	Required Budgeted Hours	Actual Hours 2.25.22	Actual Hours 3.4.22	Actual Hours 3.11.22	How much over/under hours Req'd?

The second section of our WLM agenda examines customer relationships, specifically customer satisfaction. While Kleen-Tech conducts regular and random Quality Assurance Inspections, we also give our customers the option to complete a one-minute monthly Customer Survey. Our management team reviews your survey scores, and any additional feedback provided, creating actions designed to continuously improve service and recognize employees for outstanding results. Additionally, we compare your scores to our self-assessment, certifying our assessments are aligned with your feedback. For more information on our Customer Survey, please refer to page 30.

March 2022 Customer Feedback

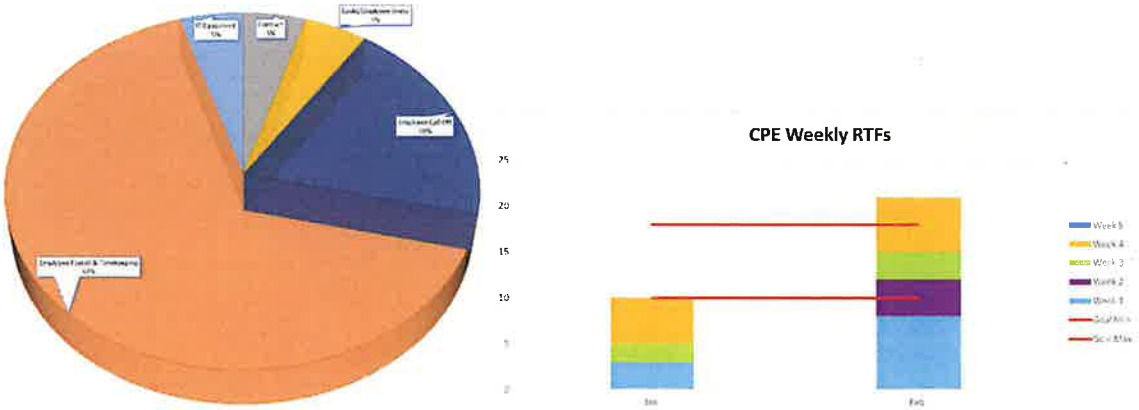
Name	Date	Account	Location	Score	Improvement	Comments
Customer Contact	3/7/2022	Account	A	5	No improvements needed at this time	Employee continues to do a great job for Customer

Survey Response Pending

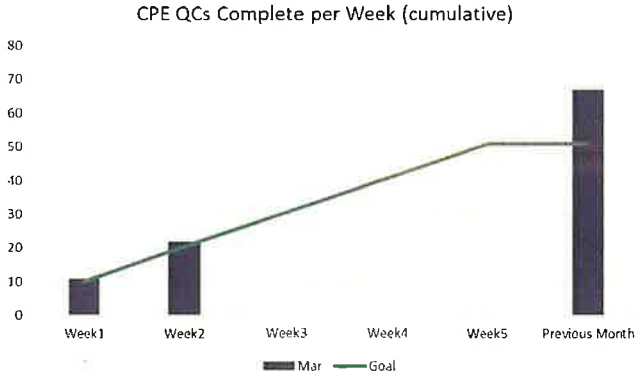
Account	Buildings	Contacts Name	Owner of Customer Relationship	March	
				Survey Received	Score
CUSTOMER	Location 1	John Smith	Sonia Castro		
CUSTOMER	Location 2	John Smith	Sonia Castro		

The third section of our WLM agenda focuses on one of Kleen-Tech's most important values, Transparency. In this section, we examine our performance through our Raise The Flag System (page 27) and our Quality Assurance Program (page 57). In doing so, we maximize transparency with the City of Whitewater reduce any preventable issues, thereby making continuous and progressive improvement to the benefit of the City of Whitewater.

Raise The Flag Metrics



Quality Assurance Metrics



Finally, in Section 4 of our WLM agenda, Kleen-Tech focuses on our most important asset: our people. Here, we review employee performance, training, and development. This section is essential to our employee evaluation methods, specifically our process for ensuring that we are improving the performance and quality of our employees. Kleen-Tech evaluates the work performance of our employees daily and does so formally through our Bottom 10% Process. The purpose of the Bottom 10% is to identify employees that are in need of development (either related to skills, performance, or behavior) so that we can work with those employees to prepare them for advancement

(promotion) or to develop the necessary skills for their position. Through this process, which incorporates training and progressive disciplinary practices, we identify which employees are qualified to be promoted and any that may be a hindrance to our overall mission.

The discussions and data reviews that take place during our WLMs allow our teams to monitor our overall performance and ensure we are exceeding customer expectations, as well as meeting the scope of work at each customer location. We also work any issues reported through our proprietary Raise The Flag system, ensuring we provide timely solutions that eliminate recurrence of issues.

Through these weekly meetings, we combine robust metrics and key performance indicators to judge our own performance and confirm we are meeting or exceeding the expectations of quality and reliability of the City of Whitewater. Through our commitment to actions based upon these metrics, we continually improve the services that we provide to our customers. This continual improvement comes with tangible benefits to our customers through cost savings, and intangible benefits like better looking, cleaner, and safer facilities. At Kleen-Tech, we pledge that we do what we say we'll do, when we say we'll do it. We take accountability and provide transparency for the services we provide and stand by the work of our highly trained employees.

Pricing Proposal

Facility	Year 1 Monthly Price	Year 2 Monthly Price	Year 3 Monthly Price
Whitewater Municipal Building	$3,470	$3,591	$3,717
Whitewater Innovation Center	$1,227	$1,270	$1,314
Irvin L Young Public Library	$1,534	$1,588	$1,643
Downtown Armory	$1,088	$1,126	$1,165
Starin Park Community Building	$637	$659	$682
Cravath Lakefront Community Center	$273	$282	$292
Monthly Total	$8,228	$8,516	$8,814

Appendix

a. Proposal Form A
b. Responses to Technical and Financial Proposal Criteria in Section II
c. Acknowledgment of the Scope of Services in Section III
d. Acknowledgment of Staffing and Training Requirements in Section IV
e. Completion of Attachments
f. Proposer References Form
g. Copy of Declaration Page from Liability Insurance Policy

a. Proposal Form A

A signed copy of Proposal Form A is provided on the following page.

SECTION V- PROPOSAL FORM A

1. **Performance Work Statement Exceptions**
   If the Vendor cannot provide all the services as specified in this Request for Proposal, please explain the exceptions below. If no explanation is given, it is agreed upon that the services/goods will be provided as specified in this Request for Proposal.
   Kleen-Tech can provide all of the services listed in this RFP.

2. **Addendum (s)**
   List Addendum Numbers you have received (if applicable) #1 _____, _____, _____

3. **Proposal Submittal Requirements**
   Proposers MUST complete and submit the following:
   a. Proposal Form A
   b. Proposer References
   c. All Proposal Requirements as listed in Section II.
   d. Acknowledgement of the Scope of Services in Section III.
   e. Acknowledgement of Staffing & Training requirements in Section IV.

4. **Signatures**
   By signing below, Proposer represents to the City that Proposer has not made any changes to the RFP document as originally provided to Proposer by City and Proposer acknowledges and agrees that no changes to the Proposal documents will be effective unless expressly approved in writing by City.
   Proposer hereby certifies that the proposal has been made without any connection with any other Proposer and is in all respects fair and without collusion or fraud, and it is made with the understanding that no elected officer or any employee of the City is interested therein, directly or indirectly, unless otherwise stated.
   Having carefully examined the Scope of Services and requirements, it is stated that the undersigned has full authority to make and execute an agreement with the City.

Company Kleen-Tech Services, LLC

Address 7100 Broadway, Suite 6-L (Street) Denver (City) CO (State) 80221 (Zip Code)

(866) 385-0672 (Telephone) twhite@kleen-tech.com (Email Address)

Signature 4/30/25 (Date)

Jorge Saldana, Senior Vice President
Typed Name and Title

b. Responses to Technical and Financial Proposal Criteria in Section II

Kleen-Tech has provided a response to Section II of the City of Whitewater's RFP herein that outlines our qualifications, technical capabilities, and management approach in alignment with industry best practices.

c. Acknowledgment of the Scope of Services in Section III

Kleen-Tech acknowledges all requirements of the Scope of Services in Section III of the City of Whitewater's RFP.

d. Acknowledgment of Staffing and Training Requirements in Section IV

Kleen-Tech acknowledges all requirements for Staffing and Training in Section IV of the City of Whitewater's RFP.

e. Completion of Attachments

All attachments have been completed and submitted within Kleen-Tech's response to the City of Whitewater's RFP.

f. Proposer References Form

A References Form has not been provided with the City of Whitewater's RFP. Kleen-Tech has provided the requested references in Section 2 Experience/Reputation of our response on page 48.

g. Copy of Declaration Page from Liability Insurance Policy

A copy of Kleen-Tech's Declaration Page from our Liability Insurance Policy has been provided on the following page.

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 1/21/2025

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

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

PRODUCER IMA, Inc. - Colorado Division 1705 17th Street, Suite 100 Denver CO 80202	CONTACT NAME: IMA Denver Team PHONE (A/C, No, Ext): 303-534-4567 FAX (A/C, No): E-MAIL ADDRESS: DenAccountTechs@imacorp.com
INSURED KLEEACQ Kleen-Tech Services, LLC 7100 Broadway, Suite 6L Denver, CO 80221	INSURER(S) AFFORDING COVERAGE — NAIC # INSURER A: Travelers Casualty and Surety Company of America — 31194 INSURER B: Middlesex Insurance Company — 23434 INSURER C: CopperPoint American Insurance Company — 13751 INSURER D: Argo Re Ltd. — 0 INSURER E: INSURER F:

COVERAGES **CERTIFICATE NUMBER:** 1084773272 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	X COMMERCIAL GENERAL LIABILITY			A0237592004	1/1/2025	1/1/2026	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE [X] OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
	X XCU Not Excluded						MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 3,000,000
	X POLICY [X] PRO-JECT [ ] LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
B	AUTOMOBILE LIABILITY			A0237592001	1/1/2025	1/1/2026	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY [ ] SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
B	X UMBRELLA LIAB [X] OCCUR			A0237592005	1/1/2025	1/1/2026	EACH OCCURRENCE	$ 5,000,000
	EXCESS LIAB [ ] CLAIMS-MADE						AGGREGATE	$ 5,000,000
	DED X RETENTION $ 0							$
C D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N [N] If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		WC1041714 WC929188829184	1/1/2025 1/1/2025	1/1/2026 1/1/2026	X PER STATUTE OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
A	CRIME			107102503	1/1/2025	1/1/2026	Employee Theft Deductible	$1,000,000 $25,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

For Information Only
United States

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Brenda Vinsat

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ACORD 25 (2016/03) **The ACORD name and logo are registered marks of ACORD**

ENVIRONMENTCONTROL
A BUILDING SERVICE COMPANY

A PROPOSAL

Incorporating the Attributes of Environment Control

Environment Control of Wisconsin, Inc.

Prepared By: Elsy Retamoza
2902 Agriculture Drive
Madison, Wisconsin 53718
(608) 516-4258

Independently Owned and Operated

FOR THE CLEANING NEEDS OF

City of Whitewater
312 W Whitewater Street; PO Box 178
Whitewater, Wisconsin 53190

Date Created: 05 / 02 / 2025

It's About Lives

Our success is measured by the positive influence we have in the lives of those we impact each day:

Our Customers

Through consistent quality service, prompt attention, and an honest commitment.

Our Employees

Through providing opportunity, respect, and development at every level.

Our Vendors

Through fair treatment and respectable business practices.

It's these people who have given our business significance and the ability to provide a superior service for six decades.

Partnership

Currently we clean over 350 buildings in the Upper Midwest consisting of commercial office space, manufacturing, educational, industrial space, and healthcare locations. Cleaning over 12 million square feet per night with over 450 employees in 3 different states; we know what it takes to ***serve*** our customers no matter how large or small their facility is.

Our focus is on helping our clients achieve their goals; we understand that you are looking for a ***partner who proactively manages their service in a consistent manner.*** A partner that anticipates your needs and appreciates the vital relationship between a consistently clean environment and tenant satisfaction, worker productivity, and the enhanced value of their property.

Operations Managers

Sheila Conway
Sr. Operations Manager

Eduardo Garcia
Sr. Operations Manager

Territory:
Madison Area & Surrounding Counties, Northern Illinois, Twin Cities

Moraima Berrios
Sr. Operations Manager

Ricardo Rodriguez
Operations Manager

Territory:
Greater Milwaukee, Racine, Kenosha

Miguel Torress
Sr. Operations Manager

Elizabeth Knapp
Operations Manager

Territory:
Fox Valley, Green Bay, Stevens Point, Wausau

2. Experience / Reputation

Client List:

Here is a listing of municipalities we clean with a scope of services of daily janitorial services and specialty floor work:

- City of Monona Public Library - 3 locations *(began services 2020)*
- City of Middleton Public Library - 1 location *(began services 2020)*
- City of Madison Public Library - 10 locations *(began services 2013)*
- City of Elkhorn Matheson Public Library - 1 location *(began services 2020)*
- City of Evansville - 1 location *(began services 2024)*
- City of Mequon City Hall, DPW, Safety Building, Frank L Weyenberg Library *(began services 2024)*
- Village of Mukwonago *(began services 2015)*
- State of Wisconsin DOT - DMV West Bend & Fond du Lac *(began services 2013)*

References:

Here are 5 references:

1. UW Health Hospitals & Clinics - Service 32 locations + Hospital support services *(began services 1992)* - Derek Haglund - email: Dhaglund@uwhealth.org / Phone: (608) 263-6482
2. M3 Insurance - Service Madison location *(began services 2019)* - Dawn Zeimet - email: dawn.zeimet@m3ins.com / phone (608) 288-2815
3. Intervarsity Christain Fellowship - Service Madison location *(began services 1978)* - Scott Marion - email: scott.marion@intervarsity.org / phone (608) 443-3654
4. City of Elkhorn Matheson Public Library - Service Elkhorn location *(began services 2020)* - Chad Robinson - email: crobinson@elkhorn.lib.wi.us / phone: (262) 216-2641
5. Space Saver - Service Fort Atkinson location - Becky Britzke - email: bbritzke@spacesaver.com / phone (920) 728-0476

3. Operations & Performance Narrative

Compliance with Scope of Services:

We will provide janitorial services in accordance with the list of specifications in the RFP. Each employee will be trained on all aspects of cleaning and will understand how to achieve the required standards and will be supervised until they are capable of demonstrating to us that they can perform the cleaning to the required standards on their own. Additional support coverage will be provided when staff are sick or absent and they will be provided with the details and specifics of each facility prior to performing services on their own. We have an app called Cloudapper that reminds the workforce of the most important details at each facility so that we do not miss critical steps in the cleaning process.

Trash collection barrels, restrooms carts, backpack vacuums, and mop buckets will be provided by us and used to perform the cleaning for each facility. Although we have access to all chemical product lines, Spartan products will be the primary chemicals used to clean.

Working Plan for Janitorial Services:

Our proposed operational plan for providing routine janitorial services is listed under #1. Organization - Staffing section. For emergencies, the City of Whitewater can contact our Operations Manager directly for assistance, call our emergency phone #; either during or after hours, or record a message through our Orange QC customer relations portal.

Section II - Technical & Financial Proposal

1. Organization

Organization History:

We are a locally owned and operated company but also have the strong support of a national organization with **six decades** of experience in the commercial cleaning industry. This unique structure combines the care and concern of a local owner with the extensive experience and backing of a national organization. We believe our excellent management practices, our strong approach to leadership, and our proven systems can be a significant asset to you and your employees.

Environment Control of Wisconsin is 100% locally owned and operated by Tom Hanson and David Harris. Our company was founded in 1972 and has operated for the past 53 years, building an organization that cleans over 350 buildings with 500 employees spanning over 3 states. Our company moto is: *It's about lives*. We feel our success is measured by the positive influence we have in the lives of those we impact each day. We treat people fairly, with respect, integrity and provide opportunity and development along every level of our team.

Our corporate headquarters is located in Madison WI and have satellite offices in Milwaukee, Fox Valley, St Paul MN, and Schaumburg Illinois. In 2001, we expanded services to the Fox Valley market and in 2012 into the Milwaukee market. As development of the company continued and opportunities presented themselves for our team to grow and expand, we ventured out and expanded services to Northern Illinois and the Twin Cities MN in 2023.

Fiscal Integrity:

We currently invoice over $16 million per year for services and are fiscally and financially solid. Proof of that can be found with a report from Dunn & Bradstreet #06-106-9588. Financial references can be provided upon request and contact information for our banking relationships can be provided as well.

Management Structure:

We provide services across the state and in close proximity / surrounding the Whitewater area. Currently providing services to locations in Janesville, Milton, Delavan, Elkhorn Mukwonago, Jefferson, and Fort Atkinson and have plenty of local personnel to support the cleaning operations in Whitewater. Our Operations Manager Karla Ruiz would be your main point of contact who is located in northern Illinois and services the southern Wisconsin market. She reports to Eduardo Garcia who would be your secondary point of contact.

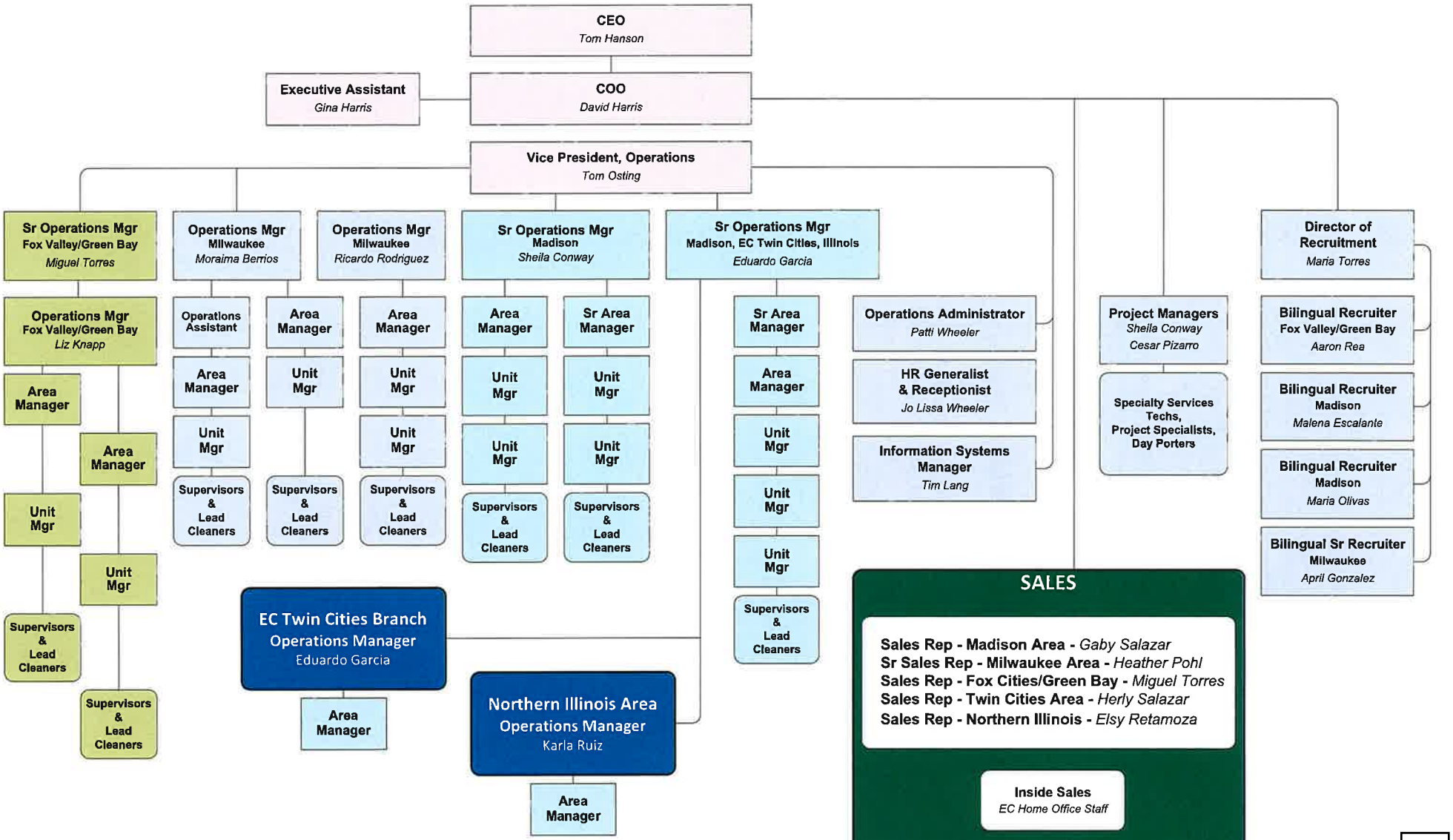
Our management team consists of having a daytime manager who is local and your direct point of contact during business hours. In the evening, we have two levels of managers, a Unit Manager that focuses on close employee supervision and development and an Area Manager that covers a broader area with priorities towards quality assurance and organizational development. *(Our organizational chart is after this section)*

Corporate Support:

We have a fully developed recruitment team that provides the company with a regular process of finding, identifying, vetting, and hiring staff for all of our facilities. They have maintained a fill rate of 98% for the past 5 years and are incredible at finding and maintaining regular staff to maintain consistency in our services. Additionally, we have fully staff professional departments for Administration, Sales, and Executive staff that provide daily support to all levels of the organization. Payroll services are handled through our corporate office and utilize professionally developed systems with UKG, Cloudappr, and Orange QC.

ENVIRONMENTCONTROL
A BUILDING SERVICE COMPANY

Environment Control of Wisconsin, Inc.
Company Organization Chart
April 2023



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Section III - Scope of Services

CLEANING CHEMICALS

Our **main chemical line** that we provide cleaning services with is from ***Spartan Chemical***. At additional cost we can accommodate the use of a specific product line should your business needs require an alternative. We have partnerships with Spartan, Diversey, 3M, Ecolab, and Betco.

Additionally, if you require the use of green or environmentally preferred products, we offer a full product line of green seal certified products as part of our green cleaning program for LEED-certified facilities.

Currently we clean several LEED-certified facilities across the state from Bronze-to-Gold we are able to help our customers achieve the highest level of LEED certification. We have developed our cleaning program with the assistance of the following organizations.

VACUUM CLEANERS

The main vacuum cleaners we use are certified by the Carpet & Rug Institute. Our primary vacuum is the Pro-Team Super Coach vacuum with **HEPA filtration**; which is the healthiest way to vacuum. These highly versatile vacuums go from vacuuming carpeting to hard floors, upholstery, stairs, and ceiling vents. Capturing dust, dirt, and debris versus moving it around with a traditional broom is the healthiest way to clean.

MOPPING EQUIPMENT

Although we utilize *traditional* mop buckets for most facilities, we do have some alternative mopping equipment that provide the following benefits:

- *3M Easy Shine - uses fresh cleaning solution in a back pack mopping system that provides a **water savings of 75%** of fresh water and 100% reduction of waste water as dirt is collected in micro fiber pads versus a dirty bucket of mop water.*

- *3M Easy Scrub - allows us to mop with fresh water where utility sinks are not present or a smaller mopping system is needed. This system offers some of the same benefits as the 3M Easy Shine, but in a more compact version.*

Section IV - Staffing and Training Requirements

We acknowledge and agree with the staffing and training requirements outlined in **Section IV** of the RFP

ORANGEQC

ENVIRONMENTCONTROL
A BUILDING SERVICE COMPANY

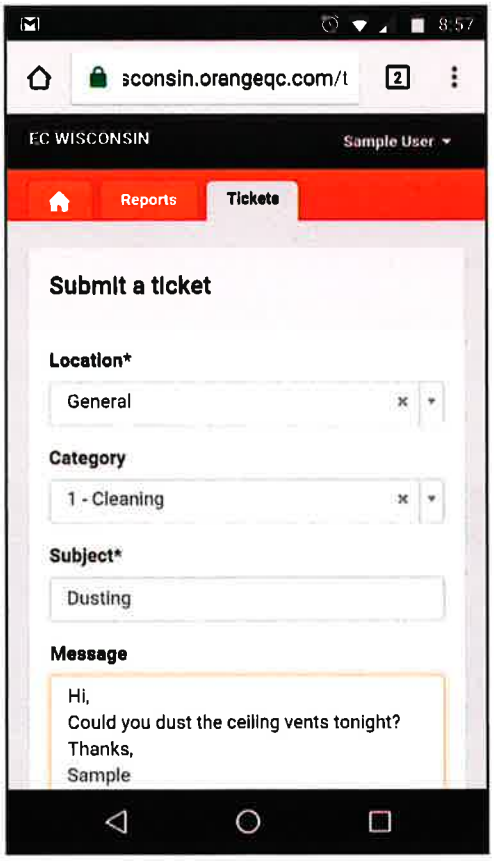
INTRODUCING ORANGEQC

Environment Control is pleased to offer OrangeQC to our customers at no extra cost! OrangeQC is a new web-based work ticketing and quality assurance program designed specifically for the janitorial industry. With OrangeQC you can:

- Quickly submit a work request, or ticket, from your desk or mobile device; the program immediately sends a notification directly to our management team's mobile devices
- Attach up to ten JPEG photo images to your ticket
- Receive email notifications as we update and complete work on your ticket
- Maintain and review your ticket history
- View dashboard and drill-down performance metrics such as ticket resolution times and cumulative inspection results
- Export ticket and inspection reports in PDF format

DESIGNED FOR MOBILE USE

OrangeQC was designed from the beginning to be used on mobile devices. It is easy to use and manage, with no special requirements other than a smart phone or tablet with connection to the Internet. OrangeQC employs the latest mobile web technology to give our team the ability to respond efficiently to your concerns while on the go. As a customer user, you can easily access the OrangeQC mobile app or website on your smartphone, or use the desktop version on your computer.



IMPROVING & EXTENDING ACCESS

OrangeQC allows both us and our customers to be more mobile. It also helps us reduce our software-related costs, and enables us to extend its user-friendly janitorial-specific capabilities to all of our customers.

QUICK SETUP

Getting started with OrangeQC is easy. Simply provide names and email addresses of any staff you authorize to communicate with us regarding our service. We'll set up the accounts, and send login information and instructions to your new users by email.

We think you'll find OrangeQC easy to use. Please let us know what you think!

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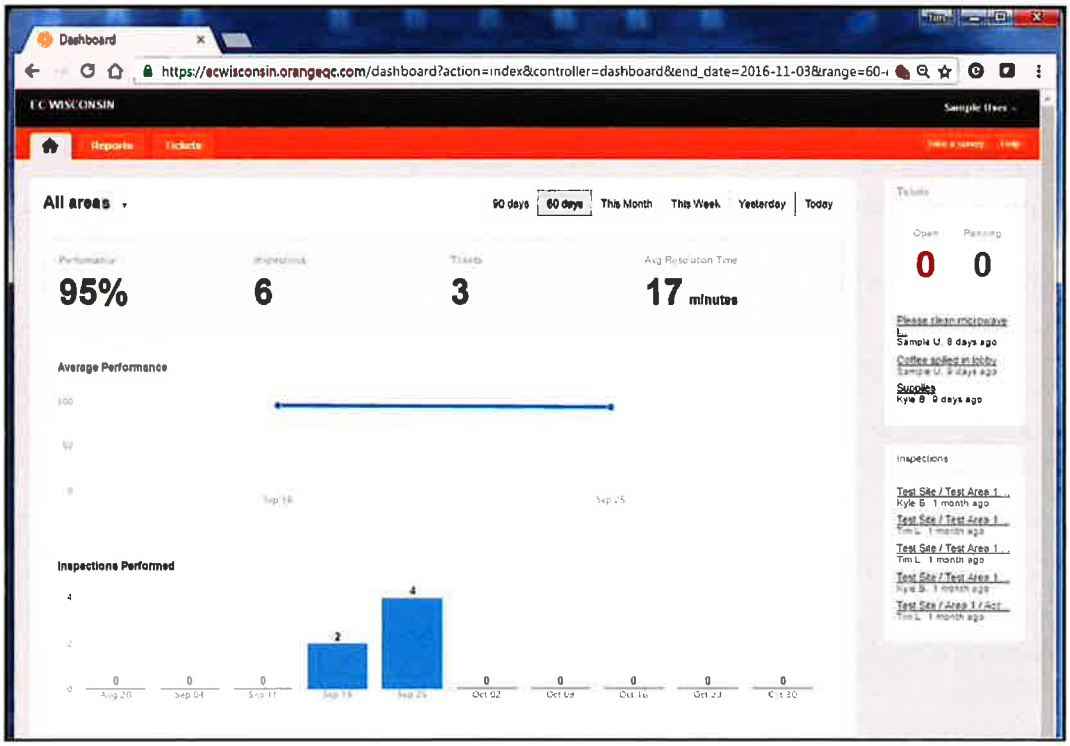
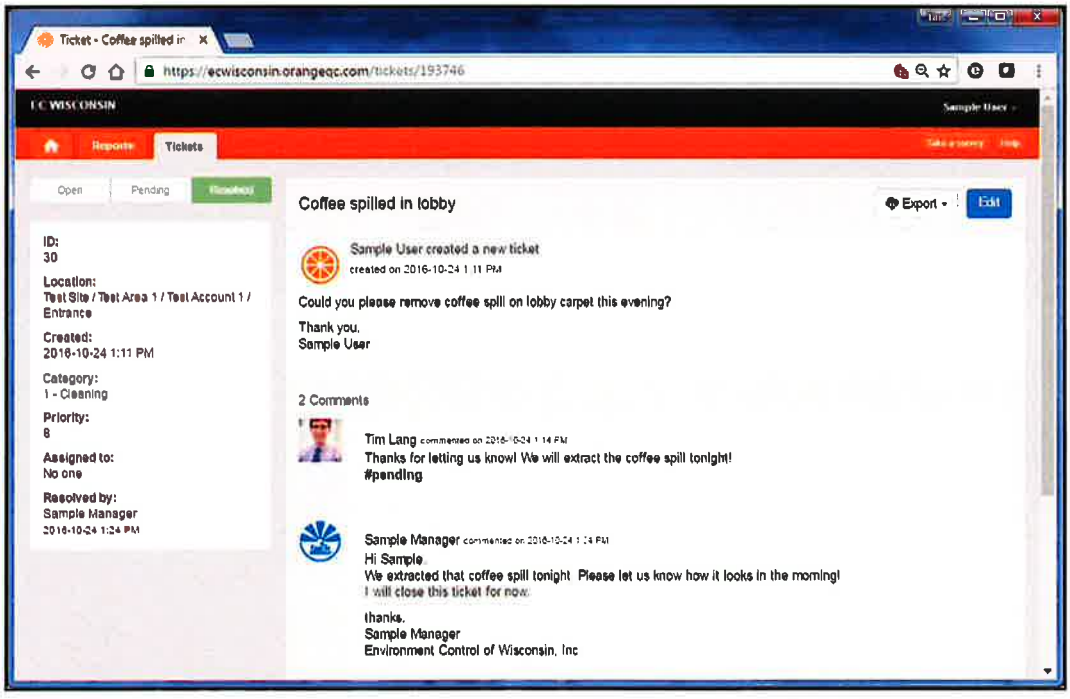
ORANGEQC

ENVIRONMENTCONTROL
A BUILDING SERVICE COMPANY

The OrangeQC Home Dashboard



A Sample OrangeQC Ticket – Detail View



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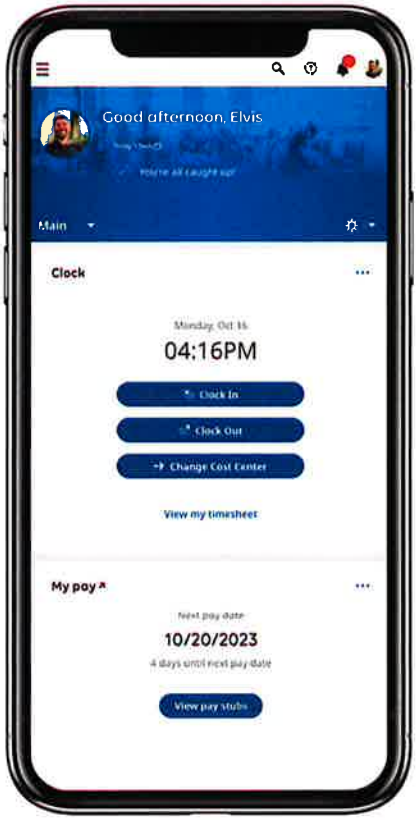
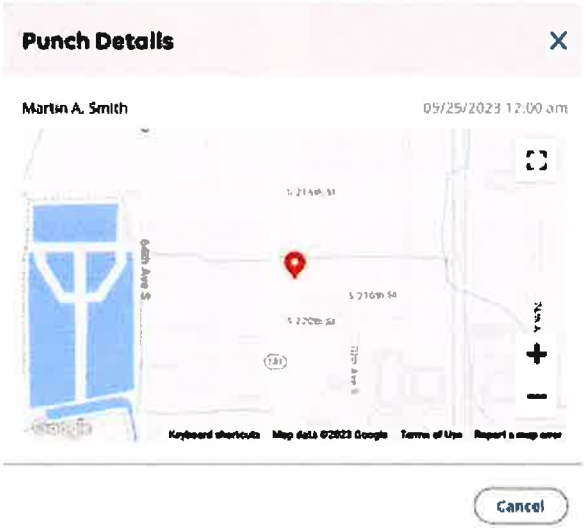
Timekeeping and Efficiency

Accountability is most effective when it starts with relationship. We deeply care about our employees and this reality makes it clear that our desire is for each employee's success. Our exceptional systems help managers and employees work together as a cohesive team.

- Caller ID Confirmation
- Geofencing
- Absence Tracking
- Employee Scheduling
- Labor KPI's
- Security Monitoring
- Employee Communication
- Employee Onboarding



Our employees use telephone timekeeping software that allows us to track time spent at your office and ensures proper coverage. They use either your telephone or the system's mobile application to clock in allowing management to confirm the employee's current location.



Supervisors monitor detailed, instant roll-call reports throughout the night to ensure your building is always cleaned, and to communicate timely reminders about your facility directly to employees upon clock in.

Proposal Conditions

Frequency of Services	Listed in the RFP
Time of Day for Service	Evening Services
Holiday Service Included? *(6 main holidays)*	Not included
Access Cards / Keys Needed	4 per location
Use of Customer Phone for Timekeeping	Yes
Janitorial Closets Available	Yes
Additional Background Checks Required	Standard background check+City of Whitewater check
Specialty Program Performed (Monday - Friday)	Not included
Payment Terms	Upon Receipt

Corporate Office:
Madison - 2902 Agriculture Drive, Madison WI 53718

Satellite Offices:
Milwaukee - 710 Larry Court, Waukesha WI 53186
Fox Valley - 2420 N Locust Street, Appleton WI 54914
Illinois - 1600 Golf Road, Suite 1200 Rolling Meadows Illinois 60008
Twin Cities - 445 Minnesota Street, Suite 1500 St Paul MN 55101

Areas not Included

- Areas not identified in the RFP as responsibilities of the vendor
-
-
-
-
-

Pricing Expiration Date:	End of 3-year agreement

Labor market and wage changes affect our costs significantly; this proposal will remain active and open until the date listed above. If a decision on proposal award has not ocurred prior to the above date, the pricing for this proposal will expire. If you decide to move forward with us after the expiration date, then please reach out to us for revised pricing.

Service Authorization Agreement

Service Authorization Agreement ("SAA"), between Environment Control of Wisconsin, Inc. ("EC"), and:	
Customer Name:	City of Whitewater
Address:	312 W Whitewater Street; PO Box 178
Phone:	(262) 473-0122
Email:	kboehm@whitewater-wi-gov
Authorized Contact:	Heather Boehm / Keving Boehm
Effective Start Date:	TBD

Description of Facility (attach schematic if available):

Evening Janitorial Services

Contracted Monthly Services:	Monthly Charges
Whitewater Municipal Building	$3,797.00 / Month
Cravath Lakefront Community Center	$433.00 / Month
Downtown Armory Gym	$1,515.00 / Month
Irvin L Young Public Library	$1,443.00 / Month
Starin Park Community Building	$1,082.00 / Month
Whitewater Innovation Center	$1,604.00 / Month

118.488

- *Payment Terms: Monthly invoices are sent at the beginning of each month of service and payment is due upon receipt. A 1.5% late fee may be assessed for payments received later than thirty (30) days from the invoice date. In the event of non-payment for forty-five (45) days, EC reserves the right to terminate this agreement without advance notice.*
- *EC is not an employment agency or temporary service provider. We make a major investment in recruiting and training our employees; accordingly, do not attempt to hire any of them, whether you solicit them or not, during the term of this contract and for 6 months following its termination. If you do make such a hire contrary to the terms of this contract, either directly or indirectly (as liquidated damages) twenty percent (20%) of the gross annual wages for the individual hired in his or her new capacity with your company. After all, had EC not recruited and trained the person well, you would not be interested in hiring them.*
- *Pricing: Pricing is guaranteed for the length of time specified, with exceptions for any modifications to specifications and schedules, the area/square footage to be serviced or facility occupation levels. Also, any changes in federal, state or local laws or regulations, or any other significant external factors materially affecting wages or other operating costs may require price adjustment. Sales tax is not included in the above quotes.*
- *Payments are expected to be made in full.* ***Payment cannot be withheld, partial or in full for any reason.***
- *EC will base continuation of service entirely upon our customers satisfaction with EC's service. If for any reason, our customer believes it is in the best interest to discontinue service with EC, a 60-day notice of termination is required. Similarly, EC agrees to give our customer a 60-day notice if EC is unable to continue service for any reason.*

The attached SAA Terms and Conditions (Attachment "A") and the preceding Proposal document are incorporated into this Agreement by this reference.

existing clients (without contact information). It is your responsibility to inform EC if you specifically wish to excuse your name or brand in this manner.

What EC Provides: *EC* will implement its comprehensive quality management program for your facility and share its Inspection and Quality Control Reports with you on a regular basis. These written reports, in conjunction with personal visits by local management, provide a unique opportunity for both of us to communicate with each other and to determine that your specific cleaning needs are being met to your satisfaction. EC will also provide you with contact information. If you have a question or are dissatisfied about some aspect of our service, we want to know about it so we can resolve it quickly.

Protection of Mutual Banking Information and Accounts: Once you and *EC* exchange banking information for purposes of electronic transfers of payments for *EC* services, *EC* will NEVER inform you of a change in bank information by phone or email. While *EC* has not changed its bank contacts in decades, if this were ever to occur, Environment Control would utilize the following protocol: (i) send you notice of the pending change of bank information by registered mail approximately thirty (30) calendar days prior to the implementation of the change, and (ii) follow-up such notice of change by delivering to you a written authorization via hand delivery from an employee of Environment Control holding proper identification. Only then, will you be authorized to change banking information of Environment Control for payment transfer purposes. For your own protection, please note that any funds distributed to an unauthorized account will be made solely at the transferring party's risk of loss.

Miscellaneous Provisions: This Contract may not be modified, nor any waiver made, unless it is put in writing and signed by both parties to this Contract; but this modification or waiver may be signed in one or more counterparts, including facsimile signatures, and all such counterparts shall constitute one and the same instrument. It is also understood that events do occur from time to time which are not under the control of either party, such as local or statewide increases in minimum wages, payroll taxes, or workers compensation insurance. You acknowledge, when such events beyond EC's control do occur, that EC has the right to make a timely modification to this Contract to adjust for such an event. This Contract is not assignable by either party without the express written consent of the other party. Governing law shall be that of the State of Wisconsin and proper venue for any legal action shall be Dane County, Wisconsin. This Contract contains the entire contract between us and supersedes all other contracts, oral or written, that we may have had on the same subject prior to entering into this Contract. In the event that a dispute arises between us regarding this Contract, we agree to resolve such disputes utilizing the Arbitration model pursuant to the rules set forth by the American Arbitration Association. The signatories to this Contract represent that they are authorized by their companies to enter into this Contract. The invalidity or unenforceability of any particular provision of this Contract shall not affect any other provision and the remaining provisions shall be interpreted as though the invalid or unenforceable provision was omitted. EC is an Independent Contractor of Customer and is not an employee.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 12/21/2023

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

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

PRODUCER	CONTACT NAME: Tara Karls
M3 Insurance Solutions, Inc. 828 John Nolen Drive Madison WI 53713	PHONE (A/C, No, Ext): 608-327-8931 FAX (A/C, No): E-MAIL ADDRESS: tara.karls@m3ins.com PRODUCER CUSTOMER ID #: ENVIC-3

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Environment Control of Wisconsin, Inc. 2902 Agriculture Drive Madison WI 53718	INSURER A : Society Insurance Company	15261
	INSURER B : United Wisconsin Insurance Com	29157
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** 1232864451 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	**GENERAL LIABILITY** X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY X PRO-JECT LOC			CBP 546855	1/1/2024	1/1/2025	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG Employee Benefits	$ 1,000,000 $ 100,000 $ 5,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $ 1,000,000
A	**AUTOMOBILE LIABILITY** X ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS			CAP 546856	1/1/2024	1/1/2025	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
A	X **UMBRELLA LIAB** X OCCUR **EXCESS LIAB** CLAIMS-MADE DEDUCTIBLE X RETENTION $ 0			UXL 546858	1/1/2024	1/1/2025	EACH OCCURRENCE AGGREGATE	$ 10,000,000 $ 10,000,000
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N / A **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below			UH WCP 100074273	1/1/2024	1/1/2025	X WC STATU-TORY LIMITS OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 100,000 $ 100,000 $ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER

Sample

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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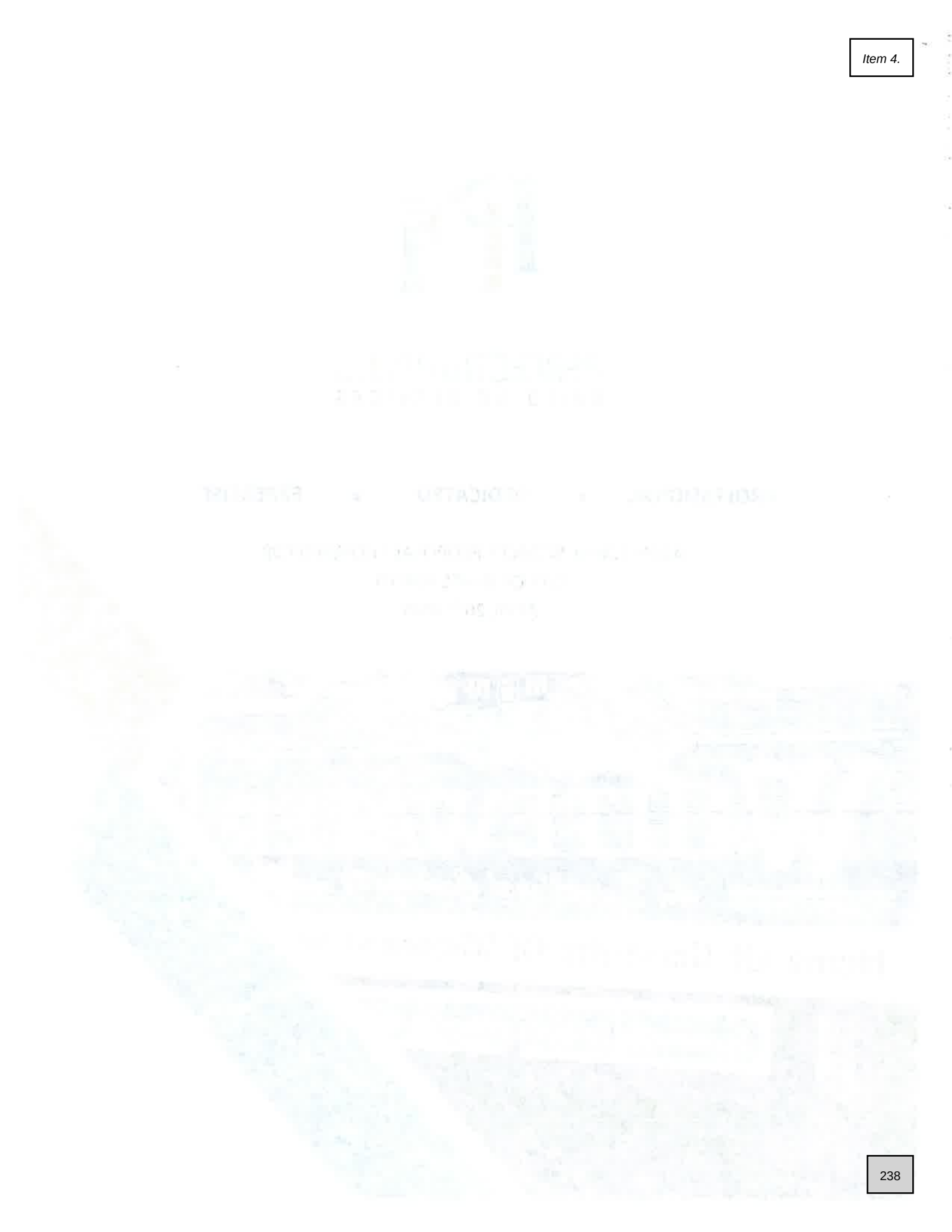
PERFECTIONPLUS
BUILDING SERVICES

PROFESSIONAL • DEDICATED • EXPERTISE

A JANITORIAL SERVICES PROPOSAL PREPARED FOR
CITY OF WHITE WATER
APRIL 26TH, 2025



City of Whitewater
312 W Whitewater Street
P.O. Box 178
Whitewater, WI 53190

Dear Evaluation Committee Members,

On behalf of Perfection Plus Inc., I am pleased to submit our proposal in response to the City of Whitewater's Request for Proposal for Janitorial and Cleaning Services. After carefully reviewing your comprehensive RFP and participating in the facility tour on April 25th, we are confident in our ability to exceed your expectations.

Our proposal thoroughly addresses all components outlined in your RFP document, including detailed responses to Technical and Financial Proposal criteria in Section II, comprehensive acknowledgment of the Scope of Services in Section III, full acceptance of Staffing and Training Requirements in Section IV, completion of all required attachments, and confirmation of our financial stability through the requested documentation.

During our facility tour, we identified several opportunities to enhance your cleaning program. We've developed targeted solutions including: implementing consistent quality control protocols with regular supervisor inspections, deploying specialized equipment for high-traffic areas in the Municipal Building and Innovation Center, establishing clear communication channels with facility managers, creating customized cleaning schedules for each facility's unique operating hours, and providing specialized training for staff on the requirements of each distinct building.
While this RFP focuses on immediate cleaning needs, we view this opportunity as the beginning of a long-term partnership with the City of Whitewater. Our collaborative approach includes regular meetings with city stakeholders to assess satisfaction, ongoing training for our staff to maintain service excellence, proactive recommendations based on emerging cleaning technologies, flexible staffing adjustments to accommodate special events, and a dedicated relationship manager as your single point of contact.

Our management team brings over 50 years of combined experience in municipal cleaning operations. This expertise, coupled with our advanced quality control systems and staff development programs, enables us to consistently deliver environments that enhance both employee productivity and visitor experiences across your diverse facilities.
We are passionate about creating healthy, clean environments that benefit staff and visitors alike. Our team is particularly excited about the opportunity to serve the Whitewater community and contribute to the professional operation of your Municipal Building, Innovation Center, Library, Armory, and Community Buildings.

Thank you for your consideration of our proposal. We look forward to discussing our approach in greater detail during the interview process and demonstrating how our services can add value to the City of Whitewater's operations.

Sincerely,

Ryan Murphree
Business Development Manager

Organizational History

About Us

Perfection Plus Janitorial Services has been a leader in the cleaning industry for 43 years. Founded in 1981, our company has grown from a small one-woman operation to a regional powerhouse in janitorial services with over 300 employees in Minnesota and Wisconsin, specializing in large-scale facilities exceeding 100,000 square feet. Our sustained growth and exceptional client retention rate reflect our unwavering commitment to quality, consistently reliable service, and thorough attention to detail. We understand that exceptional custodial service goes beyond just cleaning – it's about being a trusted partner who contributes to our clients' success through meticulous facility care and proactive facility management. Our experience with complex facilities, including government buildings, airports, educational institutions, and secured locations, has equipped us with the expertise to handle the specific requirements of your facilities with the highest standards of professionalism and care.

Vision

At Perfection Plus Inc., we believe excellence in custodial services goes beyond just maintaining clean spaces. **Our vision** is to be an essential partner in our clients' success by delivering meticulous, reliable cleaning services that enhance workplace productivity and health. Through our dedicated team of professionals, innovative quality control systems, and unwavering commitment to consistency, we transform everyday facilities into environments that employees and visitors can take pride in. We don't just clean spaces - we elevate them to meet the highest standards of cleanliness and professionalism while providing our employees with opportunities for growth and advancement.

Key Company Achievements and Milestones

Our company has established itself as an industry leader through several significant achievements that directly benefit our clients like the City of Whitewater. Our comprehensive specialized training programs ensure staff excellence in critical areas such as healthcare-level sanitation, advanced floor care, and green cleaning practices. These specialized skills directly translate to superior cleaning outcomes in municipal environments with diverse surface types and public health considerations.

Our exceptional client retention with government facilities demonstrates our understanding of public sector needs and ability to maintain consistent service quality over time. Our environmental stewardship initiatives, including our transition to eco-friendly cleaning products and water conservation methods, align perfectly with municipal sustainability goals while maintaining effective cleaning results. Our innovative quality control systems, problem-solving capabilities with challenging cleaning scenarios, and industry-leading safety record all reflect our systematic approach to facility maintenance. Most importantly, our investments in technology integration and staff development have created a stable, experienced workforce with the knowledge and tools to deliver exceptional service from day one of the contract, ensuring the City of Whitewater receives professional, consistent cleaning across all facilities.

Client Retention Milestones

Our company has established an exceptional track record of client satisfaction and long-term partnerships:

- **Municipal Client Retention**: We maintain a 94% retention rate with government clients, with an average relationship duration of 7.3 years—significantly above the industry average of 2.9 years. Some of our current government contracts we serve have been partners for over a decade.

- **Contract Renewal Success**: 89% of our municipal clients have renewed their contracts for multiple terms, demonstrating consistent satisfaction with our services.

- **Service Expansion**: 73% of our initial contracts have expanded in scope over time, with clients choosing to add services or facilities based on our performance.

- **Zero Early Terminations**: We have maintained a perfect record of zero early contract terminations over the past five years, reflecting our commitment to meeting client expectations.

- **Client Referrals**: 40% of our new business comes from direct referrals from existing clients, showcasing their willingness to recommend our services to peers.

Specialized Training Completions

Our company has made substantial investments in staff development through industry-leading training programs that directly benefit our service delivery:

- **Certified Healthcare Environmental Services Technician Program**: 100% of our supervisory staff have completed this rigorous certification, which provides specialized knowledge applicable to sanitizing critical public environments.

- **ISSA Cleaning Management Institute (CMI) Certification**: All regional managers have completed this comprehensive program covering the science of cleaning, operational efficiency, and management best practices.

- **Cross-Contamination Prevention Training**: We've implemented a specialized protocol developed with infectious disease experts, with annual certification for all cleaning personnel.

- **Green Cleaning Professional Certification**: 85% of our staff have completed this environmental stewardship program, ensuring eco-friendly cleaning practices across all facilities.

- **Advanced Floor Care Specialist Program**: We've developed a technical skills career path with 22 certified specialists who have mastered complex floor care challenges including VCT maintenance, terrazzo restoration, and specialty hardwood care.

Environmental Achievements

Our company has established itself as a leader in sustainable cleaning practices through several significant accomplishments:

- **Green Chemical Transition**: We've successfully transitioned 95% of our cleaning chemicals to certified environmentally preferable products, reducing VOC emissions by 78% compared to traditional cleaning methods.

- **Water Conservation Initiative**: Implementation of microfiber cleaning systems and low-moisture equipment has resulted in a documented 64% reduction in water usage across our operations.

- **Sustainable Equipment Program**: Our 3-year equipment replacement schedule prioritizes energy-efficient models, resulting in a 41% reduction in energy consumption compared to industry standards.

Operational Excellence

Our commitment to exceptional service delivery is evidenced by measurable achievements in operational performance:

- **Quality Control Innovation**: We've developed a proprietary digital inspection system that has increased inspection completion rates by 98% and decreased quality issues by 42% across all client facilities.
- **Response Time Efficiency**: Our average emergency response time is 27 minutes, with 99.8% of urgent requests addressed within 60 minutes of notification.
- **Work Order Resolution**: Our tracking system documents a 97% same-day resolution rate for routine maintenance requests, with all remaining issues resolved within 24 hours.
- **Attendance Reliability**: Our workforce management system and strategic staffing redundancies have enabled us to maintain a 99.7% attendance reliability rate, ensuring all scheduled services are completed without interruption. We always will ensure your cleaning is completed.
- **Process Standardization**: We've implemented Standard Operating Procedures across 100% of cleaning tasks, creating consistent results regardless of which staff member performs the work.

Technology Integration

Our operations leverage cutting-edge technology to enhance service quality and efficiency:

- **SWEPT Quality Control System**: Implementation of this mobile inspection platform has digitized 100% of our quality control processes, enabling real-time reporting, photographic documentation, and trend analysis.
- **Workforce Management Software**: Our cloud-based scheduling and attendance verification system ensures accurate deployment of personnel and provides clients with transparent reporting on service delivery.
- **Digital Training Delivery**: Our Learning Management System delivers consistent training content across all locations with interactive modules, competency verification, and automated refresher scheduling.
- **Client Communication Portal**: We've developed a secure online dashboard that provides clients with cleaning schedules, completed inspection reports, and direct channels for service requests.

Problem Resolution Case Studies

Our company has repeatedly demonstrated exceptional capability in transforming challenging cleaning environments:

- **Municipal Building Transformation**: We assumed responsibility for a 35,000 sq. ft. city hall that had received consistent complaints about restroom cleanliness and dust accumulation. Within 60 days, our team implemented specialized protocols that eliminated complaints and received commendation from the city manager.

- **Hard Floor Restoration**: A public library with severely damaged terrazzo flooring contracted our specialized floor care team. Through a staged restoration process, we revitalized 12,000 sq. ft. of flooring to like-new condition without disrupting library operations.

- **Indoor Air Quality Improvement**: We identified and resolved persistent air quality issues in a municipal office building by implementing HEPA vacuum systems, reconfiguring dust control methods, and establishing preventative maintenance schedules for HVAC vents and returns.

- **Post-Construction Cleanup**: Following a major renovation of a community center, we coordinated a rapid-response team that removed construction dust from all surfaces, successfully preparing the facility for a grand reopening event with only 48 hours' notice.

Safety Achievements

Our commitment to workplace safety has resulted in an exemplary record and significant achievements:

- **Safety Training Completion**: 100% of our employees complete mandatory safety training at hiring and participate in monthly safety refresher sessions, with documented competency verification.

- **Hazard Recognition Program**: Our proactive hazard identification system has documented and resolved numerous potential safety issues before incidents occurred, demonstrating our preventative approach.

- **Client Safety Partnership**: We've developed collaborative safety protocols with facilities managers across our portfolio, resulting in integrated emergency response plans and mutual safety audits.

Technology Integration

Our operations leverage cutting-edge technology to enhance service quality and efficiency:

- **SWEPT Quality Control System**: Implementation of this mobile inspection platform has digitized 100% of our quality control processes, enabling real-time reporting, photographic documentation, and trend analysis.

- **Workforce Management Software**: Our cloud-based scheduling and attendance verification system ensures accurate deployment of personnel and provides clients with transparent reporting on service delivery.

- **Client Communication Portal**: We've developed a secure online dashboard that provides clients with access to cleaning schedules, completed inspection reports, and a direct channel for service requests.

Staff Development

We've created an exceptional environment for employee growth and advancement:

- **Career Pathway Program**: 95% of our supervisory staff began as entry-level cleaners, advancing through our structured development program that combines hands-on experience with formal training.

- **Technical Certification**: Each employee receives an average of 42 hours of formal training annually, with opportunities to earn specialized certifications in floor care, biohazard cleanup, window cleaning, pressure washing and other technical skills.

- **Leadership Academy**: Our management development program advances cleaners to leadership positions, creating a pipeline of skilled supervisors familiar with our operational standards.

- **Employee Retention**: Our cleaning staff retention rate of 92% significantly exceeds the industry average of 43%, reflecting our commitment to creating a positive work environment and meaningful career opportunities.

- **Performance Recognition**: Our multi-tiered recognition program has awarded 180 plus performance bonuses in the past year, reinforcing our culture of excellence and accountability.

Why Choose Us?

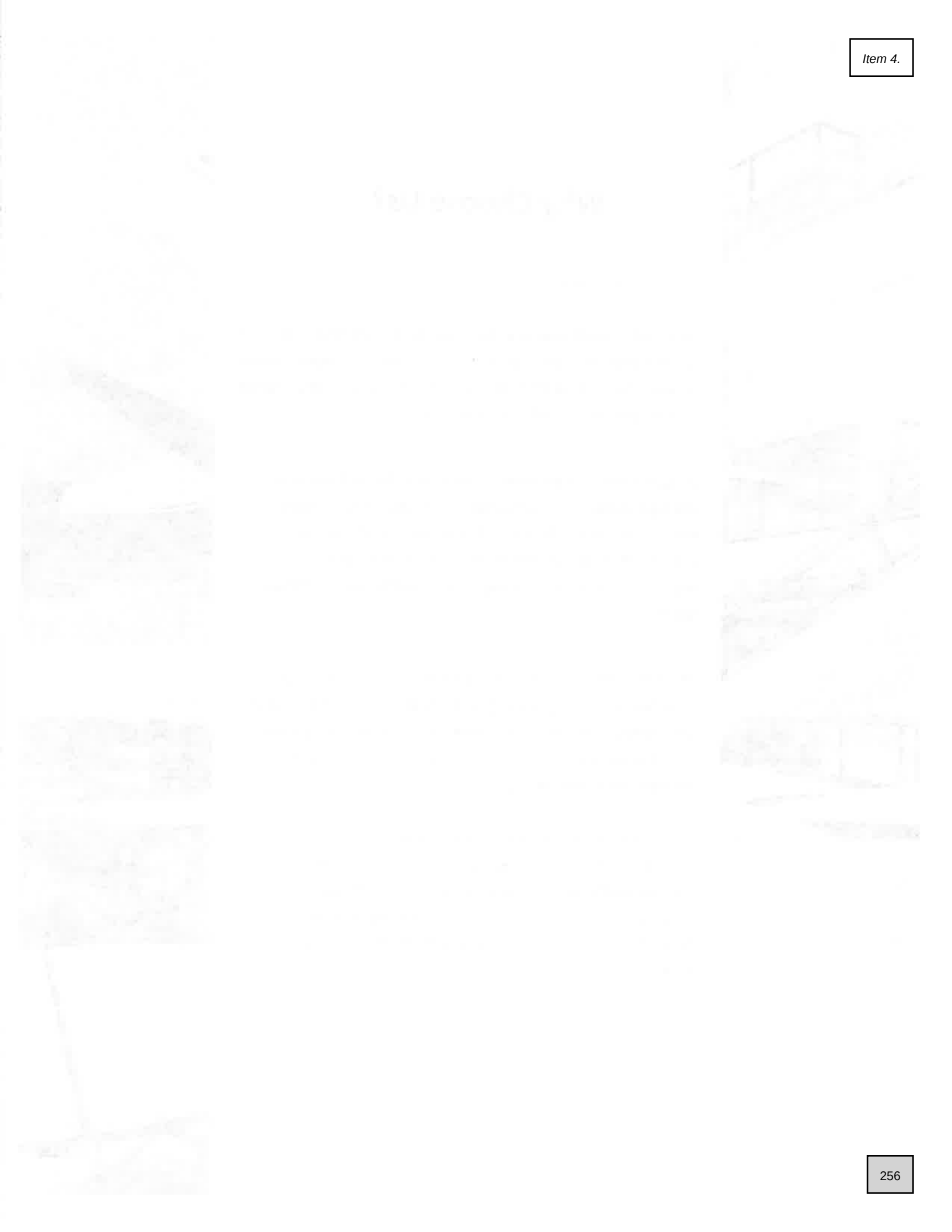
Everyone does not clean the same...

PPI understands your standards are to be followed and has a clear vision and plan of what it will take to exceed these expectations. As a partner with PPI, the service you receive will be consistent with our approach.

We will maintain transparency, accountability, collaboration and high standards of performance. We work directly from the specifications indicated in the scope of work. We create task lists that each team member is assigned to and is responsible for accomplishing; hand-tailored to your cleaning needs.

You'll hear the same promises such as, "We meet the highest standard of cleaning, we regularly inspect our facilities and we are always available for our clients" from us and every other cleaning service company, but with PPI we do more than promise we follow through.

Perfection Plus has over 43 years of experience cleaning buildings similar to your facility. We do not anticipate any unusual challenges or difficulties at this time. If any are to arise, proper communication with the facility manager will be in place to resolve the issue in a timely manner per protocol.



Fiscal Integrity Acknowledgment

In accordance with Section II(1)(b) of the City of Whitewater RFP for Janitorial and Cleaning Services, we acknowledge the requirement to demonstrate financial stability and fiscal integrity.

As requested, we have included our most recent bank statement from Old National Bank dated February 28, 2025, for account number XXXXXX4372. This statement demonstrates our company's solid financial position with a healthy account balance and regular business activity including multiple client deposits throughout the previous month. Our account shows consistent cash flow management, maintaining sufficient reserves while meeting all regular financial obligations.
This documentation confirms that Perfection Plus Inc. possesses the necessary capital resources to:

- Support the specified service requirements outlined in the RFP
- Provide initial inventories, equipment, and labor necessary for contract implementation
- Maintain sufficient cash flow to guarantee consistent performance throughout the contract term

Our financial records demonstrate our ability to successfully manage contracts of similar scope to the City of Whitewater's janitorial services requirements. We authorize the City of Whitewater Evaluation Committee to review this confidential financial information solely for the purpose of evaluating our proposal's fiscal integrity. Should additional financial documentation be required during the evaluation process, we will promptly provide such information upon request.

OLD NATIONAL BANK
P. O. Box 718
Evansville, IN 47705

BUSINESS ANALYSIS CHECKING

ACCOUNT INFORMATION

DATE	02/28/2025
ACCOUNT NUMBER	XXXXXX4372

00032928 FP264303012513220900 02 000000000 0085378 005

PERFECTION PLUS INC
NEW OPERATING
7155 COUNTY ROAD 26
MAPLE PLAIN MN 55359-9397

CLIENT CARE CONTACT INFORMATION

Client Care: 800-731-2265
Visit us Online: www.oldnational.com
Written Inquiries: P. O. Box 419
Evansville, IN 47703

00032928 0300465 0001-0004

ACCOUNT SUMMARY

Previous Statement Balance	01/31/2025	$44,003.89
Deposits/Credits	21	$233,293.29
Withdrawals/Debits	33	-$197,736.62
Total Service Charges		$0.00
Interest Paid		$0.00
Current Statement Balance	02/28/2025	$79,560.56

DEPOSITS AND OTHER CREDITS

DATE	TRACER	TRANSACTION DESCRIPTIONS	AMOUNT
02/03	300000	LOCKBOX DEPOSIT	$2,453.06
02/03	300000	LOCKBOX DEPOSIT	$545.13
02/04	400000	LOCKBOX DEPOSIT	$13,791.66
02/05	500000	LOCKBOX DEPOSIT	$705.41
02/06	600000	LOCKBOX DEPOSIT	$19,397.17
02/06	1037	Metropolitan Cou AP 0001PERFECTION PLUS IN	$10,583.33
02/06	1037	MN State-MMB ACH PERFECTION PLUS INC	$2,500.00
02/10	1000000	LOCKBOX DEPOSIT	$923.67
02/10	1041	Slipka Companies Receivable Perfection Plus, Inc	$457.91
02/12	1200000	LOCKBOX DEPOSIT	$31,334.22
02/13	1300000	LOCKBOX DEPOSIT	$55,100.39
02/14	1400000	LOCKBOX DEPOSIT	$3,783.17
02/18	1049	MOM BRANDS CO, L EXP REIMB PERFECTION PLUS INC	$32,212.50
02/18	1800000	LOCKBOX DEPOSIT	$13,746.79
02/18	1800000	LOCKBOX DEPOSIT	$4,415.53

To Help Balance Your Account

Enter your checkbook balance		
Add Interest credited and other deposits shown on this statement, but not previously entered in your checkbook		
Subtotal		
Subtract service charge and other deductions shown on this statement, but not previously entered in your checkbook		
Subtotal		
A Adjusted checkbook balance		
Enter the current balance from this statement		
Add deposits entered in your checkbook, but not shown on this statement		
Subtotal		
Subtract checks and withdrawals entered in your checkbook, but not shown on this statement	Check No.	Amount
Subtotal		
B Adjusted statement balance		

Your checkbox is in balance If line A agrees with line B.

If your adjusted checkbook and bank statement balance do not agree:

1. Review last month's statement to make sure any differences were corrected.
2. Check additions and subtractions in your checkbook.
3. Compare the amount of each check and deposit on this statement with the amount recorded in your checkbook.
4. Make sure all outstanding checks have been listed, including those that may not have been paid from the previous statement.
5. Make sure that any electronic fund transfers or automatic payments are recorded in your checkbook.

How Finance Charge is Calculated

If this statement includes billing information regarding a personal line of credit for consumer use, the finance charge for each statement (loan) period is calculated by applying the applicable daily periodic rate(s) to the daily balances. To get daily balances, we take the beginning balance of your account each day, add any new loans or charges and subtract any payments or credits. Then, we multiply the daily balance each day of the statement period by the applicable daily periodic rate(s). We then add up all of these daily finance charges to get your total finance charge. If there is only one (1) daily periodic rate during the statement period, the finance charge may also be verified by multiplying the average daily balance by the number of days in the statement period and multiplying the result by the applicable daily periodic rate. If your line of credit has a variable rate feature, the rate used to calculate your finance charge may vary as described in the disclosure provided to you initially. Payments received during regular hours on business days at all of our full-service offices will be credited on the same business day. Payments received at other locations or after regular business hours will be credited on the next business day.

In Case of Errors or Questions About Your Personal Line of Credit (This is a summary of Your Billing Rights)

If you think your statement is wrong, or you need more information about a transaction on your statement, write us at P.O. Box 419, Evansville, IN 47703. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us but doing so will not preserve your rights.

In your letter, give us the following information:

1. Your name and account number.
2. The dollar amount of the suspected error.
3. Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount you question. However, charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question, or any interest or other fees related to that amount. We can apply any unpaid amount against your credit limit.

If you have authorized us to pay your minimum monthly payment automatically by charging your deposit account with us, you can stop the payment on any amount you think is wrong. To stop the payment, your letter must reach us three business days before the automatic payment is scheduled to occur.

In Case of Errors or Questions About Electronic Transfers

Please call 1-800-731-2265 or write us at P.O. Box 419, Evansville, IN 47703 as soon as you can, if you think your statement or receipt is wrong, or if you need more information about a transfer on this statement or on a receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the problem or error appeared.

1. Tell us your name and account number.
2. Describe the error and transfer you are unsure about and explain as clearly as you can why you believe there is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

If you tell us verbally, we may request that you send us your complaint or question in writing within 10 business days. We will investigate your complaint and correct any error promptly. If we take more than 10 business days (20 days for new account transactions) to do this, we will recredit your account for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not recredit your account. Our investigation will take no longer than 45 business days to complete (90 days for point-of-sale, foreign debit card or new account transactions.)

If we decide that there was no error, we will send you a written explanation within 3 business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

In Case of Irregularities Identified on This Statement

You are responsible for promptly examining your statement each statement period and reporting any irregularities to us. We will not be liable for any error, any check that is altered or counterfeit, any signature that is forged or unauthorized transaction unless you notify us in writing within thirty (30) calendar days after we make the statement available to you. Also, we will not be liable for any subsequent items paid, in good faith, containing an unauthorized signature or alteration by the same wrongdoer unless you timely notify us in writing.

OLD NATIONAL BANK
P. O. Box 718
Evansville, IN 47705

BUSINESS ANALYSIS CHECKING

ACCOUNT INFORMATION

DATE	02/28/2025
ACCOUNT NUMBER	XXXXXX4372

00032928 0300467 0002-0004

DEPOSITS AND OTHER CREDITS (continued)

DATE	TRACER	TRANSACTION DESCRIPTIONS	AMOUNT
02/19	1050	CITY OF ELK RIVE ACCTS PAY PERFECTION PLUS, INC.	$2,550.00
02/20	2000000	LOCKBOX DEPOSIT	$5,020.60
02/21	2100000	LOCKBOX DEPOSIT	$1,538.25
02/24	2400000	LOCKBOX DEPOSIT	$862.77
02/27	2700000	LOCKBOX DEPOSIT	$16,261.14
02/28	2800000	LOCKBOX DEPOSIT	$15,110.59

WITHDRAWALS AND OTHER DEBITS

DATE	TRACER	TRANSACTION DESCRIPTIONS	AMOUNT
02/03	73	CRD PUR 877233 5387 10020N SOU 655000 EDINA MN 6401 France Ave S	-$10.00
02/03	1034	AMERICAN EXPRESS ONLINE PMT CASAUS,SUSAN	-$164.33
02/03	1034	HEALTHPARTNERS PREMIUM CASAUS,SUSAN E	-$675.95
02/03	1034	MAINSTREETLEDGER Bookkeepin Perfection Plus	-$750.00
02/03	1034	SECURA INSURANCE INS.PREM PERFECTION PLUS INC	-$3,856.92
02/05	70	HERNANDO PEREZ ZELLE REF:503600C06B31	-$150.00
02/05	70	INT TXFR TO DD XXXXXXXX1328	-$2,000.00
02/05	1036	MERITAIN HEALTH INS. PREM. SUSAN CASAUS	-$64.81
02/05	1036	MN DEPT OF REVEN MN Rev pay PERFECTION PLUS INC	-$8,907.00
02/11	1042	West Bend debitpmt West Bend Payment	-$7,053.00
02/13	65	JENNIFER PASTRAN ZELLE REF:504400N0IIIB	-$173.00
02/13	65	INT TXFR TO DD XXXXXXXX6854	-$70,239.00
02/13	65	CRD PUR 253368 5387 TMOBILE*PO 655000 800-937-8997 WA 12920 SE 38TH	-$600.50
02/14	1045	BANK OZK ONLINE PMT CASAUS,SUSAN	-$1,000.00

OLD NATIONAL BANK®
P. O. Box 718
Evansville, IN 47705

BUSINESS ANALYSIS CHECKING

ACCOUNT INFORMATION

DATE	02/28/2025
ACCOUNT NUMBER	XXXXXX4372

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WITHDRAWALS AND OTHER DEBITS (continued)

DATE	TRACER	TRANSACTION DESCRIPTIONS	AMOUNT
02/18	83	SANDRA CHAVEZ ZELLE REF:504700B0GD0Q	-$1,250.00
02/18	1049	SBA EIDL LOAN PAYMENT SUSAN CASAUS	-$5,970.00
02/18	213	MONTHLY SERVICE CHARGE JANUARY 2025	-$106.31
02/19	1050	MIDCONTINENT WEB_PAY SUSAN CASAUS	-$49.00
02/25	1056	AMERICAN EXPRESS ONLINE PMT CASAUS,SUSAN	-$521.78
02/27	83	INT TXFR TO DD XXXXXXXX6854	-$69,000.00
02/27	83	CRD PUR 913414 5387 RAINMAKER 655000 ST. LOUIS MO 3958 UNION RD	-$2,155.79

CHECKS

CHECK NUMBER	DATE	AMOUNT	CHECK NUMBER	DATE	AMOUNT
6019	02/24	$1,000.00	6061 *	02/21	$6,400.00
6037 *	02/04	$1,000.00	6063 *	02/10	$60.00
6043 *	02/03	$3,571.23	6068 *	02/24	$1,000.00
6054 *	02/28	$1,000.00	6069	02/28	$5,680.00
6057 *	02/10	$1,450.00	6071 *	02/21	$3.00
6058	02/10	$1,000.00	7195 *	02/07	$875.00

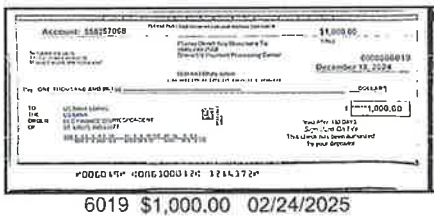
* Denotes check paid out of sequence

DAILY BALANCE SUMMARY

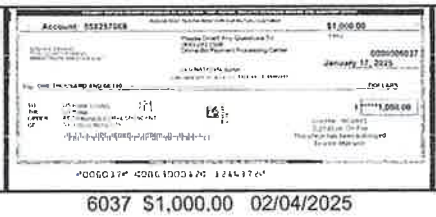
DATE	BALANCE	DATE	BALANCE	DATE	BALANCE
01/31	$44,003.89	02/03	$37,973.65	02/04	$50,765.31
02/05	$40,348.91	02/06	$72,829.41	02/07	$71,954.41
02/10	$70,825.99	02/11	$63,772.99	02/12	$95,107.21
02/13	$79,195.10	02/14	$81,978.27	02/18	$125,026.78
02/19	$127,527.78	02/20	$132,548.38	02/21	$127,683.63
02/24	$126,546.40	02/25	$126,024.62	02/27	$71,129.97
02/28	$79,560.56				

OLD NATIONAL BANK®

BUSINESS ANALYSIS CHECKING XXXXXX4372

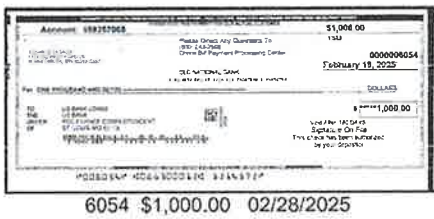


6019 $1,000.00 02/24/2025



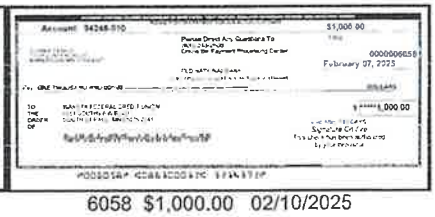
6037 $1,000.00 02/04/2025

6043 $3,571.23 02/03/2025

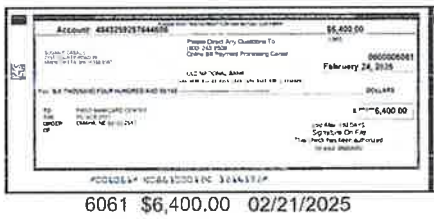


6054 $1,000.00 02/28/2025

6057 $1,450.00 02/10/2025



6058 $1,000.00 02/10/2025



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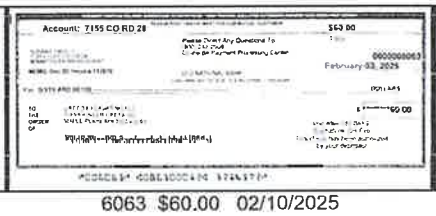
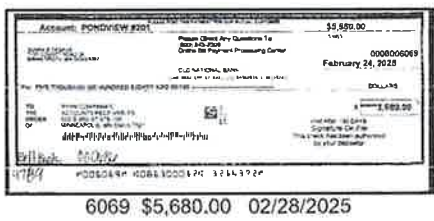


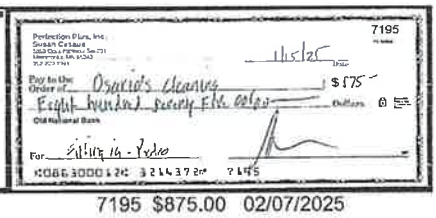
6063 $60.00 02/10/2025

6068 $1,000.00 02/24/2025



6069 $5,680.00 02/28/2025

6071 $3.00 02/21/2025



7195 $875.00 02/07/2025

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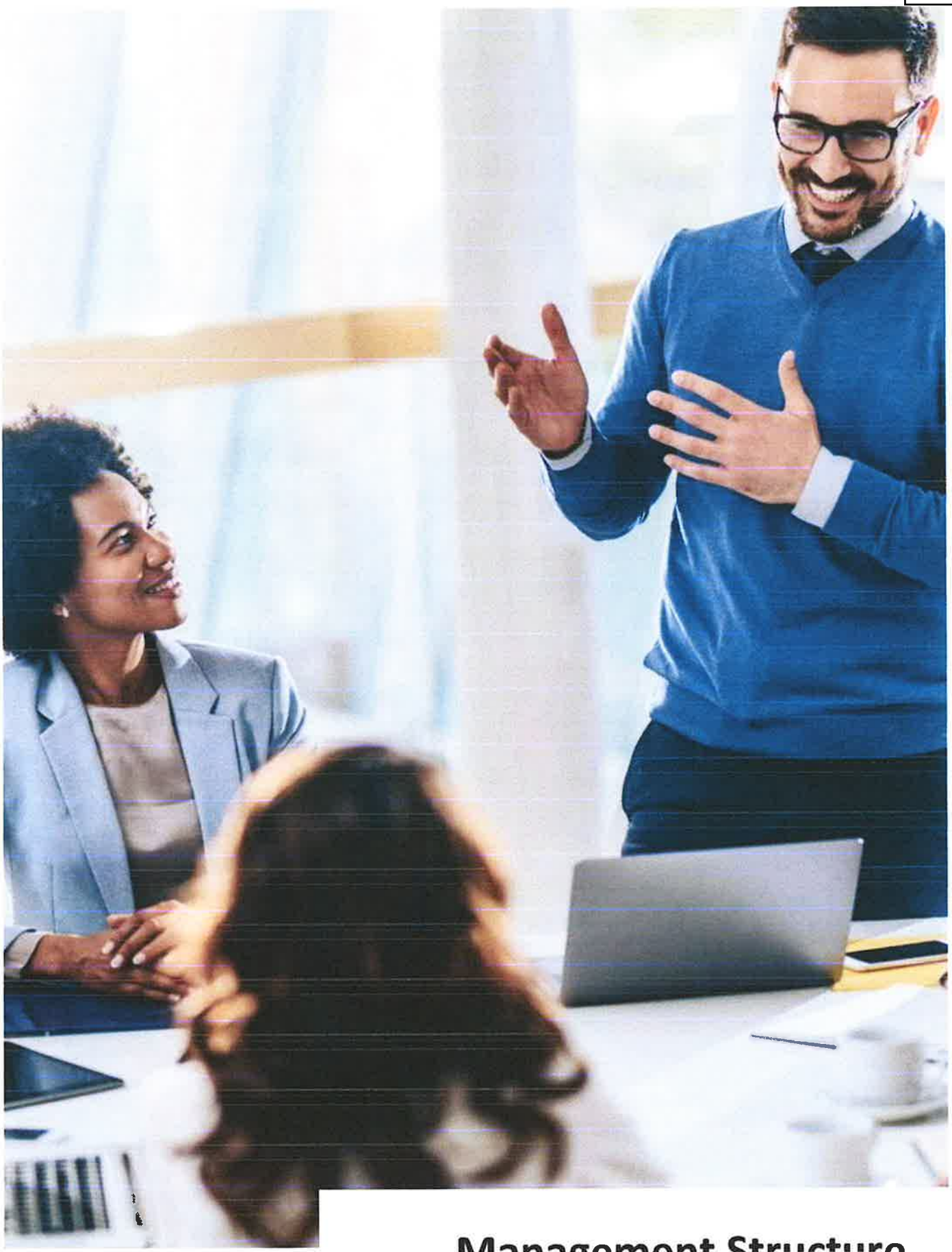
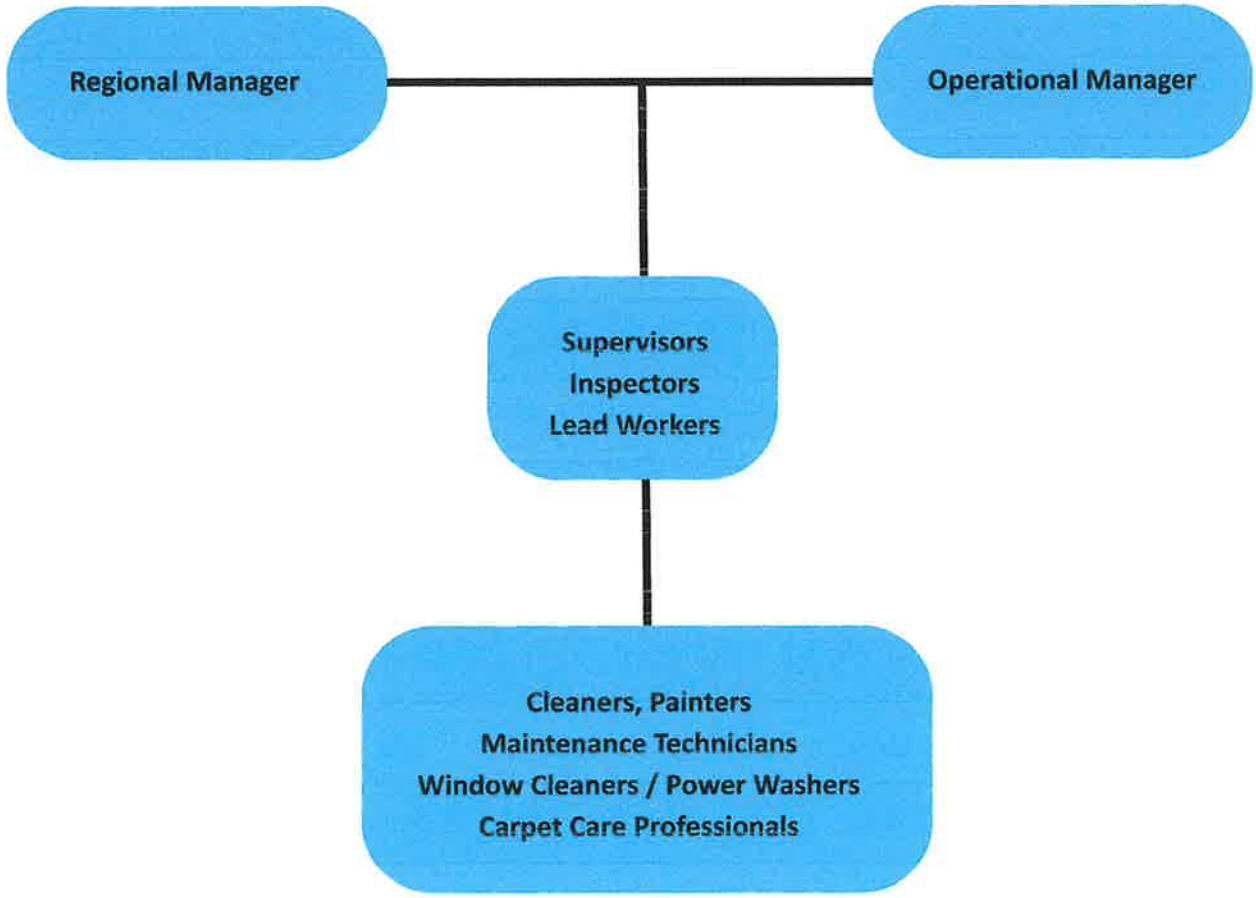


Management Structure

Wisconsin Management Chart

This organizational chart represents our management structure for assigned cleaning territories. At the top, the Regional Manager and Operational Manager provide strategic oversight, ensuring consistency, quality, and responsiveness across all service areas. They coordinate with our Supervisors and Inspectors, who are responsible for day-to-day operations, staff scheduling, performance monitoring, and quality control within their assigned territories. The front-line team consists of specialized personnel—Cleaners, Painters, Maintenance Technicians, Window Cleaners/Power Washers, and Carpet Care Professionals—each trained to deliver expert services tailored to the unique needs of each facility. This structure ensures accountability, clear communication, and operational efficiency across all service levels.



Assigned Key Personnel:

Perfection Plus, established in 1981, has grown into a leading facility services provider with over 300 dedicated employees. Our organizational structure promotes stability and career growth, evidenced by numerous staff members who have been with us for more than two decades. The company is led by our executive team, including operations directors who average 15+ years of industry experience. Regional supervisors oversee geographical territories, supported by site-specific lead workers who ensure consistent service delivery. Our field operations are structured into specialized teams focusing on specific service areas, allowing for efficient communication and rapid response to client needs. All supervisory staff/key management personnel/cleaners will be located within the White-Water city area.

Susan Casaus

ACCOUNT MANAGER

- 43 YEARS OF EXPERIENCE
- Oversees day-to-day operations, ensuring all cleaning services meet company standards and client expectations.
- Responsible for developing cleaning protocols and ensuring compliance with quality control.
- Providing leadership in safety and quality assurance.

Elizabeth Gutierrez

LEAD WORKER/SUPERVISOR

- 11 YEARS OF CLEANING AND SUPERVISION EXPERIENCE
- Manages cleaning crews, coordinates schedules, and ensures timely service delivery with high-quality results.
- Implements staff training programs and ensures all teams adhere to safety and cleaning protocols.
- Certified in carpet cleaning, with expertise in hazard knowledge and compliance, ensuring safe practices across all jobs.

Kadishe Avdiu

SUPERVISOR

- 18 YEARS OF CLEANING, TRAINING, SUPERVISION, AND SPECIAL SERVICE EXPERIENCE
- Leads specialized cleaning operations, focusing on intricate and high-sensitivity tasks, including detailed cleaning of unique surfaces and challenging environments.
- Works closely with cleaners to understand specific needs and tailors cleaning methods accordingly.
- Certified in carpet cleaning and hazardous materials management, applying advanced techniques to ensure thorough and safe cleaning.

Corporate Support Services

Internal Systems Support

Our company provides robust internal systems support to ensure the seamless execution of the City of Whitewater contract. Our centralized administrative infrastructure includes:

- Advanced Scheduling System: Proprietary cloud-based scheduling software that manages staff assignments, tracks time and attendance, and provides real-time visibility into service delivery.

- Integrated HR Management: Comprehensive human resources platform handling recruitment, onboarding, training tracking, and performance management to ensure properly qualified staff are assigned to your facilities.

- Digital Reporting System: Our SWEPT quality control application enables immediate documentation and resolution tracking of any cleaning issues, with automated escalation protocols for unresolved concerns.

- Inventory Management System: Centralized tracking of all cleaning supplies and equipment, ensuring proper stocking levels and timely replacement of consumables across all City facilities.

Corporate Programs

- Our commitment to excellence is supported by several company-wide initiatives that directly benefit the City of Whitewater contract:

- Quality Assurance Program: Our three-tier inspection protocol includes

- self-inspections, supervisor reviews, and independent audits by our Quality Assurance team, ensuring consistent adherence to cleaning standards.

- Safety Compliance Program: Comprehensive safety training, regular safety meetings, and continuous monitoring of workplace practices to maintain our industry-leading safety record and protect both our employees and your facilities.

- Continuous Improvement Initiative: Quarterly analysis of service metrics and client feedback to identify opportunities for enhancing cleaning effectiveness and operational efficiency.

- Sustainability Program: Implementation of green cleaning practices, including water conservation measures, energy-efficient equipment, and environmentally-friendly product selection to align with the City's environmental goals.

Staff Development Support

We invest heavily in our personnel to ensure they have the skills and knowledge necessary to deliver exceptional service:

- Structured Training Pathway: Every employee receives 40 hours of initial training plus ongoing skill development through our Learning Management System, which tracks certification in specialized cleaning techniques.
- Mentorship Program: New staff are paired with experienced team members for hands-on guidance during their first 90 days of employment.
- Career Advancement Opportunities: Clear advancement pathways from entry-level positions to supervisory roles, with targeted training to develop leadership capabilities.
- Performance Recognition: Monthly and quarterly awards programs that celebrate exceptional service, reinforcing our culture of excellence and attention to detail.

Through these corporate support systems, we ensure that our on-site teams have the resources, training, and oversight necessary to deliver consistent, high-quality cleaning services to the City of Whitewater facilities.

Staffing

The staffing recommendations provided represent our initial assessment based on industry standards for facilities of similar size, usage patterns, and cleaning frequencies. We understand that each facility has unique characteristics that may require adjustments to these preliminary staffing estimates. Upon contract award, we will carefully monitor cleaning performance, time requirements, and quality outcomes during the first 30-60 days to determine the optimal staffing configuration for the City of Whitewater's specific needs. Our flexible staffing approach allows us to add additional personnel where challenges are identified or reduce staffing where efficiencies can be achieved without compromising quality. We prioritize results over rigid staffing formulas, and will collaborate closely with City facility managers to ensure we're allocating resources in a manner that delivers exceptional cleanliness while maintaining cost efficiency. This data-driven approach to staffing optimization ensures the City receives maximum value throughout the contract term.

All of the below cleaners would report to assigned key personel/management in previous pages

Whitewater Municipal Building(27,000 sq ft, 5x per week)
2-3 cleaners (approximately 3-4 hours per shift)

Whitewater Innovation Center(37,500 sq ft, 5x per week)
3-4 cleaners (approximately 3-4 hours per shift)

Irvin L. Young Public Library(11,000 sq ft expanding to 18,000 sq ft, 5x per week)
Current: 1-2 cleaners (approximately 3 hours per shift)
After expansion: 2 cleaners (approximately 4 hours per shift)

Downtown Armory(11,000 sq ft, 3x per week)
1-2 cleaners (approximately 3-4 hours per shift)
Additional considerations: Gymnasium requires specialized floor care

Starin Park Community Building(4,000 sq ft, 5x per week)
1 cleaner (approximately 2-3 hours per shift)
Additional considerations: Outdoor restrooms and kitchen facility

Cravath Lakefront Community Center(size not specified, 2x per week)
1 cleaner (approximately 2-3 hours per shift)
Additional considerations: Variable occupancy based on events

Acknowledgments for Staffing and Training Requirements

1. STAFFING

We acknowledge and accept all staffing requirements as outlined in Section IV of the RFP. Perfection Plus will:

- Maintain adequate staffing of competent and reliable employees to ensure efficient service delivery
- Ensure services are performed by carefully selected and efficient employees in conformity with accepted janitorial standards and practices
- Remove any employee from City assignment upon request if they engage in improper conduct or are unqualified
- Provide a steady and dependable workforce with minimal turnover
- Prohibit employees from disturbing papers, opening drawers/cabinets, or using City office equipment
- Require employees to wear photo ID and name tags with Company and Employee names at all times
- Submit updated employee listings whenever staff changes occur

Recruitment and Hiring Practices: Perfection Plus prioritizes continuity of service and recognizes the value of experienced personnel. We offer incumbent cleaners positions when the client is satisfied with their performance. For the City of Whitewater, we have already pre-screened and designated cleaners and supervisors specifically for this contract. Additionally, we maintain a pre-screened list of qualified cleaners ready to start work immediately to ensure consistent coverage.

2. MANAGEMENT AND SUPERVISION

We acknowledge and accept all management and supervision requirements. Perfection Plus will:

- Provide a reliable, qualified, and experienced supervisor to direct our staff in completing all contracted tasks

3. INSPECTIONS

We acknowledge and accept all inspection requirements. Perfection Plus will:

- Participate in joint inspections with the City's Facilities Manager to identify any variations from standards
- Correct any identified variations according to specifications
- Prepare written summary reports of inspections with specific schedules for corrective actions
- Conduct at least one monthly inspection of all work areas by our supervisor
- Correct any deficiencies identified during scheduled inspections by the next work shift or at a mutually agreed time
- Accept appropriate deductions for uncorrected deficiencies based on hourly rates
- Understand that repeated instances of non-performance may result in contract termination

3. TRAINING

We acknowledge and accept all training requirements. Perfection Plus will:

- Provide adequate training to guarantee specifications are met and contracted services are delivered
- Offer regularly scheduled training and development programs for employees at all levels
- Cover all expenses associated with employee training
- Ensure all staff assigned to City facilities receive training in: a) Proper Janitorial and Cleaning Methods b) Cleaning Product Use and Care c) Hazardous Communication d) Blood borne Pathogens e) Equipment Operation and Safety f) Personal Conduct and Habits g) Positive Customer Relations h) Lead Abatement Training
- Train employees to be polite and diplomatic in all dealings with City staff, students, and guests
- Instruct and enforce proper personal hygiene practices
- Ensure employees are aware of City service standards

4. COMPLIANCE WITH POLICIES AND REGULATIONS

We acknowledge and accept that our personnel will observe all regulations and policies of the City, and understand that failure to do so may be grounds for discipline or dismissal.

5. BACKGROUND CHECKS

Background Check Acknowledgment: Perfection Plus acknowledges and accepts that all employees must submit to and pass a City of Whitewater background check. Every employee of Perfection Plus receives a comprehensive background check as standard procedure. A significant portion of our client base includes police departments, city buildings, healthcare facilities, and organizations with strict security protocols. We fully understand security requirements and prioritize hiring trustworthy individuals with clean records who can work in sensitive environments.

Training Program

At Perfection Plus, we pride ourselves on delivering a state-of-the-art training program that ensures the highest standards of cleanliness and professionalism across all environments. Our comprehensive training and certification process sets us apart in the industry, featuring an ongoing development program that includes:

- Professional Development Through Multiple Platforms
- Live and virtual training sessions
- Industry expert guest speakers
- Hands-on demonstrations
- Interactive seminars
- Real-time, on-site instruction Video-based learning modules

Our monthly training modules systematically build expertise from foundational to specialized cleaning protocols. We begin with general office cleaning fundamentals and progressively advance through specialized environments including financial institutions, educational facilities, and healthcare settings. Our healthcare facility training deserves special mention, as we provide extensive hands-on instruction in:

- Clinical environments
- Hospital settings Clean
- room protocols

Each staff member must demonstrate proficiency through our rigorous certification process, with mandatory refresher courses ensuring that skills and knowledge remain current with industry best practices. This commitment to continuous education ensures that your facility receives service that meets the highest standards of cleanliness and safety. By partnering with Perfection Plus, you gain access to a workforce that is continuously trained, certified, and prepared to meet your facility's specific requirements with the utmost professionalism and expertise.

JANITORIAL TRAINING CHECKLIST

ONBOARDING (Days 1-2)

Company orientation and history

Employee handbook review and acknowledgment

Picture for company badge

Benefits explanation and enrollment

Uniform distribution and appearance standards

Emergency procedures and contacts
Facility tour and layout familiarization

Introduction to client's key personnel

Security protocols and badge/access requirements

Time tracking procedures and attendance policy
Assignment of mentor/buddy

SAFETY TRAINING (Days 1-3)

Personal protective equipment (PPE) usage

Hazard Communication (HazCom) and SDS sheets

Blood-borne pathogens training

Proper lifting techniques (emphasis on 50 lb capability where required)

Slip, trip, and fall prevention

Electrical safety with equipment

Chemical handling and storage

Injury reporting procedures

Emergency response procedures

First aid locations and basic protocols

GENERAL CLEANING SKILLS (Days 3-5)

Color-coding systems for preventing cross-contamination

Proper dilution and use of cleaning chemicals

Restroom cleaning and disinfection protocols

Trash and recycling handling procedures

Dusting techniques (high and low)

Glass and mirror cleaning

Spot cleaning walls and surfaces

Furniture cleaning and polishing

Stairwell cleaning procedures
Elevator cleaning protocols

FLOOR CARE (Days 5-7)

Carpet vacuuming techniques
Carpet spotting and stain removal
Carpet extraction methods

Hard floor dust mopping

Wet mopping procedures
Auto scrubber operation

Floor stripping techniques

Floor finishing application

Burnishing and buffing procedures

Stone/marble floor care

EQUIPMENT TRAINING (Days 7-10)

Vacuum cleaner operation and maintenance

Carpet extractor operation and maintenance

Auto scrubber operation and maintenance

Floor buffer/burnisher operation

Pressure washer operation (if applicable)

Snow removal equipment operation (where applicable)

Daily equipment inspection procedures

Troubleshooting common equipment issues

Equipment storage and charging protocols
Reporting equipment malfunctions

RESIDENTIAL-SPECIFIC TRAINING (Days 10-12)

Room turnover procedures

Bedroom cleaning standards

Bathroom cleaning and disinfection

Kitchen/kitchenette cleaning

Common area maintenance

Linen changing procedures

Mattress sanitizing

Window cleaning (interior)

Furniture arrangement standards

Move-in/move-out inspection protocols

FOOD SERVICE AREA TRAINING (If Applicable, Days 12-14)

Kitchen safety protocols

Food contact surface sanitizing

Dining area cleaning

Floor maintenance in food service areas

Grease trap and exhaust hood awareness

Dishwashing area cleaning

Food storage area cleaning

Garbage disposal area maintenance

Pest prevention protocols

Health department compliance standards

TECHNOLOGY AND REPORTING (Days 14-15)

Work order management system training

Mobile device usage for task tracking

Digital checklist completion

Issue documentation and reporting

StarRez software training (if applicable)

Communication protocols with supervisors

Quality control reporting

Inventory management system

Time and attendance system

Customer feedback handling

SPECIALIZED CLEANING (Days 15-17)

High dusting techniques

Ceiling and wall washing

Upholstery cleaning

Metal polishing

Biohazard cleanup procedures

Infection control cleaning

Computer/electronics cleaning

Exterior window cleaning awareness

Graffiti removal techniques

Construction cleanup procedures

SUSTAINABILITY PRACTICES (Day 17)

Green cleaning procedures

Water conservation methods

Energy conservation during cleaning

Proper chemical usage to reduce environmental impact

Recycling program compliance

Waste reduction strategies

Sustainable product identification

Indoor air quality considerations

Chemical-free cleaning methods

Microfiber usage and laundering

CLIENT-SPECIFIC REQUIREMENTS (Day 18)

Review of service level agreements (SLAs)

APPA cleanliness standards review

Client-specific cleaning protocols

Restricted areas and access protocols

Special materials handling requirements

VIP area protocols

Event setup/teardown procedures (if applicable)

Seasonal cleaning requirements

Special project scheduling awareness

Client communication protocols

QUALITY ASSURANCE (Day 19)

Self-inspection techniques

Quality control checkpoints

Common deficiency awareness and prevention

Peer review procedures

Supervisor inspection expectations

Corrective action procedures

Customer satisfaction measurement

Continuous improvement practices

Recognition of quality work

Problem-solving techniques

PROFESSIONAL DEVELOPMENT (Day 20)

Career path opportunities
Advanced certification options
Leadership skills introduction

Team building exercises

Customer service excellence

Conflict resolution techniques

Time management skills

Personal productivity enhancement

Stress management techniques

Cultural sensitivity training

FINAL ASSESSMENT AND CERTIFICATION

Written knowledge examination

Practical skills demonstration

Equipment operation verification

Chemical knowledge verification Safety protocol compliance verification

Customer service role-playing

Problem-solving scenario evaluation

Documentation completion review

Final mentor/supervisor evaluation

Training completion certification

ONGOING TRAINING (Monthly/Quarterly)

Refresher training schedule

New equipment orientation

Chemical updates and changes

Procedure modifications

Safety updates

Seasonal requirement reviews

Team performance reviews

Individual performance coaching

Advanced skills development

Cross-training opportunities

TRAINING COMPLETION VERIFICATION

Employee Name:

Training Start Date:

Training Completion Date:

Trainer Name:

Trainer Signature:

Employee Signature:

Date

Notes/Comments:

Service Orientation

- We seek candidates with demonstrated customer service experience
- We assess communication skills and interpersonal abilities
- We evaluate candidates' responsiveness to feedback
- We gauge their understanding of professional boundaries when working in municipal facilities

Work Ethic and Reliability

- We analyze attendance and punctuality records from previous employment
- We assess candidates' willingness to perform additional tasks when needed
- We evaluate their commitment to quality standards
- We determine their capacity to work independently with minimal supervision

Adaptability and Willingness

- We look for candidates who demonstrate flexibility with scheduling
- We assess their receptiveness to learning new cleaning techniques and protocols
- We evaluate their capacity to adapt to the diverse requirements of different facilities
- We determine their willingness to embrace technology tools for performance tracking

By implementing this comprehensive screening approach, we ensure that only individuals who meet our strict criteria for character, competence, and commitment join our team serving the City of Whitewater. This systematic selection process has resulted in our industry-leading employee retention rates and consistent service quality across all client facilities.

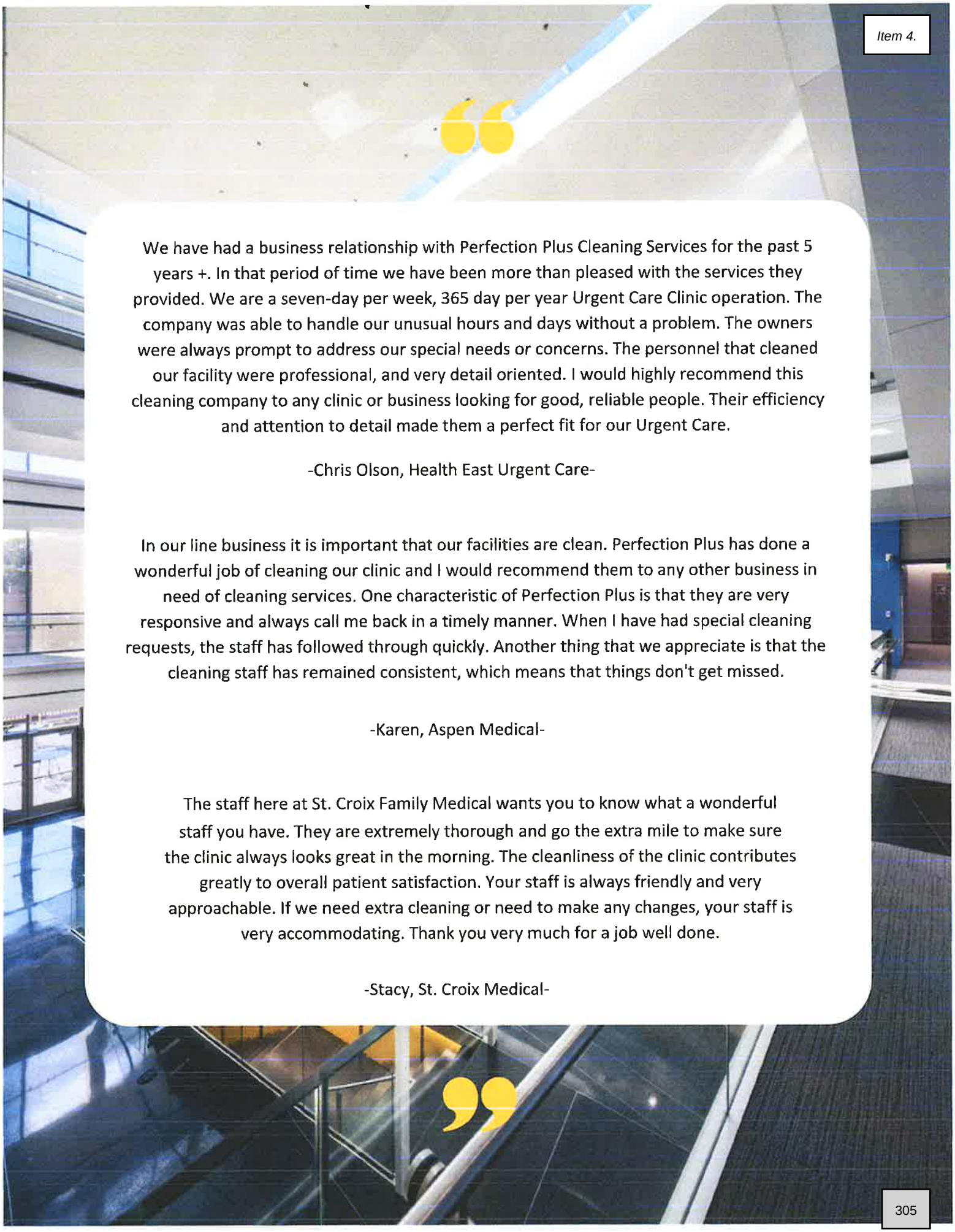
Equal Opportunity Statement

Our company is fully committed to the principles of equal opportunity employment and the promotion of diversity and inclusion throughout our organization. We affirm that we do not discriminate on the basis of race, creed, color, sex, age, national origin, religion, disability, veteran status, sexual orientation, gender identity, or any other legally protected characteristic in any of our employment practices including recruitment, hiring, training, promotion, compensation, benefits, discipline, termination, or any other terms and conditions of employment.

We actively pursue diversity in our workforce, believing that a varied range of backgrounds, perspectives, and experiences strengthens our organization and enhances the quality of our service delivery. Our corporate policies, training programs, and management practices reflect this commitment, ensuring that all employees are treated with dignity and respect in a workplace free from harassment and discrimination.

As a contractor for the City of Whitewater, we embrace and mirror the City's commitment to equal opportunity and non-discrimination. We understand that our services to the public facilities of Whitewater require the highest standards of professionalism and equal treatment, which we strive to exemplify through our diverse workforce.

We maintain detailed records of our employment practices and regularly review our policies to ensure ongoing compliance with all applicable federal, state, and local equal opportunity employment laws and regulations. Our commitment extends beyond mere legal compliance to the active promotion of an inclusive work environment where all employees can thrive and contribute to their fullest potential.
By submitting this proposal, we affirm our dedication to these principles and pledge to continue upholding them throughout the duration of our service to the City of Whitewater.



We have had a business relationship with Perfection Plus Cleaning Services for the past 5 years +. In that period of time we have been more than pleased with the services they provided. We are a seven-day per week, 365 day per year Urgent Care Clinic operation. The company was able to handle our unusual hours and days without a problem. The owners were always prompt to address our special needs or concerns. The personnel that cleaned our facility were professional, and very detail oriented. I would highly recommend this cleaning company to any clinic or business looking for good, reliable people. Their efficiency and attention to detail made them a perfect fit for our Urgent Care.

-Chris Olson, Health East Urgent Care-

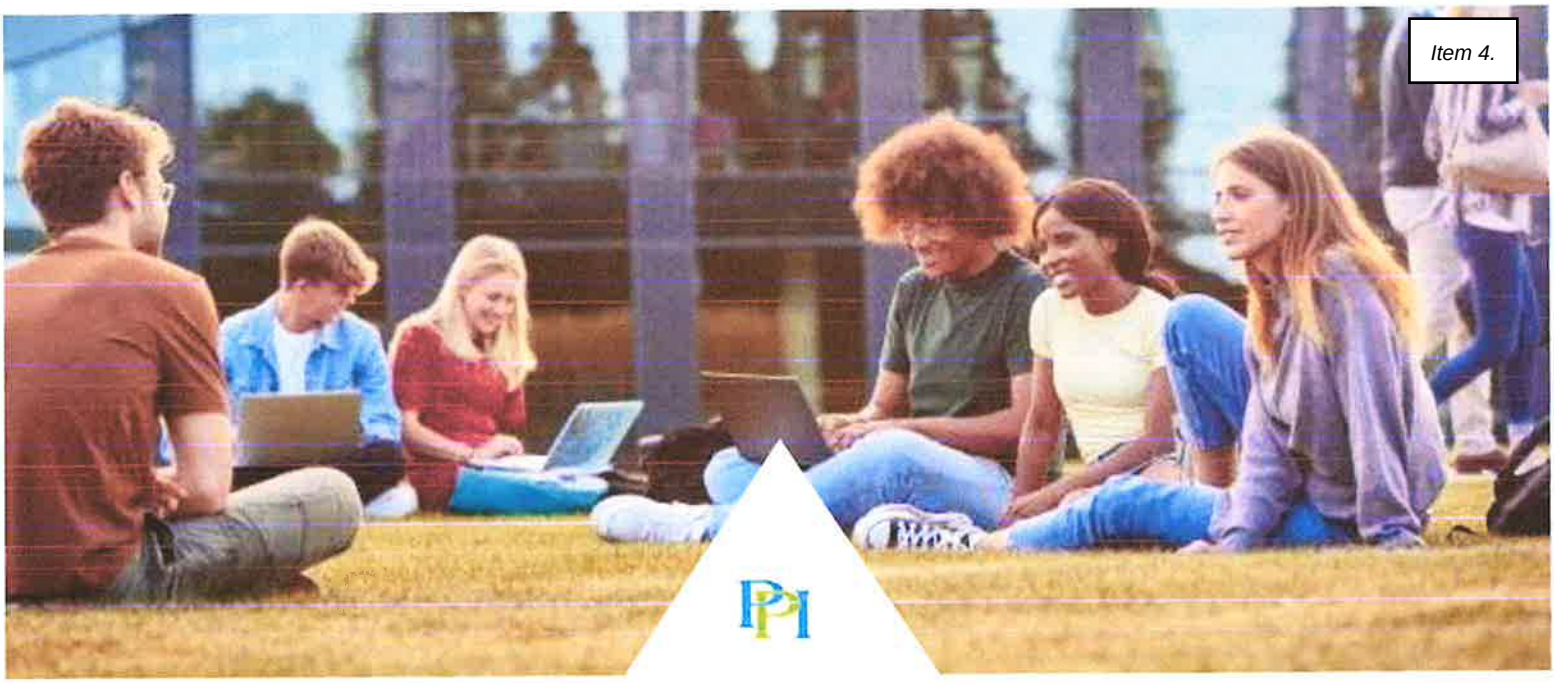
In our line business it is important that our facilities are clean. Perfection Plus has done a wonderful job of cleaning our clinic and I would recommend them to any other business in need of cleaning services. One characteristic of Perfection Plus is that they are very responsive and always call me back in a timely manner. When I have had special cleaning requests, the staff has followed through quickly. Another thing that we appreciate is that the cleaning staff has remained consistent, which means that things don't get missed.

-Karen, Aspen Medical-

The staff here at St. Croix Family Medical wants you to know what a wonderful staff you have. They are extremely thorough and go the extra mile to make sure the clinic always looks great in the morning. The cleanliness of the clinic contributes greatly to overall patient satisfaction. Your staff is always friendly and very approachable. If we need extra cleaning or need to make any changes, your staff is very accommodating. Thank you very much for a job well done.

-Stacy, St. Croix Medical-

EXPERIENCE/REPUTATION



Client List

43 Years of Transforming Facilities

Attached to this proposal is a comprehensive list of our current janitorial accounts that demonstrate our extensive experience with facilities similar to those of the City of Whitewater. This attachment includes municipal buildings, community centers, libraries, and multi-purpose facilities that mirror the size, complexity, and usage patterns of Whitewater's properties. The accounts highlighted showcase our capability to manage multiple buildings within a single contract, ranging from 5,000 square feet to exceeding 100,000 square feet, with varying cleaning frequencies and specialized requirements. Many of these accounts feature operations with 24/7 components similar to the Police Department, community spaces with variable scheduling needs comparable to your recreational facilities, and public-facing environments that demand meticulous attention to detail. Our client list demonstrates our ability to effectively manage the diverse range of cleaning challenges present across Whitewater's six facilities.

As required by the RFP, we have included five specific references from current clients with facilities comparable to the City of Whitewater's. Each reference includes the client name and location, detailed information about the scope of services we provide, the length of time we have managed the contract, and complete contact information for officials who have direct authority over cleaning service operations. These carefully selected references can attest to our consistent service quality, responsive management, problem-solving capabilities, and overall reliability as a janitorial services provider. We encourage the evaluation committee to contact these references to gain firsthand insights into our performance record and commitment to client satisfaction. These references represent long-standing relationships that exemplify our approach to municipal partnerships and our understanding of public facility maintenance requirements.

Account	Contact	Consumables	Chemicals
MINNESOTA			
ACL - Centennial Library **100 Civic Heights Cir** **Circle Pines, MN 55014**	Mary Healy 763.324.1540 mary.healy@anokacountymn.gov	**Anoka**	**PPI**
ACL - Crooked Lake Library **11440 Crooked Lake Blvd NW** **Coon Rapids, MN 55433**	Becky Walpole 763.324.1530 becky.walpole@anokacountymn.gov	**Anoka**	**PPI**
ACL - Johnsville Library **12461 Oak Park Blvd** **Blaine, MN 55434**	Kirsten Vaughn 763.324.1546 kirsten.vaughn@anokacountymn.gov	**Anoka**	**PPI**
ACL - LSS **707 County Rd 10 Frontage Rd** **Blaine, MN 55434**	Adam Holmes | Engineer 763.274.4734 O: 763.785.3695 Adam.Holmes@anokacountymn.gov	**Anoka**	**PPI**
ACL - Mississippi Library **410 Mississippi St NE** **Fridley, MN 55432**	Stacy Cutinella 763.324.1513 Stacy.Cutinella@anokacountymn.gov After Hours Number (All Libraries): 763.324.1900	**Anoka**	**PPI**
ACL - North Central Library **17565 Central Ave NE** **Ham Lake, MN 55304**	Amy Fettig 763.324.1522 amy.fettig@anokacountymn.gov	**Anoka**	**PPI**
ACL - Northtown Library **711 County Hwy 10 Frontage Rd** **Blaine, MN 55343**	Stacy Hendren 763.324.1501 stacy.hendren@anokacountymn.gov	**Anoka**	**PPI**
ACL - Rum River Library **4201 6th Ave** **Anoka, MN 55303**	Shannon Melham 763.324.1507 Shannon.Melham@anokacountymn.gov After Hours (All Libraries): 763.324.1514	**Anoka**	**PPI**
ACL - St. Francis Library **3519 Bridge St NW** **St. Francis, MN 55070**	Chayse Sundt 763.324.1543 Chayse.Sundt@anokacountymn.gov	**Anoka**	**PPI**

Anoka County Human Services Ctr **Blaine Building** **1201 89th Ave NE #235** **Blaine, MN 55434**	John Forseth John.Forseth@anokacountymn.gov John's cell : 763-274-4733 Office : 763-324-1900	**Email Becky**	**PPI**
AC - Rum River Campus **3300 4th Ave** **Anoka, MN 55303** **Bldgs 9,13,10,RRHSC**	Corey Kohan 763.324.4590 C: 612.240.4293 Corey.Kohan@co.anoka.mn.us	**Email Cory**	**Email Cory**
Axis Apartments **350 Nathan Ln N** **Plymouth, MN 55441**	Jessica Carlson C: 763.545.1975 axismanager@badercompanies.com	**Email**	**PPI**
Bassett Creek Lofts **901 N 3rd Street** **Minneapolis, MN 55401**	Michael Frakes 612.238.2370 Michael.frakes@fsresidential.com	**PPI**	**PPI**
Cambria / Logan Real Estate **11000 West 78th St** **11000 West 78th St**	Wyatt 612.289.0737 612-554-7322 C bryon.tamasi@cambriausa.com	**PPI**	**PPI**
Cambria Aviation **12573 Charlson Rd** **Eden Prairie, MN 55344**	Heather Krueger 651.707.2446 heather.krueger@cambriaaviation.com	**PPI**	**PPI**
Corridor Flats **2929 21st Ave S** **Minneapolis, MN 55407**	Stefanie Gray 952.922.5575 stephanie sgray@gassen.com	**N/A**	**PPI**
The Crossings **121 Washington Ave S** **Minneapolis, MN 55401**	Val Cordero 612.332.6850 val.cordero@fsresidential.com	**Val**	**Val**
Eitel Apartments **1367 Willow St** **Minneapolis, MN 55403**	Mary Noel 612.333.2425 eitel@sentinelcorp.com Nick (Maintenance) 763.568.3318	**Email Mary**	**PPI**
Elk River - Library **13065 Orono Parkway** **Elk River, MN 55330**	Margo is the Libraian Butch Pelarski - text for supplies C: 763.238.3467	**Text Butch**	**Text Butch**

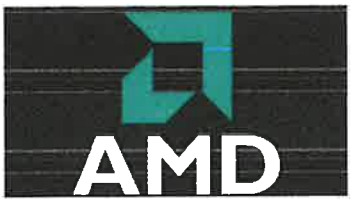
Elk River Parks - Lions Park **1104 Lions Park Dr NW** **Elk River, MN 55330**	bpelarski@elkrivermn.gov Butch Pelarski - text for supplies C: 763.238.3467	**Text Butch**	**Text Butch**
Elk River Parks - Orono Park **18599 Gary St** **Elk River, MN 55330**	bpelarski@elkrivermn.gov Butch Pelarski - text for supplies C: 763.238.3467	**Text Butch**	**Text Butch**
Elk River Parks - PT Complex **9950 165th Ave** **Elk River, MN 55330**	bpelarski@elkrivermn.gov Butch Pelarski - text for suppliesC: 763.238.3467	**Text Butch**	**Text Butch**
Elk River Parks - Trott Barn **18294 Trott Brook Parkway NW** **Elk River, MN 55330**	bpelarski@elkrivermn.gov Butch Pelarski - text for supplies C: 763.238.3467	**Text Butch**	**Text Butch**
Finn Apartments **725 Cleveland Ave S** **St Paul, MN 55116**	Jessica Carlson C: 763.545.1975 O: 651.285.1364 axismanager@badercompanies.com	**Email Jessica**	**PPI**
Highway Department - St. Francis **22544 Rum River Blvd NW** **St. Francis, MN 55070**	David Dickinson 763-567-9765 cell David.Dickinson@anokacountymn.gov	**Email David**	**Email David**
IGH - City Hall **8150 Barbara Ave** **Inver Grove Heights, MN 55077**	Dennis Halverson 651.329.2828 dhalverson@ighmn.gov	**Email Julie**	**Email Julie**
IGH - Police Dept **8150 Barbara Ave** **Inver Grove Heights, MN 55077**	Dennis Halverson 651.329.2828 dhalverson@ighmn.gov	**Email Julie**	**Email Julie**
IGH - VMCC **8055 Barbara Ave** **Inver Grove Heights, MN 55077**	Dennis Halverson 651.329.2828 dhalverson@ighmn.gov	**Email Julie**	**Email Julie**
City of IGH Maintenance **8168 Barbara Avenue** **Inver Grove Heights, MN 55077**	Dennis Halverson 651.329.2828 dhalverson@ighmn.gov	**Leave note on desk**	**Leave note on desk**

Kestrel Engineering - Suite 10 **2060 Centre Pointe Boulevard** **Mendota Heights, MN 55120**	Bonnie Wells 406.672.9922 bonnie.wells@kestrelenggroup.com	**Email Bonnie**	**PPI**
La Rive **110 Bank St SE** **Minneapolis, MN 55414**	Pennie Soppeland 612.331.3270 Pennie.Soppeland@fsresidential.com	**Email Melissa**	**Email Melissa**
Madison Lofts **1701 NE Madison Street** **Minneapolis, MN 55413**	Michael Frakes 612.238.2370 Michael.frakes@fsresidential.com	**PPI**	**PPI**
Metropolitian Council **390 North Robert Street** **St. Paul, MN 55101**	@metc.state.mn.us	**MC**	**MC**
Millennium Edina **3250 W 66th St** **Edina, MN 55345**	Paula 952.522.6979	**Email Paula**	**PPI**
Mississippi Flats **1801 American Blvd E, Suite 21** **Bloomington, MN 55425**	Paul Daleiden 612.843.0433 952.277.2700 paul.daleiden@fsresidential.com		**PPI**
Mister Carwash **3650 Annapolis Ln N Suite 190** **Minneapolis, MN 55447**		**Email Becky**	**PPI**
MN Dot Station Mendota Heights **2229 Pilot Knob Rd** **Mendota Heights, MN 55120**	Wyatt Radanke O: 651-366-4390 C: 651-775-8380 Wyatt.radanke@state.mn.us	**Email Wyatt**	**Email Wyatt**
MN Dot Station Richfield **1912 E 66th St.** **Richfield, MN 55423**	Gary Drury Gary.drury@state.mn.us O: 651.366.5120 C: 651.775.8376	**Leave note in office Bin**	**Leave note in office Bin**
Plymouth Woods **3300 Fernbrook Lane N** **Plymouth, MN 55447**	Jena Zilka 952 346 4602 Jena.Zilka@cushwake.com	**Email Jena**	**PPI**

Post **701 W 5th St** **Northfield, MN 55057**	Gregg Twedt 507.210.1885 cell 507.645.6681	**Email Gregg**	**Email Gregg**
Slipka Companies **825 11th Ave SE** **Minneapolis, MN 55414**	Natalie Patrick 651-274-2263 natalie@slipka.com	**Email Natalie**	**PPI**
St. Paul Park **600 Portland Ave** **St. Paul Park, MN 55071**	Amy 651.403.5963 atruhlar@stpaulpark.org Chief Jessica 651.403.5985	**Email Amy**	**PPI**
Sun Country - Bldg B **7201 Longfellow Ave** **Minneapolis, MN 55423**	Becky Barrett 651-269-9241 becky.barrett@suncountry.com Emdzad Jahic 651.319.2439	**Email Becky**	**PPI**
Sun Country - Bldg C **2005 Cargo Rd** **Minneapolis, MN 55450**	Becky Barrett 651-269-9241 becky.barrett@suncountry.com Badging 651.905.2703	**Email Becky**	**PPI**
WISCONSIN			
Wauwatosa City Hall **7725 W. North Ave** **Wauwatosa, WI 53213**	Chuck pomerenke cpomerenke@wauwatosa.net 414.254.5771 C 414.479.8959 ex 5716	**Email Chuck**	**PPI**
Wauwatosa DWP	Amy Rummel arummel@wauwatosa.net	**Email Chuck**	**PPI**
Wauwatosa Library	Robert Trunley rtrunley@wauwatosalibrary.org	**Email Chuck**	**PPI**
Wauwatosa Police Dept	Bradley Beckman bbeckman@wauwatosa.net	**Email Chuck**	**PPI**
Wauwatosa Fire Department	Kristen Kilsdonk KKilsdonk@wauwatosa.net	**Email Chuck**	**PPI**
Wisconsin DNR HQ **1027 W. St Paul Ave.**	AWAITING START	**AWAITING**	**PPI**

IOWA			
Waterloo Airport 2790 Livingston Ln, Waterloo, IA, 50703	Steven Kjergaard Steven.Kjergaard@waterloo-ia.org	Email Steven	

SOME OF OUR PARTNERS



Location: 7725 W North Avenue Wauwatosa, WI 53213
Contact: Chuck Pomerenke
Phone: 414-479-8959
Email: cpomerenke@wauwatosa.net
Type of Operation: Full spectrum janitorial services for factory/offices/facilities.
Service Period: 2024- Present
Scope: Daily cleaning of all areas in the facility.

Perfection Plus provides comprehensive janitorial services across all City of Wauwatosa municipal facilities. Our specialized team delivers tailored cleaning protocols for each unique environment - from the administrative spaces of City Hall and community areas of the Civic Center to the book-safe practices implemented at the Library. We maintain strict sanitization standards for emergency service facilities, including the Fire Department's living quarters and secure areas of the Police Department. Our services extend to the Public Works complex, where we balance office cleaning with industrial workspace maintenance. Our municipal program features dedicated staff, customized schedules based on facility usage, and rigorous quality control measures that consistently uphold Wauwatosa's high standards for its public institutions.

OVERVIEW

Through our ongoing partnership with the City of Wauwatosa, Perfection Plus has developed specialized expertise in managing high-traffic municipal environments. The Wauwatosa Public Library has served as an excellent proving ground for our high-volume cleaning protocols, where we've refined techniques to maintain immaculate conditions despite thousands of daily visitors. This experience has taught us to implement strategic cleaning rotations throughout the day and utilize quick-drying solutions that minimize disruption to patrons. Coordinating services across Wauwatosa's six diverse municipal buildings has strengthened our ability to manage complex, multi-site operations efficiently.

We've developed robust systems for consistent supply distribution, staff deployment, and quality assurance that ensure uniform standards across geographically dispersed locations. The City's rigorous cleanliness requirements have pushed us to implement enhanced training protocols and detailed inspection processes that we now apply to all our clients. The knowledge gained from meeting Wauwatosa's exacting standards makes us uniquely qualified to deliver exceptional service at Appleton International Airport, where we'll apply these proven high-traffic cleaning strategies and multi-building management expertise to maintain impeccable conditions throughout the terminal and Car Rental Facility.

From our partners in Wauwatosa:

> *I wanted to pass this on to you. You should take this as a very high level compliment! The library is not an easy group to please!*
> *I will also say that I have been monitoring Kathy's emails daily and am encouraged that the items are few and rarely big issues. And will second Pete's comment that its nice to come into work not having to deal with last night's cleaning issues!*
>
> *Thanks!*

CAMBRIA

Location: 11000 West 78th St
Eden Prairie, MN 55344
Contact: Wyatt Falconer
Email: wyatt.falconer@cambriausa.com
Type of Operation: A+ Full spectrum janitorial
Service : 2021 - Present
Phone: 612.289.0737

Our janitorial services at the Cambria facility in Eden Prairie represent the pinnacle of precision cleaning and maintenance, tailored to meet the extraordinary Class A cleanliness standards required in a high-performance manufacturing environment. Located at 11000 West 78th St, this facility demands an uncompromising approach to cleanliness that goes far beyond traditional janitorial services.

Cambria, known for its premium quartz surfaces and exacting manufacturing standards, requires a cleaning solution that matches its own commitment to excellence. Our full-spectrum A+ janitorial services are meticulously designed to support the facility's rigorous operational requirements, addressing every aspect of facility maintenance with surgical precision.

OVERVIEW

Our comprehensive service encompasses:

- Detailed maintenance of administrative and office spaces
- Precision floor care and surface treatment
- High-touch point disinfection and sanitization Comprehensive waste management
- Advanced dust and particulate control
- Critical area cleaning following strict manufacturing protocols
- The facility's Class A cleanliness rating demands an extraordinary level of attention.

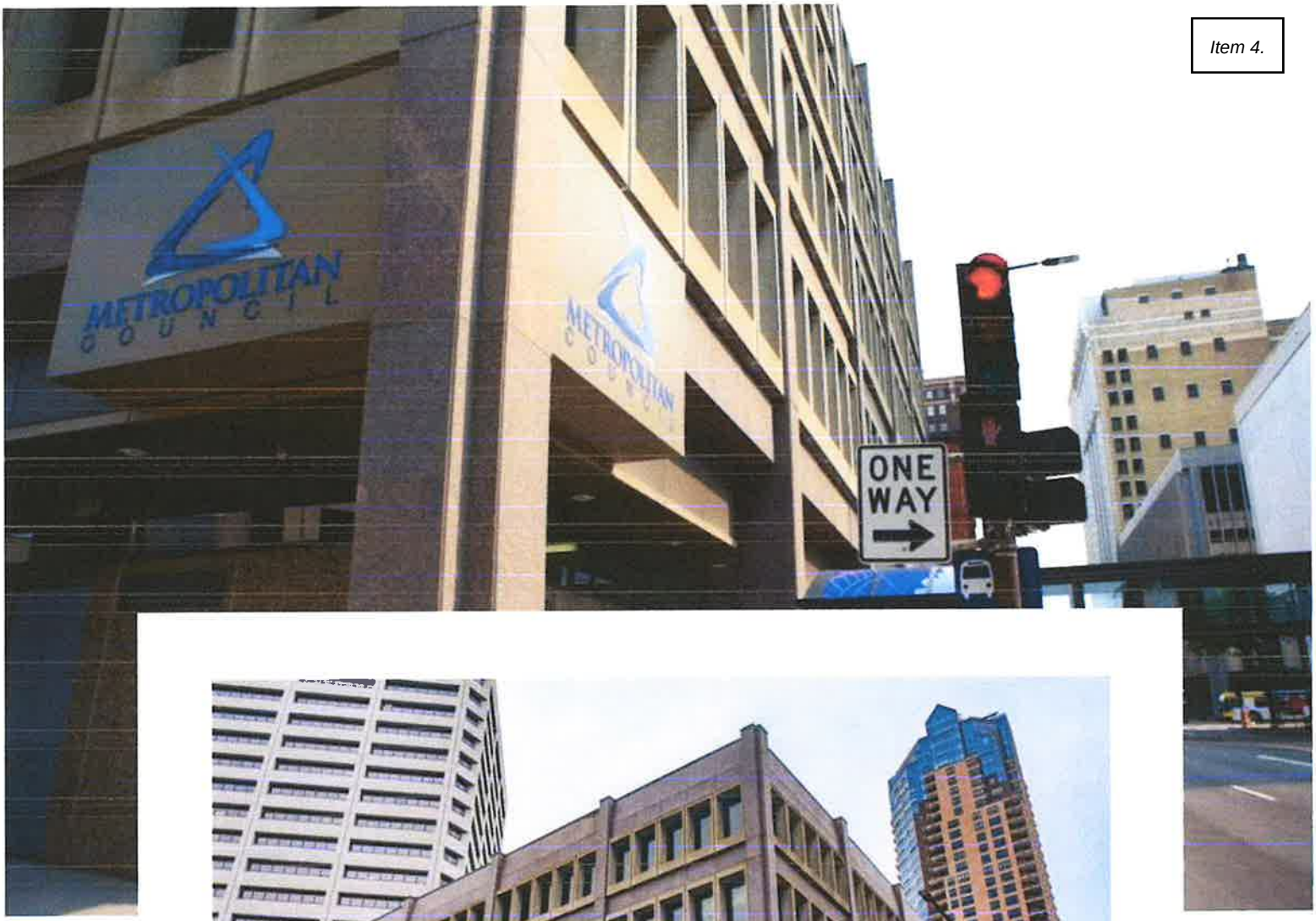
Our team implements:

- ISO-compliant cleaning protocols
- Advanced filtration and dust control methods
- Specialized equipment for manufacturing environment cleaning
- Continuous training in high-performance facility maintenance
- Real-time quality assurance tracking

Our approach is characterized by:

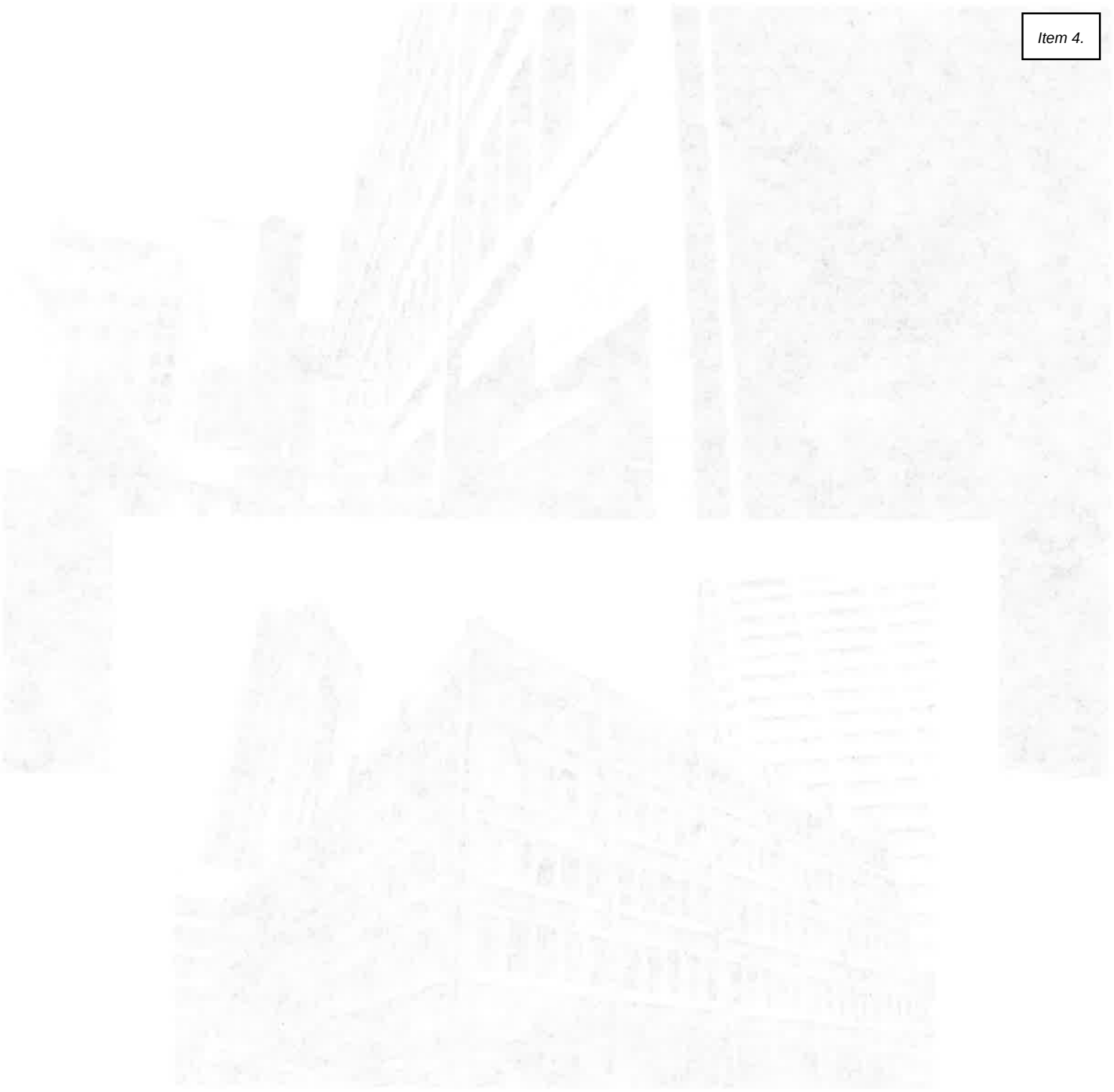
- 24/7 operational readiness
- Customized cleaning protocols specific to manufacturing environments
- Cutting-edge cleaning technologies
- Rigorous staff training in advanced cleaning techniques Adaptive cleaning strategies that support their needs

With our proven track record of maintaining extremely high standards, we ensure that the Cambria facility remains a model of cleanliness, efficiency, and operational excellence. Our team doesn't just clean – we support the facility's core mission of producing world-class surfaces through meticulous, strategic maintenance.



Metropolitian Council 390 North Robert Street St. Paul, MN 55101
Greg Kaslow
651-334-1037
Greg.kaslow@metc.state.mn.us

Our janitorial services at the Metropolitan Council represent a pinnacle of precision cleaning and comprehensive facility maintenance for a critical government infrastructure. This massive government facility demands an extraordinary level of service that goes far beyond standard cleaning protocols.



OVERVIEW

Facility Characteristics:

- Large-scale government administrative complex
- Multiple functional zones with varied cleaning requirements
- High-traffic public and administrative spaces
- Strict government-level cleanliness and security standards

Full Spectrum Service Approach:

- Comprehensive cleaning of administrative offices
- Detailed maintenance of public-facing areas
- Specialized cleaning for conference and meeting spaces
- Precise care for technical and support areas
- Stringent security-aware cleaning protocols

Unique Service Considerations:

- Adherence to government-level hygiene standards
- Minimal disruption to critical government operations
- Flexible scheduling supporting 24/7 functional requirements
- Heightened awareness of confidential environment

Specialized Cleaning Protocols:

- Advanced disinfection techniques
- Dust and particulate control
- High-touch point sanitization
- Preservation of professional government facility appearance
- Environmentally responsible cleaning practices

Our Distinctive Approach:

- Highly trained staff with government facility experience
- Innovative cleaning technologies Real-time quality
- assurance tracking Adaptive cleaning strategies
- Commitment to sustainability
- Uncompromising attention to
- detail

Critical Cleaning Zones:

- Executive office areas
- Public reception and waiting spaces
- Conference and presentation rooms
- Technical support and IT infrastructure spaces
- Collaborative work environments
- Staff break and support areas

Location: 222 Hennepin Ave, Northfield, MN 55401
Contact: Gregg Twedt
Phone: 507-210-1885
Email:gstwedt@postholdings.com
Type of Operation: Full spectrum janitorial services for factory/offices/facilities.
Service Period: 2023 - Present
Scope: Daily cleaning of all areas in the facility.

Our janitorial services at the Post Whole Foods facility represent a sophisticated, full-spectrum approach to maintaining a complex, high-intensity food production, office and research environment. Spanning a substantial facility at 222 Hennepin Ave in Minneapolis, this account demands an exceptional level of cleaning and maintenance precision.

OVERVIEW

The facility presents unique challenges with its 24/7 operational model, encompassing multiple critical areas including:

- Food production zones
- Offices
- Galley eating areas
- Advanced research and laboratory facilities
- Support spaces

Our specialized approach to laboratory and research area cleaning is particularly critical:

- Sterile cleaning protocols for sensitive research environments
- Specialized disinfection of laboratory surfaces
- Precise handling of research-critical spaces
- Contamination prevention strategies
- Compliance with scientific research facility cleaning standards
- Careful management of specialized research equipment areas

Our comprehensive services address the facility's complex operational landscape:

- Continuous cleaning support for round-the-clock food production
- Specialized sanitation for food preparation and processing areas
- Detailed cleaning of office spaces and administrative zones
- Comprehensive laboratory and research area maintenance
- Rigorous floor care and specialty surface treatment
- High-touch surface disinfection
- Waste management and recycling services

sun country airlines

Location: Minneapolis-St. Paul, International
Airport Contact: Becky Barrett
Phone: 651-269-9241
Email: Becky.barrett@suncountry.com
Type of Operation: Full spectrum janitorial services
Service Period: 2006 - Present
Scope: Daily cleaning of airliner facilities, offices, and 24/7 coverage

Our janitorial services at Sun Country Airlines represent a mission-critical, full- spectrum cleaning solution for a dynamic aviation environment at the Minneapolis-St. Paul International Airport. With a continuous service relationship spanning since 2006, we have become an integral partner in maintaining the airline's operational excellence.

Our comprehensive services address the unique requirements of a dynamic airline corporate headquarters:

Critical Service Zones:

- Administrative office spaces
- Executive suites
- Employee break and collaboration areas
- Support and operational planning spaces
- Training rooms and conference facilities

Specialized Cleaning Approaches:

- Precision cleaning of professional office environments
- Comprehensive surface disinfection and sanitization
- Detailed maintenance of high-traffic corporate spaces
- Specialized care for technical and administrative work areas
- Preservation of professional corporate image

Unique Operational Characteristics:

- Supporting a fast-paced airline corporate environment
- Maintaining pristine spaces for executive and operational staff
- Ensuring minimal disruption to business operations
- Adapting to the dynamic needs of a growing airline company

Key Service Differentiators:

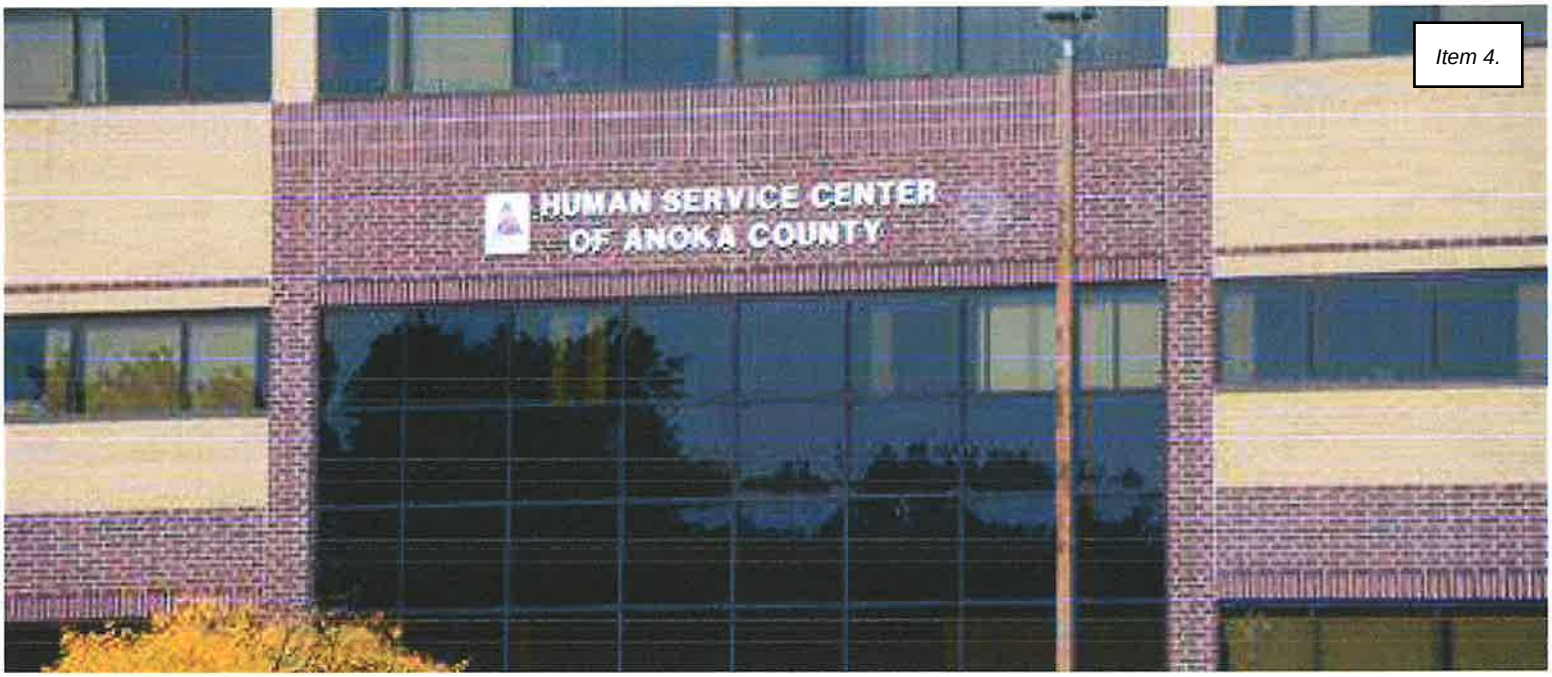
- 24/7 operational readiness
- Advanced infection control protocols Customized cleaning strategies for corporate spaces
- Innovative real-time operations tracking Flexible scheduling supporting business workflow

Our team brings specialized expertise in managing the complex cleaning requirements of a professional corporate airline environment, ensuring Sun Country's facilities reflect the highest standards of cleanliness, professionalism, and operational excellence.

Building Lasting Partnerships

At Perfection Plus, we don't just clean spaces - we build lasting partnerships. Our relationship with Sun Country Airlines is a perfect example of how we approach every client: with commitment, reliability, and a genuine desire to support their success. Since 2006, we've been more than just a service provider to Sun Country. We've been a trusted partner, consistently showing up day after day, adapting to their evolving needs, and maintaining their spaces with the same care and precision they bring to their airline operations. Our nearly two-decade journey together isn't just about cleaning; it's about understanding their unique culture, supporting their team, and helping create an environment where their employees can do their best work. We believe that great relationships are built on trust, consistency, and going beyond expectations.

When we walk into Sun Country's offices, we're not just bringing mops and cleaning solutions - we're bringing our commitment to their success. We understand that a clean, well-maintained workspace isn't just about appearances; it's about creating an environment that supports productivity, health, and employee well-being. Our long-standing partnership with Sun Country is a testament to our approach. We don't see ourselves as vendors, but as an extension of their team. We celebrate their successes, we're flexible during their challenges, and we're always looking for ways to add value beyond just cleaning.



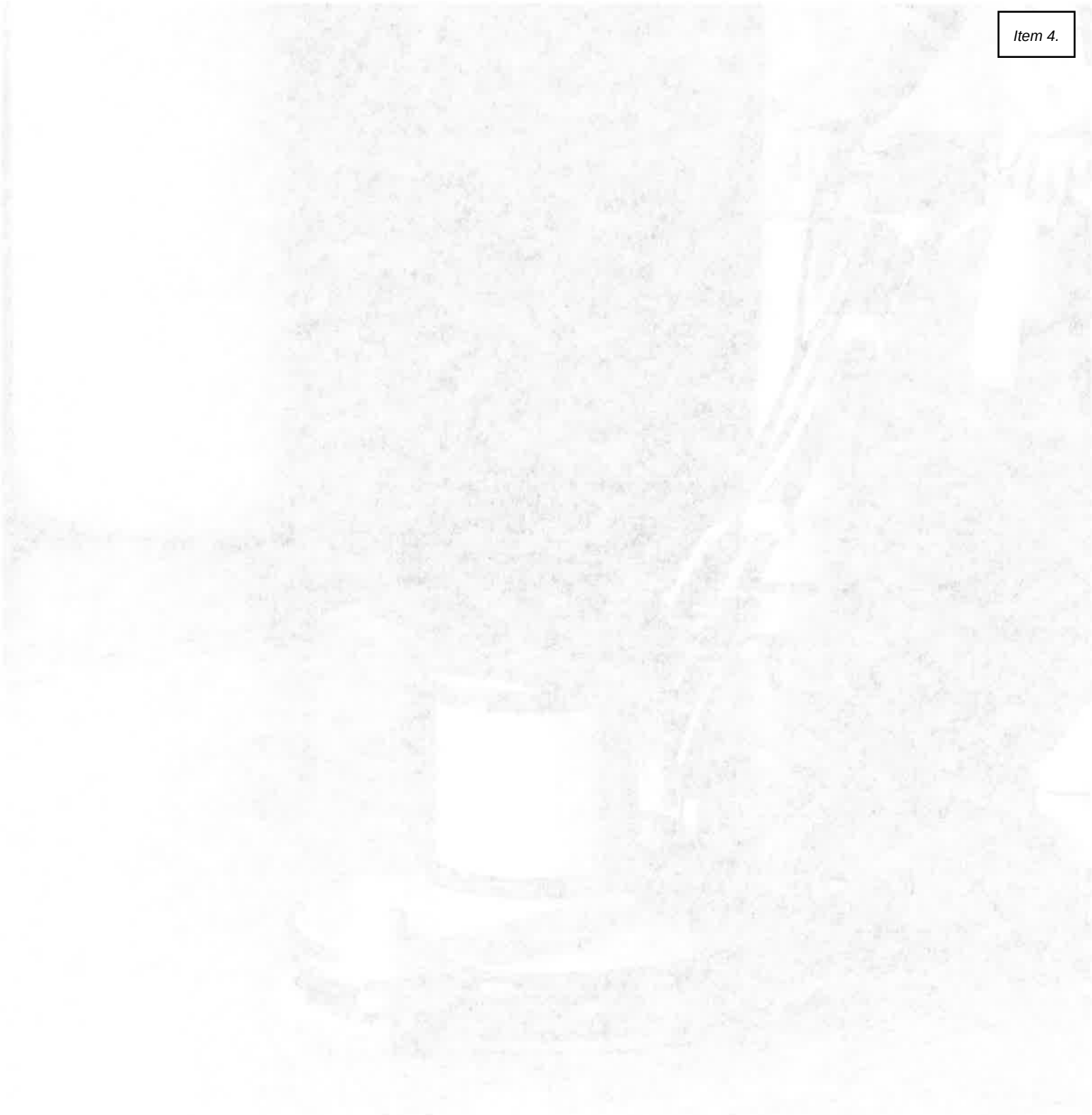
Anoka County
MINNESOTA

Anoka County Human Services Ctr
Blaine Building
1201 89th Ave NE #235
Blaine, MN 55434
Corey Kohan
763.324.4590
C: 612.240.4293
Corey.Kohan@co.anoka.mn.us
Account since 2014

Our company currently provides cleaning services for Anoka County facilities in Minnesota, including the Blaine Human Services Center (136,000 sq ft) and their library system comprising 9 locations (122,400 sq ft total). At the Blaine Human Services Center, we manage a comprehensive cleaning program with services five days per week between 4:30 PM and 6:30 AM, plus additional winter hours from November through April. This includes daily maintenance of all office spaces, restrooms, and public areas, weekly floor care, monthly facility inspections, and semi-annual deep cleaning services including floor stripping and carpet extraction.

Our work with the Anoka County Libraries has been particularly complex, given their diverse facility sizes and operating hours across 9 locations. We provide cleaning services ranging from 3-7 days per week depending on each branch's size and usage, with the largest facilities requiring daily maintenance while smaller branches operate on varying schedules. The scope encompasses all standard cleaning tasks including daily maintenance, weekly specialized cleaning, monthly detailed services, and semi-annual floor refinishing. One significant lesson learned from this contract has been managing the high foot traffic and constant flow of patrons through these facilities. This has required us to develop efficient systems for restocking consumables such as toilet paper, paper towels, hand soap, and sanitary napkins, often requiring multiple daily checks rather than our standard once-per-shift protocol. We've also implemented specialized entrance maintenance procedures to ensure these high-traffic areas remain safe and presentable throughout operating hours. This experience has enhanced our ability to anticipate supply needs and adjust cleaning schedules to maintain facility appearance despite heavy public use.

Operations & Performance



Scope of Services Compliance Narrative

In our comprehensive approach to fulfilling the City of Whitewater's janitorial requirements, Perfection Plus Inc. is fully prepared to meet and exceed all specifications outlined in Section III of the RFP. We understand that maintaining clean, sanitary environments across six diverse municipal facilities requires meticulous attention to detail, customized cleaning protocols, and responsive management.

Our service delivery will include providing all cleaning supplies, materials, and equipment necessary to perform the specified tasks, with the exception of paper towels, toilet paper, trash bags, and hand soap which will be supplied by the City. We will maintain a complete inventory of commercial-grade cleaning agents appropriate for each surface type, ensuring both effective cleaning and protection of city assets. All products used will comply with industry safety standards, and we will provide comprehensive Material Safety Data Sheets (MSDS) for all chemicals used in each facility.

For each building—Whitewater Municipal Building, Starin Park Community Building, Whitewater Armory Gym, Cravath Lakefront Community Center, Whitewater Innovation Center, and Irvin L. Young Memorial Library—we have developed customized cleaning schedules that adhere precisely to the frequencies specified in the RFP. We recognize the unique operating hours and usage patterns of each facility, from the 24/7 Police Department operations to the variable community center schedules with events extending until midnight. Our teams will be strategically deployed to complete all cleaning after hours while ensuring spaces are immaculate by the next morning's operations.

Integration of Provided Scope of Work

The detailed scope of work provided in the RFP will serve as the foundation of our service delivery plan. We have methodically analyzed each task, frequency, and location requirement specified for all six facilities. During our facility walkthrough on April 25th, we gained valuable insights into the specific needs of each building and the City's expectations for service quality.

To ensure comprehensive compliance with the specified scope of work, we will implement our proprietary Swept software system. This technology-driven approach provides:

- Digital task checklists customized to each facility's exact specifications from the RFP
- Real-time tracking of completion status for all scheduled cleaning activities
- Mobile access for cleaning staff to report issues and request guidance
- Electronic quality control inspections with photographic documentation
- Client portal access for City stakeholders to:
- Monitor completion of scheduled tasks
- Submit special cleaning requests or work orders
- Track resolution of identified issues
- Access inspection reports and performance metrics
- Communicate directly with our management team

By digitizing the entire scope of work from the RFP, we ensure that no task is overlooked or performed below standard. The system automatically escalates any incomplete tasks or quality issues to supervisors for immediate resolution. City facility managers will have complete transparency into our operations through the stakeholder portal, allowing them to confirm compliance with all contractual requirements in real-time.

This integrated approach combines the comprehensive scope provided by the City of Whitewater with our technological solutions and experienced personnel to deliver consistent, high-quality cleaning services across all facilities while providing the accountability and transparency that modern municipal operations require.

CLEANING PLAN

Operational Plan for City of Whitewater Account Start-Up

PHASE 1: PRE-CONTRACT PREPARATION (30-45 Days Prior to July 1, 2025)

Initial Planning & Documentation

- Schedule kickoff meeting with Perfection Plus operations team dedicated to Whitewater
- Create detailed facility profiles for all six locations based on RFP specifications
- Develop custom cleaning checklists for each location reflecting required frequencies
- Prepare staffing plans indicating personnel needs per location

Site Assessment & Logistics

- Conduct comprehensive site visits beyond the initial tour to:
    - Document exact square footage and surface types
    - Identify storage areas for equipment and supplies
    - Note security protocols and access points
    - Map out trash collection points and disposal procedures
    - Photograph key areas requiring special attention

Resource Allocation

- Procure all necessary equipment specific to each facility's needs, including:
    - High-reach extension tools for effective high dusting
    - Water fountain deep cleaning and descaling equipment
    - Specialized equipment for pest control treatments
    - Microfiber systems for high-touch point cleaning
- Order initial supply inventory (cleaning solutions, tools, PPE)
- Arrange for delivery and secure storage of supplies at each location
- Create equipment maintenance schedules

Existing Issues Assessment & Resolution Planning

- Document all current cleaning deficiencies across facilities:
  - Create catalog of neglected high dusting areas (vents, light fixtures, top shelving)
  - Map all locker room problem areas with trash accumulation points
  - Identify all drinking fountains requiring deep cleaning/rehabilitation
  - Document box elder bug infestation areas and access points
  - Create inventory of high-touch surfaces showing excessive wear or buildup
  - Note any other facility-specific issues identified during assessment
- Develop specialized remediation plans:
  - **High Dusting Resolution**: Schedule initial deep cleaning of all ceiling areas, vents, light fixtures, and high shelves; implement quarterly schedule for ongoing maintenance
  - **Locker Room Trash Management**: Design strategic placement of additional receptacles; create specialized cleaning protocols for difficult-to-reach areas
  - **Drinking Fountain Rehabilitation**: Plan for initial descaling, sanitizing and polishing of all units; implement weekly maintenance schedule to prevent mineral buildup
  - **Box Elder Bug Management**: Partner with eco-friendly pest management service for initial treatment; identify and seal entry points; implement preventative maintenance schedule
  - **High-Touch Area Restoration**: Schedule deep cleaning and disinfection of all door handles, light switches, counters and communal surfaces; implement enhanced daily cleaning protocol
  - **Additional Facility-Specific Solutions**: Address any other building-specific issues identified during assessment

Staff Recruitment & Training

- Begin background checks for all assigned personnel (minimum 30 days prior)
- Identify existing City cleaners who meet our standards for potential retention
- Hold Whitewater-specific training sessions covering:
    - Site-specific procedures and requirements
    - Security protocols and building access
    - Special considerations for each facility type
    - Documentation and reporting procedures
    - Emergency protocols
    - **Specialized Training**: Provide focused training on the specific problem areas identified, including proper high dusting techniques, drinking fountain maintenance, and integrated pest management approaches

PHASE 2: IMPLEMENTATION (15-30 Days Prior to July 1, 2025)

Site Preparation

- Establish supply stations at each location
- Verify all key stakeholders, cleaners supervisors are on Swept or alternative.
- Set up communication protocols with City representatives
- Place safety information and emergency contacts at each location
- **Problem Area Preparation**: Stage specialized equipment and supplies for immediate remediation of identified issues on day one

Staff Deployment Planning

- Finalize staff assignments for each building
- Distribute detailed work schedules reflecting optimal cleaning windows
- Develop rotation plans for floating staff during absences
- Assign specific area responsibilities to each team member
- Schedule supervisor routes for quality verification
- **Specialized Team Deployment**: Designate teams specifically trained to address the identified problem areas

Communication Strategy

- Create contact cards for all City department heads
- Establish primary and backup communication channels for city and Perfection Plus
- Set up regular meeting schedule with Facilities Manager
- Implement feedback collection system for building occupants
- Develop reporting templates for regular service reviews
- **Issue Resolution Tracking**: Develop specific reporting mechanisms to track progress on identified problem areas

Quality Control System

- Implement Swept digital inspection software for all locations
- Create baseline cleanliness assessments
- Establish KPIs for measuring service quality
- Set up schedule for supervisor inspections
- Develop corrective action procedures
- **Problem Area Verification**: Create specialized inspection points focusing on previously identified issues

PHASE 3: TRANSITION & LAUNCH (1-15 Days Prior to July 1, 2025)

Collaborative Transition

- Coordinate with current service provider for handover (if applicable)
- Walk through each facility with City representatives for baseline documentation
- Verify all access credentials and security protocols
- Test all communication systems and feedback mechanisms
- Confirm equipment functionality and supply inventory
- **Issue Documentation**: Photograph all problem areas for before/after comparisons

Staff Orientation

- Conduct on-site training at each specific facility
- Review emergency procedures specific to each building
- Introduce staff to key City personnel
- Distribute uniforms, ID badges, and safety equipment
- Verify all personnel have successfully passed background checks
- **Problem Area Focus**: Provide hands-on training at actual problem locations

Final Preparations

- Conduct pre-launch inspection with City representatives
- Make any necessary adjustments to work plans based on feedback
- Ensure all documentation systems are operational
- Verify all supply stations are fully stocked
- Confirm supervisor schedules and quality check protocols
- **Remediation Readiness**: Finalize immediate action plans for day one resolution of critical issues

PHASE 4: FIRST WEEK OPERATIONS (July 1-7, 2025)

Enhanced Supervision

- Deploy supervisors to each location daily during first week
- Conduct beginning and end-of-shift inspections
- Provide immediate feedback and coaching to cleaning staff
- Document any areas requiring additional attention
- Maintain open communication with facility representatives

Priority Issue Resolution

- **Day 1-3: Intensive Remediation**
  - Deploy specialized teams to address all identified problem areas
  - Begin high dusting throughout all facilities, focusing on neglected areas
  - Conduct thorough deep cleaning of all locker rooms with enhanced trash removal
  - Perform descaling, sanitizing and restoration of all drinking fountains
  - Implement initial box elder bug treatment plan and entry point sealing
  - Conduct restorative cleaning of all high-touch points facility-wide
- **Day 4-7: Verification and Adjustment**
  - Document completion of initial remediation efforts with photographic evidence
  - Conduct walk-throughs with City representatives to verify satisfaction
  - Make immediate adjustments to address any remaining concerns
  - Begin implementation of ongoing maintenance schedules
  - Document successful resolution strategies for future reference

Performance Monitoring

- Schedule daily check-ins with City Facilities Manager
- Implement immediate corrective actions for any issues
- Document all cleaning activities with photographic evidence
- Collect and respond to any feedback from building occupants
- Make staffing adjustments as needed based on workload assessment

Service Optimization

- Fine-tune cleaning routes and sequences
- Adjust supply usage based on actual consumption
- Refine time allocations for specific tasks
- Address any unforeseen challenges or special requirements
- Update cleaning checklists based on practical experience

PHASE 5: STABILIZATION & CONTINUOUS IMPROVEMENT (Ongoing)

Regular Operations

- Transition to standard supervision schedule (weekly in-person inspections)
- Implement routine quality control inspections
- Maintain consistent communication with City representatives
- Provide regular performance reports
- Conduct inventory management and replenishment
- **Ongoing Problem Prevention**: Maintain enhanced focus on previously identified problem areas

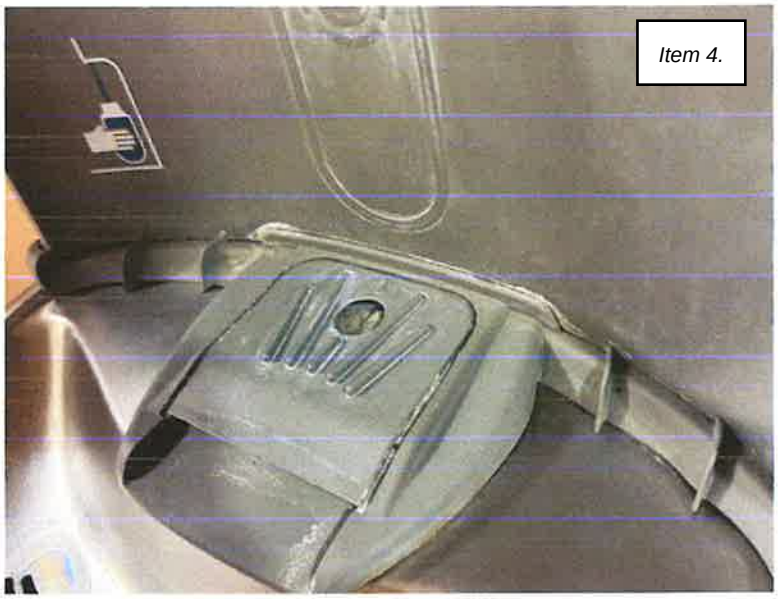
Performance Review

- Schedule 30-day comprehensive review meeting
- Document successful practices and areas for improvement
- Adjust staffing or procedures based on first month's experience
- Update training or equipment needs as identified
- Refine reporting and communication protocols
- **Before/After Documentation**: Present comparative evidence of improvements in problem areas

Continuous Improvement

- Implement monthly training refreshers for all staff
- Conduct quarterly deep cleaning assessments
- Review and update cleaning protocols seasonally
- Proactively identify potential service enhancements
- Maintain ongoing dialogue with City stakeholders for feedback
- **Seasonal Issue Management**: Develop and implement specialized protocols for seasonal challenges (box elder bugs in fall, winter salt/sand cleanup, spring pollen, etc.)

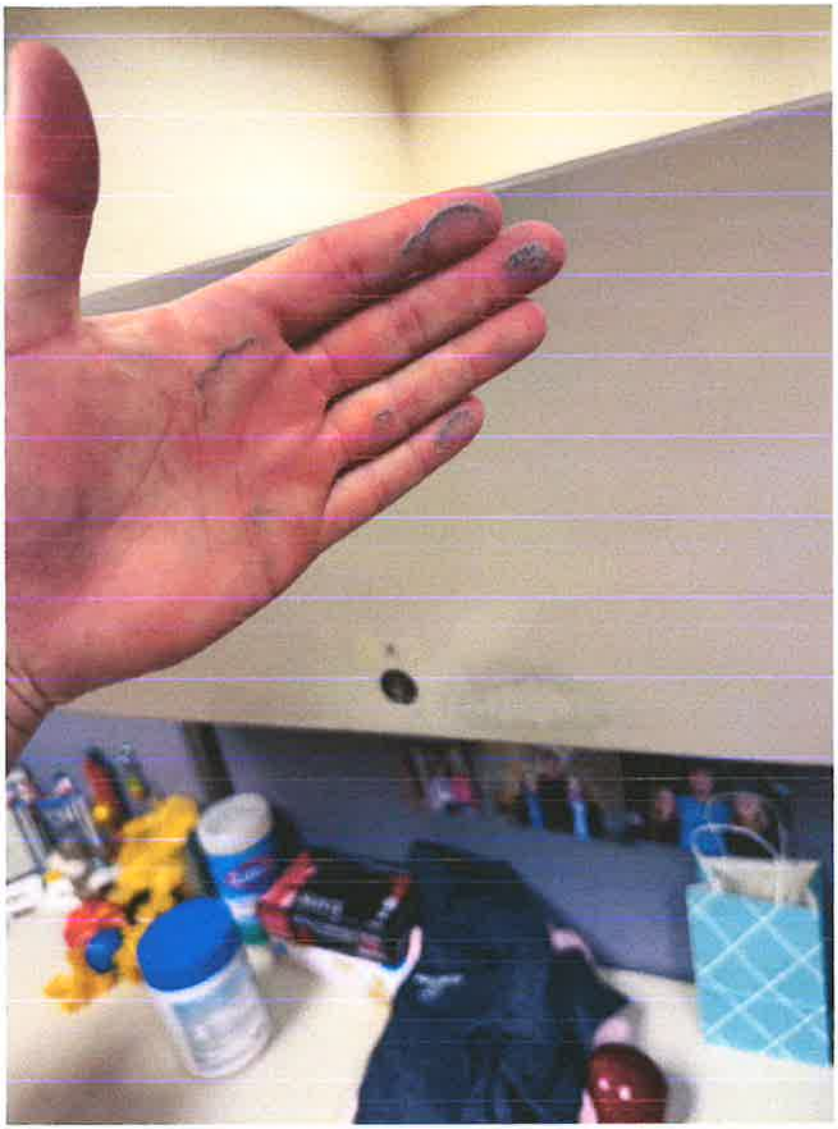
This enhanced operational plan directly addresses the specific issues identified by the City of Whitewater while establishing a foundation for consistently excellent service across all facilities. By focusing on immediate resolution of existing problems while implementing systems for long-term prevention, we will demonstrate our commitment to exceptional service from day one.



Drinking Fountain Issues

The drinking fountains throughout your facilities show evidence of improper cleaning techniques, with visible mineral buildup and concerning signs of acid damage to stainless steel surfaces. This not only affects appearance but can potentially impact the hygienic quality of these important amenities.

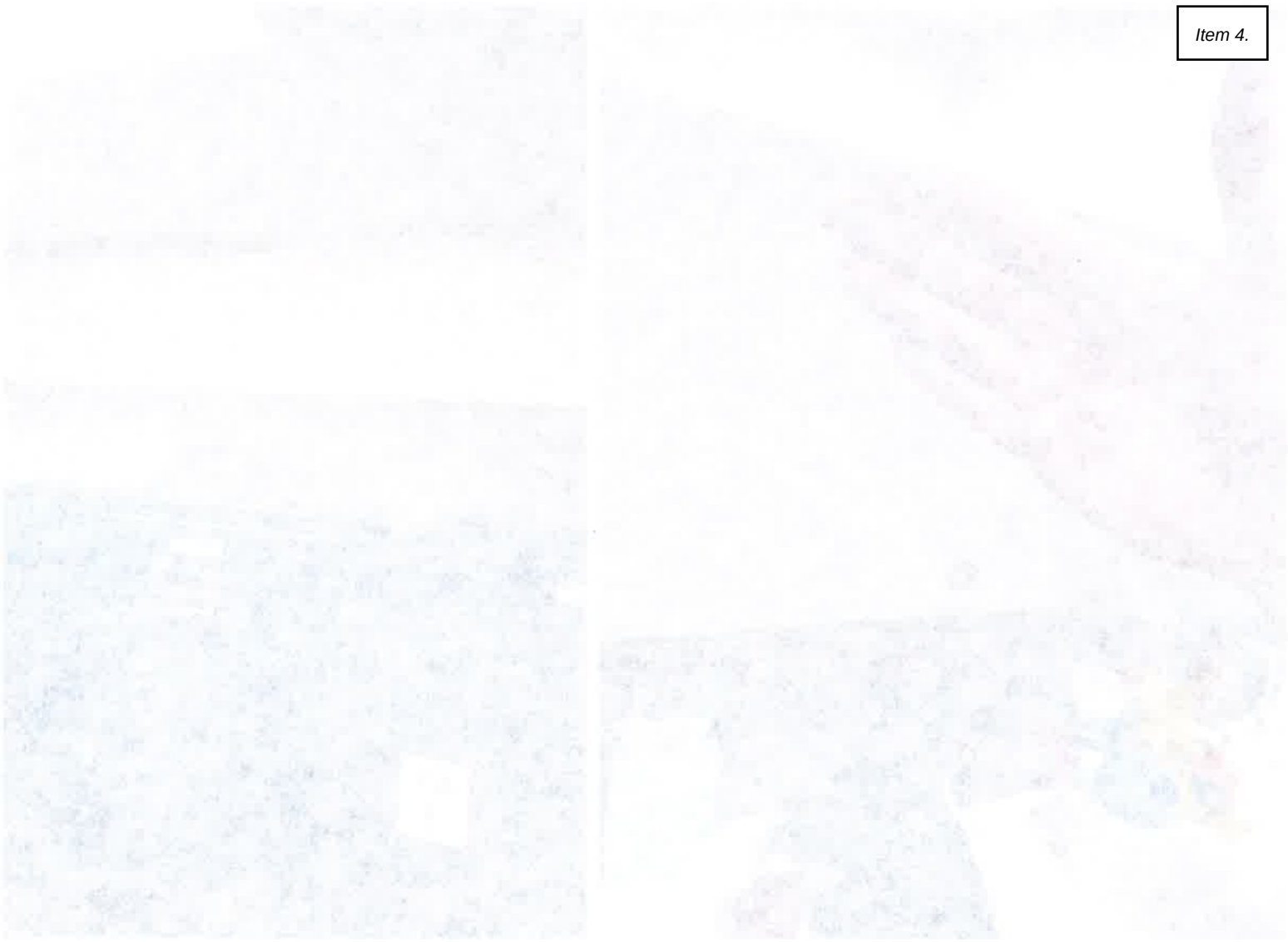
Our approach begins with a restoration cleaning to safely remove existing mineral deposits without causing further damage to the surfaces. We will implement a specialized cleaning protocol using non-acidic, food-safe cleaning products specifically designed for drinking fountains and water coolers. All cleaning staff will receive dedicated training on proper techniques for maintaining stainless steel surfaces, with emphasis on preventing scratching or chemical damage. Our daily cleaning procedures include specific attention to spouts, buttons, basin surfaces, and drainage areas to maintain both appearance and hygiene. Regular sanitization will be incorporated into our standard procedures to ensure these high-touch surfaces remain safe for all users.

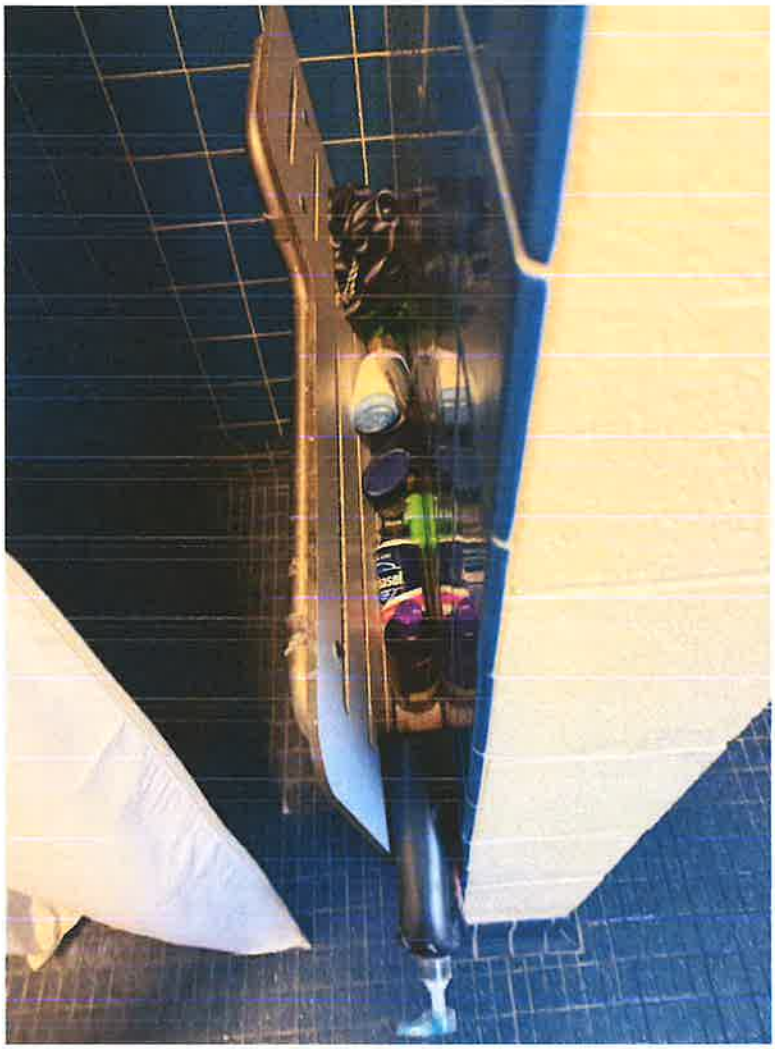


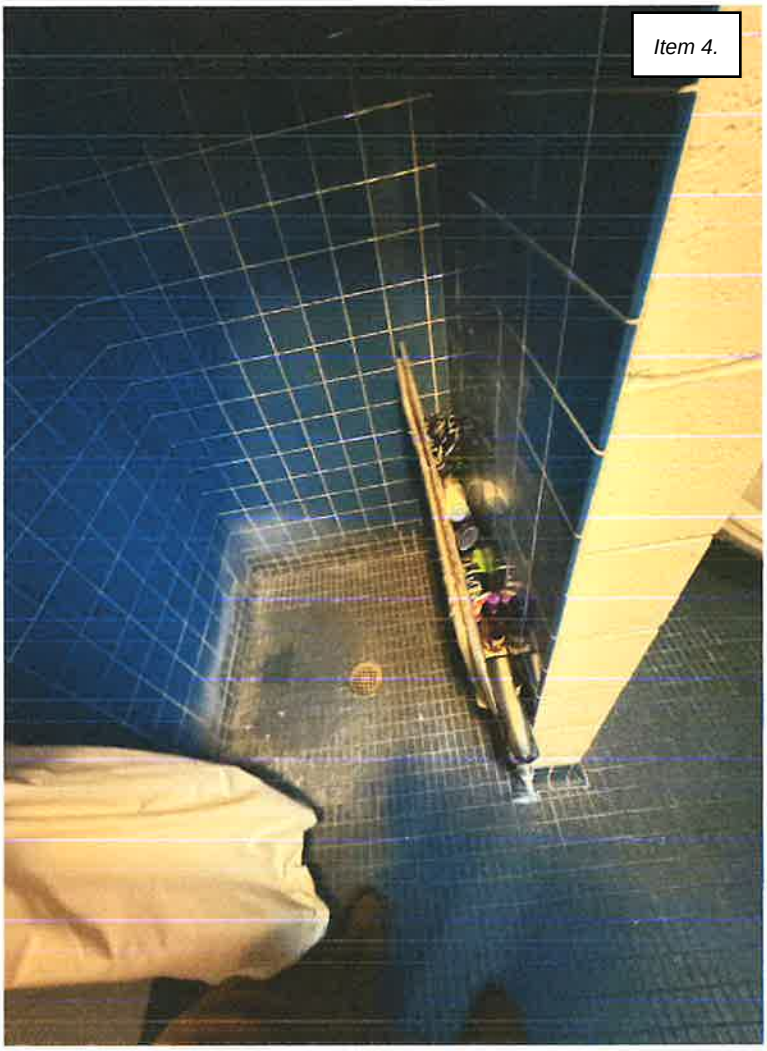
High Dusting Neglect

Our inspection during the site meeting revealed a pattern of neglected high dusting across all facilities, particularly evident on ceiling vents, light fixtures, cubicle partitions, and tops of lockers. Accumulated dust not only detracts from the appearance of spaces but can also negatively impact indoor air quality and potentially trigger allergic reactions among building occupants.

Our solution incorporates a comprehensive high dusting program with specialized equipment that allows our staff to safely and effectively reach all elevated surfaces. We've developed a detailed high dusting schedule for each facility that accounts for the specific architectural features and usage patterns. Our proprietary supervision software includes verification photographs and digital checklists that ensure no high surfaces are overlooked. Special attention will be given to locker tops in changing areas, which we noted were significantly neglected in the current service program. Supervisors will conduct regular inspections focused specifically on these historically overlooked areas to verify compliance with our rigorous standards.



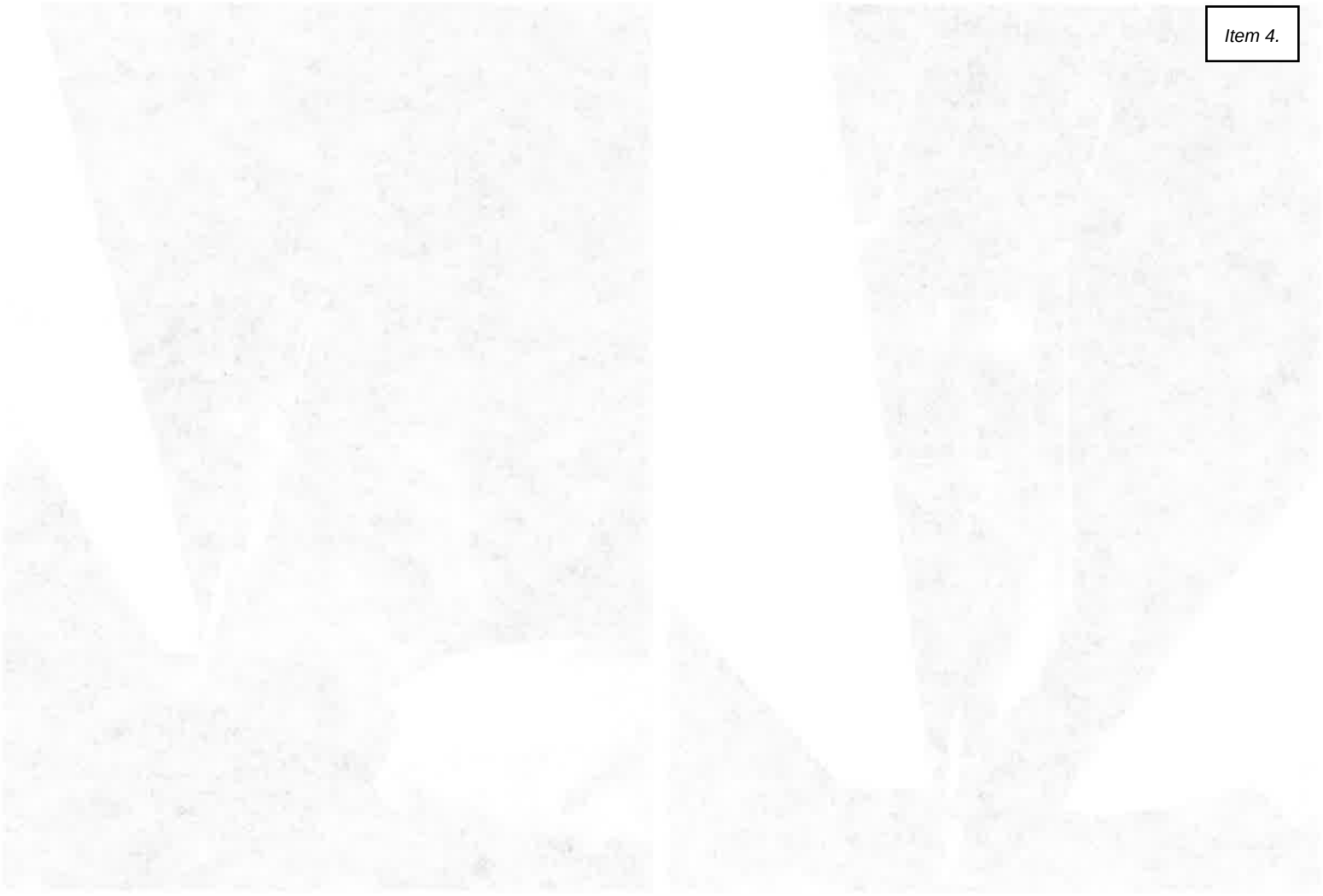




Shower Area Debris

During our walkthrough, we observed unacceptable levels of debris in shower areas, including hair, soap residue, and discarded personal care items. This presents not only aesthetics concerns but serious hygiene issues in these sensitive environments. Our company maintains a zero-tolerance policy for debris in shower facilities, recognizing these areas as critical hygiene zones.

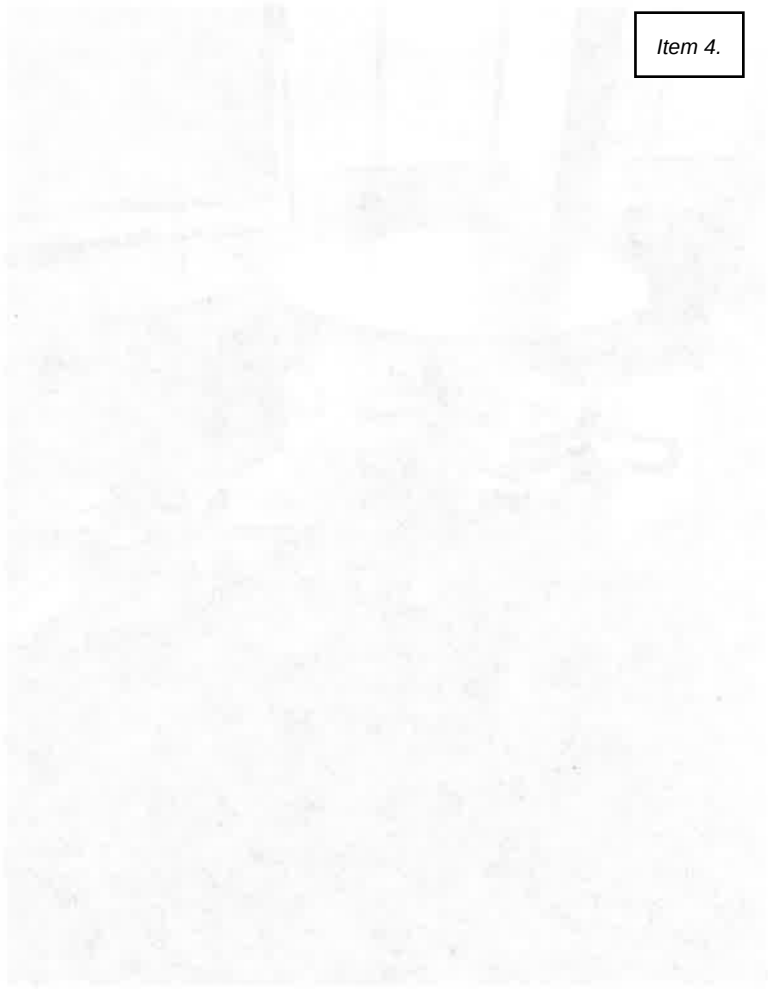
Our comprehensive shower cleaning protocol includes multiple steps: removal of all visible debris, application of appropriate disinfectants to all surfaces, scrubbing of tiles and grout lines, and thorough rinsing to prevent residue buildup. Staff receive specialized training on proper shower cleaning techniques, including attention to drains, corners, and fixtures where debris often accumulates. We implement a detailed shower cleaning checklist that must be completed and verified during each service visit. Supervisors conduct regular inspections with particular attention to these areas, using black light technology when appropriate to identify residues that might be missed during visual inspection. Additionally, we will schedule periodic deep cleaning of shower areas to address grout lines, difficult-to-reach areas, and any accumulated mineral deposits.



Chair Alignment and Workspace Presentation

During our facility walkthrough, we observed a lack of consistency in chair and furniture alignment throughout office spaces and meeting rooms. This seemingly minor detail significantly impacts the overall professional appearance of workspaces and reflects directly on the attention to detail in facility maintenance.

Our cleaning staff will implement a "final presentation check" as the concluding step of each service visit, ensuring all chairs are properly aligned with tables and desks, pushed in at consistent distances, and arranged symmetrically in conference rooms. Our team members receive specific training on proper furniture positioning based on room function and layout, with photographic references of the correct arrangement for each space. This attention to detail extends to straightening desk accessories, aligning trash receptacles, and ensuring an orderly appearance across all workspaces. Our quality control inspections include verification of proper furniture alignment, with supervisors documenting and addressing any instances of non-compliance. We understand that these finishing touches make a significant difference in the perceived professionalism of your facilities and reflect our commitment to delivering comprehensive janitorial services that go beyond basic cleaning.



Dirty Doors, Frames, and High-Touch Surfaces

Our inspection revealed significant grime buildup on doors, handles, frames, and light switches throughout all facilities. These neglected high-touch surfaces present both aesthetic and hygiene concerns, as they can transfer contaminants between building users.

Our solution includes initial deep cleaning of all doors, frames, handles, and switch plates using specialized non-abrasive agents that remove oils and dirt without damaging surfaces. We'll implement a detailed high-touch surface protocol with staff receiving specific training on proper techniques for different materials. Our quality control program features verification checkpoints for these surfaces, with supervisors conducting periodic testing to ensure thorough cleaning. We'll document problem areas—such as the heavily soiled light switches in corridors and meeting spaces—and adjust cleaning frequency accordingly, while also identifying any surfaces requiring restoration beyond regular maintenance.

Storage Organization

Our janitors' closets and supply rooms are maintained with strict organizational standards to ensure safety, efficiency, and accountability. Each storage area is kept clean, orderly, and fully stocked with essential supplies, with clearly labeled shelves and designated spots for equipment to streamline access and prevent cross-contamination. During routine supervisor and quality checks, our supervisors inspect these storage areas to verify the cleanliness of the space, confirm that all equipment is in proper working condition, and ensure compliance with safety protocols. As part of our quality assurance process, supervisors document the condition of each janitor closet and supply room by taking photos and submitting them directly through our SWEPT app. This ensures transparency, real-time oversight, and continuous improvement across all assigned cleaning territories.

Equipment and Chemicals

We have prepared a list of some of the basic cleaning chemicals and equipment needed for your facility. Each product is carefully selected to ensure high-quality cleaning and efficiency. Below is the detailed list of chemicals and equipment:

Cleaning Chemicals

- pH7 Neutral Cleaner (Multi-purpose surface cleaner)
- pH7Q Disinfectant Cleaner (Hospital-grade disinfectant)
- G.E. Glass Cleaner (Streak-free glass and mirror cleaner)
- Kling 9% HCL Bowl Cleaner (Acid-based porcelain cleaner)
- Stainless Steel Cleaner/Polish (Specialty surface protectant)

Cleaning Equipment

Mopping Systems:

- Dust Mop Handles (Professional-grade)
- 24" Dust Mop Frames (Commercial construction)
- 24" Dust Mop Heads, Blue (Microfiber dust collection)
- Quick Change Side-Latch Plastic Mop Head Handle, 60" Aluminum Handle, Yellow
- Large Blue Wet Mop Heads (High absorption capacity)
- WaveBrake Side Press Combo, 35 qt, Yellow (Commercial wringer system)

Dusting and Surface Tools:

- Wool Dusters with 46" Extension (High-reach dusting)
- Trapezoid HD Frames 24" (Heavy-duty construction)
- HD Handle for Microfiber Frames (Ergonomic design)
- 3-ply Wet Floor Pads, 24" (High-performance floor cleaning)
- 16" x 16" Microfiber Towels, Blue (Lint-free surface cleaning)

General Cleaning Tools:

- Lobby Dust Pan (Commercial-grade)
- 11" Wide Angle Broom (Precision corner cleaning)
- Power Equipment
- Hoover CH9300 Cordless Backpack Vacuum (2 units)
- Sanitaire Upright Vacuum with Cup (3 units)
- Nautilus Extreme 500psi Carpet Extractor (Deep cleaning system)

SDS information on all chemicals is furnished in appendix.

Cleaning Methods

Based on the detailed scope of work provided in the RFP, Perfection Plus Inc. will implement the following cleaning methods for each task category:

Dusting and Disinfecting

Detail cleaning of accessible fixtures and office furniture using microfiber cloths and appropriate disinfectants
High-touch point disinfection focusing on light switches, door knobs, and entrance glass doors
Counter and sink cleaning in areas outside restrooms and kitchens
Drinking fountain and water cooler disinfection
Systematic high and low dusting for items up to 12 feet from floor and near-floor items
Interior glass cleaning for entrance doors, service counter windows, and office internal windows
Spot dusting and cleaning for visible soils on fixtures and office furniture
Fabric-covered furnishing vacuuming and non-fabric furniture wiping
Wall picture frames, door frames, and TVs dusting and cleaning
Disinfection of Police Department areas with enhanced protocols
Specialized cleaning of lobby service counter areas
Glass entrance door cleaning (both inside and outside surfaces)
Window ledge cleaning in all common areas and office spaces

Carpet and Floor Care

- Spot vacuuming of visible soil and debris from carpets on non-detail days
- Detail wall-to-wall vacuuming of all carpeted areas according to specified frequencies
- Daily vacuuming of carpeted mats, runners, and elevators
- Dust mopping of hard surface floors using proper dust mop or broom techniques
- Damp mopping of hard surface floors with frequent water changes to ensure soil removal
- Special attention to vestibules, stairways, landings, and high-traffic areas
- Gymnasium floor maintenance with specialized floor care equipment
- Dance studio floor maintenance with appropriate cleaning agents
- Daily elevator floor care (both carpeted and hard surface)
- Enhanced floor care for outdoor access areas to address weather-related soil
- Stairway and landing cleaning with attention to handrails and corners
- Basement/lower level hallway maintenance
- Municipal Building specific flooring care requirements

Kitchen Areas

- Thorough disinfection of counters, tables, and sinks in all kitchen areas
- Exterior cleaning and disinfection of refrigerators
- Interior and exterior cleaning of microwaves
- Exterior cleaning of dishwashers, stoves, and ovens where applicable
- Disinfection of upper and lower cabinets to remove spills, debris, and fingerprints
- Specialized floor care for kitchen areas to address food-related soil
- Kitchenette cleaning with emphasis on food preparation surfaces
- Coffee station maintenance at specified facilities
- Staff break room specialized cleaning protocols
- Food pantry area specialized cleaning at Downtown Armory
- Kitchen appliance cleaning with food-safe disinfectants
- Trash receptacle sanitization in food preparation areas

Restrooms

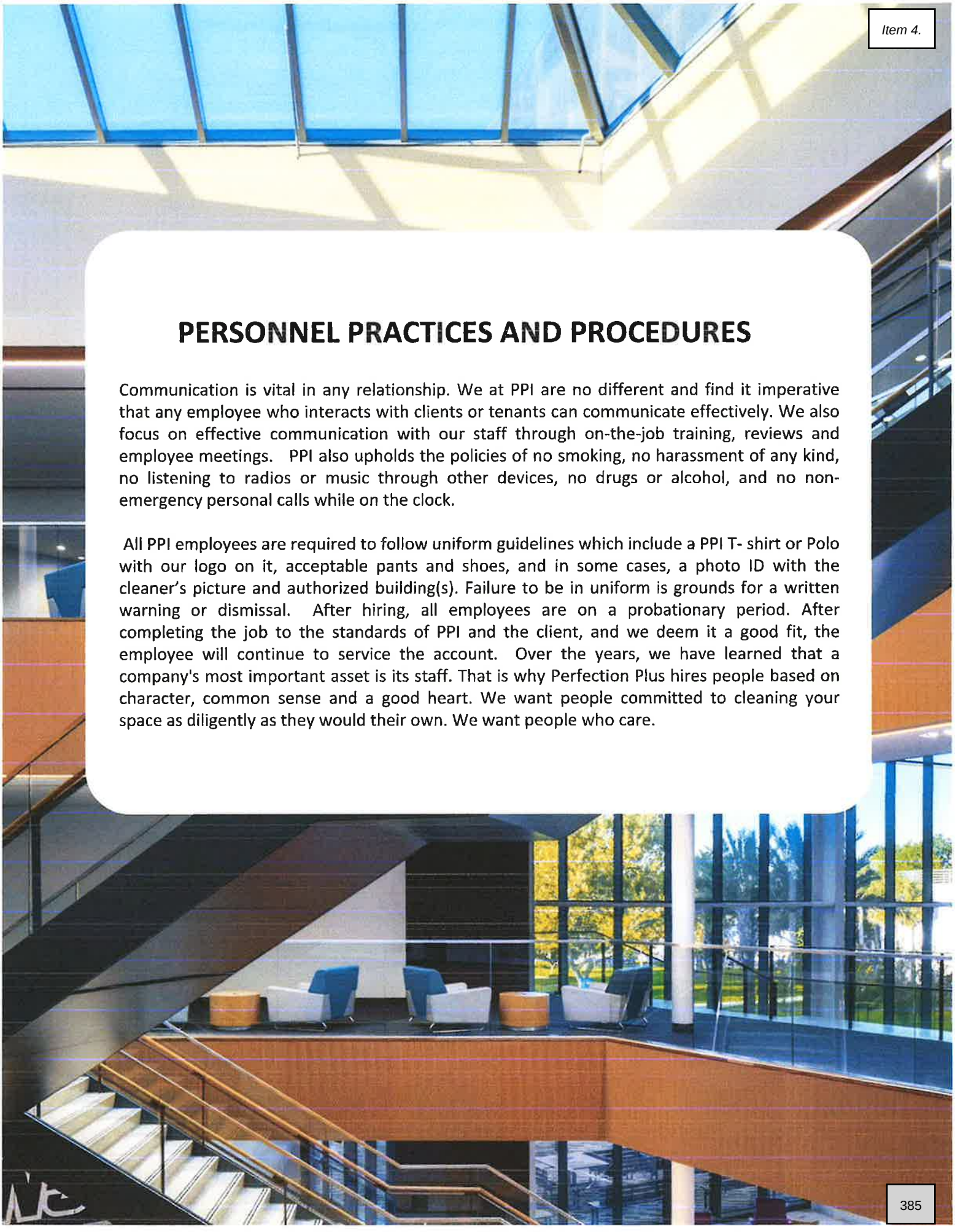
- Comprehensive disinfection of all fixtures, dispensers, sinks, toilets, urinals, and countertops
- Cleaning of accessible walls and toilet partitions
- Thorough sweeping and mopping of all restroom floors
- Polishing of chrome and mirrors
- Restocking of expendable products including paper towels, toilet tissue, hand soap, and deodorant products
- Emptying and cleaning of trash receptacles with liner replacement
- Enhanced cleaning for 24/7 Police Department restrooms
- Outdoor public restroom cleaning at park facilities
- Jail cell restroom specialized cleaning protocols
- Public vs. staff restroom differentiated cleaning methods
- ADA compliance attention to grab bars and accessible fixtures
- Odor control measures for all restroom facilities

Locker Rooms and Showers

- Ceiling-to-floor shower disinfection using hospital-grade disinfectants
- Exterior locker disinfection
- Open area floor maintenance with sweeping and damp mopping
- Bench and seating area sanitation
- Drain cleaning and maintenance
- Municipal Building locker room specialized protocols
- Police Department locker area security-conscious cleaning methods
- Innovation Center shower area scale-removal treatments
- Ventilation grill dust removal in shower areas
- Moisture control measures to prevent mold and mildew

Additional Tasks

- Daily emptying of trash cans with liner replacement and receptacle cleaning
- Eye wash station disinfection
- Specialized cleaning of dance studio mirrors
- Gymnasium floor maintenance according to specified frequency
- Furnishing vacuuming and wet wiping on monthly schedule
- Community center cleaning for varied event schedules
- Conference room preparation for business meetings
- Public meeting room specialized attention after events
- Council room furniture and equipment specialized cleaning
- Computer center cleaning with technology-safe methods
- Food pantry area special considerations
- Library-specific shelving and furnishing care (excluding bookshelves)
- Innovation Center tenant consideration protocols
- Full kitchen facility cleaning at Starin Park Community Building
- Computer center specialized cleaning with equipment-safe products
- All methods will be implemented with attention to:
- Varying building hours and activities
- Security requirements, especially in Police Department areas
- LEED Gold certification standards at the Innovation Center
- Library expansion considerations
- Community room evening usage patterns
- Weather-related seasonal adjustments
- Special event scheduling impacts



PERSONNEL PRACTICES AND PROCEDURES

Communication is vital in any relationship. We at PPI are no different and find it imperative that any employee who interacts with clients or tenants can communicate effectively. We also focus on effective communication with our staff through on-the-job training, reviews and employee meetings. PPI also upholds the policies of no smoking, no harassment of any kind, no listening to radios or music through other devices, no drugs or alcohol, and no non-emergency personal calls while on the clock.

All PPI employees are required to follow uniform guidelines which include a PPI T- shirt or Polo with our logo on it, acceptable pants and shoes, and in some cases, a photo ID with the cleaner's picture and authorized building(s). Failure to be in uniform is grounds for a written warning or dismissal. After hiring, all employees are on a probationary period. After completing the job to the standards of PPI and the client, and we deem it a good fit, the employee will continue to service the account. Over the years, we have learned that a company's most important asset is its staff. That is why Perfection Plus hires people based on character, common sense and a good heart. We want people committed to cleaning your space as diligently as they would their own. We want people who care.

SAFETY AND HEALTH PROGRAM

Due to the recent COVID-19 Pandemic we realize that Health and Safety are extremely important to all companies and their clients. It is up to you exactly what you want cleaned and sanitized with a hospital grade disinfectant. PPI has training manuals for specific buildings and its needs.

We follow training/safety and health procedures as outlined in the Cleaning Management Institute, SC Johnson, Ecolab, MN Safety Council and individual manufacturer's chemicals and equipment. We also recognize the need for some companies to follow green procedures and we are prepared to accomplish that goal upon request. Also, contributing to a safe and healthy work environment is the use of Green Seal cleaning products that we will use at your request.

Communication Procedures

At the heart of our service excellence lies our commitment to clear, consistent communication with our janitorial partners. We recognize that effective communication is crucial for maintaining high standards of cleanliness and client satisfaction. Through daily check-ins, real-time digital updates via our Swept app, and regular face-to-face meetings, we ensure that our cleaning staff are always aligned with client expectations and company standards. We prioritize two-way communication, encouraging our janitorial partners to share their insights, concerns, and suggestions, as this feedback is invaluable for continuous service improvement. By maintaining open lines of communication, we can quickly address any challenges, adjust to changing needs, and ensure that both our cleaning staff and clients feel supported and heard throughout our service relationship.

Daily Communication

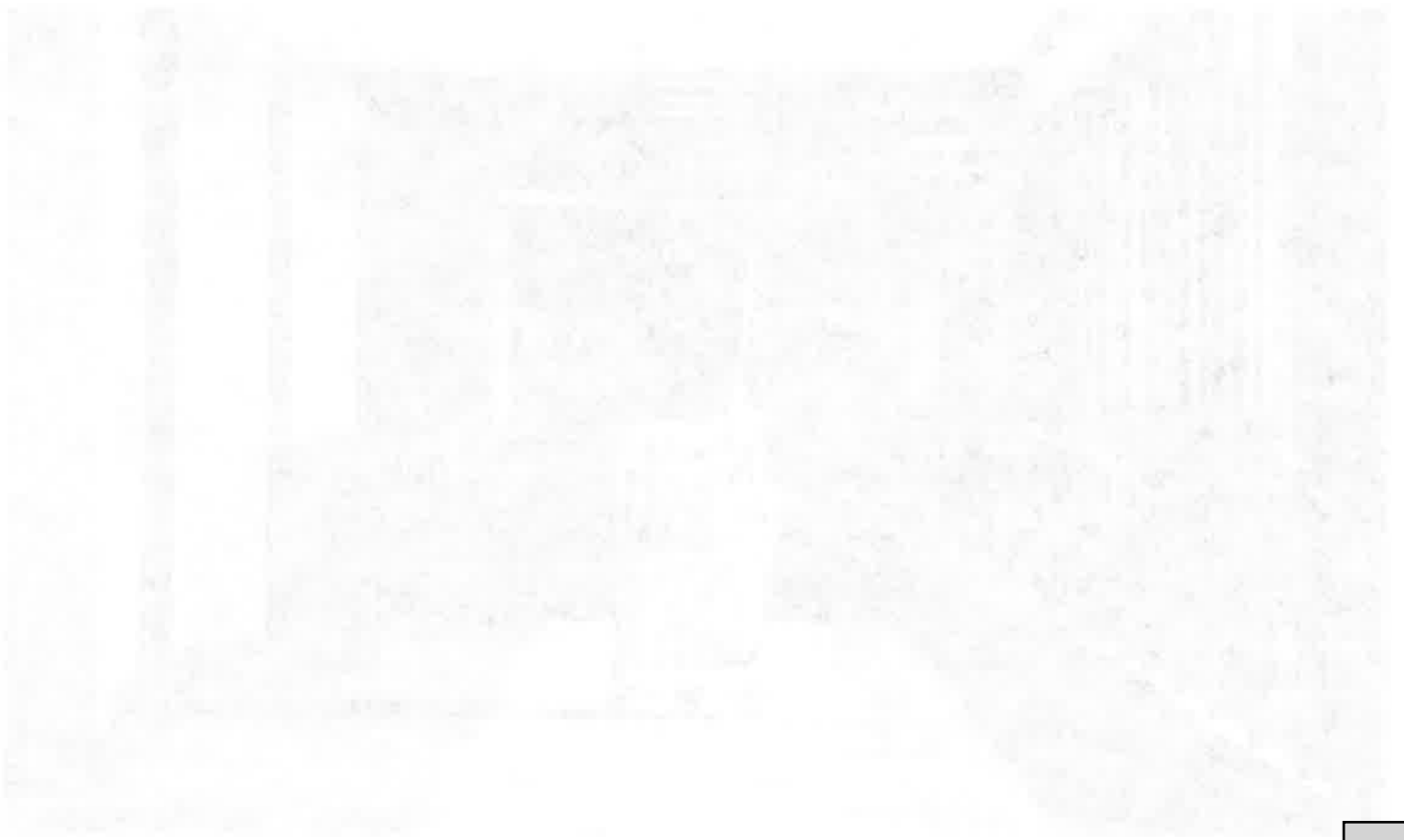
- Start/end of shift reports
- Issue documentation
- Supply requests
- Emergency notifications

Weekly Communication

- Performance reviews
- Schedule adjustments
- Training updates Quality
- Control findings

Monthly Communication

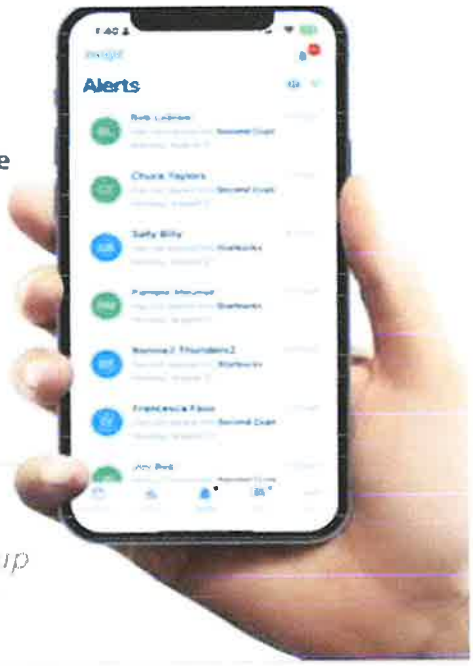
- COR meetings Performance
- metrics Improvement plans
- Staff feedback sessions



EXPERIENCE THE PERFECTIONPLUS BUILDING SERVICES ADVANTAGE

We equip our cleaners with mobile technology that helps them do their best work and allows us to better manage our team. Here's what it means for you:

- **Our cleaners know exactly how you'd like your space to be cleaned, even when they are new.**
- **If a cleaner misses a shift, we know about it first and can ensure your space is still cleaned on time.**
- **We begin addressing any issues that arise on-site before they impact you or your business.**



Our office cleaners use Swept, and we noticed a difference instantly. They know when little things come up and just deal with it! - BRIANNA STRATTON, THE BRIDGE

Removing Language Barriers

Miscommunications can impact the quality of service you receive. We use Swept to send messages, instructions, and feedback in the cleaner's native language. This ensures our cleaners understand what is expected of them and allows them to do their best work.

Reporting Problems Proactively

No one is perfect, but we differentiate ourselves by being proactive if something does come up. Our cleaners are trained to report any issue, big or small, at the end of their shift so that their manager is aware and can begin troubleshooting immediately.

Customized Cleaning Instructions

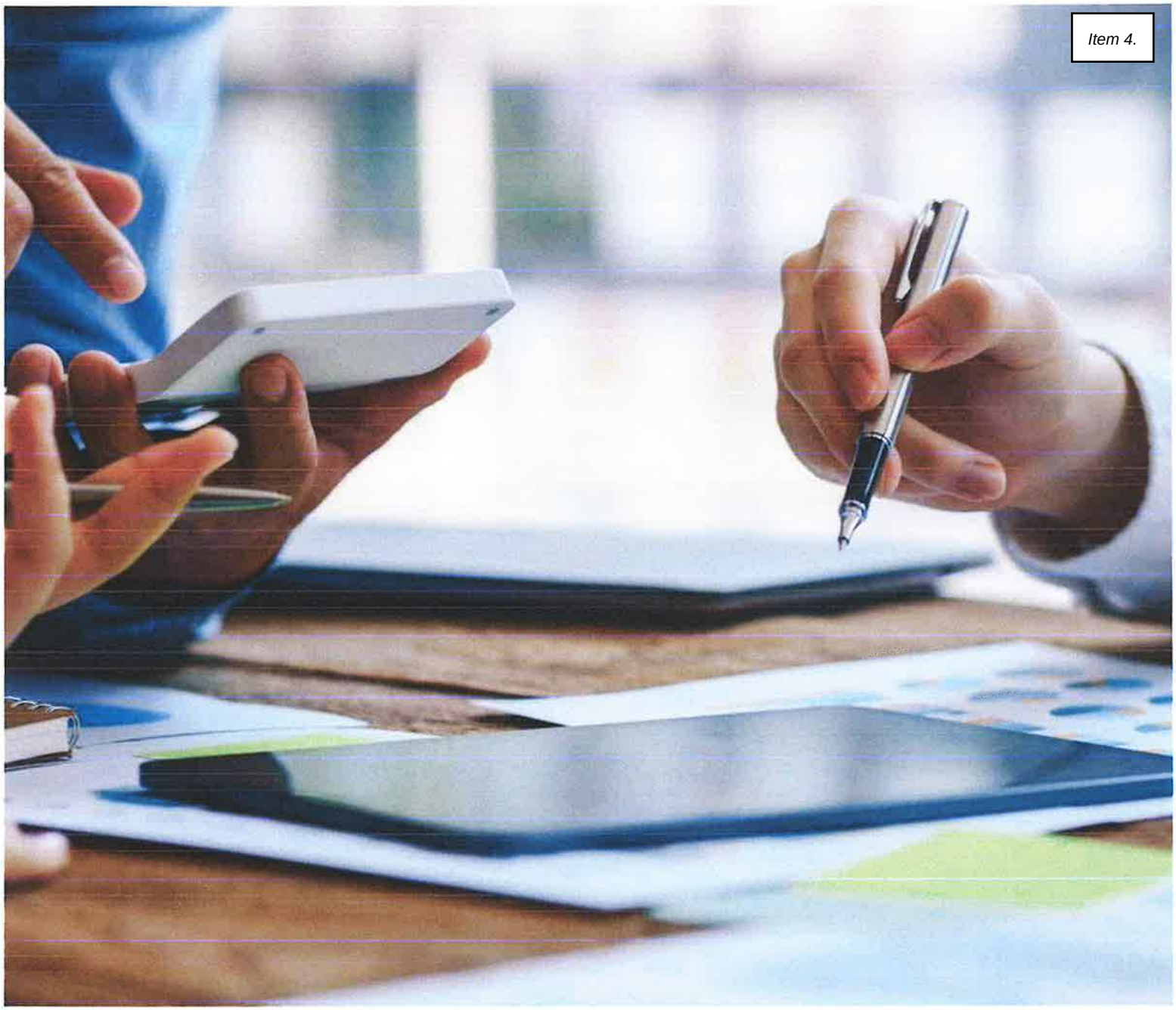
Say goodbye to log books, and hello to the future of cleaning. With your permission, we'll take photos of your space and add notes to each one for our cleaners. With these detailed, visual instructions our cleaners will know exactly how you would like each room to be cleaned.

PERFECTIONPLUS BUILDING SERVICES

5850 Opus Parkway Suite 201
Minnetonka, MN 55343

powered by swept

Successful janitorial businesses run on Swept



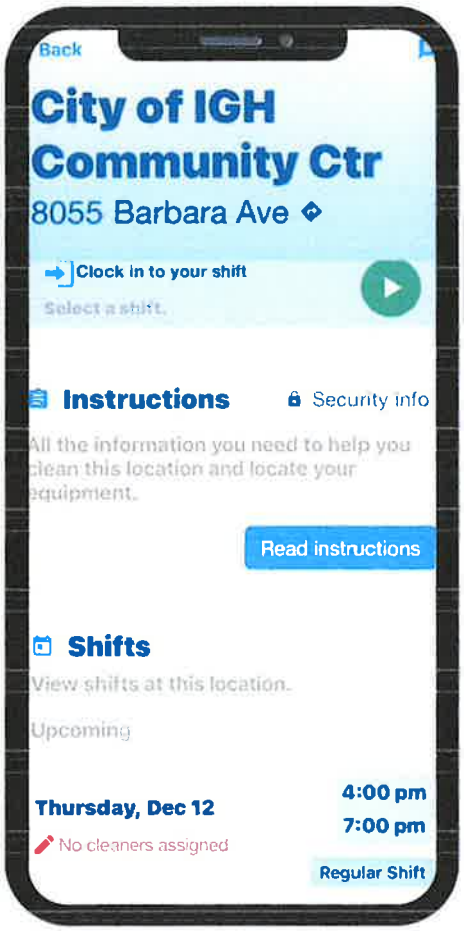
Task Scheduling

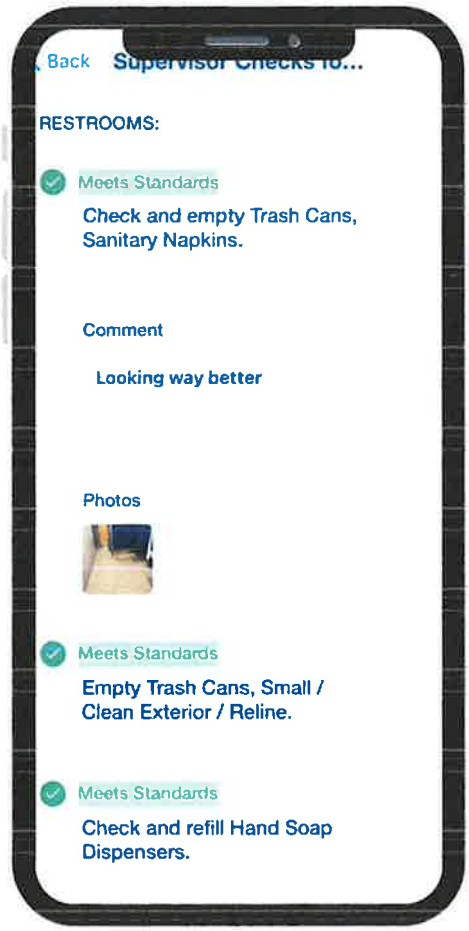
The Swept app serves as a centralized platform for managing various aspects of work operations. Employees can efficiently log their work hours through the app, ensuring accurate time tracking for payroll and project management purposes. The app also maintains detailed records of scope of work, allowing teams to document specific tasks, responsibilities, and project requirements in one accessible location.

When issues arise in the workplace, Swept provides a streamlined system for filing and tracking complaints, ensuring that concerns are properly documented and addressed in a timely manner. Additionally, the app simplifies the process of ordering consumables and managing inventory - workers can easily submit requests for needed supplies, and managers can track and approve these orders through the system. This integrated approach helps maintain smooth operations by keeping all essential workplace management functions within a single, user- friendly platform.

Task Scheduling Example

The Swept app uses a mandatory checklist system where employees must verify task completion during their shift. When workers log in, they see a list of required duties and must physically click each task to mark it as done. Some tasks may require additional proof like photos or notes for verification. The system prevents bulk completion marking, ensuring each task is individually acknowledged. Managers can monitor task completion in real-time, and workers cannot end their shifts until all checklist items are properly verified. The following pages/scope of work will be added to Swept as a checklist for our cleaners.





Whitewater Municipal Building
312 .W Whitewater Street
Whitewater, WI 53190

Frequency - 5x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills. ***Note: Municipal Building***	**1x per week**
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills. ***Note: Police Department***	**2x per week**
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors. ***Note: Municipal Building***	**5x per week**
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors. ***Note: Police Department***	**5x per week**
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens. ***Note: Municipal Building Kitchenette***	**5x per week**
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens. ***Note: Police Department Kitchenette***	**5x per week**
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers. ***Note: Municipal Building***	**5x per week**
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers. ***Note: Police Department***	**5x per week**
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. ***Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs***	**1x per month**

High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. ***Note: Police Department- Including Wall Picture Frames, Door Frames & TVs***	**1x per month**
Thoroughly Clean Internal Glass Thoroughly clean and disinfect internal partition glass ***Note: Municipal Building- All Glass Entrance Doors Inside & Outside, All Service Counter Windows Inside & Outside, All Offices Internal Windows Inside & Outside***	**3x per week**
Thoroughly Clean Internal Glass Thoroughly clean and disinfect internal partition glass ***Note: Police Department- All Glass Entrance Doors Inside & Outside, All Service Counter Windows Inside & Outside, All Offices Internal Windows Inside & Outside***	**3x per week**
Vacuum Furnishings or Wet Wipe Vacuum fabric-covered furnishings and or wet wipe other furniture to remove visible dust or soil. ***Note: Municipal Building- Conference Rooms, Council Room***	**1x per month**
Spot Dust and Clean Spot dust and clean visible soils on fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units and window sills. ***Note: Municipal Building***	**2x per week**

Carpet and Floor Care

Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled. ***Note: Municipal Building***	**4x per week**
Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled. ***Note: Police Department***	**4x per week**
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas ***Note: Municipal Building***	**1x per week**
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas ***Note: Police Department***	**1x per week**
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas ***Note: Municipal Building Elevator***	**5x per week**
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas ***Note: Municipal Building – Carpeted Mats & Runners***	**5x per week**
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas ***Note: Police Department – Carpeted Mats & Runners***	**5x per week**

Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Municipal Building***	**5x per week**
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Police Department***	**5x per week**
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Police Department – Jail Cells***	**1x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Municipal Building including vestibules and all Non Carpeted Floors***	**5x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Police Department including vestibules and all Non Carpeted Floors***	**5x per week**

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. ***Note: Municipal Building-Kitchenettes Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris &Finger/Handprints***	**5x per week**
Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. ***Note: Police Department-Kitchenettes Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris &Finger/Handprints***	**5x per week**
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator. ***Note: Municipal Building***	**3x per week**
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator. ***Note: Police Department***	**3x per week**
Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect interior and exterior of microwave. ***Note: Municipal Building***	**3x per week**
Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect interior and exterior of microwave. ***Note: Police Department***	**3x per week**

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. ***Note: Municipal Building***	**5x per week**

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. *Note: Police Department*	**5x per week**
Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. ***Note: Police Department – Jail Cells***	**1x per week**

Locker Rooms and Showers

Ceiling-to-Floor Showers Thoroughly damp wipe and disinfect showers, walls, doors and fixtures with hospital grade disinfectant. ***Note: Police Department***	**1x per week**
Damp Wipe and Disinfect Lockers Thoroughly damp wipe and disinfect the exterior of lockers with hospital grade disinfectant. ***Note: Police Department***	**1x per week**
Locker Room Floor Sweep and damp mop open areas of locker room floors. ***Note: Municipal Building***	**5x per week**

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. ***Note: Municipal Building – all accessible offices, conference rooms, common areas, kitchens and restrooms***	**5x per week**
Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. ***Note: Police Department – all accessible offices, conference rooms, common areas, kitchens and restrooms***	**5x per week**
Eye Wash Station Thoroughly damp wipe and disinfect 2 eye wash stations. ***Note: Police Department***	**5x per week**

Starin Park Community Building

504 W. Starin Road
Whitewater, WI 53190

Frequency - 5x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.	3x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors.	5x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens.	5x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	3x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. ***Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs***	1x per month

Carpet and Floor Care

Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled.	4x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas	1x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas ***Carpeted Mats & Runners***	5x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom.	3x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt.	2x per week

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. ***Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris &Finger/Handprints***	**3x per week**
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	**3x per week**
Damp Wipe and Disinfect Dishwasher and Stove/Oven Thoroughly damp wipe and disinfect exterior of dishwasher and stove/oven.	**3x per week**
Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect interior and exterior of microwave.	**3x per week**
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	**3x per week**

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. ***Note: Public Restrooms for Park & Playground***	**5x per week**
Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. ***Note: Inside Community Center Restrooms***	**3x per week**

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. ***Note: All accessible offices, conference rooms, common areas, kitchens and restrooms***	**5x per week**

Whitewater Armory Gym

146 W. North Street
Whitewater, WI 53190

Frequency - 3x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.	1x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors.	3x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens.	3x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	3x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. ***Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs***	1x per month
Internal Glass Thoroughly clean and disinfect internal partition glass. ***Note: Glass Entrance Doors – Inside and outside***	3x per week
Internal Glass Thoroughly clean and disinfect internal glass. ***Note: Dance Studio Mirrors***	1x per week

Carpet and Floor Care

Vacuum Carpet Detail vacuum carpeted areas. ***Note: Carpeted Mats & Runners***	3x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas. ***Note: Dance Observation Room***	1x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom.	3x per week

Note: Gymnasium	
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Dance Studio***	**1x per week**
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Stairs & Landings***	**1x per week**
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Basement/Lower Level Hallway***	**1x per week**
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Elevator***	**3x per week**
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Entrance/Vestibule, Main Foyer and Main Level Hallways***	**3x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Gymnasium***	**1x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Dance Studio***	**1x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Stairs & Landings***	**1x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Basement/Lower Level Hallway***	**1x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Elevator***	**3x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Entrance/Vestibule, Main Foyer and Main Level Hallways***	**3x per week**

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. ***Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris &Finger/Handprints***	**1x per month**
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	**1x per month**
Damp Wipe and Disinfect Dishwasher and Stove/Oven Thoroughly damp wipe and disinfect exterior of dishwasher and stove/oven.	**1x per month**
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	**1x per week**

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.	**3x per week**

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. ***Note: All accessible offices, conference rooms, common areas, kitchens and restrooms***	**3x per week**

Whitewater, WI 53190

Frequency - 2x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.	2x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors.	2x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	2x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. ***Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs***	1x per month
Internal Glass Thoroughly clean and disinfect internal partition glass. ***Note: Glass Doors – Inside and outside***	2x per week

Carpet and Floor Care

Vacuum Carpets Detail vacuum carpeted areas. ***Note: Carpeted Mats & Runners***	2x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas.	2x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom.	2x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt.	1x per week

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. ***Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris &Finger/Handprints***	**2x per week**
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	**2x per week**
Damp Wipe and Disinfect Stove/Oven Thoroughly damp wipe and disinfect exterior of dishwasher and stove/oven.	**2x per week**
Damp Wipe and Disinfect Microwave Thoroughly damp wipe and disinfect interior and exterior of microwave.	**2x per week**
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	**2x per week**

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.	**2x per week**

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. ***Note: All accessible offices, conference rooms, common areas, kitchens and restrooms***	**2x per week**

Whitewater, WI 53190

Frequency - 5x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills. ***Note: Lounge Area, Reception Counter, Conference Rooms, All ledges on the Outside of Glass to Offices in Hallways & ALL Window Ledges in Lounge Area.***	**1x per week**
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors. ***Note: Including Handrails in Stairway***	**5x per week**
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens.	**5x per week**
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	**5x per week**
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. ***Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs***	**1x per month**
Internal Glass Thoroughly clean and disinfect internal partition glass. ***Note: Glass Entrance Doors – Inside and outside***	**5x per week**
Spot Dust and Clean Spot dust and clean visible soils on fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units and window sills	**4x per week**

Carpet and Floor Care

Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled	**4x per week**
Vacuum Carpet Detail vacuum carpeted areas. ***Note: Carpeted Mats & Runners***	**5x per week**
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas. ***Note: Elevator***	**5x per week**

Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas.	**1x per week**
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom.	**5x per week**
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. ***Note: Stairs & Landings***	**1x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt.	**5x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. ***Note: Stairs & Landings***	**1x per week**

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. ***Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris &Finger/Handprints***	**5x per week**
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	**5x per week**
Damp Wipe and Disinfect Microwave Thoroughly damp wipe and disinfect interior and exterior of microwave.	**5x per week**
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	**5x per week**

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.	**5x per week**

Locker Rooms and Showers

Ceiling-to-Floor Showers Thoroughly damp wipe and disinfect showers, walls, doors and fixtures with hospital grade disinfectant.	**1x per month**
Damp Wipe and Disinfect Lockers Thoroughly damp wipe and disinfect the exterior of lockers with hospital grade disinfectant.	**1x per month**
Locker Room Floor Sweep and damp mop open areas of locker room floors.	**1x per week**

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. ***Note: All accessible offices, conference rooms, common areas, kitchens and restrooms***	**5x per week**
Vacuum Furnishings and Wet Wipe ***Note: Vacuum Fabric covered furnishings and/or wet wipe other furniture to remove visible dust or soil. Lounge Area, Reception Counter, Conference Rooms***	**1x per month**

Whitewater, WI 53190

Frequency - 5x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills. ***Note: Not included – Bookshelves***	1x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors.	5x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens. ***Note: Coffee Station, Sink by Back Entrance***	5x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	5x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. ***Note: Including Wall Picture Frames, Door Frames & TVs***	1x per month
Internal Glass Thoroughly clean and disinfect internal partition glass. ***Note: Glass Entrance Doors – Inside and outside***	5x per week
Vacuum Furnishings or Wet Wipe Vacuum fabric covered furnishings or wet wipe other furniture to remove visible dust or soil.	1x per month

Carpet and Floor Care

Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled	4x per week
Vacuum Carpet Detail vacuum carpeted areas. ***Note: Carpeted Mats & Runners***	5x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas.	1x per week
Wall-to-Wall Dust Mop Hard Surface Floors	

Dry mop hard surface floors using a dust mop, or broom.	**5x per week**
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt.	**5x per week**

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. ***Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris &Finger/Handprints***	**5x per week**
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	**5x per week**
Damp Wipe and Disinfect Microwave Thoroughly damp wipe and disinfect interior and exterior of microwave.	**5x per week**
Wall to Wall Vacuum Carpet Detail vacuum accessible carpeted areas ***Note: Staff Break Room***	**5x per week**
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	**5x per week**

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.	**5x per week**

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. ***Note: All accessible offices, conference rooms, common areas, kitchens and restrooms***	**5x per week**

EMERGENCY RESPONSE GUARANTEE

At Perfection Plus Inc., we understand that cleaning emergencies require immediate attention. When unexpected situations arise in your facilities, our rapid response team is committed to being on-site within 90 minutes or less, 24 hours a day, 7 days a week, 365 days a year.

Our Emergency Response Protocol

1. **Immediate Notification System**: Upon receiving an emergency call, our centralized dispatch system instantly alerts the nearest response team via our mobile communication network.
2. **Dedicated Emergency Response Team**: We maintain specialized staff on standby at all times, equipped with the necessary supplies, equipment, and training to address any situation.
3. **90-Minute Response Guarantee**: Our team will arrive at your facility within 90 minutes of your call, regardless of time of day or night.
4. **Comprehensive Emergency Services**: Our emergency response includes:
    - Biohazard cleanup
    - Water damage mitigation
    - Slip and fall hazard remediation
    - Glass cleanup
    - Odor control
    - Pre-event preparation for unexpected gatherings
    - Post-event emergency cleanup
5. **Documentation and Reporting**: All emergency responses are thoroughly documented in our SWEPT system with before and after photos, actions taken, and follow-up recommendations.

Emergency Contact Procedure

The City of Whitewater will be provided with:

- A dedicated emergency response hotline number
- Direct mobile numbers for the account manager and supervisor
- Email and text messaging options for non-urgent situations
- Access to our online emergency reporting portal

Our commitment to a 90-minute maximum response time ensures that unexpected situations are contained quickly, minimizing disruption to City operations and maintaining the safety and cleanliness standards that your facilities require.

CITY OF WHITEWATER - JANITORIAL SERVICES COST PROPOSAL

SECTION II - FINANCIAL PROPOSAL

Cost Proposal for Janitorial and Cleaning Services

In accordance with the requirements outlined in the Request for Proposal for Janitorial and Cleaning Services, Perfection Plus Inc. hereby submits the following cost proposal for consideration by the City of Whitewater Evaluation Committee.

Facility	Service Frequency	Monthly Service Charge	Annual Cost
Whitewater Municipal Building	5 times/week	$4,681.35	$56,176.20
Irvin L. Young Memorial Library	5 times/week	$1,296.77	$15,561.24
Starin Park Community Building	5 times/week	$1,188.62	$14,263.44
Whitewater Armory Gym	3 times/week	$1,404.92	$16,859.04
Cravath Lakefront Community Center	2 times/week	$348.14	$4,177.68
Whitewater Innovation Center	5 times/week	$1,866.53	$22,398.36
TOTAL		**$10,786.33**	**$129,435.96**

Price Adjustment Terms

- The proposed service charges will remain in effect for the initial one-year period from contract start date.
- For renewal years (if exercised by the City), price adjustments will be based on the Consumer Price Index -- All Urban Consumers (CPI-U) from December to December.
- Annual price increases will not exceed three percent (3%) in any renewal year.

Additional Services

Perfection Plus Inc. is prepared to provide additional services beyond the standard scope of work on an as-needed basis. Pricing for additional services will be quoted per occurrence upon request by the City.

Payment Terms

- Invoices will be submitted monthly in accordance with the City of Whitewater's payment procedures.
- Payment terms are net 30 days from date of invoice.
- No additional fees or charges will be applied unless specifically authorized by the City of Whitewater.

This cost proposal is submitted in full acknowledgment and acceptance of all terms and conditions specified in the RFP document. Perfection Plus Inc. certifies that all costs are accurate, complete, and inclusive of all services, supplies, materials, equipment, and labor required to fulfill the scope of services outlined in the RFP.

_____

PROPOSER:

_____

Signature of Authorized Representative Date

_____

Printed Name & Title

_____

Company Name

_____

CITY OF WHITEWATER:

_____

Signature of Authorized Representative Date

_____

Printed Name & Title

Emergency Response Plan for Janitorial Services

City of Whitewater Facilities

1. INTRODUCTION & PURPOSE

This Emergency Response Plan outlines procedures for Perfection Plus janitorial staff to follow during emergency situations at City of Whitewater facilities. The plan ensures the safety of our employees, protects City property, and provides continuity of janitorial services during and after emergencies.

2. EMERGENCY CONTACT INFORMATION

2.1 Emergency Services

- **Fire, Police, Ambulance:** 911
- **Whitewater Police Department (non-emergency):** [Local number to be added]
- **Whitewater Fire Department (non-emergency):** [Local number to be added]

2.2 Perfection Plus Management Contacts

- **Will confirm after award**
- **On-Site Supervisor:** [Name] - [Phone]
- **Operations Manager:** [Name] - [Phone]
- **24-Hour Emergency Hotline:** [Phone]

2.3 City of Whitewater Contacts

- **Facilities Manager:** [Name] - [Phone]
- **After-Hours Building Maintenance:** [Phone]
- **Security Office:** [Phone]

3. EMERGENCY CLASSIFICATIONS

3.1 Level 1: Minor Incidents

- Small spills (non-hazardous)
- Minor water leaks
- Non-threatening facility issues
- Power outages under 1 hour

3.2 Level 2: Moderate Incidents

- Hazardous material spills (small, contained)
- Moderate water intrusion
- Extended power outages
- Minor property damage
- Medical incidents (non-life-threatening)

3.3 Level 3: Major Incidents

- Fire or explosion
- Severe weather damage
- Major flooding
- Hazardous material release (large-scale)
- Serious injury or medical emergency
- Criminal activity or security breach
- Building evacuation

4. RESPONSE PROCEDURES BY INCIDENT TYPE

4.1 Biohazard/Bloodborne Pathogen Exposure

1. Secure and isolate the affected area
2. Put on appropriate PPE (gloves, mask, eye protection)
3. Contact supervisor immediately
4. Use approved disinfectants and biohazard cleanup kits
5. Dispose of materials in designated biohazard containers
6. Document incident and cleanup procedures
7. Complete exposure report if direct contact occurred

4.2 Chemical Spills

1. Assess spill size and hazard level
2. For minor spills:
    - Secure the area
    - Refer to SDS for proper cleanup procedures
    - Use appropriate PPE and spill kit
    - Dispose of waste properly
3. For major spills:
    - Evacuate the area
    - Contact supervisor immediately
    - If necessary, call 911
    - Do not attempt cleanup without proper training and equipment

4.3 Water Damage/Flooding

1. Identify and report source if possible
2. If safe, turn off water source or electrical equipment
3. Move furniture and materials away from affected area
4. Use wet vacuums and absorbent materials to remove water
5. Set up fans and dehumidifiers if available
6. Document damage with photos
7. For severe flooding, contact supervisor for professional restoration

4.4 Fire Emergencies

1. If fire is discovered:
    - Activate nearest fire alarm
    - Call 911
    - Evacuate the building using designated routes
    - Do not use elevators
2. If trained and fire is small, use appropriate fire extinguisher
3. Account for all staff at designated meeting point
4. Do not re-enter building until authorized by fire officials

4.5 Power Outages

1. Locate flashlights or emergency lighting
2. Secure cleaning chemicals and equipment
3. Check elevators for trapped individuals
4. If outage persists more than 15 minutes, contact supervisor
5. Secure building areas as directed before leaving

4.6 Medical Emergencies

1. Call 911 for serious injuries or illness
2. Provide first aid if trained and appropriate
3. Do not move injured person unless necessary for safety
4. Contact supervisor immediately
5. Complete incident report

4.7 Severe Weather

1. Monitor weather alerts and building announcements
2. Move to designated shelter areas if tornado warning issued
3. Stay away from windows and exterior doors
4. Await all-clear before resuming activities
5. Report any weather-related damage immediately

5. EVACUATION PROCEDURES

5.1 Building Evacuation Guidelines

1. Know primary and secondary evacuation routes for each facility
2. Upon alarm or evacuation notice:
    - Cease all activities immediately
    - Secure cleaning chemicals if possible without delay
    - Assist others if safe to do so
3. Proceed to nearest exit and designated assembly area
4. Account for all staff and report to supervisor
5. Do not re-enter building until authorized

5.2 Evacuation Assembly Points

- **Municipal Building:** [Specific location]
- **Whitewater Innovation Center:** [Specific location]
- **Irvin L. Young Public Library:** [Specific location]
- **Downtown Armory:** [Specific location]
- **Starin Park Community Building:** [Specific location]
- **Cravath Lakefront Community Center:** [Specific location]

6. EMERGENCY EQUIPMENT & SUPPLIES

6.1 Required Equipment at Each Location

- First aid kit
- Flashlights with extra batteries
- Biohazard cleanup kit
- Chemical spill kit
- Emergency contact information
- Building maps with evacuation routes
- Emergency radios or communication devices

6.2 Equipment Maintenance

- All emergency equipment will be inspected monthly
- Damaged or expired items will be replaced immediately
- Inspection logs will be maintained by the on-site supervisor

7. COMMUNICATION PROTOCOLS

7.1 Internal Communication

1. Report all emergencies to on-site supervisor first
2. If supervisor unavailable, contact operations manager
3. Use designated emergency communication channel
4. Document all emergency communications

7.2 Communication with City Officials

1. On-site supervisor will notify designated City contact
2. Provide clear, concise information about the incident
3. Follow City communication protocols as outlined in contract
4. Maintain log of all communications with City representatives

7.3 Media Inquiries

1. Do not speak to media representatives
2. Direct all media inquiries to City officials
3. Notify supervisor immediately of any media presence

8. RECOVERY & CONTINUITY PROCEDURES

8.1 Service Continuity

1. Assess impact on cleaning schedule and requirements
2. Develop modified cleaning plan for affected areas
3. Prioritize cleaning of essential and operational areas
4. Deploy additional resources as needed
5. Document all deviation from standard procedures

8.2 Post-Incident Procedures

1. Conduct thorough inspection of affected areas
2. Document all damage with photographs
3. Submit incident report within 24 hours
4. Coordinate with City officials on recovery efforts
5. Restock emergency supplies

8.3 Incident Documentation Requirements

- Date, time, and location of incident
- Type and severity of emergency
- Actions taken and resources deployed
- Personnel involved
- Communications log
- Photos of damage or affected areas
- Costs incurred (labor, supplies, equipment)

9. TRAINING & PREPAREDNESS

9.1 Staff Training Requirements

- All staff must complete emergency response training annually
- Building-specific evacuation procedures for each facility
- Bloodborne pathogen and hazardous material handling training

10. PLAN MAINTENANCE & UPDATES

10.1 Review Schedule

- Full plan review annually
- Updates as needed for procedure or contact changes
- Document all revisions with date and approval

10.2 Distribution

- Current copy maintained at each facility
- Electronic copy accessible to all management staff
- Updated copies provided to City representatives

11. FACILITY-SPECIFIC INFORMATION

[To be completed with specific information for each of the six City facilities, including:

- Building-specific hazards
- Location of utility shutoffs
- Special evacuation considerations
- Unique emergency equipment
- Facility-specific emergency contacts]

Collaborative Approach to Janitorial Services

At Perfection Plus, our success depends on creating a true partnership with the City of Whitewater. Here's how we'll work together to address both planned and unplanned janitorial needs:

Collaborative Framework

We understand that every facility has unique requirements that evolve over time. Our approach combines structured planning with responsive flexibility:

- **Regular Communication Channels**: We'll establish weekly check-ins with the Facilities Manager during the initial transition, transitioning to bi-weekly meetings once operations stabilize.
- **Swept Portal**: We'll provide a dedicated digital platform for City staff to submit requests, report issues, and track resolution progress in real-time or any alternative to communication White Water desires.
- **Embedded Supervisor**: Our on-site supervisor will serve as your direct liaison, empowered to make immediate decisions and adjust cleaning priorities based on your feedback.

Responsive to Unplanned Needs

Our flexible staffing model and rapid response capabilities ensure we can address unexpected situations:

- **On-Call Response Team**: We maintain a specialized team ready to respond to emergency cleanup situations within 60 minutes during business hours and 90 minutes after hours.
- **Flexible Scheduling**: We can quickly adjust cleaning schedules to accommodate special events, meetings, or unexpected facility usage.
- **Scalable Staffing**: Our cross-trained personnel can be rapidly deployed to address high-priority needs without compromising regular service at other locations.
- **Weather Response Protocol**: We implement pre-emptive measures during seasonal challenges (snow/salt tracking, pollen season, increased public use during summer events).

Tailored to Whitewater's Exact Needs

We recognize that the City of Whitewater has unique requirements that demand customized solutions:

- **Facility-Specific Approaches**: Rather than applying a one-size-fits-all model, we'll develop individualized protocols for each of your six distinct facilities.
- **Adaptable Service Levels**: We can easily adjust service frequency or intensity based on building usage patterns, seasonal needs, or budget considerations.
- **Collaborative Solution Development**: When challenges arise, we'll work alongside City staff to develop innovative solutions rather than simply applying standard fixes.
- **Continuous Refinement**: Our service model will evolve based on ongoing feedback, ensuring we address emerging concerns before they become problems.

Our commitment goes beyond fulfilling contract requirements. We see ourselves as an extension of your facilities team, equally invested in maintaining clean, healthy, and welcoming environments for Whitewater's employees and residents. By combining structured processes with genuine flexibility, we'll deliver exceptional service tailored precisely to the City's evolving needs.

Supervisor Inspections

Weekly, immediately after our cleaning crews complete their work. Our supervisor conducts a comprehensive quality check of the entire facility. Here's how we ensure everything meets our high standards:

Final Walk-Through Process:

The supervisor arrives when the cleaning team is finishing up and conducts a floor-by-floor inspection.

Inspection:

- Real-Time Quality Check
- Reviews daily task checklist with cleaning staff
- Inspects work while crew is still on-site to address any issues immediately
- Performs white-glove tests on high-touch areas

Building Standards Verification

Checks that conference room chairs are properly aligned and spaced Verifies all trash and recycling has been removed Ensures all lights are turned off in vacant areas Confirms restrooms are fully stocked and sanitized Makes sure all doors are properly secured

Documentation

- Takes photos of completed work and inputs them in Swept system
- Notes any concerns in the communication binder and Swept system
- Signs off on completion of all required tasks
- Updates supply inventory as needed

If any issues are found, the supervisor has the cleaning team correct them before leaving the building. This immediate feedback system ensures no problems carry over to the next day and maintains our high quality standards.

Inspection

Supervisor performs inspection. Supervisor ensures scope of work and tasks are being completed. Takes pictures of problems, notes location, time and directions for future.

Soulution

Supervisor fixes the problem. From chairs that just need to be centered, or a drawer that just needs to be shut, we're got it taken care of. Were here to serve you.

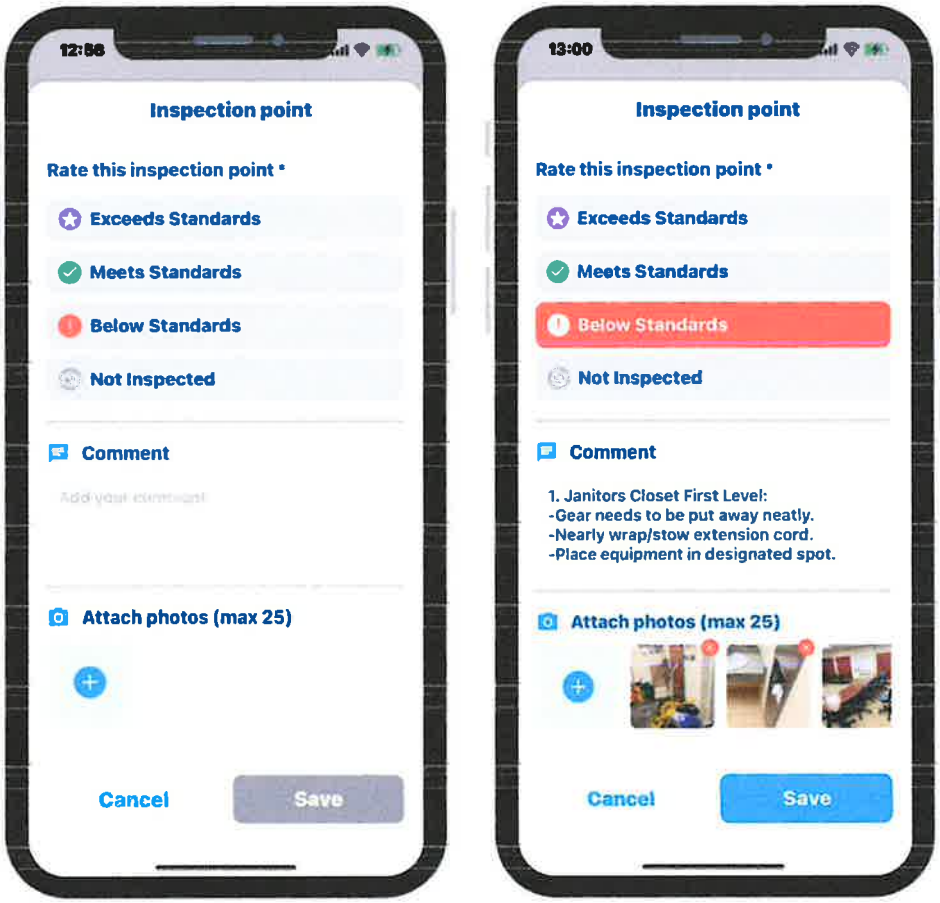
Document

Supervisor ensures status of facilites, gear/supply closets as well as any discrepancies are noted in Swept.

Training

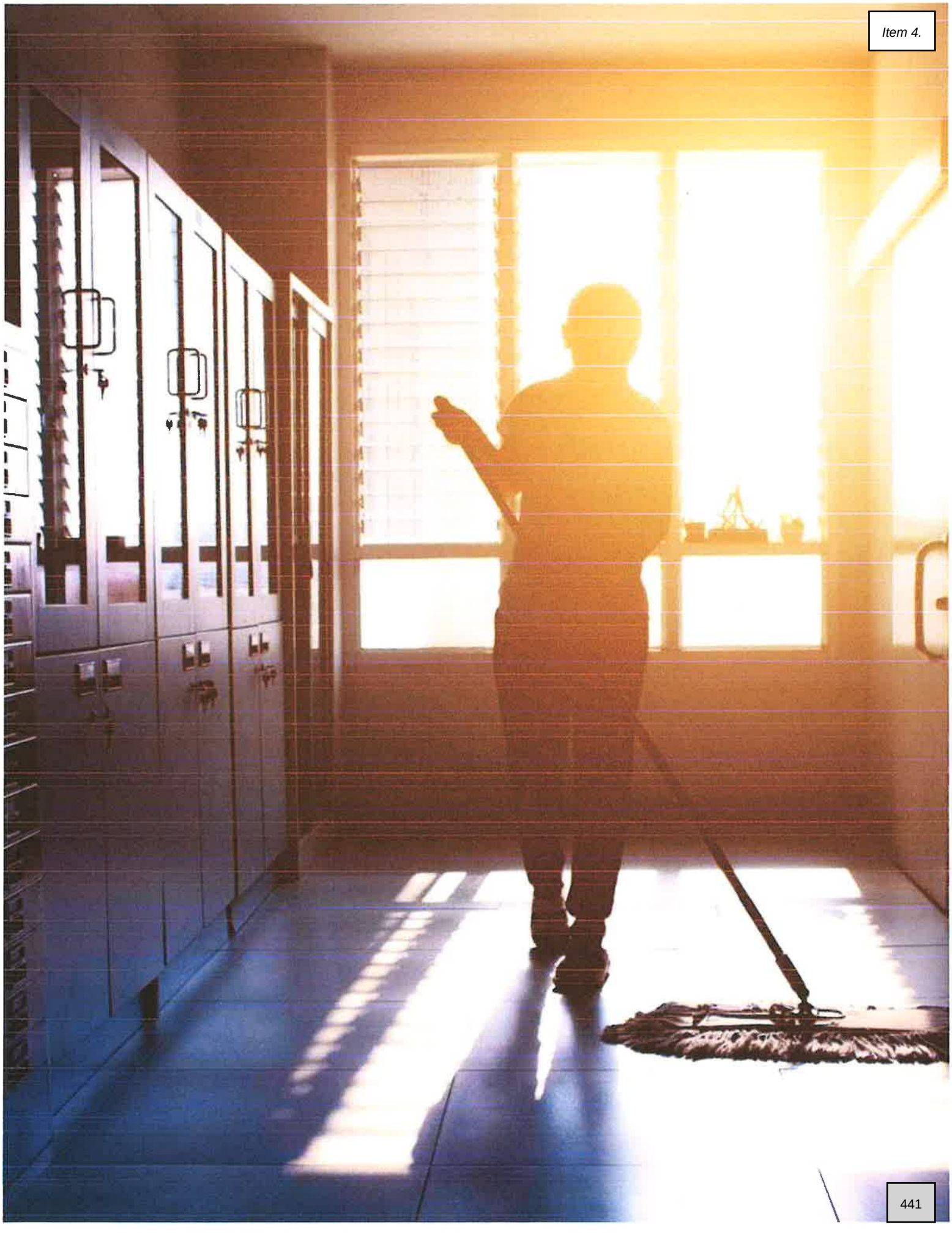
This is where we operate differently. Instead of just moving past it and letting the same problem arise again, we note what happened and train the staff so we can avoid a mistake again. This helps the employee and ensures no more mistake will be made!

Documentation Example



Our supervisors capture detailed records of any cleaning deficiencies in SWEPT during their inspections. When issues are identified, they take photos and enter specific location data, problem descriptions, and required corrective actions. This information is immediately accessible to management and cleaning staff, creating accountability and enabling prompt resolution of all cleaning issues.

Adding photographic documentation within SWEPT yields substantial operational benefits. Each issue is visually captured with before-and-after images, creating irrefutable documentation of both the problem and its resolution. This visual evidence provides transparency for clients who can see exactly what required attention and how effectively it was addressed. For management, these photos become powerful training tools, allowing supervisors to show—rather than just tell—staff exactly what constitutes acceptable versus unacceptable cleaning standards. The images also create an objective record that prevents disputes about whether issues were properly documented or resolved. This comprehensive visual history helps identify recurring trouble spots across facilities, enabling proactive solutions rather than repeated corrections.



Proposal Forms

There was always a consistency with the cleaning services that we had contracted with. They promise a list of services on a specific schedule and once in the door - we could count on a deterioration of service. Complaints were graciously accepted and improvements made, again followed by a deterioration in service, and so on and so on. My preference was always that these services are "background" and not something else to manage on a daily or weekly basis. Perfection Plus provided a very competitive bid with a lot of promises. It has been a little over a year. I haven't had the complaints from co-workers. The offices are vacuumed and baskets emptied, bathrooms and cafeteria cleaned, and dust piles aren't accumulating. Susan kept her promise.

Gerry Olson, Business Administration

SECTION V- PROPOSAL FORM A

1. **Performance Work Statement Exceptions**
   If the Vendor cannot provide all the services as specified in this Request for Proposal, please explain the exceptions below. If no explanation is given, it is agreed upon that the services/goods will be provided as specified in this Request for Proposal.

   We are capable of providing all services described.

2. **Addendum (s)**
   List Addendum Numbers you have received (if applicable) **1**, _____, _____

3. **Proposal Submittal Requirements**
   Proposers MUST complete and submit the following:
   a. Proposal Form A
   b. Proposer References
   c. All Proposal Requirements as listed in Section II.
   d. Acknowledgement of the Scope of Services in Section III.
   e. Acknowledgement of Staffing & Training requirements in Section IV.

4. **Signatures**
   By signing below, Proposer represents to the City that Proposer has not made any changes to the RFP document as originally provided to Proposer by City and Proposer acknowledges and agrees that no changes to the Proposal documents will be effective unless expressly approved in writing by City.
   Proposer hereby certifies that the proposal has been made without any connection with any other Proposer and is in all respects fair and without collusion or fraud, and it is made with the understanding that no elected officer or any employee of the City is interested therein, directly or indirectly, unless otherwise stated.
   Having carefully examined the Scope of Services and requirements, it is stated that the undersigned has full authority to make and execute an agreement with the City.

Company **Perfection Plus Inc.**

Address **5850 Opus Pkwy** (Street) **Hopkins, MN 55343** (City, State, Zip Code)

(651) 900-2222 (Telephone) **Ryan@perfectionplus.net** (Email Address)

Ryan Muphree (Signature) **5/3/25** (Date)

Ryan Muphree - Business Development Manager
Typed Name and Title

Addendum No. 1
To the 2025 City of Whitewater Janitorial and Cleaning Services RFP
Date Issued: April 30, 2025

Subject: Updated Facility Square Footage and Revised RFP Timeline

Section 1: Updated Facility Square Footage and Flooring Breakdown

This section replaces previously stated facility square footage and flooring estimates in the original RFP. The following figures represent more accurate measurements of cleanable space, categorized by carpeted and hard surface areas:

Facility	Total Sq. Ft.	Carpet Sq. Ft.	Hard Surface Sq. Ft.
Irvin L. Young Public Library	8,276	7,847	429
Cravath Lakefront Community Bldg	2,428	1,470	958
Downtown Armory	10,487	0	10,487
Starin Park Community Building	3,942	745	3,197
Municipal Building (City Hall)	20,717	13,911	6,806
Whitewater Innovation Center	6,590	5,175	1,415

Vendors must use these revised figures in preparing their pricing and proposals.

Section 2: Revised Calendar of Events

The following revised schedule supersedes the "Calendar of Events" listed in the original RFP:

Date	Event
April 4, 2025	Release RFP
April 25, 2025	Deadline for Proposer Inquiries
May 2, 2025	Facility Tour
May 9, 2025	**Proposals Due from Vendors**
May 16, 2025	Select Firms for Interview (if needed)
May 23, 2025	Interviews (if needed)
June 3, 2025	Council Approval of Contract
August 1, 2025	Contract Begins

Acknowledgment of Receipt

Proposers must acknowledge receipt of this Addendum No. 1 in the appropriate space provided on **Proposal Form A**.

For questions related to this addendum, contact:
Kevin Bochm
Director of Parks and Recreation
Email: kbochm@whitewater-wi.gov
Phone: 262-473-0122

CITY OF WHITEWATER - JANITORIAL SERVICES COST PROPOSAL

SECTION II - FINANCIAL PROPOSAL

Cost Proposal for Janitorial and Cleaning Services

In accordance with the requirements outlined in the Request for Proposal for Janitorial and Cleaning Services, Perfection Plus Inc. hereby submits the following cost proposal for consideration by the City of Whitewater Evaluation Committee.

Facility	Service Frequency	Monthly Service Charge	Annual Cost
Whitewater Municipal Building	5 times/week	$4,681.35	$56,176.20
Irvin L. Young Memorial Library	5 times/week	$1,296.77	$15,561.24
Starin Park Community Building	5 times/week	$1,188.62	$14,263.44
Whitewater Armory Gym	3 times/week	$1,404.92	$16,859.04
Cravath Lakefront Community Center	2 times/week	$348.14	$4,177.68
Whitewater Innovation Center	5 times/week	$1,866.53	$22,398.36
TOTAL		**$10,786.33**	**$129,435.96**

Price Adjustment Terms

- The proposed service charges will remain in effect for the initial one-year period from contract start date.
- For renewal years (if exercised by the City), price adjustments will be based on the Consumer Price Index – All Urban Consumers (CPI-U) from December to December.
- Annual price increases will not exceed three percent (5%) in any renewal year.

Additional Services

Perfection Plus Inc. is prepared to provide additional services beyond the standard scope of work on an as-needed basis. Pricing for additional services will be quoted per occurrence upon request by the City.

Payment Terms

- Invoices will be submitted monthly in accordance with the City of Whitewater's payment procedures.
- Payment terms are net 30 days from date of invoice.
- No additional fees or charges will be applied unless specifically authorized by the City of Whitewater.

This cost proposal is submitted in full acknowledgment and acceptance of all terms and conditions specified in the RFP document. Perfection Plus Inc. certifies that all costs are accurate, complete, and inclusive of all services, supplies, materials, equipment, and labor required to fulfill the scope of services outlined in the RFP.

PROPOSER:

5/5/2025

Signature of Authorized Representative Date

Ryan Murphree / Business Dev Manager

Printed Name & Title

Perfection Plus Inc.

Company Name

CITY OF WHITEWATER:

Signature of Authorized Representative Date

Printed Name & Title

Additional Services

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PROPOSER:

Signature of Authorized Representative Date

5/5/2025

Printed Name & Title

Ryan Murphree / Business Dev Manager

Company Name

Perfection Plus Inc.

CITY OF WHITEWATER:

Signature of Authorized Representative Date

Printed Name & Title

Contact Us

Website	https://perfectionplus.net/
Phone	651-900-2222
E-mail	Ryan@perfectionplus.net

Central CERT Certification Program

This is to confirm that

Perfection Plus, Inc. DBA Perfection Plus Building Services

VENDOR #0000336285

is Certified as a
Woman Business Enterprise
(WBE)

Your certification with the CERT Program is valid for three years from

June 16, 2021 to June 16, 2027

15 West Kellogg Blvd. # 280
Saint Paul, MN 55102
651.266.8900

PERFECTIONPLUS
BUILDING SERVICES

We Believe in Quality Work

Introduction:

This document provides access to the Safety Data Sheets (SDS) for Perfection Plus | Commercial Cleaning Services. It contains critical safety information for all products utilized within our company, ensuring safe handling, storage, and disposal of chemicals and other potentially hazardous materials.

Purpose:

The SDS collection serves as a vital resource for maintaining a safe work environment and adhering to safety regulations. Each SDS includes detailed information on product hazards, first aid measures, proper handling and storage practices, and emergency response protocols.

Company Information:

Address:

Opus Parkway, Suite 201, Minnetonka, MN 55343

Phone Number:

952-944-1964

Contact Information:

Prepared by: Susan Casaus

Email: susan@perfectionplus.net

Website: perfectionplus.net

SAFETY DATA SHEET

pH7 Natural All Purpose Cleaner

Section 1. Identification

GHS product identifier :pH7 Natural All Purpose Cleaner

Product code : 138

Other means of identification :Not available.

Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses
General/Multi-Purpose Cleaner

Uses advised against	Reason
For Industrial and Institutional Use Only	-

Supplier's details :Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number (with hours of operatio n) :Chemtrec (800) 424-9300 24 hour

Section 2. Hazards identification

OSHA/HCS status :While this material is not considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200), this SDS contains valuable information critical to the safe handling and proper use of the product. This SDS should be retained and available for employees and other users of this product.

Classification of the substance or mixture :Not classified.

GHS label elements

Signal word :No signal word.

Hazard statements :No known significant effects or critical hazards.

Precautionary statements

Prevention :Not applicable.

Response :Not applicable.

Storage :Not applicable.

Disposal :Not applicable.

Hazards not otherwise classified :None known.

Section 3. Composition/information on ingredients

Substance/mixture : Mixture

Other means of identification :Not available.

Section 3. Composition/information on ingredients

Ingredient name	%	CAS number
Alcohols, C9-11, ethoxylated	≤3	68439-46-3

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact :Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Get medical attention if irritation occ urs.

Inhalation :Remove victim to fresh air and keep at rest in a position comfortable for breathing. Get medical attention if symptoms occur.

Skin contact :Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Get medical attention if symptoms occur.

Ingestion :Wash out mouth with water. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Do not induce vomiting unless directed to do so by medical personnel. Get medical attention if symptoms occur.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Eye contact :No known significant effects or critical hazards.

Inhalation :No known significant effects or critical hazards.

Skin contact :No known significant effects or critical hazards.

Ingestion :No known significant effects or critical hazards.

Over-exposure signs/symptoms

Eye contact :No specific data.

Inhalation :No specific data.

Skin contact :No specific data.

Ingestion :No specific data.

Indication of immediate medical attention and special treatment needed, if necessary

Notes to physician :Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.

Specific treatments :No specific treatment.

Protection of first-aiders :No action shall be taken involving any personal risk or without suitable training.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media :Use an extinguishing agent suitable for the surrounding fire.

Unsuitable extinguishing media :None known.

Specific hazards arising from the chemical : In a fire or if heated, a pressure increase will occur and the container may burst.

Section 5. Fire-fighting measures

Hazardous thermal decomposition products :No specific data.

Special protective actions for fire-fighters :Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.

Special protective equipment for fire-fighters :Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel :No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Put on appropriate personal protective equipment.

For emergency responders :If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions :Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill :Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill :Stop leak if without risk. Move containers from spill area. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures :Put on appropriate personal protective equipment (see Section 8).

Advice on general occupational hygiene :Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene m easures.

Conditions for safe storage, including any incompatibilities :Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
Alcohols, C9-11, ethoxylated	None.

Appropriate engineering controls :Good general ventilation should be sufficient to control worker exposure to airborne contaminants.

Environmental exposure controls :Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures :Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection :Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: safety glasses with side-shields.

Skin protection

Hand protection :Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necess ary.

Body protection :Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Other skin protection :Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection :Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

Section 9. Physical and chemical properties

Appearance

Physical state : Liquid.

Color :Yellowish.-Green. Clear.

Odor : Lemon-like.

Odor threshold :Not available.

pH 6.5 to 8.5

Melting point :Not available.

Boiling point :Not available.

Flash point :Closed cup: >150°C (>302°F)

Evaporation rate :Not available.

Flammability (solid, gas) :Not available.

Lower and upper explosive (flammable) limits :Not available.

Vapor pressure :Not available.

Section 9. Physical and chemical properties

Vapor density :Not available. : 1.0033 :Easily soluble in the following materials:
Relative density cold water and hot water. :Not available. :Not available.
Solubility
Solubility in water
Partition coefficient: n-octano l/w ater
Auto-ignition temperature :Not available.
Decomposition temperature :Not available.
Viscosity :Not available.
Flow time (ISO 2431) :Not available.

Section 10. Stability and reactivity

Reactivity :No specific test data related to reactivity available for this product or its ingredients.

Chemical stability : The product is stable.

Possibility of hazardous reactions :Under normal conditions of storage and use, hazardous reactions will not occur.

Conditions to avoid : No specific data.

Incompatible materials :Not available.

Hazardous decomposition products :Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
Alcohols, C9-11, ethoxylated	LD50 Oral	Rat	1378 mg/kg	-

Irritation/Corrosion

Not available.

Sensitization

Not available.

M utag enicity

Not available.

Carcinogenicity

Not available.

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Section 11. Toxicological information

Aspiration hazard

Not available.

Information on the likely routes of exposure :Routes of entry anticipated: Oral, Dermal.
Routes of entry not anticipated: Inhalation.

Potential acute health effects

Eye contact :No known significant effects or critical hazards.
Inhalation :No known significant effects or critical hazards.
Skin contact :No known significant effects or critical hazards.
Ingestion :No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact :No specific data.
Inhalation :No specific data.
Skin contact :No specific data.
Ingestion :No specific data.

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects :Not available.
Potential delayed effects :Not available.

Long term exposure

Potential immediate effects :Not available.
Potential delayed effects :Not available.

Potential chronic health effects

Not available.

General :No known significant effects or critical hazards.
Carcinogenicity :No known significant effects or critical hazards.
Mutagenicity :No known significant effects or critical hazards.
Teratogenicity :No known significant effects or critical hazards.
Developmental effects :No known significant effects or critical hazards.
Fertility effects :No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Not available.

Section 12. Ecological information

Toxicity

Product/ingredient name	Result	Species	Exposure
Alcohols, C9-11, ethoxylated	Acute EC50 5.36 mg/l Fresh water	Crustaceans - Ceriodaphnia dubia - Neonate	48 hours
	Acute EC50 2686 µg/l Fresh water	Daphnia - Daphnia magna - Neonate	48 hours
	Acute LC50 8500 µg/l Fresh water	Fish - Pimephales promelas	96 hours

Section 12. Ecological information

Persistence and degradability

Not available.

Bioaccumulative potential

Not available.

Mobility in soil

Soil/water partition coefficient (KOC) :Not available.

Other adverse effects :No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods :The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.
UN proper shipping name	-	-	-	-	-	-
Transport hazard class(es)	-	-	-	-	-	-
Packing group	-	-	-	-	-	-
Environmental hazards	No.	No.	No.	No.	No.	No.

Special precautions for user :**Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Transport in bulk according to Annex II of MARPOL and the IBC Code :Not available.

Section 15. Regulatory information

U.S. Federal regulations :**TSCA 4(a) proposed test rules**: Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides

TSCA 5(a)2 proposed significant new use rules: 5-chloro-2-methyl-2H-isothiazol-3-one

TSCA 8(a) PAIR: citronellal

TSCA 8(a) CDR Exempt/Partial exemption: Not determined

Clean Water Act (CWA) 307: diethyl phthalate

Clean Water Act (CWA) 311: sodium hydroxide; Formaldehyde, solution

Clean Air Act Section 112 (b) Hazardous Air Pollutants (HAPs) :Listed

Clean Air Act Section 602 Class I Substances :Not listed

Clean Air Act Section 602 Class II Substances :Not listed

DEA List I Chemicals (Precursor Chemicals) :Not listed

DEA List II Chemicals (Essential Chemicals) :Not listed

SARA 302/304

Composition/information on ingredients

Name	%	EHS (lbs)	SARA 302 TPQ (lbs)	SARA 302 TPQ (gallons)	SARA 304 RQ (lbs)	SARA 304 RQ (gallons)
formaldehyde	<0.1	Yes.	500	73.9	100	14.8

SARA 304 RQ :500000000 lbs / 227000000 kg [59769815.4 gal / 226253363.9 L]

SARA 311/312

Classification :Not applicable.

Composition/information on ingredients

Name	%	Classification
Alcohols, C9-11, ethoxylated	≤3	EYE IRRITATION - Category 2A

State regulations

Massachusetts :None of the components are listed.

New York :None of the components are listed.

New Jersey :None of the components are listed.

Pennsylvania :None of the components are listed.

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Section 15. Regulatory information

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia	:Not determined.
Canada	:Not determined.
China	:Not determined.
Europe	:At least one component is not listed.
Japan	:**Japan inventory (ENCS)**: Not determined. **Japan inventory (ISHL)**: Not determined.
Malaysia	:Not determined
New Zealand	:Not determined.
Philippines	:Not determined.
Republic of Korea	:Not determined.
Taiwan	:Not determined.
Thailand	:Not determined.
Turkey	:Not determined.
United States	:All components are listed or exempted.
Viet Nam	:Not determined.

Section 16. Other information

Hazardous Material Information System (U.S.A.)

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)

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Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFPA 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not, anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Section 16. Other information

Classification	Justificat ion
Not classified.	

History

Date of printing : 5/29/2020

Date of issue/Date of revision : 5/29/2020

Date of previous issue : No previous validation

Version : 1

Key to abbreviations :ATE = Acute Toxicity Estimate
BCF = Bioconcentration Factor
GHS = Globally Harmonized System of Classification and Labelling of Chemicals
IATA = International Air Transport Association
IBC = Intermediate Bulk Container
IMDG = International Maritime Dangerous Goods
LogPow = logarithm of the octanol/water partition coefficient
MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)
UN = United Nations

References : Not available.

Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.
Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

SAFETY DATA SHEET

pH7Q

Section 1. Identification

GHS product identifier :pH7Q

Product code : 316

Other means of identificat ion :Not available.

Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses

Disinfectant

Uses advised against	Reason
For Industrial and Institutional Use Only	-

Supplier's details :Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number (with hours of opera tion) :Chemtrec (800) 424-9300 24 hour

EPA Details :EPA Statement:
This chemical is a product registered by the United States Environmental Protection Agency and is subject to certain labeling requirements under federal law. These requirements differ from the classification criteria and hazard information required for safety data sheets (SDS), and for workplace labels of non-EPA registered chemicals. Below is the signal word as required on the label:

EPA Establishment Number : 4170
EPA Registration Number : 47371-131
EPA Signal Word : Danger

Section 2. Hazards identification

OSHA/HCS status :This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture :SKIN IRRITATION - Category 2
SERIOUS EYE DAMAGE - Category 1

GHS label elements

Hazard pictograms :

Signal word : Danger

Hazard statements :Causes serious eye damage.
Causes skin irritation.

Precautionary statements

pH7Q

Section 2. Hazards identification

Prevent ion :Wear protective gloves. Wear eye or face protection: Recommended: safety glasses. Wash hands thoroughly after handling.

Re sponse :IF ON SKIN: Wash with plenty of soap and water. Take off contaminated clothing and wash it before reuse. If skin irritation occurs: Get medical attention. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a POISON CENTER or physician.

Storage :Not applicable.

Dispos al :Not applicable.

Hazards not otherwise class ified :None known.

Section 3. Composition/information on ingredients

Substa nce /mixture : Mixture

Other means of identificat ion :Not available.

Ingredient name	%	CAS number
didecyldimethylammonium chloride	≤3	7173-51-5
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	≤1.8	68424-85-1

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact :Get medical attention immediately. Call a poison center or physician. Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician.

Inhalation :Get medical attention immediately. Call a poison center or physician. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. If unconscious, place i recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband. In case of inhalation of decomposition products in a fire, symptoms may be delayed. The exposed person may need to be kept under medical surveillance for 48 hours.

Skin contact :Get medical attention immediately. Call a poison center or physician. Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Wash contaminated clothing thoroughly with water before removing it, or wear gloves. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician. Wash clothing before reuse. Clean shoes thoroughly before reuse.

Ingestion :Get medical attention immediately. Call a poison center or physician. Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Chemical burns must be treated promptly by a physician. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway.

Section 4. First aid measures

Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Eye contact :Causes serious eye damage.

Inhalation :No known significant effects or critical hazards.

Skin contact :Causes skin irritation.

Ingestion :No known significant effects or critical hazards.

Over-exposure signs/symptoms

Eye contact :Adverse symptoms may include the following:
pain
watering
re dn ess

Inhalation :No specific data.

Skin contact :Adverse symptoms may include the following:
pain or irritation
re dn ess
blistering may occur

Ingestion :Adverse symptoms may include the following:
stomach pains

Indication of immediate medical attention and special treatment needed, if necessary

Notes to physician :In case of inhalation of decomposition products in a fire, symptoms may be delayed. Th exposed person may need to be kept under medical surveillance for 48 hours.

Specific treatments :No specific treatment.

Protection of first-aiders :No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Wash contaminated clothing thoroughly with water before removing it, or wear gloves.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media :Use an extinguishing agent suitable for the surrounding fire.

Unsuitable extinguishing media :None known.

Specific hazards arising from the chemical :In a fire or if heated, a pressure increase will occur and the container may burst.

Hazardous thermal decomposition products :Decomposition products may include the following materials:
carbon dioxide
carbon monoxide
nitrogen oxides
halogenated compounds
metal oxide/oxides

Special protective actions for fire-fighters :Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.

pH7Q

Section 5. Fire-fighting measures

Special protective equipment for fire-fighters :Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel :No action shall be taken involving any personal risk or without suitable training. Evacuat surrounding areas. Keep unnecessary and unprotected personnel from entering. Do no touch or walk through spilled material. Do not breathe vapor or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.

For emergency responders :If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions :Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains an sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill :Stop leak if without risk. Move containers from spill area. Dilute with water and mop up water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill :Stop leak if without risk. Move containers from spill area. Approach release from upwin Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures :Put on appropriate personal protective equipment (see Section 8). Do not get in eyes or on skin or clothing. Do not breathe vapor or mist. Do not ingest. If during normal use th material presents a respiratory hazard, use only with adequate ventilation or wear appropriate respirator. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Empty containers retain product residue and can be hazardous. Do not reuse container.

Advice on general occupational hygiene :Eating, drinking and smoking should be prohibited in areas where this material is handle stored and processed. Workers should wash hands and face before eating, drinking an smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.

Conditions for safe storage, including any incompatibilities :Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Store locked up. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully reseale and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
didecyldimethylammonium chloride	None.
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	None.

Appropriate engineering controls :If user operations generate dust, fumes, gas, vapor or mist, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits.

Environmental exposure controls :Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures :Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection :Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles and/or face shield. If inhalation hazards exist, a full-face respirator may be required instead. Recommended: safety glasses

Skin protection

Hand protection :Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection :Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Other skin protection :Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection :Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respirator protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms) :

Section 9. Physical and chemical properties

Appearance

Physical state : Liquid.

Color : Yellow.

Odor : Lemon-like.

Odor threshold :Not available.

pH 7.2 to 8.2

Melting point :Not available.

Boiling point :Not available.

Flash point :Closed cup: Not applicable. [Product does not sustain combustion.]

Evaporation rate :Not available.

Flammability (solid, gas) :Not available.

Lower and upper explosive (flammable) limits :Not available.

Vapor pressure :Not available.

Vapor density :Not available.

Relative density : 0.998

Solubility :Easily soluble in the following materials: cold water and hot water.

Solubility in water :Not available.

Partition coefficient: n-oct anol/w at er :Not available.

Auto-ignition temperature :Not available.

Decomposition temperature :Not available.

Viscosity :Not available.

Flow time (ISO 2431) :Not available.

Section 10. Stability and reactivity

Reactivity :No specific test data related to reactivity available for this product or its ingredients.

Chemical stability : The product is stable.

Possibility of hazardous reactions :Under normal conditions of storage and use, hazardous reactions will not occur.

Conditions to avoid : No specific data.

Incompatible materials :Not available.

Hazardous decomposition product s :Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

pH7Q

Section 11. Toxicological information

Product/ingredient name	Result	Species	Dose	Exposure
didecyldimethylammonium chloride	LD50 Oral	Rat	84 mg/kg	-
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	LD50 Oral	Rat	426 mg/kg	-

Irritation/Corrosion

Product/ingredient name	Result	Species	Score	Exposure	Observation
didecyldimethylammonium chloride	Skin - Severe irritant	Rabbit	-	500 milligrams	-
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	Skin - Severe irritant	Rabbit	-	25 milligrams-	

Sensitization

Not available.

Mutagenicity

Not available.

Carcinogenicity

Not available.

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Not available.

Information on the likely routes of exposure :Routes of entry anticipated: Oral, Dermal.
Routes of entry not anticipated: Inhalation.

Potential acute health effects

Eye contact :Causes serious eye damage.

Inhalation :No known significant effects or critical hazards.

Skin contact :Causes skin irritation.

Ingestion :No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact :Adverse symptoms may include the following:
pain
watering
redness

Inhalation :No specific data.

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Section 11. Toxicological information

Skin contact :Adverse symptoms may include the following:
pain or irritation
re dn ess
blistering may occur

Ingestion :Adverse symptoms may include the following:
stomach pains

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate ef fe ct s :Not available.

Potential delayed effects :Not available.

Long term exposure

Potential immediate ef fe ct s :Not available.

Potential delayed effects :Not available.

Potential chronic health effects

Not available.

General :No known significant effects or critical hazards.

Carcinogenicity :No known significant effects or critical hazards.

Mutagenicity :No known significant effects or critical hazards.

Teratogenicity :No known significant effects or critical hazards.

Developmental effects :No known significant effects or critical hazards.

Fertility effects :No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Route	ATE value
Oral	26843.1 mg/kg
Inhalation (vapors)	415.88 mg/l

Section 12. Ecological information

T oxicity

Product/ingredient name	Result	Species	Exposure
didecyldimethylammonium c hl or ide	Acute EC50 110 µg/l Fresh water	Algae - Chlorella pyrenoidosa - Exponential growth phase	72 hours
	Acute EC50 14.22 ppb Fresh water	Algae - Pseudokirchneriella subcapitata	96 hours
	Acute EC50 18 ppb Fresh water	Daphnia - Daphnia magna	48 hours
	Acute LC50 39 µg/l Marine water	Crustaceans - Americamysis bahia - Juvenile (Fledgling, Hatchling, Weanling)	48 hours
	Acute LC50 0.01 µg/l Fresh water	Fish - Acipenser transmontanus - Lar vae	96 hours
	Chronic NOEC 25 µg/l Fresh water	Algae - Pseudokirchneriella subcapitata - Exponential growth pha se	72 hours
	Chronic NOEC 125 µg/l Fresh water	Daphnia - Daphnia magna	21 days
Quaternary ammonium compounds, benzyl-	Acute EC50 37 ppb Fresh water	Daphnia - Daphnia magna	48 hours

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Section 12. Ecological information

C12-16-alkyldimethyl, chlorides	Acute LC50 64 ppb Fresh water Chronic NOEC 4.15 ppb Fresh water Chronic NOEC 32.2 ppb	Fish - Oncorhynchus mykiss Daphnia - Daphnia magna Fish - Pimephales promelas	96 hours 21 days 34 days

Persistence and degradability

Not available.

Bioaccumulative potential

Not available.

Mobility in soil

Soil/water partition coefficient (KOC) :Not available.

Other adverse effects :No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods :The generation of waste should be avoided or minimized wherever possible. Disposal o this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regiona local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains an sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.
UN proper shipping name	-	-	-	-	-	-
Transport hazard class(es)	-	-	-	-	-	-
Packing group	-	-	-	-	-	-
Environmental haz ards	No.	No.	No.	No.	No.	No.

Special precautions for user :**Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Section 14. Transport information

Transport in bulk according to Annex II of MARPOL and the IBC Code :Not available.

Section 15. Regulatory information

U.S. Federal regulations :**TSCA 4(a) proposed test rules**: Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides
TSCA 8(a) CDR Exempt/Partial exemption: Not determined
Clean Water Act (CWA) 307: 3,7-dimethyloct-6-enenitrile
Clean Water Act (CWA) 311: edetic acid; sodium hydroxide

Clean Air Act Section 112 (b) Hazardous Air Pollutants (HAPs) :Listed

Clean Air Act Section 602 Class I Substances :Not listed

Clean Air Act Section 602 Class II Substances :Not listed

DEA List I Chemicals (Precursor Chemicals) :Not listed

DEA List II Chemicals (Essential Chemicals) :Not listed

SARA 302/304

Composition/information on ingredients

No products were found.

SARA 304 RQ :Not applicable.

SARA 311/312

Classification :SKIN IRRITATION - Category 2
SERIOUS EYE DAMAGE - Category 1

Composition/information on ingredients

Name	%	Classification
didecyldimethylammonium	≤3	ACUTE TOXICITY (inhalation) - Category 4
Qchulaotreidrneary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	≤1.8	SKIN CORROSION - Category 1B SERIOUS EYE DAMAGE - Category 1 ACUTE TOXICITY (oral) - Category 4 SKIN CORROSION - Category 1B SERIOUS EYE DAMAGE - Category 1

State regulations

Massachusetts :None of the components are listed.

New York :None of the components are listed.

New Jersey :The following components are listed: ETHYL ALCOHOL; ALCOHOL

Pennsylvania :The following components are listed: DENATURED ALCOHOL; ETHANOL

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Section 15. Regulatory information

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia	:Not determined.
Canada	:Not determined.
China	:Not determined.
Europe	:Not determined.
Japan	:**Japan inventory (ENCS)**: Not determined. **Japan inventory (ISHL)**: Not determined.
Malaysia	:Not determined
New Zealand	:Not determined.
Philippines	:Not determined.
Republic of Korea	:Not determined. :Not determined. :Not determined. :Not determined. :All components are listed or exempted. :Not determined.
Taiwan	
Thailand	
Turkey	
United States	
Viet Nam	

Section 16. Other information

Hazardous Material Information System (U.S.A.)

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)

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Section 16. Other information

Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFPA 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not, anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Classification	Justification
SKIN IRRITATION - Category 2	Calculation method
SERIOUS EYE DAMAGE - Category 1	Calculation method

Hist ory

Date of printing : 4/6/2020

Date of issue/Date of rev ision : 4/6/2020

Date of previous issue : 11/19/2019

Version : 2.01

Key to abbreviations :ATE = Acute Toxicity Estimate
BCF = Bioconcentration Factor
GHS = Globally Harmonized System of Classification and Labelling of Chemicals
IATA = International Air Transport Association
IBC = Intermediate Bulk Container
IMDG = International Maritime Dangerous Goods
LogPow = logarithm of the octanol/water partition coefficient
MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)
UN = United Nations

References : Not available.

Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.
Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

SAFETY DATA SHEET

Green Earth Glass Cleaner

Section 1. Identification

GHS product identifier :Green Earth Glass Cleaner

Product code : 535

Other means of identification :Not available.

Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses
Glass & Surface Cleaner

Uses advised against	Reason
For Industrial and Institutional Use Only	-

Supplier's details :Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number (with hours of operatio n) :Chemtrec (800) 424-9300 24 hour

Section 2. Hazards identification

OSHA/HCS status :This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture :EYE IRRITATION - Category 2A

GHS label elements

Hazard pictograms :

Signal word : Warning

Hazard statements :Causes serious eye irritation.

Precautionary statements

Prevention :Wear eye or face protection. Wash hands thoroughly after handling.

Response :IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical attention.

Storage :Not applicable.

Disposal :Not applicable.

Hazards not otherwise classified :None known.

Section 3. Composition/information on ingredients

Substance/mixture : Mixture

Other means of identification :Not available.

Ingredient name	%	CAS number
D-Glucopyranose, oligomers, decyl octyl glycosides	≤10	68515-73-1

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact :Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Get medical attention.

Inhalation :Remove victim to fresh air and keep at rest in a position comfortable for breathing. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Get medical attention if adverse health effects persist or are severe. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Skin contact :Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Get medical attention if symptoms occur. Wash clothing before reuse. Clean shoes thoroughly before reuse.

Ingestion :Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Get medical attention if adverse health effects persist or are severe. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Eye contact :Causes serious eye irritation. **Inhalation** :No known significant effects or critical hazards.

Skin contact :No known significant effects or critical hazards.

Ingestion :No known significant effects or critical hazards.

Over-exposure signs/symptoms

Eye contact :Adverse symptoms may include the following:
pain or irritation
watering
redness

Inhalation :No specific data.

Skin contact :No specific data.

Ingestion :No specific data.

Indication of immediate medical attention and special treatment needed, if necessary

Section 4. First aid measures

Notes to physician :Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.

Specific treatments :No specific treatment.

Protection of first-aiders :No action shall be taken involving any personal risk or without suitable training. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media :Use an extinguishing agent suitable for the surrounding fire.

Unsuitable extinguishing media :None known.

Specific hazards arising from the chemical :In a fire or if heated, a pressure increase will occur and the container may burst.

Hazardous thermal decomposition products :No specific data.

Special protective actions for fire-fighters :Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.

Special protective equipment for fire-fighters :Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel :No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Avoid breathing vapor or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.

For emergency responders :If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions :Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill :Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill :Stop leak if without risk. Move containers from spill area. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures :Put on appropriate personal protective equipment (see Section 8). Do not ingest. Avoid contact with eyes, skin and clothing. Avoid breathing vapor or mist. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Empty containers retain product residue and can be hazardous. Do not reuse container.

Advice on general occupational hygiene :Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene m easures.

Conditions for safe storage, including any incompatibilities :Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
D-Glucopyranose, oligomers, decyl octyl glycosides	None.

Appropriate engineering controls :Good general ventilation should be sufficient to control worker exposure to airborne contaminants.

Environmental exposure controls :Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures :Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection :Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles.

Skin protection

Hand protection :Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection :Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Section 8. Exposure controls/personal protection

Other skin protection :Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection :Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms) :

Section 9. Physical and chemical properties

Appearance

Physical state : Liquid.

Color :Clear. Blue. [Dark]

Odor :Lemon-like. Fragrance Added.

Odor threshold :Not available.

pH 6.5 to 7.5

Melting point :Not available.

Boiling point :Not available.

Flash point :Closed cup: Not applicable. [Product does not sustain combustion.]

Evaporation rate :Not available.

Flammability (solid, gas) :Not available.

Lower and upper explosive (flammable) limits :Not available.

Vapor pressure :Not available.

Vapor density :Not available.

Relative density : 1.0124

Solubility :Easily soluble in the following materials: cold water and hot water.

Solubility in water :Not available.

Partition coefficient: n-octano l/w ater :Not available.

Auto-ignition temperature :Not available.

Decomposition temperature :Not available.

Viscosity :Not available.

Flow time (ISO 2431) :Not available.

Section 10. Stability and reactivity

Reactivity :No specific test data related to reactivity available for this product or its ingredients.

Chemical stability : The product is stable.

Possibility of hazardous reactions :Under normal conditions of storage and use, hazardous reactions will not occur.

Conditions to avoid : No specific data.

Incompatible materials :Not available.

Section 10. Stability and reactivity

Hazardous decomposition products :Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity
Not available.

Irritation/Corrosion
Not available.

Sensitization
Not available.

M utag enicity
Not available.

Carcinogenicity
Not available.

Reproductive toxicity
Not available.

Teratogenicity
Not available.

Specific target organ toxicity (single exposure)
Not available.

Specific target organ toxicity (repeated exposure)
Not available.

Aspiration hazard
Not available.

Information on the likely routes of exposure :Routes of entry anticipated: Oral.
Routes of entry not anticipated: Dermal, Inhalation.

Potential acute health effects

Eye contact :Causes serious eye irritation.

Inhalation :No known significant effects or critical hazards.

Skin contact :No known significant effects or critical hazards.

Ingestion :No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact :Adverse symptoms may include the following:
pain or irritation
watering
redness

Inhalation :No specific data.

Skin contact :No specific data.

Ingestion :No specific data.

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects :Not available.

Section 11. Toxicological information

Potential delayed effects :Not available.

Long term exposure

Potential immediate effects :Not available.

Potential delayed effects :Not available.

Potential chronic health effects

Not available.

General :No known significant effects or critical hazards.

Carcinogenicity :No known significant effects or critical hazards.

Mutagenicity :No known significant effects or critical hazards.

Teratogenicity :No known significant effects or critical hazards.

Developmental effects :No known significant effects or critical hazards.

Fertility effects :No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Not available.

Section 12. Ecological information

Toxicity

Not available.

Persistence and degradability

Not available.

Bioaccumulative potential

Product/ingredient name	$LogP_{ow}$	BCF	Potential
D-Glucopyranose, oligomers, decyl octyl glycosides	-0.07	-	low

Mobility in soil

Soil/water partition coefficient (KOC) :Not available.

Other adverse effects :No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods :The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.
UN proper shipping name	-	-	-	-	-	-
Transport hazard class(es)	-	-	-	-	-	-
Packing group	-	-	-	-	-	-
Environmental hazards	No.	No.	No.	No.	No.	No.

Special precautions for user :**Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Transport in bulk according to Annex II of MARPOL and the IBC Code :Not available.

Section 15. Regulatory information

U.S. Federal regulations :**TSCA 5(a)2 proposed significant new use rules**: 5-chloro-2-methyl-2H-isothiazol-3-one

TSCA 8(a) PAIR: 2-methylundecanal

TSCA 8(a) CDR Exempt/Partial exemption: Not determined

Clean Air Act Section 112 (b) Hazardous Air Pollutants (HAPs) :Not listed

Clean Air Act Section 602 Class I Substances :Not listed

Clean Air Act Section 602 Class II Substances :Not listed

DEA List I Chemicals (Precursor Chemicals) :Not listed

DEA List II Chemicals (Essential Chemicals) :Not listed

SARA 302/304

Composition/information on ingredients

No products were found.

SARA 304 RQ :Not applicable.

SARA 311/312

Classification :EYE IRRITATION - Category 2A

Composition/information on ingredients

Name	%	Classification
D-Glucopyranose, oligomers, decyl octyl glycosides	≤10	SKIN IRRITATION - Category 2 SERIOUS EYE DAMAGE - Category 1

Section 15. Regulatory information

State regulations

Massachusetts	:None of the components are listed.
New York	:None of the components are listed.
New Jersey	:None of the components are listed.
Pennsylvania	:None of the components are listed.

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia	:Not determined.
Canada	:Not determined.
China	:Not determined.
Europe	:Not determined.
Japan	:**Japan inventory (ENCS)**: Not determined. **Japan inventory (ISHL)**: Not determined.
Malaysia	:Not determined
New Zealand	:Not determined.
Philippines	:Not determined.
Republic of Korea	:Not determined.
Taiwan	:Not determined.
Thailand	:Not determined.
Turkey	:Not determined.
United States	:All components are listed or exempted.
Viet Nam	:Not determined.

Section 16. Other information

Hazardous Material Information System (U.S.A.)

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

Section 16. Other information

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)

Reprinted with permission from NFPA 704-2001, Identification of the Hazards of Materials for Emergency Response Copyright ©1997, National Fire Protection Association, Quincy, MA 02269. This reprinted material is not the complete and official position of the National Fire Protection Association, on the referenced subject which is represented only by the standard in its entirety.

Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFPA 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not, anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Classification	Justification
EYE IRRITATION - Category 2A	Expert judgment

History

Date of printing : 6/22/2020

Date of issue/Date of revision : 6/22/2020

Date of previous issue : No previous validation

Version : 1

Key to abbreviations :ATE = Acute Toxicity Estimate
BCF = Bioconcentration Factor
GHS = Globally Harmonized System of Classification and Labelling of Chemicals
IATA = International Air Transport Association
IBC = Intermediate Bulk Container
IMDG = International Maritime Dangerous Goods
LogPow = logarithm of the octanol/water partition coefficient
MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)
UN = United Nations

References : Not available.

Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.
Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

SAFETY DATA SHEET

Kling

Section 1. Identification

GHS product identifier :Kling

Product code : 075

Other means of identification :Not available.

Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses	
Toilet Bowl Cleaner	
~~Uses advised against~~	**Reason**
~~For Industrial and Institutional Use Only~~	-

Supplier's details : Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www. bet c o. c om
888-462-3826

Emergency telephone number (with hours of operation) :Chemtrec (800) 424-9300 24 hour

Section 2. Hazards identification

OSHA/HCS status :This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture :SKIN CORROSION - Category 1
SERIOUS EYE DAMAGE - Category 1

GHS label elements

Hazard pictograms :

Signal word : Danger

Hazard statements :Causes severe skin burns and eye damage.

Precautionary statements

Pr even ti o n :Wear protective gloves. Wear eye or face protection: Recommended: splash goggles. Wear protective clothing. Wash hands thoroughly after handling.

Section 2. Hazards identification

Response : IF INHALED: Remove person to fresh air and keep comfortable for breathing. Immediately call a POISON CENTER or physician. IF SWALLOWED: Immediately call a POISON CENTER or physician. Rinse mouth. Do NOT induce vomiting. IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water or shower. Wash contaminated clothing before reuse. Immediately call a POISON CENTER or physician. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a POISON CENTER or physician. Store locked up.

Sto r ag e :Dispose of contents and container in accordance with all local, regional, national and international regulations.

Disposal : None known.

Hazards not otherwise cl assi fi ed :

Section 3. Composition/information on ingredients

Su b stan ce/ m i xtu r e : Mixture

Other means of identification : Not available.

Ingredient name	%	CAS number
Hydrochloric Acid	<10	7647-01-0

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact :Get medical attention immediately. Call a poison center or physician. Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician.

Inhalation :Get medical attention immediately. Call a poison center or physician. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Skin contact :Get medical attention immediately. Call a poison center or physician. Wash contaminated skin with soap and water. Remove contaminated clothing and shoes. Wash contaminated clothing thoroughly with water before removing it, or wear gloves. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician. Wash clothing before reuse. Clean shoes thoroughly before reuse.

Section 4. First aid measures

Ingestion :Get medical attention immediately. Call a poison center or physician. Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Chemical burns must be treated promptly by a physician. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Eye contact :Causes serious eye damage.

Inhalation :No known significant effects or critical hazards.

Skin contact : Causes severe burns.

Ingestion :No known significant effects or critical hazards.

Over-exposure signs/symptoms

Eye contact :Adverse symptoms may include the following:
pain
watering
redness

Inhalation :No specific data.

Skin contact :Adverse symptoms may include the following:
pain or irritation
redness
blistering may occur

Ingestion :Adverse symptoms may include the following:
stomach pains

Indication of immediate medical attention and special treatment needed, if necessary

Notes to physician :Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.

Specific treatments :No specific treatment.

Protection of first-aiders :No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Wash contaminated clothing thoroughly with water before removing it, or wear gloves.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media : Use an extinguishing agent suitable for the surrounding fire.

Unsuitable extinguishing media :None known.

Section 5. Fire-fighting measures

Specific hazards arising from the chemical :In a fire or if heated, a pressure increase will occur and the container may burst.

Hazardous thermal decomposition products :Decomposition products may include the following materials:
halogenated compounds

Special protective actions for fire-fighters :Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.

Special protective equipment for fire-fighters :Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel :No action shall be taken involving any personal risk or without suitable training.
Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Do not breathe vapor or mist.
Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate.
Put on appropriate personal protective equipment.

For emergency responders: If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions :Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill :Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill :Stop leak if without risk. Move containers from spill area. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). The spilled material may be neutralized with sodium carbonate, sodium bicarbonate or sodium hydroxide. Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures :Put on appropriate personal protective equipment (see Section 8). Do not get in eyes or on skin or clothing. Do not breathe vapor or mist. Do not ingest. If during normal use the material presents a respiratory hazard, use only with adequate ventilation or wear appropriate respirator. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Keep away from alkalis. Empty containers retain product residue and can be hazardous. Do not reuse container.

Section 7. Handling and storage

Advice on general occupational hygiene

:Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.

Conditions for safe storage, including any incompatibilities

:Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Store locked up. Separate from alkalis. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
Hydrogen chloride	**ACGIH TLV (United States, 3/2018).** C: 2 ppm **OSHA PEL 1989 (United States, 3/1989).** CEIL: 5 ppm CEIL: 7 mg/m³ **NIOSH REL (United States, 10/2016).** CEIL: 5 ppm CEIL: 7 mg/m³ **OSHA PEL (United States, 5/2018).** CEIL: 5 ppm CEIL: 7 mg/m³

Appropriate engineering controls

:If user operations generate dust, fumes, gas, vapor or mist, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits.

Environmental exposure controls

:Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures

:Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection

:Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles and/or face shield. If inhalation hazards exist, a full-face respirator may be required instead. Recommended: splash goggles

Skin protection

Section 8. Exposure controls/personal protection

Hand protection :Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection :Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Other skin protection :Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection :Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms) :

Section 9. Physical and chemical properties

Appearance

Physical state : Liquid.

Color : Blue. Hazy

Odor : Minty.

Odor threshold : Not available.

pH : <1.5

Melting point : Not available.

Boiling point : Not available.

Flash point :Closed cup: Not applicable. [Product does not sustain combustion.]

Evaporation rate : Not available.

Flammability (solid, gas) : Not available.

Lower and upper explosive (flammable) limits : Not available.

Vapor pressure : Not available.

Vapor density : Not available.

Relative density : 1.047

Solubility :Easily soluble in the following materials: cold water and hot water.

Solubility in water : Not available.

Partition coefficient: n-octanol/water : Not available.

Auto-ignition temperature : Not available.

Decomposition temperature : Not available.

Viscosity : Not available.

Flow time (ISO 2431) : Not available.

Section 10. Stability and reactivity

R eacti vi ty : No specific test data related to reactivity available for this product or its ingredients.

Chemical stability : The product is stable.

Possibility of hazardous reactions :Hazardous reactions or instability may occur under certain conditions of storage or use.

Conditions to avoid : No specific data.

Incompatible materials : Not available.

Hazardous decomposition products :Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Not available.

Irritation/Corrosion

Product/ingredient name	Result	Species	Sco r e	Exposure	Observation
Hydrogen chloride	Eyes - Mild irritant	Rabbit	-	0.5 minutes 5 milligrams	
	Skin - Mild irritant	Human	-	24 hours 4 Percent	-

Sen si ti z ati o n

Not available.

Mutagenicity

Not available.

Carcinogenicity

Not available.

C l assi fi cati o n

Product/ingredient name	OSHA	IARC	NTP
Hydrogen chloride	-	3	-

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Section 11. Toxicological information

Not available.

Information on the likely routes of exposure :Routes of entry anticipated: Oral, Dermal.
Routes of entry not anticipated: Inhalation.

Potential acute health effects

Eye contact :Causes serious eye damage.

Inhalation :No known significant effects or critical hazards.

Skin contact : Causes severe burns.

Ingestion :No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact :Adverse symptoms may include the following:
pain
watering
redness

Inhalation :No specific data.

Skin contact :Adverse symptoms may include the following:
pain or irritation
redness
blistering may occur

Ingestion :Adverse symptoms may include the following:
stomach pains

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects :Not available.

Potential delayed effects : Not available.

Long term exposure

Potential immediate effects :Not available.

Potential delayed effects : Not available.

Potential chronic health effects

Not available.

General :No known significant effects or critical hazards.

Carcinogenicity : No known significant effects or critical hazards.

Mutagenicity :No known significant effects or critical hazards.

Teratogenicity : No known significant effects or critical hazards.

Developmental effects :No known significant effects or critical hazards.

Fertility effects :No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Route	ATE value
Oral	5543.32 mg/kg
Dermal	12195.31 mg/kg

Section 11. Toxicological information

Section 12. Ecological information

Toxicity

Product/ingredient name	Result	Sp eci es	Exposure
Hydrogen chloride	Acute LC50 240000 µg/l Marine water	Crustaceans - Carcinus maenas - Adult	48 hours
	Acute LC50 282 ppm Fresh water	Fish - Gambusia affinis - Adult	96 hours

Persistence and degradability

Not available.

Bioaccumulative potential

Product/ingredient name	$LogP_{ow}$	BCF	Po ten ti al
Hydrogen chloride	0.25	-	low

Mobility in soil

Soil/water partition coefficient (KOC) : Not available.

Other adverse effects :No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods :The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and s ewers .

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	UN1760	UN1760	UN1760	UN1760	UN1760	UN1760
UN proper shipping name	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)

Section 14. Transport information

Transport hazard class(es)	8	8	8	8	8	8
Packing group	II	II	II	II	II	II
Environmental hazards	No.	No.	No.	No.	No.	No.

Additional information

DOT Classification : **Limited quantity** Yes.

TDG Classification : Product classified as per the following sections of the Transportation of Dangerous Goods Regulations: 2.40-2.42 (Class 8).
Explosive Limit and Limited Quantity Index 1

ADR/RID : **Tunnel code** (E)

IMDG : **Limited quantity** Yes.
-

IATA : **Limited quantity** Yes.
-

Special precautions for user : **Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Transport in bulk according to Annex II of MARPOL and the IBC Code : Not available.

Section 15. Regulatory information

U.S. Federal regulations : **TSCA 4(a) proposed test rules**: Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides
TSCA 8(a) PAIR: 4-Nonylphenol, branched, ethoxylated
TSCA 8(a) CDR Exempt/Partial exemption: Not determined
Clean Water Act (CWA) 307: chromium
Clean Water Act (CWA) 311: Hydrogen chloride

Clean Air Act (CAA) 112 regulated toxic substances: Hydrogen chloride

Clean Air Act Section 112 (b) Hazardous Air Pollutants (HAPs) : Listed

Clean Air Act Section 602 Class I Substances : Not listed

Clean Air Act Section 602 Class II Substances : Not listed

DEA List I Chemicals (Precursor Chemicals) : Not listed

DEA List II Chemicals (Essential Chemicals) : Listed

SARA 302/304

Section 15. Regulatory information

Composition/information on ingredients

Name	%	EHS (lbs)	SARA 302 TPQ		SARA 304 RQ	
			(lbs)	(gallons)	(lbs)	(gallons)
Hydrogen chloride	<10	Yes.	500	-	5000	-

SARA 304 RQ :55433.2 lbs / 25166.7 kg [6349.9 gal / 24037 L]

SARA 311/312

Classification :SKIN CORROSION - Category 1
SERIOUS EYE DAMAGE - Category 1

Composition/information on ingredients

Name	%	Classification
Hydrogen chloride	<10	ACUTE TOXICITY (oral) - Category 4 ACUTE TOXICITY (dermal) - Category 4 SKIN CORROSION - Category 1A SERIOUS EYE DAMAGE - Category 1

SARA 313

	Product name	CAS number	%
Form R - Reporting requirements	Hydrogen chloride	7647-01-0	<10
Supplier notification	Hydrogen chloride	7647-01-0	<10

SARA 313 notifications must not be detached from the SDS and any copying and redistribution of the SDS shall include copying and redistribution of the notice attached to copies of the SDS subsequently redistributed.

State regulations

Massachusetts :The following components are listed: HYDROGEN CHLORIDE; HYDROCHLORIC ACID

New York :The following components are listed: Hydrochloric acid

New Jersey :The following components are listed: HYDROGEN CHLORIDE; HYDROCHLORIC ACID

Pennsylvania :The following components are listed: HYDROCHLORIC ACID

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia :All components are listed or exempted.

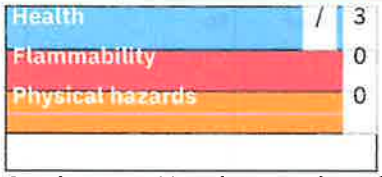
Canada :At least one component is not listed in DSL but all such components are listed in NDSL.

Section 15. Regulatory information

China	:All components are listed or exempted.
Europe	:Not determined.
Jap an	:**Japan inventory (ENCS)**: Not determined. **Japan inventory (ISHL)**: Not determined.
Malaysia	:Not determined
New Zealand	:All components are listed or exempted.
Philippines	:All components are listed or exempted.
Republic of Korea	:All components are listed or exempted.
Taiwan	:All components are listed or exempted.
Thailand	:Not determined.
Turkey	:Not determined.
United States	:All components are listed or exempted.
Viet Nam	:Not determined.

Section 16. Other information

Hazardous Material Information System (U.S.A.)



Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)

Reprinted with permission from NFPA 704-2001, Identification of the Hazards of Materials for Emergency Response Copyright ©1997, National Fire Protection Association, Quincy, MA 02269. This reprinted material is not the complete and official position of the National Fire Protection Association, on the referenced subject which is represented only by the standard in its entirety.

Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFPA 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not, anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Classification	Justification
SKIN CORROSION - Category 1	On basis of test data
SERIOUS EYE DAMAGE - Category 1	On basis of test data

History

Section 16. Other information

Date of printing	:	4/13/202
Date of issue/Date of revision	:	1 4/13/202
Date of previous issue	:	2 1/4/2021
Version	:	2.01
Key to abbreviations	:	ATE = Acute Toxicity Estimate BCF = Bioconcentration Factor GHS = Globally Harmonized System of Classification and Labelling of Chemicals IATA = International Air Transport Association IBC = Intermediate Bulk Container IMDG = International Maritime Dangerous Goods LogPow = logarithm of the octanol/water partition coefficient MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution) UN = United Nations
References	:	Not available.

Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.
Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

SAFETY DATA SHEET

Stainless Steel Cleaner Polish

Section 1. Identification

GHS product identifier :Stainless Steel Cleaner Polish

Product code : 065

Other means of identification :Not available.

Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses
dm:e2bo:7xx

Uses advised against
Not applicable.

Supplier's details :Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone num ber :Chemtrec (800) 424-9300 24 hour

Section 2. Hazards identification

OSHA/HCS status :This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture :FLAMMABLE AEROSOLS - Category 1
GASES UNDER PRESSURE - Liquefied gas
SKIN IRRITATION - Category 2
SPECIFIC TARGET ORGAN TOXICITY (SINGLE EXPOSURE) (Respiratory tract irritation) - Category 3
ASPIRATION HAZARD - Category 1

GHS label elements

Hazard pictograms :

Signal word : Danger

Hazard statements :Extremely flammable aerosol.
Contains gas under pressure; may explode if heated.
May be fatal if swallowed and enters airways.
Causes skin irritation.
May cause respiratory irritation.

Precautionary statements

Prevention :Wear protective gloves. Keep away from heat, hot surfaces, sparks, open flames and other ignition sources. No smoking. Do not spray on an open flame or other ignition source. Use only outdoors or in a well-ventilated area. Avoid breathing vapor. Wash thoroughly after handling. Pressurized container: Do not pierce or burn, even after use.

Section 2. Hazards identification

Respon se :IF INHALED: Remove person to fresh air and keep comfortable for breathing. Call a POISON CENTER or doctor if you feel unwell. IF SWALLOWED: Immediately call a POISON CENTER or doctor. Do NOT induce vomiting. Take off contaminated clothing and wash it before reuse. IF ON SKIN: Wash with plenty of water. If skin irritation occurs: Get medical advice or attention.

Storage :Store locked up. Protect from sunlight. Do not expose to temperatures exceeding 50 °C/122 °F. Store in a well-ventilated place. Keep container tightly closed.

Disposal :Dispose of contents and container in accordance with all local, regional, national and international regulations.

Hazards not otherwise classified :None known.

Section 3. Composition/information on ingredients

Substance/mixture : Mixture

Other means of identification :Not available.

Ingredient name	%	CAS number
Distillates (petroleum), hydro- treated light	≤10	64742-47-8
propane	≤5	74-98-6
sodium benzoate	≤3	532-32-1

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact :Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Get medical attention.

Inhalation :Remove victim to fresh air and keep at rest in a position comfortable for breathing. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Get medical attention. If necessary, call a poison center or physician. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Skin contact :Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Continue to rinse for at least 10 minutes. Get medical attention. Wash clothing before reuse. Clean shoes thoroughly before reuse.

Ingestion :Get medical attention immediately. Call a poison center or physician. Wash out mouth with water. Remove dentures if any. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Aspiration hazard if swallowed. Can enter lungs and cause damage. Do not induce vomiting. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Section 4. First aid measures

Eye contact :No known significant effects or critical hazards.

Inhalation :May cause respiratory irritation.

Skin contact :Causes skin irritation.

Ingestion :May be fatal if swallowed and enters airways.

Over-exposure signs/symptoms

Eye contact :Adverse symptoms may include the following:
pain or irritation
watering
redness

Inhalation :Adverse symptoms may include the following:
respiratory tract irritation
coughing

Skin contact :Adverse symptoms may include the following:
irritatio
n

Ingestion :Adrevdenrsees ssymptoms may include the following:
nausea or vomiting

Indication of immediate medical attention and special treatment needed, if necessary

Notes to physician :Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.

Specific treatments :No specific treatment.

Protection of first-aiders :No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media :Use an extinguishing agent suitable for the surrounding fire.

Unsuitable extinguishing media :None known.

Specific hazards arising from the chemical :Extremely flammable aerosol. Runoff to sewer may create fire or explosion hazard. In a fire or if heated, a pressure increase will occur and the container may burst, with the risk of a subsequent explosion. Gas may accumulate in low or confined areas or travel a considerable distance to a source of ignition and flash back, causing fire or explosion. Bursting aerosol containers may be propelled from a fire at high speed.

Hazardous thermal decomposition products :Decomposition products may include the following materials:
carbon dioxide
carbon monoxide
metal oxide/oxides

Special protective actions for fire-fighters :Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training. Move containers from fire area if this can be done without risk. Use water spray to keep fire-exposed containers cool.

Special protective equipment for fire-fighters :Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel :No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. In the case of aerosols being ruptured, care should be taken due to the rapid escape of the pressurized contents and propellant. If a large number of containers are ruptured, treat as a bulk material spillage according to the instructions in the clean-up section. Do not touch or walk through spilled material. Shut off all ignition sources. No flares, smoking or flames in hazard area. Avoid breathing vapor or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.

For emergency responders :If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions :Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill :Stop leak if without risk. Move containers from spill area. Use spark-proof tools and explosion-proof equipment. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill :Stop leak if without risk. Move containers from spill area. Use spark-proof tools and explosion-proof equipment. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures :Put on appropriate personal protective equipment (see Section 8). Pressurized container: protect from sunlight and do not expose to temperatures exceeding 50°C. Do not pierce or burn, even after use. Do not swallow. Avoid contact with eyes, skin and clothing. Avoid breathing vapor or mist. Use only with adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Store and use away from heat, sparks, open flame or any other ignition source. Use explosion-proof electrical (ventilating, lighting and material handling) equipment. Use only non-sparking tools. Empty containers retain product residue and can be hazardous. Do not reuse container.

Advice on general occupational hygiene :Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene m easures.

Conditions for safe storage, including any incompatibilities :Do not store above the following temperature: 50°C (122°F). Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Protect from sunlight. Store locked up. Eliminate all ignition sources. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
Distillates (petroleum), hydro- treated light	**ACGIH TLV (United States, 1/2022). [Kerosene as total hydrocarbon vapor] Absorbed through skin.** TWA: 200 mg/m³, (as total hydrocarbon vapor) 8 hours.
propane	**OSHA PEL 1989 (United States, 3/1989).** TWA: 1000 ppm 8 hours. TWA: 1800 mg/m³ 8 hours. **NIOSH REL (United States, 10/2020).** TWA: 1000 ppm 10 hours. TWA: 1800 mg/m³ 10 hours. **OSHA PEL (United States, 5/2018).** TWA: 1000 ppm 8 hours. TWA: 1800 mg/m³ 8 hours. **ACGIH TLV (United States, 1/2022). Oxygen Depletion [Asphyxiant]. Explosive potential.** **CAL OSHA PEL (United States, 5/2018).** TWA: 1800 mg/m³ 8 hours. TWA: 1000 ppm 8 hours.
sodium benzoate	**ACGIH TLV (United States, 1/2022). Absorbed through skin.** TWA: 2.5 mg/m³, (as benzoate) 8 hours. Form: Inhalable fraction

Biological exposure indices

No exposure indices known.

Appropriate engineering controls :Use only with adequate ventilation. If user operations generate dust, fumes, gas, vapor or mist, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits. The engineering controls also need to keep gas, vapor or dust concentrations below any lower explosive limits. Use explosion-proof ventilation equipment.

Environmental exposure controls :Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures :Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection :Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles. Recommended: safety glasses with side-shields

Skin protection

Section 8. Exposure controls/personal protection

Hand protection :Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection :Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product. When there is a risk of ignition from static electricity, wear anti-static protective clothing. For the greatest protection from static discharges, clothing should include anti-static overalls, boots and gloves. Recommended: Chemical resistant gloves

Other skin protection :Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection :Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms) :

Section 9. Physical and chemical properties and safety characteristics

The conditions of measurement of all properties are at standard temperature and pressure unless otherwise indicated.

Appearance

Physical state : Liquid.

Color : Clear.

Odor : Characteristic.

Odor threshold :Not available.

pH :Not available.

Melting point/freezing point :Not available.

Boiling point, initial boiling point, and boiling range :Not available.

Flash point :Open cup: -104.4°C (-155.9°F)

Flammability :Not available.

Lower and upper explosion limit/flammability limit :Not available.

Vapor pressure :

Ingredient name	Vapor Pressure at 20°C			Vapor pressure at 50°C		
	mm Hg	kPa	Method	mm Hg	kPa	Method
prop ane	6300.51	840 213.7				
butan e	1602.88 33	4.4				
prop an-2 -ol	17.5	2.3				
water	0.99	0.13				
2,2,4,4,6,6,8,8-octamethylcyclotetrasiloxane	0.23 to	0.031 to				
Distillates (petroleum), hydro-treated light	0.45	0.06				

Section 9. Physical and chemical properties and safety characteristics

Relative vapor density :Not available.
Relative density : 0.948
Solubility(ies) :

Media	Result
cold water	Very slightly soluble
hot water	Very slightly soluble

Solubility in water :Not available.
Miscible with water :No.
Partition coefficient: n-octanol/water :Not applicable.
Auto-ignition temperature :Not available.
Decomposition temperature :Not available.
Heat of combustion : 3.65 kJ/g
Viscosity :Not available.
Particle characteristics

Median particle size :Not applicable.

Aerosol product

Type of aerosol : Spray

Section 10. Stability and reactivity

Reactivity :No specific test data related to reactivity available for this product or its ingredients.

Chemical stability : The product is stable.

Possibility of hazardous reactions :Under normal conditions of storage and use, hazardous reactions will not occur.

Conditions to avoid :Avoid all possible sources of ignition (spark or flame).

Incompatible materials :No specific data.

Hazardous decomposition produ cts :Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
sodium benzoate	LD50 Oral	Rat	4070 mg/kg	-

Irritation/Corrosion

Not available.

Sensitization

Not available.

Mutagenicity

Not available.

Carcinogenicity

Not available.

Section 11. Toxicological information

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Product/ingredient name	Catego ry	Route of exposure	Target organs
Stainless Steel Cleaner Polish	Category 3	- -	Respiratory tract irritation
propane	Category 3		Respiratory tract irritation

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Product/ingredient name	Result
Stainless Steel Cleaner Polish	ASPIRATION HAZARD - Category 1
Distillates (petroleum), hydro- treated light	ASPIRATION HAZARD - Category 1

Information on the likely routes of exposure :Routes of entry anticipated: Dermal, Inhalation, Eyes.
Routes of entry not anticipated: Oral.

Potential acute health effects

Eye contact :No known significant effects or critical hazards.

Inhalation :May cause respiratory irritation.

Skin contact :Causes skin irritation.

Ingestion :May be fatal if swallowed and enters airways.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact :Adverse symptoms may include the following:
pain or irritation
watering
redness

Inhalation :Adverse symptoms may include the following:
respiratory tract irritation
coughing

Skin contact :Adverse symptoms may include the following:
irritation
redness

Ingestion :Adverse symptoms may include the following:
nausea or vomiting

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects :Not available.

Potential delayed effects :Not available.

Long term exposure

Potential immediate effects :Not available.

Potential delayed effects :Not available.

Potential chronic health effects

Not available.

Section 11. Toxicological information

General :No known significant effects or critical hazards.

Carcinogenicity :No known significant effects or critical hazards.

Mutagenicity :No known significant effects or critical hazards.

Reproductive toxicity :No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Product/ingredient name	Oral (mg/kg)	Dermal (mg/kg)	Inhalation (gases) (ppm)	Inhalation (vapors) (mg/l)	Inhalation (dusts and mists) (mg/l)
sodium benzoate	4070	N/A	N/A	N/A	N/A

Section 12. Ecological information

Toxicity

Product/ingredient name	Result	Species	Exposure
Distillates (petroleum), hydro-treated light	Acute LC50 2200 µg/l Fresh water	Fish - *Lepomis macrochirus*	4 days
sodium benzoate	Acute LC50 484000 µg/l Fresh water	Fish - *Pimephales promelas*	96 hours

Persistence and degradability

Not available.

Bioaccumulative potential

Product/ingredient name	LogPow	BCF	Potential
propane	1.09	-	Low
sodium benzoate	-2.27	-	Low

Mobility in soil

Soil/water partition coefficient (KOC) :Not available.

Other adverse effects :No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods :The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	IMDG	IATA
UN number	UN1950	UN1950	UN1950	UN1950	UN1950
UN proper shipping name	AEROSOLS, FLAMMABLE	AEROSOLS, FLAMMABLE	AEROSOLS, FLAMMABLE	AEROSOLS	AEROSOLS, FLAMMABLE
Transport hazard class(es)	2.1	2.1	2.1	2.1	2.1
Packing group	-	-	-	-	-
Environmental hazards	No.	No.	No.	No.	No.

Additional information

DOT Classification :**Limited quantity** Yes.

TDG Classification :Product classified as per the following sections of the Transportation of Dangerous Goods Regulations: 2.13-2.17 (Class 2).

IMDG :**Limited quantity** Yes -

IATA :**Limited quantity** Yes -

Special precautions for user :**Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Transport in bulk according to IMO instruments :Not available.

Section 15. Regulatory information

U.S. Federal regulations :**TSCA 8(a) PAIR:** octamethylcyclotetrasiloxane

TSCA 8(a) CDR Exempt/Partial exemption: Not determined

Clean Air Act (CAA) 112 regulated flammable substances: butane; propane

Clean Air Act Section 112 (b) Hazardous Air Pollutants (HAPs) :Not listed

Clean Air Act Section 602 Class I Substances :Not listed

Clean Air Act Section 602 Class II Substances :Not listed

DEA List I Chemicals (Precursor Chemicals) :Not listed

DEA List II Chemicals (Essential Chemicals) :Not listed

SARA 302/304

Composition/information on ingredients

No products were found.

SARA 304 RQ :Not applicable.

SARA 311/312

Section 15. Regulatory information

Classification :FLAMMABLE AEROSOLS - Category 1
GASES UNDER PRESSURE - Liquefied gas
SKIN IRRITATION - Category 2
SPECIFIC TARGET ORGAN TOXICITY (SINGLE EXPOSURE) (Respiratory tract irritation) - Category 3
ASPIRATION HAZARD - Category 1

Composition/information on ingredients

Name	%	Classification
Distillates (petroleum), hydro-treated light	≤10	FLAMMABLE LIQUIDS - Category 3
butane	≤10	ASPIRATION HAZARD - Category 1
propane	≤5	FLAMMABLE GASES - Category 1
		GASES UNDER PRESSURE - Compressed gas
		FLAMMABLE GASES - Category 1
		GASES UNDER PRESSURE - Liquefied gas
		SPECIFIC TARGET ORGAN TOXICITY (SINGLE EXPOSURE) (Respiratory tract irritation) - Category 3
sodium benzoate	≤3	EYE IRRITATION - Category 2A

State regulations

Massachusetts :The following components are listed: BUTANE; PROPANE

New York :None of the components are listed.

New Jersey :The following components are listed: BUTANE; PROPANE

Pennsylvania :The following components are listed: BUTANE; PROPANE

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia :Not determined. :Not determined.

Canada :Not determined.

China :**Russian Federation inventory**: Not determined.

Eurasian Economic Union :**Japan inventory (CSCL)**: Not determined.

Japan

Japan inventory (ISHL): Not determined.

New Zealand :Not determined.

Philippines :Not determined.

Republic of Korea :Not determined.

Taiwan :Not determined.

Thailand :Not determined.

Turkey :Not determined.

United States :Not determined.

Section 15. Regulatory information

Viet Nam :Not determined.

Section 16. Other information

Hazardous Material Information System (U.S.A.)

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)

Procedure used to derive the classification

Classification	Justification
FLAMMABLE AEROSOLS - Category 1	Expert judgment
GASES UNDER PRESSURE - Liquefied gas	Expert judgment
SKIN IRRITATION - Category 2	Expert judgment
SPECIFIC TARGET ORGAN TOXICITY (SINGLE EXPOSURE) (Respiratory tract irritation) - Category 3	Exxppeejjuurrddggmmeennttt
ASPIRATION HAZARD - Category 1	

History

Date of printing : 4/29/2024

Date of issue/Date of revision : 4/29/2024

Date of previous issue : No previous validation

Version : 1

Key to abbreviations :ATE = Acute Toxicity Estimate
BCF = Bioconcentration Factor
GHS = Globally Harmonized System of Classification and Labelling of Chemicals
IATA = International Air Transport Association
IBC = Intermediate Bulk Container
IMDG = International Maritime Dangerous Goods
LogPow = logarithm of the octanol/water partition coefficient
MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)
N/A = Not available
SGG = Segregation Group
UN = United Nations

References : Not available.

Indicates information that has changed from previously issued version.

Notice to reader

Section 16. Other information

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.
Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

Council Agenda Item

Meeting Date:	May 27th, 2025
Agenda Item:	2024 Server Replacement and Optimization
Staff Contact (name, email, phone):	Tim Neubeck, tneubeck@whitewater-wi.gov, 262-473-1391

BACKGROUND

(Enter the who, what when, where, why)

In 2015, the City implemented an on-premise telephone system from Shoretel as implemented by Digicorp which has been the City's IT support vendor since 2007. In September 2017, Shoretel was acquired by Mitel. The City's system stopped receiving updates in 2018 and has been living on a virtual machine (VM) server with an operating system (OS) that reached end of life in October, 2023. Staff and Digicorp were unable to migrate the Shoretel system to a newer OS as it would no longer function because Mitel no longer updates this system. This system does not require any additional annual fees – besides a support contract with Digicorp – but it is currently a security issue as well as the fact that it does not provide softphone functionality to users. Furthermore, it was recommended the City needed to implement new host servers before this project can occur to ensure it was not only licensed properly but also would likely require far more space that what was available on the previous host servers.

The City now needs to replace its current on-premise solution with another preferably on-premise solution. We received RFPs from April 1st to May 1st and received 10 proposals from 9 different companies, and 5 of those proposals are for a Mitel solution. In March, Mitel filed for Chapter 11 bankruptcy protection in Texas seeking to complete a restructuring to eliminate debt; however, the company has put out press releases that the company is still going to exist and support its products. Thus, the City had to take this into account when evaluating proposals. Proposals were awarded points based on the following:

Cost of products and/or services: bidders will be evaluated on the cost of the solution(s) based on the work to be performed in accordance with the scope of this project	30
Implementation Cost: proposed solution(s) will be evaluated on any additional cost to the City to implement the proposed solution(s)	20
Design and technical bid submission: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner	15
Organizational Experience: bidders will be evaluated on their experience as it pertains to the scope of this project	10
Previous Work: Bidders will be evaluated on examples of their work pertaining to the scope of this project and any previous experience, if any, with the City	5
Technical Expertise and Experience: bidders must provide descriptions and documentation of staff technical expertise and experience	10
Financial Stability: bidders will be evaluated on the financial stability of the organization	10

We narrowed it down to 4 proposals based on the above criteria. Others were not considered because system is not a fit for the City's needs, high one-time costs, high annual costs, and a lack of an on-premise solution. No matter what, the City will have to pay annual licensing and/or service costs, and among 3 of the 4, they are close. BTS's solution is white-glove and factors in the total administration of the system besides support. Because there are fewer than 200 lines, administering the phone system is not very labor intensive.

Ultimately, I recommend CCPP's FortiVoice proposal. Besides being the more cost-effective solution, FortiVoice has the same manufacturer as our firewall and wireless access points, and the platforms can be administered from the same user interface. As the IT team is already familiar with the firewall, this would make integration and administration much easier. CCCP provided references from CESA 5; Glendale Heights, IL; and De Pere, WI who all gave good reviews of the product, the company, and highlighted the ease of use using other FortiNet products. In putting together their proposal, CCCP visited the City, reviewed its current Shoretel system, and spoke with key employees regarding features they need and anticipate using. While Mitel offers more features (mass texting, chat, collaboration tools, etc.) and a more visually striking user interface, many of those features would not be put to use to make up for the increased cost. In conversations with the manufacturer, FortiNet, they informed me their telephony services are going to be a core offering going forward. All of their hardware and services give a 5-year notice of end of life support as well.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

The City purchased a Shoretel telephony system from Digicorp in 2015 for $74,098.00.

FINANCIAL IMPACT

(If none, state N/A)

Company	Solution	One-Time Cost	Annual Cost
BTS	3CX	$78,400.52	$16,748.04 after 3 years for 3CX licensing & managed service
Camera Corner Connecting Point (CCCP)	FortiVoice	$61,262.00	$2,546 after 1 year for FortiVoice licensing & support
Digicorp	Mitel	$90,587.00	$2,369 after 5 years for Mitel licensing
Marco	Mitel	$74,125.95	$2,330 after 3 years for Mitel licensing

STAFF RECOMMENDATION

Staff recommends selecting CCCP's FortiVoice telephony system in the amount of $61,262.00.

ATTACHMENT(S) INCLUDED

(If none, state N/A)

1. BTS's proposal packet
2. CCCP's proposal packet
3. Digicorp's proposal packet
4. Marco's proposal packet

Subject: Proposal for VoIP Project: FortiVoice and Intrado Revolution

Dear Village of Tim Nuebeck

We are proposing a FortiVoice on-premises system for the City of Whitewater.

Our proposed solution includes two physical FortiVoice phone systems configured in High Availability (HA) mode. One unit will be located at the City Hall, with the backup unit at an location of your choosing. This setup ensures seamless failover, as the backup automatically takes over in case of a failure. Additionally, this configuration simplifies maintenance; we can upgrade the firmware on one unit while it is offline, switch over to the upgraded unit, and then update the other resulting in no downtime.

A distinctive feature of the FortiVoice system is its flexibility. The same software and hardware can be used for both on-premises and cloud deployments. This means you can start with an on-premises solution and transition to the cloud later without losing your initial investment. With its competitive pricing, the FortiVoice system offers a compelling return on investment (ROI) compared to cloud-only options.

We also offer SMS capabilities through the FortiVoice client with FortiCall SIP trunks.

Additional Features and Equipment:

- **Paging Connectivity**: we can utilize either FXO or FXS ports to accommodate analog paging systems.
- **Phone Models**:
  - 580B for administrative staff
  - 480B for classrooms
  - Yealink CP925 for conference rooms
- **Fax Server**: The FortiVoice system includes a built-in fax server, allowing the elimination of physical fax machines, if desired.

Intrado Revolution: As an option we are offering the Intrado Revolution emergency notification system. The Village would need to provide a server for this solution. We would need a Virtual Windows server to run the application.

Notes about FortiVoice and Revolution.

FortiVoice: Advanced, Secure, and Scalable Communication Solutions
FortiVoice is engineered to enhance collaboration within a centralized, secure environment, empowering your organization to deliver exceptional customer service. Its powerful, affordable, and user-friendly system accommodates up to 50,000 users and includes integrated voice, conferencing, and fax features.

Unlike many PBX providers that impose hidden costs or recurring fees for advanced features, FortiVoice offers a straightforward, all-inclusive pricing model. Key benefits include:

- Simplified call management across offices
- Effective cost control for communication
- Seamless global connectivity

Exclusive Security Features of FortiVoice:
FortiVoice is distinguished by its unmatched built-in security features, including:

- Embedded SBC and SIP Firewall for DDoS mitigation
- Multi-factor authentication (MFA) and IP blacklisting for enhanced security
- Optimized SD-WAN performance and low-latency audio connections
- Secure provisioning with HTTPS and SIP over TLS 1.3
- SSL via embedded FortiClient

These features establish FortiVoice as the most secure phone system available, offering peace of mind and robust protection against evolving threats.

Intrado Revolution: Comprehensive Emergency Notification Solution
Intrado Revolution is a proven leader in emergency notification systems, widely used by schools

and businesses for its flexibility and scalability. Beyond handling emergency scenarios, it also manages school bell schedules efficiently.

Key Capabilities of Intrado Revolution:

- One-click lockdowns for immediate alerts and security measures
- Automated school bell scheduling for efficiency and cost savings
- Severe weather response integration with NOAA alerts
- Hazardous condition alerts for smoke, chemical spills, or intruders
- Mass notifications via desktop, mobile devices, and public address systems
- Smart-building integration for after-hours motion detection
- Community-wide notifications during crises

These capabilities ensure your organization is equipped with a cutting-edge system for safety, efficiency, and effective communication.

We are proud to have numerous satisfied customers using both FortiVoice and Intrado Revolution, attesting to their reliability, feature-rich designs, and superior performance. Our team looks forward to delivering the same level of excellence to your organization.

Thank you for considering our proposal. We are confident that our solutions will meet and exceed your expectations. Please feel free to reach out with any questions or to schedule a demonstration.

Sincerely

Gene Gliniecki

Director of unified Communications

ACPCreativIT

Gene.Gliniecki@cccp.com

+1 (224) 900-8170

City of Whitewater's Request for Proposal for VoIP Telephony Solution

ISSUE DATE: April 1, 2025

PROJECT TITLE: Telephony Solution

PROJECT MANAGER: Tim Neubeck

PHONE: 262-473-1391

EMAIL: tneubeck@whitewater-wi.gov

ADDRESS: 312 W Whitewater St.

Whitewater, WI 53147

RETURN PROPOSAL NO LATER THAN: Date – April 30, 2025 at 12:00pm

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Purpose and Background

1.1. Purpose

The City's primary objective in this Request for Proposal is to gather proposals from experienced providers and to provide an agreement for an on-premise/Hybrid or Private Cloud telephony/Unified Communications solution for our City's different locations. Based on the responses, selected suppliers will be evaluated in depth. Participating suppliers can respond to any part of this RFP as long as it is in the format described in Section 3.2. Should a supplier choose to provide additional services, this information must be provided for and priced separately from the rest of the proposal. The successful bidder is required to provide product functionality and services described in the RFP and RFP Attachments.

The City of Whitewater desires a fully integrated communications system, which will deliver improved functionality, efficiencies, and enhanced management capabilities through the layering of voice traffic onto the existing data network. It is the City's desire that the selected vendor will install a communications system that seamlessly blends unified communications technologies and features into a reliable and manageable system that grows with user needs. All proposed equipment should be able to replace or integrate with the existing network infrastructures to form a complete telecommunication and contact center system that accommodates current and emerging requirements. The City is interested in receiving proposals from qualified information technology firms. Ideally, the City prefers firms with some familiarity with a municipal environment; however, the City will entertain a company or companies that can supply specific needs in the requested IT areas. Such providers should be able to provide responsive, high-quality services that are specific to the criteria listed or have the ability to show strengths in all criteria.

One key item is this solution **MUST** integrate successfully with the City's 911 call center. Due to the sensitive nature of public safety operations, the details of our call center will not be shared in the document, and Vendor must meet with a City representative for more details on this. If the 911 call center is not accounted for in the submitted RFP, the Proposal will not be considered.

The City of Whitewater is interested in an on-premise solution or any hybrid/Private Cloud combination; however, the preference is for an on-premise solution.

The vendors proposed unified communications solution should address the following high-level business needs and objectives:

- Allow for ease of growth in remote and home workers.
- Allow for ease of transition of users from City Hall to other City buildings and/or home offices.
- Reduce administration and maintenance complexity that exists today in the present office worker and contact center configuration.
- Reduce or eliminate telecommunications staff time requirements for system administration, moves, adds, changes, and ongoing PBX system support.
- Simplify system upgrades.
- Enhance system performance.
- Enhanced reliability, disaster recovery capability, survivability and reliability via ability for the voice system to co-exist in multiple locations via hot-standby geo-redundancy to easily accommodate expansion to new locations and eventually deploy out to the field for remote workers.
- Easily accommodate expansion to any potential new City locations.

- Easily accommodate growth, new applications, and improved user productivity through features, new applications, and mobility.

1.2 Vendor Qualifications and Information

Provide a description of your Company; experience, and underlying philosophy in providing the services as described and requested herein. Description should include details such as: abilities, capacity, skill, strengths, number of years, etc. Include office location that will be responsible for this project as on-site presence may be required, as needed.

- Provide: company name, address, contact name, email address, and phone number.
- Provide a brief background of your company.
- Describe the Vendor's expertise and experience in a managed cloud-based Omni-channel Contact Center environment.
- Present any documentation that will allow the City to assess the financial viability of your company (e.g., annual revenue, profit, years in business, revenue by Segment (Software, Services, etc.), revenue by geography, number of customers, number of completed implementations, etc.).
- Describe key success factors in a successful software implementation. Specifically address your ability to ensure adoption of your technology by the City.
- Please describe specific customer success stories of field adoption.

Schedule

2.1. Schedule

RFP Schedule	
RFP Release Date	**4/1/2025**
Vendor Questions Due	**4/30/2025**
Proposals Due	**4/30/2025**
Award Announcement	**NLT 6/30/2025**
Anticipated Contract Start Date	**8/1/2025**

Communications Regarding RFP

3.1. Proposal Response Checklist and Delivery Instructions

Submission Checklist	
Cover Letter	
Executive Summary	
Responses to Questions (Section 6)	
Pricing	

3.2. Submission Guidelines

All proposals must be in Microsoft Word and Microsoft Excel format, contain a table of contents delineating responses to each section. Proposals must be organized and indexed in table format as depicted in each of the attachments. Any answers not contained in the attached tables should have a clearly stated reference to documents that contain the information requested. Each section must include all items in the sequence identified. An authorized official must sign proposals. The proposal must also provide the names, titles, phone numbers, and e-mail addresses of those individuals with authority to negotiate and contractually bind the company. The City may use this information to obtain clarification of information provided. Please note the following instructions:

1. Notify buyer via e-mail immediately if during distribution of the RFP the contents arrive incomplete.

2. All responses to this RFP must correspond with the numbering sequence used in the tables. Any proposals received in any other format will be subject to disqualification.

3. An electronic e-mail copy of the response must be submitted to Tim Neubeck via tneubeck@whitewater-wi.gov. or City Clerk Heather Boehm at hboehm@whitewater-wi.gov. If for any reason your e-mail is rejected, or you are having problems with transmission, call Tim Neubeck at 262-473-1391 immediately to ensure that he has received a copy via e-mail of your response. (Please do not include your company logos or letterhead in the electronic versions as they take up unnecessary file space).

4. A copy of any presentation material (ex: PowerPoint).

5. Any relevant marketing information, white papers, or brochures.

6. You may submit additional information in a separate document, however, it is understood that such information is not a replacement for any component of this RFP.

7. Faxed responses will **not** be accepted.

8. No advance notification of award will be given.

Cost of products and/or services: bidders will be evaluated on the cost of the solution(s) based on the work to be performed in accordance with the scope of this project	30
Implementation Cost: proposed solution(s) will be evaluated on any additional cost to the City to implement the proposed solution(s)	20
Design and technical bid submission: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner	15
Organizational Experience: bidders will be evaluated on their experience as it pertains to the scope of this project	10
Previous Work: Bidders will be evaluated on examples of their work pertaining to the scope of this project and any previous experience, if any, with the City	5
Technical Expertise and Experience: bidders must provide descriptions and documentation of staff technical expertise and experience	10
Financial Stability: bidders will be evaluated on the financial stability of the organization	10

The City of Whitewater reserves the right to the following:

- Accept the proposal that is, in its sole judgment, the best and most favorable to the interests of the City.

- To reject the low-price proposal.

- To accept any item of any proposal.
- To reject any and all proposals.
- To waive irregularities and informalities in any proposal submitted.

Should the bidder take exception to any terms, conditions, or specifications stated herein, such exception must be so stated in writing on company letterhead and submitted prior to the RFP opening. Written exceptions may or may not be honored by the City. By quoting on this proposal, the vendor agrees to all contents of this RFP. Failure to deliver as guaranteed, or any other material breach or default by the awarded vendor, may result in the disqualification of the vendor from future RFP's. In the case of default by the awarded vendor, the City will procure from the second ranked vendor, and hold the first vendor responsible for any excess cost associated therein. Bidders will utilize the contact indicated in the RFP as the sole representative for ALL information regarding this RFP. Bidders who contact any other City employee or representative without the approval of the contact indicated in the RFP are subject to disqualification from this RFP.

General RFP Terms and Conditions

4.1. Confidentiality

This RFP is confidential and for the sole use of supplier's preparation of a proposal. By acceptance supplier agrees:

- To return any City of Whitewater confidential or proprietary materials upon the City's request.
- Not to use any information in this RFP or any other materials related to the business affairs or procedures of the City and of its affiliates for supplier's advantage, other than in performance of this RFP.
- Suppliers who intend to use subcontractors will be required to have such subcontractors execute non-disclosure agreements prior to the awarding of the contract to the bidder.
- Suppliers who seek to negotiate possible sub-contract arrangements with the City's existing subcontractors will be held accountable for any breach of the non-disclosure agreements that they have signed with the City.
- Any existing non-disclosure agreement on file with the City that is binding will remain in effect until termination of this agreement.

4.2. Disclaimer

This RFP is not an offer to enter into a contract but is merely a request for the supplier to submit information. Expenses incurred in responding to this request are the responsibility of the supplier. All materials submitted become the property of the City of Whitewater. The City reserves the right to modify, reject, or use without limitation any or all of the ideas from submitted information. The City reserves the right to discontinue the RFP process at any time for any reason whatsoever. The finalist's response to this RFP will become part of the final contract. Wherever there is a conflict between Supplier's response to this RFP and the terms and conditions contained in any contract subsequently entered into by the parties, the terms and conditions of the contract shall prevail. The City of Whitewater has no obligation to disclose the results

of the RFP process or to disclose why a particular supplier(s) was selected to participate in the contract negotiations process.

All expenses incurred by vendors related to the proposal or the selection process will be bore by the vendor. No claim for reimbursement of time, material, or travel expenses; shall be made by the vendor against the City regardless of the results of the selection process.

The City will require all bidders to agree that any pricing and discount offered in the initial RFP design be held, for a period of 12 months from RFP response date, on all purchases. Bidders will need to affirmatively state their compliance to this request in their RFP response as it will be an important decision criterion to the City.

Scope of Services

5.1. Current System Specification

The City is currently using an on-premise ShoreTel system on version 14.2. All City buildings are directly connected on either a dark fiber network or wireless point-to-point.

In the City's system directory, there are 247 extensions.

- 147 user extensions
- 22 route points
- 7 paging groups
- 17 menus
- 23 hunt groups
- 14 work groups
- 2 voicemail extensions
- 15 miscellaneous lines including auto-attendants and distribution lists

Other information

- 113 DIDs
- 125 Phones currently in production – all IP
  - 4 IP230
  - 115 IP480g
  - 1 IP485g
  - 5 IP655
- 0 current soft phone users
- 0 wireless phones

Voice Functional Requirements

6.1. Requirements

1. Provide a brief corporate overview of the solution manufacturer. Please see cover letter
2. The proposed solution must embrace next-generation technologies as is, without the need for replacement. What is the manufacturer's approach to future technologies? In your response, demonstrate how investing in and partnering with the manufacturer will strengthen the City over the long term.
3. Does this solution provide uniformity in the user experience? Workers moving from site to site or working remote should be able to have the same experience. We comply.
4. Provide enhanced technologies and feature/functionality to end users (i.e. presence, enhanced communications via convergence of voice, text, email, etc.) that will help improve our overall
5. Does this solution offer an on-premise, hybrid and/or cloud solution? We can offer all three but in this case, we are quoting the on-premises system.
6. Your contact center solution should be capable of allowing incoming contacts to overflow from one Hunt Group to another if all Agents in the first group are busy/not available. We comply by utilizing the built-in call routing capabilities built into FortiVoice,
7. If a contact has overflowed from one Hunt Group to another and all Agents in the overflow group are also busy/not available, the application shall be capable of queuing the contact against Agents with the same skill sets in both groups so that the contact can be answered as soon as possible. With our optional call center package we can offer these features.
8. Does your solution provide a reporting tool to provide access to historical reports on the performance and utilization of the messaging facility? Yes
9. Does your solution provide recording for the agents and evaluations? yes
10. Do you manufacture and support your own phone end points (EP)? Yes
11. If you are proposing a Cloud solution, do you support Survivable gateways?
12. If you are proposing a Cloud solution, how will you support analog stations and trunk ports?
13. The proposed solution must support analog station We comply.
14. The proposed solution must support analog trunks and SIP trunks. We comply.
15. Busy indictor of other phones showing if they are on the phone We comply.
16. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, departments may decide to send out their own main list number, while the Fire Department office users may choose to send out their own DID number on outgoing calls. We comply.
17. Incoming Caller ID – Assuming that the carrier will support name and number for inbound caller ID, the system shall provide this information on user displays. We comply.

18. Inbound Caller ID should follow the call and be displayed on transferred-to telephones even if the call is transferred multiple times. We comply.
19. Call Routing – Ability to route calls differently depending on Time of Day, Day of Week, Holiday, or other schedules We comply.
20. Can routing to voicemail greetings be different for internal and external calls? We comply
21. Standard Conferencing should be available to all users to add or drop participants. We comply.
22. User Directory – Ability to access and dial from a city-wide name/extension database from IP station sets We comply.
23. Call History – ability for users to view on telephone or soft client display. We comply.
24. Music on Hold – Ability to apply Music-on-hold or message on hold message to callers on hold. We comply. We comply.
25. Variable Ringtones on Telephone Sets We comply.
26. Paging Groups-Page all phones in a building and throughout all buildings. We comply.
27. Voice Announce Intercom – Ability to dial an extension number and automatically connect to another phone in a hands-free mode. We comply.
28. Hands Free Answer Back – Optional Feature – Ability for a called party to respond to the page or intercom call by just talking back to the phone, without lifting the receiver or pushing a button on the phone. We comply.
29. Variable Call Recording – the ability to record calls to a station “On Demand” with easy access to retrieving these recordings. We comply.
30. Persistent Call Recording – The city currently records 4 non-emergency telephone lines. We comply.
31. Softphone clients support compatible with Microsoft, Android and iPhone devices. We comply.
32. This client will allow outbound caller to display their DID number when the call is placed from the mobile device using the mobile app. We comply.
33. Call control and transfer capabilities should be similar to a softphone user. We comply.
34. Station Mobility – Allow system users to log in and log out of an alternate IP telephone on the system to temporarily configure that phone as their own user device with a predefined username and PIN. We comply.
35. Twinning / Single Number Reach– The ability to simultaneously ring a user’s cell phone and desk phone. We comply.
36. Does the system allow users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone? We comply.
37. Will the inbound caller ID information be passed to the cell phone? We comply.
38. 4 analog Trunks must be supported for 911 center. We comply.

39. 6 Analog station ports required for 911 center support We comply.

6.1.1. Platform

1. Is your telephony solution entirely cloud-based, or does it offer a hybrid deployment option? We are proposing a on-premise solution in ha but can do a Hybrid or cloud solution as well using the same hardware and software.
2. How does your solution handle scalability? Can it seamlessly expand to accommodate? Scales to 50000 end points
3. What are the primary advantages of your cloud-based telephony solution compared to on-premise systems? Fortivoice has the advantage because the exact same product can be deployed on-premises or in the cloud or in hybrid mode.
4. What kind of redundancy and failover mechanisms does your solution provide? In HA mode which we are proposing if the main unit fails all call routing and call processing fails over to the backup unit.
5. What level of control do customers have over the configuration and management of the telephony system? 100% control

6.1.2 Network

1. Does the vendor use redundant IP network solutions at the hosting facility? We do not need to we can also share a network with the data network.
2. The proposed solution must include support and maintenance. Please describe your support and maintenance operations. We have included Fortinet support contacts. You can call Fortinet support for troubles or have us do it for an hourly fee. We can also offer a managed services plan.
3. How do IP communication devices learn about their voice VLAN, including IP addresses, default gateways, call controller, TFTP server, QoS settings, VLANs and other parameters. Does the proposed system solution employ proprietary protocols for IP communications devices to learn their voice VLAN or is it an industry standard such as Dynamic Host Control Protocol (DHCP) used? Standard DHCP option 66
4. Do you load balance your circuits? In the event of a single circuit failure, can the entire load be supported on the backup circuit? yes

6.1.3. Scalability and Capacity

1. Describe the Vendor's system scalability in detail. See FortiVoice Enterprise PDF for capacities.

6.1.4. Collaboration Integrations

1. How does your solution integrate with Microsoft Teams, Outlook, Zoom or WebEx? We do integrate with MS Teams
2. What APIs or SDKs does your solution use to interact with Microsoft Teams, Zoom or Cisco WebEx? All of the applications are proprietary and there is no integration except Teams.
3. What kind of authentication mechanisms does your solution support for Microsoft Teams integration? SSO
4. How does your solution handle notifications or alerts in Microsoft Teams? N/A

5. What security measures are in place to protect data shared between Microsoft Teams and your solution? Encrypton
6. How does your solution handle user permissions and access controls within Microsoft Teams? That is controlled by Teams
7. What mechanisms are in place for logging and auditing user activity within your solution?Built in audit trail by user
8. What support options are available if issues arise with the integration? FortiNet support team
9. How does your solution handle updates or changes to Microsoft Teams' platform? That is done by your Micrsosft support team
10. Can you confirm it will integrate with the City's Solacom 911 system? Yes

6.1.5. Disaster Recovery and Redundancy and Security

1. Provide detail on your approach to redundant architecture, including the network and server. For FortiVoice in HA mode one unit fails the backup automatically takes over. We did not address network redundancy in our bid
2. Do you perform regular security audits and assessments for your telephony solution? The system does that for us
3. What is the failover procedure for your infrastructure components? Not part of our proposal.
4. What is your approach to patch management and vulnerability assessment for your solution? We patch or upgrade as directed by Fortinet support.
5. What does your solution provide as support for home workers? Desktop or mobile client
6. What security measures are in place to protect data from unauthorized access? See cover letter
7. What SLAs (Service Level Agreements) do you offer for uptime and availability of redundant systems? If they are truly redundant, we should not need an SLA. Our solution is in HA mode and we have tested it in the field. It fails over seamlessly.

6.1.6. General Requirements

The City of Whitewater will be seeking an on-premise, hybrid or private cloud solution with initial deployment at our location(s). The solution must have the ability to configure systems to the appropriate levels of resiliency. The City intends to complete the implementation of the proposed solution at all its locations and remote workers by the end of 2025.

1. The proposed management system should provide support for open protocols, such as LDAP and SNMP. The proposed management system should use open encoding schemes such as XML and HTML. We Comply.
2. Can your solution automatically change the presence status and indication of an authorized presence user when that user is on a call? yes
3. Can your solution provide music or Ads on hold functionality? yes
4. Can the proposed solution be administered via a web browser interface and does it integrate with Active Directory? yes
5. Do you support WebRTC voice? Yes
6. Is your system compliant with Kari's Law & Ray Baum's Act, and will you assist the City in achieving compliance? yes

6.1.7. Mobility Solutions

1. State whether your solution provides mobility as an offering. It does.
2. Does your solution offer a mobile app for iOS and Android? yes
3. Does your mobile app support seamless handoff between mobile and desktop environments? yes
4. What security measures are in place for mobile communications, including encryption and authentication? Yes

6.1.8. Soft Phone

1. Does your solution have an integrated SIP-compliant softphone? yes
2. What core features does your softphone offer? The same features as a desktop phone with better presence visibility.
3. Is the softphone application available for both Windows and macOS? Yes
4. Can the softphone be customized to match corporate branding, including logos and colors? Yes

6.1.9. Telephones

1. Type 2 - Basic Telephone Set - A minimum 6-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities and a speakerphone.
2. Type 3 – Management Telephone Set - A minimum 10-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities, Bluetooth capable for headset and a speakerphone.
3. Type 4 – Receptionist phone with 48 button side car.
4. Type – 5 Conference Room Phone – IP Based conference room telephone set.

6.1.10. Wireless Phones

1. Do you off a wireless phone? Yes

   Describe the features and functionality of the wireless phone The FON-W80B is a portable WiFi phone, designed for business on the move. With enterprise-grade audio and built-in Bluetooth headset support you can always be ready to take those important calls. 7 dedicated feature keys 2 inch color display screen Built-in 2.4 GHz and 5 GHz WiFi

   Up to 7 hours of talk time and 150 hours standby

6.1.11. DECT Phones

1. Does your telephony solution support DECT (Digital Enhanced Cordless Telecommunications) phone technology? Fortinet has discontinued the DECT phones once they had wireless phones available.
2. What DECT standards does your solution comply with (e.g., DECT 6.0, DECT 8.0)?
3. Can your DECT phones seamlessly integrate with the existing telephony infrastructure, such as VoIP systems or traditional PBX setups?
4. What range can be expected from your DECT phones in a typical office environment?
5. How many simultaneous DECT connections or handsets can your system support?

6. How is the voice quality and clarity ensured with your DECT phones?
7. Are there any specific security measures implemented for DECT phone communications to prevent eavesdropping or unauthorized access?
8. What are the power requirements for DECT phones in your solution, and how are they typically powered (battery, AC adapter, etc.)?
9. Can your DECT phones operate in environments with potential interference, such as from Wi-Fi networks or other electronic devices?

6.1.12. Performance Management Dashboards

1. Describe your performance management dashboard solution. The Dashboard System Information widget displays the serial number and basic system statuses such as the firmware version, system time, and up time.
2. Does your solution support “hard” wallboards that can be configured to display performance information? Yes
3. Does your solution support “soft” (PC Based) wallboards that can be configured to display performance information? Yes

6.2. Implementation, Support and Training

6.2.1. System Implementation

1. Describe your standard process and timeline for any new product implementation. We follow our installation work break down schedule and utilize a project manager to manage the install.
2. Explain your UAT (User Acceptance Testing) and project acceptance process. We test inbound and outbound calling all Auto attendants and call flows as well as make test 911 calls.

6.2.2. Training

1. Please provide a summary of the training/documentation/user manuals you will provide for your solution.
2. Do you provide online training? If so, explain. We can do train the trainer or offer training to end users onsite.
3. Do you provide training documentation? Yes
4. Do you provide agent and supervisor training? Yes

6.2.3. Support and Managed Services

1. Do you provide 24x7 support for this solution? Yes
2. Describe your problem resolution process. Call or email our support help desk to open a ticket. Tickets are prioritized by severity of the outage or issue. On a system down you will get a call back within 20 minutes during 8 to 5 Monday through Friday window. We have a after hours 800 number for issues after 5 PM.
3. Is your solution monitored by live personnel and/or a monitoring tool 24x7x365? Monitoring tool

Pricing

1. Describe the costing model structure for your solution. Is your pricing structure transaction based, licensed by the agent, or some other format? By size of device a 500 unit supports 500 users, and 2000 unit supports 2000 users etc. etc.
2. If other departments or areas of the business choose to be implemented into the UCaaS/CCaaS solution, what costs are associated with their integration? The system as designed and quoted will support up to 200 users without any other licenses needed. We can always add additional appliances for more capacity. We are meeting the existing need of 144 phones leaving us the ability to add 56 more without any additional licensing.
3. As volumes increase it is expected that the costing model will decrease in price (i.e. by transaction or per seat price). Describe how your costing model accommodates this need.
4. Describe all Telco usage charges. This is dependent on the carrier you are using
5. Describe the 'base' system that is included in the costing model as well as pricing for additional functionality that is not included in the 'base' system. See above answer on line question 2
6. Identify how supervisor and manager positions are built into the costing model. this only applies to contact center and is licensed by agent whether agent or supervisor same license

We have prepared a quote for you

FortiVoice

Quote # CCCP044128
Version 1

Prepared for:

City of Whitewater

Tim Neubeck
tneubeck@whitewater-wi.gov

Sales Office:
529 N. Monroe Avenue
Green Bay, WI 54301
(920) 435-5353
www.cccp.com

Remit To:
PO Box 7002
Carol Stream, IL 60197-7002
(920) 438-0316
(920) 617-3508

Camera Corner Connecting Point

FortiVoice Enterprise Phone System

Product Details	Qty	Price	Ext. Price
FortiVoice-200F8, 5 x 10/100/1000 ports, 8 x FXO, 1 x 500GB Storage, 200 Endpoints, and 24 VoIP trunks. Call Center and Hotel licenses supported. Supports local survivable configuration.	2	$2,187.00	$4,374.00
FortiVoice-200F8 1 Year FortiCare Premium Support	2	$835.00	$1,670.00
FortiVoice-200F8 1 Year FortiVoice Unified Communication Service	2	$438.00	$876.00
License to add 10 FortiVoice Softclients to FortiVoice system.	5	$406.00	$2,030.00

Subtotal: **$8,950.00**

FortiVoice Gateway

Product Details	Qty	Price	Ext. Price
FortiVoiceGateway GS16, 2x10/100 ports, 16 x FXS voice gateway	1	$687.00	$687.00
FortiVoice Gateway-GS16 1 Year FortiCare Premium Support	1	$263.00	$263.00

Subtotal: **$950.00**

Phones

Product Details	Qty	Price	Ext. Price
FortiFone-280B Entry level IP phone with 2.4 inch color screen, 6 programmable keys, PoE and 10/100 LAN and PC connections.	1	$94.00	$94.00
FortiFone-480B High end ODM/JDM enterprise 4.3 inch color screen, 45 programmable keys, PoE IP phone with Fortinet native firmware and ID, upgrade/replacement for FON-480.	141	$206.00	$29,046.00
FORTIFONE-580B IP PHONE WITH 4.3IN AND DUAL 3.5IN COLOR SCREENS, 96 PROGRAMMABLE KEYS, POE AND 10/100/1000 LAN AND PC CONNECTIONS.	2	$269.00	$538.00

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Camera Corner Connecting Point

Phones

Product Details	Qty	Price	Ext. Price
License to add 10 3rd party phones to FortiVoice system (contact sales specialist for all inquiries)	1	$594.00	$594.00

Subtotal: **$30,272.00**

Professional Services

Description	Price	Qty	Ext. Price
Labor - Installation & Configuration of Phone System, Connection to 911 System, Removal of Old Phone System Equipment, Phone Placement Assistance	$18,130.00	1	$18,130.00

Subtotal: **$18,130.00**

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FortiVoice

Bill To:

City of Whitewater
Tim Neubeck
312 W Whitewater St
Whitewater, WI 53190
(262) 473-1391
tneubeck@whitewater-wi.gov

Ship To:

City of Whitewater
Tim Neubeck
312 W Whitewater St
Whitewater, WI 53190
(262) 473-1391
tneubeck@whitewater-wi.gov

Quote Information:

Quote #: CCCP044128
Version: 1
Delivery Date: 04/15/2025
Expiration Date: 04/30/2025

Sales Rep:
Chris Lecher
Chris.Lecher@cccp.com

Quote Summary

Description	Amount
FortiVoice Enterprise Phone System	$8,950.00
FortiVoice Gateway	$950.00
Phones	$30,272.00
Professional Services	$18,130.00
Total:	**$58,302.00**

IMPORTANT: Any legal document should refer to us as ACP CreativIT, LLC d/b/a Camera Corner Connecting Point or CCCP.

All current and future pricing is subject to change in response to the new tariffs. This current situation is very fluid, but please be assured our price will only change if our cost increases due to the tariffs. Any change in price will be clearly communicated prior to the order being placed with our distributors. We appreciate your patience and understanding as this situation plays out. Thank you.

Additionally, all deliveries, especially LFD (Large Format Displays)/TV's, need to be opened, turned on and inspected thoroughly for concealed damage within 5 days of receipt to ensure full value replacement. Orders converted from this quote, as authorized by the customer, acknowledges the customer has read our Return Policies and Conditions located on the Company Info page of the ACP CreativIT website www.acpcreativit.com

Please note: Quotes do not reflect tax. Shipping, handling, and other fees may apply. Contact your Account Executive with any questions. We reserve the right to cancel orders arising from pricing or other errors.

We have prepared a quote for you

Revolution

Quote # CCCP044128
Version 1

Prepared for:

City of Whitewater

Tim Neubeck
tneubeck@whitewater-wi.gov

Sales Office:
529 N. Monroe Avenue
Green Bay, WI 54301
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(920) 617-3508

Camera Corner Connecting Point

Revolution

Product Details	Qty	Price	Ext. Price
Syn-Apps Revolution Device License - 50-200 Devices	130	$18.75	$2,437.50

Subtotal: **$2,437.50**

Professional Services

Description	Price	Qty	Ext. Price
Labor - Revolution Installation & Configuration	$2,960.00	1	$2,960.00

Subtotal: **$2,960.00**

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Camera Corner Connecting Point

Revolution

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Ship To:

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Quote Information:

Quote #: CCCP044128
Version: 1
Delivery Date: 04/15/2025
Expiration Date: 04/30/2025

Sales Rep:
Chris Lecher
Chris.Lecher@cccp.com

Quote Summary

Description	Amount
Revolution	$2,437.50
Professional Services	$2,960.00
Total:	**$5,397.50**

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DATA SHEET

FortiVoice™ Enterprise Phone Systems

Available in:

Appliance Virtual Machine

Centralized and Advanced Communication Features

The FortiVoice™ solutions accommodate efficient employee collaboration within a centralized, safe, and secured environment so your organization can provide the best customer service through a variety of our unique and advanced communication features. Powerful, affordable, and simple, FortiVoice phone systems have the strength to make call management easier in offices with up to 50,000 users. **With integrated voice, conferencing, and fax, FortiVoice empowers you to manage calls easily across offices, control communication costs, and stay connected globally.**

Rich Features for Optimal Collaboration

Enterprise-class communication systems with no additional licenses to buy or cards to install. Auto attendants, auto-provisioning, line/extension appearance, ring groups, user privileges, call queue, call barge, multi-location integration, and much more are built-in. FortiVoice all-inclusive system is easy to install and manage so you save the headache that comes with other phone systems.

Better Value from Your Investment

Unlike many PBX providers with hidden costs on advanced features or recurring subscription, which further adds up to the operational costs, FortiVoice comes with all calling features for everyone with simple and affordable pricing.

Simplified Management for Improved Efficiency

Centralized management system to reduce IT overheads and operating expenses. Configure and update your systems easily across multiple locations, monitor real-time performance and access call reports all from an intuitive management console. An additional mobile soft client helps your employees stay connected anywhere and anytime.

Always-on Connection for Business Continuity

Conjunction with FortiVoice Gateway, your system is secured with local survivability that helps sustain always-on communications, even when nature disasters or emergency events occur.

Product Offerings

Appliances

- FVE-20E2/4
- FVE-50E6
- FVE-100F
- FVE-200F8
- FVE-300E-T
- FVE-500F
- FVE-2000F
- FVE-5000F

Virtual Machines

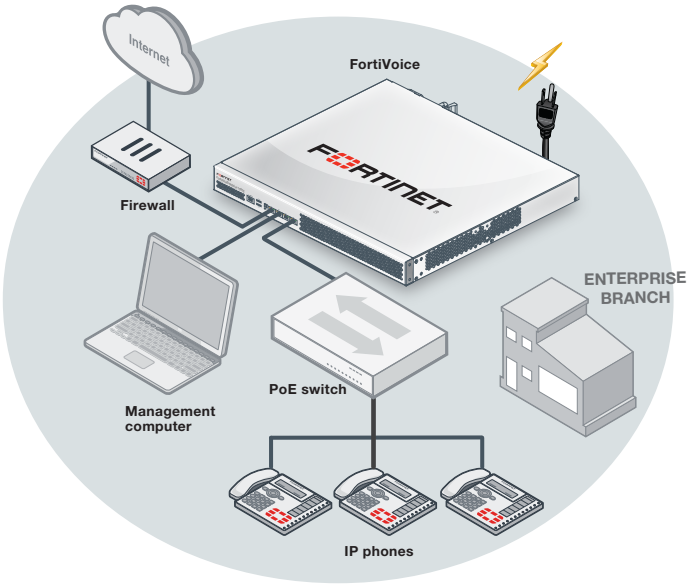
- FVE-VM-50
- FVE-VM-100
- FVE-VM-200
- FVE-VM-500
- FVE-VM-2000
- FVE-VM-5000
- FVE-VM-10000
- FVE-VM-20000
- FVE-VM-50000

HIGHLIGHTS

Designed for Any Size Organization

Multiple Line Types	Support for PRI (T1/E1) digital lines, VoIP, and traditional analog lines depending on the model.
Multi-location Networking	Integrates multiple locations around the block or across the country with no long-distance charges.
All-Inclusive Features	Line/extension appearance, call queue, call barge, phone profile, ring group, call recording, rule-based dial plan, individual/group voicemail, conference bridge, fax, and much more.
Flexible Management	Multiple mode scheduling, flexible number management, re-assignable extensions, and caller ID modifications.
Ease of Configuration	Visual auto attendant config, built-in DHCP server, auto phone provisioning, web-based management, and user web portal.
Comprehensive System Monitoring	Real-time call status monitoring, call statistics, call logs, call reports, and network traffic capture.
Secure Communications	Built-in security features, policy management, and encryption options to safeguard conversations and prevent unauthorized access.

Deployment



Easy Deployment

FortiVoice offers flexible deployment options that are best aligned with your business needs while maintaining the flexibility to customize systems and letting the priorities evolve expeditiously. FortiVoice is scalable in any size of the organization where the system can be deployed on hardware appliances, or in virtual machines. It is also ideal for distributed architectures including branch locations and remote users. By operating and managing your FortiVoice solutions locally or remotely, you have the visibility and centralized control to ensure that your communications are secure and always within uptime.

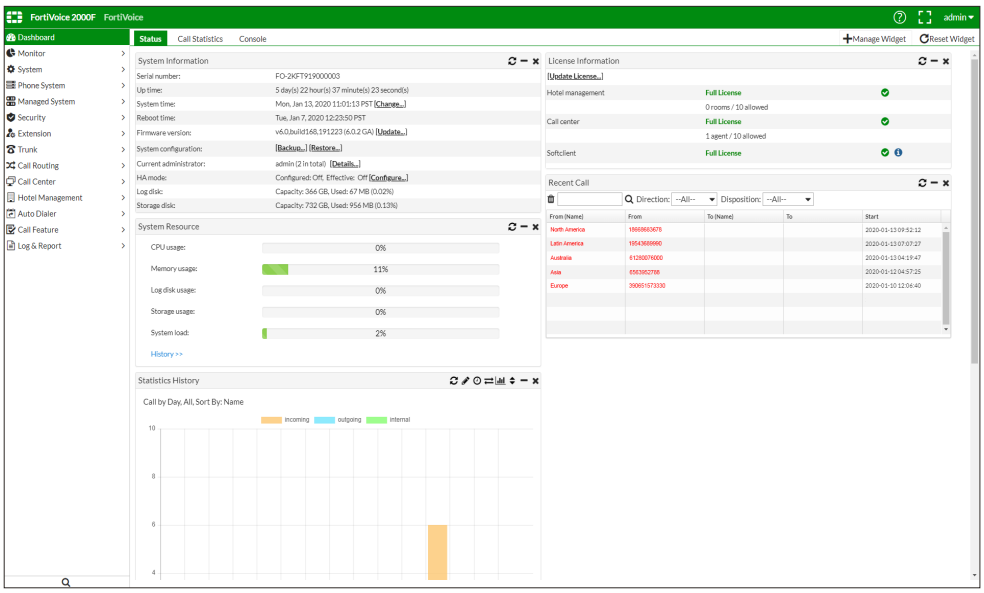
For more information on FortiVoice, please visit

https://www.fortinet.com/products/business-phone-systems/fortivoice-fortifone#models-specs

FEATURES

Core PBX Features

- SIP/PRI/PSTN trunk
- T1/E1/R2 signaling
- SIP/analog extensions
- Remote extensions
- External IP extensions
- Auto attendants
- Dial-by-name directory
- Individual voicemail
- Group voicemail
- Voicemail to e-mail
- Ring groups
- Call conference/bridge
- Call forward
- Call hold / transfer / park / pickup
- Paging to selected phones
- Intercom
- Follow-me
- Rule-based dial plan
- Scheduled call handling
- Direct inward dialing
- Caller-based direct inward dialing
- Caller ID modification
- Automatic hotline (direct call)
- User privileges
- Personal and system speed dial
- Personal blacklist
- Music on hold — audio files
- Music on hold — live stream
- Real-time call status monitoring
- Line/extension appearance
- Call detail record logging
- SIP over TLS/SRTP
- Password policy enforcement



Advanced Features

- Fax over SIP/PRI/PSTN
- Fax to e-mail
- Fax archive and remote storage
- Web-based management interface
- Click-to-dial
- Automatic fax detection
- Auto-provisioning
- Web-based directory lookup
- LDAP authenticate
- Hot desking
- Virtual numbers
- Synchronizing phone book between multiple offices
- Multi-location: office peers
- Look up centralized phone book from phones
- Network traffic capture
- Enhanced CDR
- Alert email for system events
- Multilingual

FEATURES AVAILABILITY

MODEL	FVE							
FEATURES	20E2/4	50E6	100F	200F8	300E-T	500F	2000F	5000F
Advanced Call Features								
Reminder/Wake-up call			✓	✓	✓	✓	✓	✓
Call queue			✓	✓	✓	✓	✓	✓
Call barge			✓	✓	✓	✓	✓	✓
Call recording			✓	✓	✓	✓	✓	✓
Operator console	✓	✓	✓	✓	✓	✓	✓	✓
Advanced Network								
Voice QoS	✓	✓	✓	✓	✓	✓	✓	✓
SRTP	✓	✓	✓	✓	✓	✓	✓	✓
DHCP server	✓	✓	✓	✓	✓	✓	✓	✓
High availability (HA)			✓	✓	✓	✓	✓	✓
NAS support			✓	✓	✓	✓	✓	✓
802.1Q VLAN	✓	✓	✓	✓	✓	✓	✓	✓
SNMP	✓	✓	✓	✓	✓	✓	✓	✓
Advanced Management								
Command line interface (CLI)	✓	✓	✓	✓	✓	✓	✓	✓
Password policy/audit	✓	✓	✓	✓	✓	✓	✓	✓
Schedule backup	✓	✓	✓	✓	✓	✓	✓	✓
Role-based management			✓	✓	✓	✓	✓	✓
SMDR			✓	✓	✓	✓	✓	✓
Remote logging			✓	✓	✓	✓	✓	✓
Call report			✓	✓	✓	✓	✓	✓
User portal			✓	✓	✓	✓	✓	✓
Customizable web appearance			✓	✓	✓	✓	✓	✓
Additional Licensed Features								
Hotel/property management			✓	✓	✓	✓	✓	✓
Call center			✓	✓	✓	✓	✓	✓

FEATURES AVAILABILITY

MODEL	FVE-VM								
FEATURES	50	100	200	500	2000	5000	10000	20000	50000
Advanced Call Features									
Reminder/Wake-up call		✓	✓	✓	✓	✓	✓	✓	✓
Call queue		✓	✓	✓	✓	✓	✓	✓	✓
Call barge		✓	✓	✓	✓	✓	✓	✓	✓
Call recording		✓	✓	✓	✓	✓	✓	✓	✓
Operator console	✓	✓	✓	✓	✓	✓	✓	✓	✓
Advanced Network									
Voice QoS	✓	✓	✓	✓	✓	✓	✓	✓	✓
SRTP	✓	✓	✓	✓	✓	✓	✓	✓	✓
DHCP server	✓	✓	✓	✓	✓	✓	✓	✓	✓
High availability (HA)		✓	✓	✓	✓	✓	✓	✓	✓
NAS support		✓	✓	✓	✓	✓	✓	✓	✓
802.1Q VLAN	✓	✓	✓	✓	✓	✓	✓	✓	✓
SNMP	✓	✓	✓	✓	✓	✓	✓	✓	✓
Advanced Management									
Command line interface (CLI)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Password policy/audit	✓	✓	✓	✓	✓	✓	✓	✓	✓
Schedule backup	✓	✓	✓	✓	✓	✓	✓	✓	✓
Role-based management		✓	✓	✓	✓	✓	✓	✓	✓
SMDR		✓	✓	✓	✓	✓	✓	✓	✓
Remote logging		✓	✓	✓	✓	✓	✓	✓	✓
Call report		✓	✓	✓	✓	✓	✓	✓	✓
User portal		✓	✓	✓	✓	✓	✓	✓	✓
Customizable web appearance		✓	✓	✓	✓	✓	✓	✓	✓
Additional Licensed Features									
Hotel/property management		✓	✓	✓	✓	✓	✓	✓	✓
Call center		✓	✓	✓	✓	✓	✓	✓	✓

SPECIFICATIONS

MODEL	FVE-20E2 / 20E4	FVE-50E6	FVE-100F	FVE-200F8	FVE-300E-T	FVE-500F	FVE-2000F	FVE-5000F
Hardware Specifications								
PRI (T1/E1)	0	0	0	0	1	0	0	0
Traditional telephone lines (FXO)	2 / 4	6	0	8	0	0	0	0
Analog extensions (FXS)	2 / 0	2	0	0	0	0	0	0
Network interfaces (RJ45)	2	2	2	2	5	4	4	4 + 2 SFP
Total hard drive capacity	8 GB	8 GB	240 GB	500 GB	500 GB	1 TB	2× 1 TB	2× 2 TB
RAID storage management	No	No	No	No	No	No	Software: 0,1	Hardware: 0, 1, 5, 10, Hot Spare (based on drive count)
Hardware form factor	Desktop	Desktop	Desktop	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)	Rack Mount (1U)
Power supply	External	External	External	Single	Single	Single	Single (dual optional)	Dual (hot swappable)
Dimensions								
Height x width x length (inches)	1.13 × 4.55 x 6.75	1.13 × 4.55 x 6.75	1.61 × 8.27 x 5.24	1.73 × 17.01 x 10.63	1.73 × 17.01 x 10.63	1.73 × 17.01 x 10.63	1.73 × 17.01 x 10.63	1.70 × 17.10 x 14.30
Height x width x length (mm)	29 × 116 × 172	29 × 116 × 172	41 × 210 × 133	44 × 432 × 270	44 × 432 × 270	44 × 432 × 270	44 × 432 × 270	44 × 435 × 364
Weight	1.4 lbs (0.61 kg)	1.4 lbs (0.61 kg)	2.6 lbs (1.2 kg)	10 lbs (4.54 kg)	10 lbs (4.54 kg)	10 lbs (4.54 kg)	16.1 lbs (7.3 kg)	16.1 lbs (7.3 kg)
Capacity								
VoIP trunks	4	8	16	24	30	50	200	500
Extensions	20	50	100	200	300	500	2000	5000
Concurrent calls	8	15	30	32	60	75	300	800
Auto attendants	5	5	10	15	20	20	100	100
Conference bridges	2	2	8	10	12	12	50	50
Conference attendees per bridge	6	6	8	10	12	12	18	50
Maximum call center agents	N/A	N/A	10	20	30	55	150	300
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, G.726 Video: H.263, H.264							

MODEL	VM-50	VM-100	VM-200	VM-500	VM-2000	VM-5000	VM-10000	VM-20000	VM-50000
Hardware Specifications									
vCPU (Recommended)	1	1	2	2	4	8	16	16	32
RAM (Recommended)	2 GB	2 GB	4 GB	8 GB	16 GB	16 GB	32 GB	32 GB	32 GB
Network interfaces	4	4	4	4	4	4	4	4	4
Total hard drive capacity*	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB	up to 8 TB
Hardware form factor	Software	Software	Software	Software	Software	Software	Software	Software	Software
Capacity									
VoIP trunks	8	16	24	50	200	500	1000	2000	3000
Extensions	50	100	200	500	2000	5000	10 000	20 000	50 000
Concurrent calls	15	30	36	75	300	800	1500	1500	2000
Auto attendants	5	10	10	20	100	100	100	150	200
Conference bridges	2	8	10	12	50	50	50	50	100
Conference attendees per bridge	12	12	12	12	18	50	50	50	50
Maximum call center agents	N/A	10	20	55	150	300	800	800	1000
Codec support	Audio: G.711 µ-law/A-law, G.729a, G.722, G.726 Video: H.263, H.264								

* Minimum 50 GB

FortiVoice systems are supported for use in various regions. For up-to-date availability information, see the FortiVoice Global Availability datasheet.

ORDER INFORMATION

Product	SKU	Description
FortiVoice 20E2	FVE-20E2	FortiVoice 20E2, 2× 10/100 ports, 2x FXO, 2x FXS, 8 GB storage, 20 endpoints, 4 VoIP trunks.
	FVE-20E2-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-FVE21-247-02-DD	FortiCare Premium Support
FortiVoice 20E4	FVE-20E4	FortiVoice 20E4, 2× 10/100 ports, 4x FXO, 8 GB storage, 20 endpoints, 4 VoIP trunks.
	FVE-20E4-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-FVE21-247-02-DD	FortiCare Premium Support
FortiVoice 50E6	FVE-50E6	FortiVoice 50E6, 2× 10/100/1000 ports, 1× 8 GB storage, 50 endpoints, 8 VoIP trunks.
	FVE-50E6-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-FVE50-247-02-DD	FortiCare Premium Support
FortiVoice 100F	FVE-100F	FortiVoice 100F, 2× 10/100/1000 ports, 1× 240 GB storage, 100 endpoints, 15 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-100F-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-FVF10-247-02-DD	FortiCare Premium Support
FortiVoice 200F8	FVE-200F8	FortiVoice 200F8, 5× 10/100/1000 ports, 8x FXO, 1× 500 GB Storage, 200 endpoints, 24 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-200F8-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-F8200-247-02-DD	FortiCare Premium Support
FortiVoice 300E-T	FVE-300E-T	FortiVoice 300E-T, 5× 10/100/1000 ports, 1x PRI, 1× 500 GB storage, 300 endpoints, 30 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-300E-T-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-FVE32-247-02-DD	FortiCare Premium Support
FortiVoice 500F	FVE-500F	FortiVoice 500F, 4× 10/100/1000 ports, 1× 1 TB storage, 500 endpoints, 50 VoIP trunks. Call Center and Hotel licenses supported.
	FVE-500F-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-F500F-247-02-DD	FortiCare Premium Support
FortiVoice 2000F	FVE-2000F	FortiVoice 2000F, 4× 10/100/1000 ports, 2× 1 TB storage with RAID 1 or 0, 2,000 endpoints, 200 VoIP trunks; optional redundant PSU. Call Center and Hotel licenses supported.
	FVE-2000F-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-FV2KF-247-02-DD	FortiCare Premium Support
FortiVoice 5000F	FVE-5000F	FortiVoice 5000F, 4× 10/100/1000 and 2x SFP ports, 2× 2 TB storage with RAID 1, supports 5,000 phone endpoints, 500 SIP trunks, and dual AC power supplies. Call Center and PMS licensing supported.
	FVE-5000F-BDL-247-DD	Hardware plus FortiCare Premium Support
	FC-10-FV5KF-247-02-DD	FortiCare Premium Support
Power supply for FVE-2000F and FVE-5000F	SP-FML900F-PS	AC power supply for FVE-2000F and FVE-5000F
HDD for FVE-5000F	SP-FML900F-HDD	2 TB 3.5" SATA hard drive with tray for FVE-5000F

FortiCare Support Service

FortiCare Support Services is per-device support services, and it provides customers access to over 1400 experts to ensure efficient and effective operations and maintenance of their Fortinet capabilities. Global technical support is offered 24×7 with flexible add-ons, including enhanced service level agreements (SLAs) and premium hardware replacement through 200+ in-country depots.

ORDER INFORMATION

Related Products	SKU	Description
FortiVoice-VM-50	FVE-VM-50	FortiVoice-VM-50 software supports 50 endpoints and 8 VoIP trunks.
	FC-10-F0V50-248-02-DD	FortiCare Premium Support
FortiVoice-VM-100	FVE-VM-100	FortiVoice-VM-100 software supports 100 endpoints and 16 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0100-248-02-DD	FortiCare Premium Support
FortiVoice-VM-200	FVE-VM-200	FortiVoice-VM-200 software supports 200 endpoints and 24 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0200-248-02-DD	FortiCare Premium Support
FortiVoice-VM-500	FVE-VM-500	FortiVoice-VM-500 software supports 500 endpoints and 50 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0500-248-02-DD	FortiCare Premium Support
FortiVoice-VM-2000	FVE-VM-2000	FortiVoice-VM-2000 software supports 2,000 endpoints and 200 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-F0V2K-248-02-DD	FortiCare Premium Support
FortiVoice-VM-5000	FVE-VM-5000	FortiVoice-VM-5000 software supports 5,000 endpoints and 500 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FVM50-248-02-DD	FortiCare Premium Support
FortiVoice-VM-10000	FVE-VM-10000	FortiVoice-VM-10000 software supports 10,000 endpoints and 1,000 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FVM100-248-02-DD	FortiCare Premium Support
FortiVoice-VM-20000	FVE-VM-20000	FortiVoice-VM-20000 software supports 20,000 endpoints and 2,000 SIP trunks. Call Center and Hotel licenses supported.
	FC-10-FV20K-248-02-DD	FortiCare Premium Support
FortiVoice-VM-50000	FVE-VM-50000	FortiVoice-VM-50000 software supports 50,000 endpoints and 3,000 VoIP trunks. Call Center and Hotel licenses supported.
	FC-10-FV50K-248-02-DD	FortiCare Premium Support

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FortiFone™ IP Telephones and Softclient

Highlights

Combined with the powerful features of the FortiVoice secure unified communications solution, the FortiFone delivers more than just what you need, it gives you what you want.

- Secure communications backed by Fortinet security technology
- Superior HD-quality audio
- Classic design with modern appearance
- Rich calling and conferencing features
- Auto-discovery for easy setup
- Centralized management with unified firmware
- Bluetooth support on select models
- Support FortiVoice on-premises and cloud solutions

Quality, Reliable Phones for Optimal Communication Efficiency

Whether you're looking for an entry level or executive style IP phone, stay connected to your calls with a FortiFone IP phone.

Each FortiFone is feature-rich with high quality audio and dedicated keys for the most common features. The FortiFone family offers stylish phones to meet your businesses needs, with programmable line and extension appearances. Managing calls has never been easier. Stay connected with a complete office phone solution.

We also offer mobile-friendly FortiFone Softclient for desktops and smartphones. You can enjoy the same quality calling experience and stay connected with colleagues, customers or partners from anywhere, any time.

Desk Phones

FON-280B

The FON-280B is an entry-level IP desk phone that delivers reliable performance and enterprise-grade audio. It is affordable and ideal for day-to-day business communications.

- 9 dedicated feature keys
- 6 programmable appearance keys
- 2.8 inch color display screen
- Supports both on-premises and cloud solutions
- Configuration is simple and intuitive

FON-380B

The FON-380B is designed for collaborative workplaces, regardless of your business size. The crystal clear audio and ease of use with the FortiVoice make this a fantastic phone for use while working from home or in the office.

- 10 dedicated feature keys
- 28 programmable appearance keys
- 3.5 inch color display screen
- Supports both on-premises and cloud solutions
- Configuration is simple and intuitive

FON-480B

The FON-480B is an enterprise-grade IP phone designed for professional users who demand a modern phone with easy-to-collaborate and high-quality communications experience.

- Premium audio quality in both handset and speaker
- 10 dedicated feature keys
- 45 programmable appearance keys
- 4.3 inch color display screen
- Built-in Bluetooth headset support
- Supports both on-premises and cloud solutions
- Configuration is simple and intuitive

FON-580B

The FON-580B is ideal for high call volume handlers, such as receptionists and call attendants, who need a powerful phone to manage simultaneous calls or monitor presence on a daily basis.

- Crystal clear HD audio on the handset and speakerphone
- 9 dedicated feature keys
- Up to 106 programmable appearance keys
- 4.3 inch and 2× 3.5 inch color display screens
- Built-in Bluetooth support for greater connectivity

FON-W80B

The FON-W80B is a portable WiFi phone, designed for business on the move. With enterprise-grade audio and built-in Bluetooth headset support you can always be ready to take those important calls.

- 7 dedicated feature keys
- 2 inch color display screen
- Built-in 2.4 GHz and 5 GHz WiFi
- Up to 7 hours of talk time and 150 hours standby *
- Supports both on-premises and cloud solutions
- Configuration is simple and intuitive

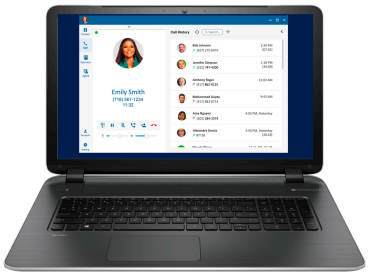
* Battery times determined within laboratory, times may vary due to environment.

FortiFone Softclient

Softclient for Mobile

The FortiFone Softclient for mobile enhances your connection to the office, so you never miss an important call. Transform your mobile device into an extension connected to the FortiVoice phone system, giving you a truly unified communication experience as if you were actually in the office.

- Android and iOS support
- Answer, conference, hold, and transfer calls
- Call other extensions on the FortiVoice
- Visual voicemail
- Hands-free speaker phone option
- Message waiting and missed call notifications
- Supports headset use
- User-friendly, intuitive interface



Softclient for Desktop

The FortiFone Softclient for desktop keeps you moving efficiently throughout your day. As an app on your desktop computer you will be able to make and receive calls with ease, all controlled through a simple and intuitive interface.

- Windows and Mac support
- Answer, conference, hold, and transfer calls
- Call other extensions on the FortiVoice
- Visual voicemail
- Message waiting and missed call notifications
- Quick access to History, Contact, and Voicemail
- Supports headset use
- User-friendly, intuitive interface

Specifications

MODEL NO.	FON-280B	FON-380B	FON-480B	FON-580B	FON-W80B	MOBILE SOFTCLIENT	DESKTOP SOFTCLIENT
Telephone Features							
Display	2.8 in. (320 × 240) color display	3.5 in. (480×320) color display	4.3 in. (480 × 272) color display	4.3 in. (480 × 272) + 2 × 3.5 in. (320 × 480) color displays	2 in (240 × 320) color display	—	—
Programmable phone keys (Line/ Extension/ Queue)	6	28	45	106	8*	—	—
Soft keys	4	4	4	4	3	—	—
Dedicated feature keys	9	10	10	9	7	—	—
Speakerphone	Full Duplex	Full Duplex	Full Duplex	Full Duplex	Full Duplex	✓	✓
Backlit display	✓	✓	✓	✓	✓	✓	✓
Adjustable phone angle	✓	✓	✓	✓	—	—	—
Headset support	RJ9	RJ9/USB	RJ9/Bluetooth/USB	RJ9/Bluetooth/USB	Bluetooth/3.2 mm	✓	✓
Dedicated headset button	✓	✓	✓	✓	—	—	—
Call waiting	✓	✓	✓	✓	✓	✓	✓
Message waiting indicator	✓	✓	✓	✓	✓	✓	✓
Visual voicemail	✓	✓	✓	✓	✓	✓	✓
Group paging over speaker	✓	✓	✓	✓	✓	—	—
Intercom over speaker	✓	✓	✓	✓	✓	—	—
Multiple ring tones	✓	✓	✓	✓	✓	—	—
Phone book entries	Central	Central	Central	Central	Central	Central	Central
Missed call log	Central	Central	Central	Central	Central	Central	Central
Received call log							
Outgoing call log							
External IP extension support	✓	✓	✓	✓	✓	✓	✓
Missed call indicator	✓	✓	✓	✓	✓	✓	✓
Onscreen key labels	✓	✓	✓	✓	✓	—	—
Call Handling and User Features							
Call recording	✓	✓	✓	✓	✓	—	—
Cancel transfer	✓	✓	✓	✓	✓	✓	✓
Conference	✓	✓	✓	✓	✓	✓	✓
Do not disturb	✓	✓	✓	✓	✓	✓	✓
Hold	✓	✓	✓	✓	✓	✓	✓
Intercom paging	✓	✓	✓	✓	✓	—	—
Blind transfer	✓	✓	✓	✓	✓	✓	✓
Park	✓	✓	✓	✓	✓	—	—
Redial	✓	✓	✓	✓	✓	—	—
Speed dial	✓	✓	✓	✓	✓	—	✓
Trade calls	✓	✓	✓	✓	✓	✓	✓
Transfer	✓	✓	✓	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓	✓	✓	✓

Specifications

MODEL NO.	FON-280B	FON-380B	FON-480B	FON-580B	FON-W80B	MOBILE SOFTCLIENT	DESKTOP SOFTCLIENT
Network Features							
Power over Ethernet (802.3af)	✓	✓	✓	✓	—	—	—
Ethernet ports	2× 10/100	2× 10/100/1000	2× 10/100/1000	2× 10/100/1000	—	—	—
Auto-discovery of FortiVoice system on LAN	✓	✓	✓	✓	✓	—	—
LDAP	✓	✓	✓	✓	✓	—	—
LLDP	✓	✓	✓	✓	✓	—	—
802.1q - VLAN	✓	✓	✓	✓	✓	—	—
QoS L 2 802.1p	✓	✓	✓	✓	✓	—	—
QoS L 3 DSCP	✓	✓	✓	✓	✓	—	—
802.1x - Network access control	✓	✓	✓	✓	✓	—	—
DHCP client	✓	✓	✓	✓	✓	—	—
SNTP client	✓	✓	✓	✓	✓	—	—
SIP (RFC 3261)	✓	✓	✓	✓	✓	✓	✓
SIP over UDP	✓	✓	✓	✓	✓	✓	—
SIP over TCP	✓	✓	✓	✓	✓	✓	—
SIP over TLS	✓	✓	✓	✓	✓	✓	—
RTCP	✓	✓	✓	✓	✓	✓	—
SRTP	✓	✓	✓	✓	✓	✓	—
WSS	—	—	—	—	—	—	✓
Wireless							
Built-In WiFi	—	—	—	—	2.4GHz, 802.11 b/g/n 5GHz, 802.11 a/n/ac	—	—
Security	—	—	—	—	WPA, WPA2, 802.1x-EAP	—	—
Roaming	—	—	—	—	802.11 k/r	—	—
Management							
HTTPS	✓	✓	✓	✓	✓	✓	✓
Option 66	✓	✓	✓	✓	✓	—	—
SIP PnP	✓	✓	✓	✓	✓	—	—
Backup/Restore	✓	✓	✓	✓	✓	—	—
Syslog	✓	✓	✓	✓	✓	—	✓
Audio Features							
HD voice	✓	✓	✓	✓	✓	✓	✓
G.711u	✓	✓	✓	✓	✓	✓	✓
G.711A	✓	✓	✓	✓	✓	✓	✓
G.722	✓	✓	✓	✓	✓	✓	✓
G.729A	✓	✓	✓	✓	✓	✓	
Opus	✓	✓	✓	✓	✓	✓	✓
GSM	✓	✓	✓	✓	✓		✓
Voice activity detection (VAD)	—	—	—	—	—	—	✓
Comfort noise generation (CNG)	—	—	—	—	—	✓	✓
Adaptive jitter buffer	500 ms	500 ms	500 ms	500 ms	500 ms	200 ms	Dynamic
DTMF in-band	✓	✓	✓	✓	✓	✓	✓
DTMF out of band (RFC2833)	✓	✓	✓	✓	✓	✓	✓
DTMF via SIP info	✓	✓	✓	✓	✓	✓	✓

Specifications

MODEL NO.	FON-280B	FON-380B	FON-480B	FON-580B	FON-W80B	MOBILE SOFTCLIENT	DESKTOP SOFTCLIENT
Video							
H.264	—	—	—	—	—	✓	✓
H.265	—	—	—	—	—	✓	
VP8	—	—	—	—	—	✓	✓
VP9	—	—	—	—	—	✓	✓
Operation							
Humidity	10%–95%	10%–95%	10%–95%	10%–95%	10%–95%	—	—
Temperature	0°C–45°C	0°C–45°C	0°C–45°C	0°C–45°C	0°C–45°C	—	—
Power class	3	3	3	3	—	—	—
Power consumption	2.09 watts	4.5 watts	5.41 watts	9 watts	—	—	—
Display Languages							
English	✓	✓	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓	✓	—
Spanish	✓	✓	✓	✓	✓	✓	—
Arabic	✓	✓	✓	✓	✓	—	—
Chinese - Simplified	—	—	—	—	—	—	✓
German	✓	✓	✓	✓	✓	—	—
Portuguese	✓	✓	✓	✓	✓	✓	—
Russian	—	—	—	—	—	—	✓
Turkish	✓	✓	✓	✓	✓	—	—

* FON-W80B appearances not available on programmable phone keys.

Ordering Information

PRODUCT	SKU	DESCRIPTION
Desktop Phones		
FortiFone FON-280B	FON-280B	Entry level IP phone with 2.4 inch color screen, 6 programmable keys, PoE, and 10/100 LAN and PC connections.
	FC-10-FF28B-247-02-DD	FortiCare Premium Support.
FortiFone FON-380B	FON-380B	Mid range IP phone with 3.5 inch color screen, 28 programmable keys, PoE and 10/100/1000 LAN and PC connections.
	FC-10-FF38B-247-02-DD	FortiCare Premium Support.
FortiFone FON-480B	FON-480B	High end IP phone with 4.3 inch color screen, 45 programmable keys, built-in Bluetooth, PoE and 10/100/1000 LAN and PC connections.
	FC-10-FF48B-247-02-DD	FortiCare Premium Support.
FortiFone FON-580B	FON-580B	High end IP phone with 4.3 inch and dual 3.5 inch color screens, 106 programmable keys, POE and 10/100/1000 LAN and PC connections.
	FC-10-F580B-247-02-DD	FortiCare Premium Support.
FortiFone FON-W80B	FON-W80B	WiFi IP phone with 2.0 inch color screen.
	FC-10-FW80B-247-02-DD	FortiCare Premium Support.
Softclient		
FortiFone Softclient	FVE-SCLIENT-10	License to add 10 softclients to FortiVoice Enterprise system.
	FVE-SCLIENT-100	License to add 100 softclients to FortiVoice Enterprise system.

NOTE: FortiFone products are subject to regional telecommunications regulations. Visit the FortiVoice Global Availability for Phone Systems and Phones datasheet for the list of countries in which FortiFone telephones are available.

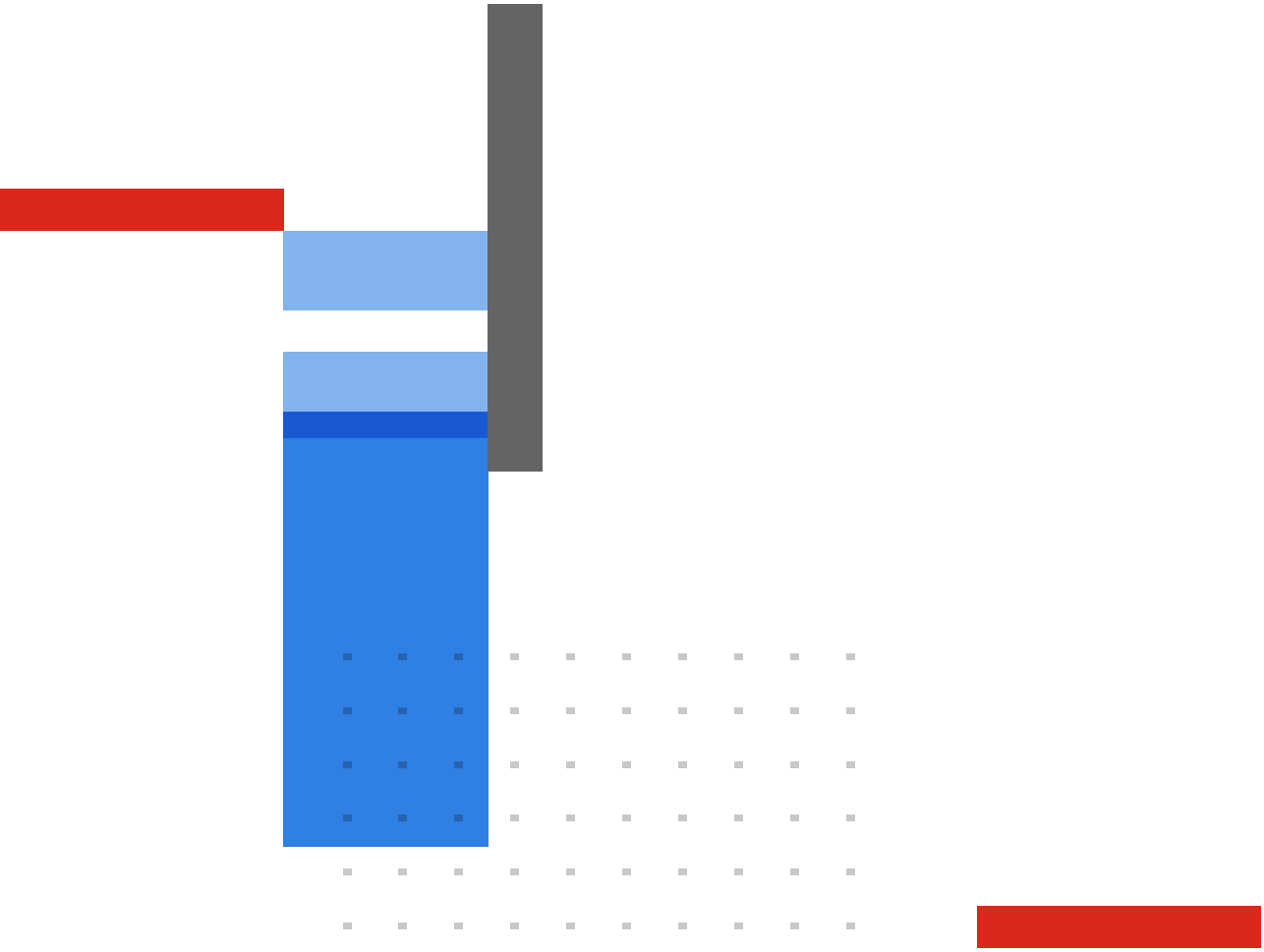
Visit https://www.fortinet.com/resources/ordering-guides for related ordering guides.

FortiCare Support Service

FortiCare Support Services is per-device support services, and it provides customers access to over 1400 experts to ensure efficient and effective operations and maintenance of their Fortinet capabilities. Global technical support is offered 24×7 with flexible add-ons, including enhanced service level agreements (SLAs) and premium hardware replacement through 200+ in-country depots.

Fortinet Corporate Social Responsibility Policy

Fortinet is committed to driving progress and sustainability for all through cybersecurity, with respect for human rights and ethical business practices, making possible a digital world you can always trust. You represent and warrant to Fortinet that you will not use Fortinet's products and services to engage in, or support in any way, violations or abuses of human rights, including those involving illegal censorship, surveillance, detention, or excessive use of force. Users of Fortinet products are required to comply with the Fortinet EULA and report any suspected violations of the EULA via the procedures outlined in the Fortinet Whistleblower Policy.



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BUSINESS TECHNOLOGY SOLUTIONS

Phone System

Proposal for:
City of Whitewater

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EXECUTIVE SUMMARY:

We appreciate the opportunity to present phone system recommendations for the City of Whitewater. BTS is a technology provider who specializes in a wide variety of solutions both hosted VoIP and traditional phone systems. We have been in business for 40+ years serving the entire Midwest. BTS partners with and is an authorized solution provider for the leading hosted VoIP providers.

BTS is proposing a 3CX phone system solutions to replace your existing Shortel phone system. The 3CX solution will do everything you have outlined in the RFP plus a ton more including integrating your existing 911 call center. By making the transition to the 3CX solution, your current phone bill will be eliminated as the new phone system includes your phone lines with local and domestic long-distance minutes included. Your existing phone numbers are simply ported over to the new system with no downtime. Per your requirements in the RFP, the 3CX solution will be implemented on a physical server on-premise. In the event down the road you wish to have a hosted VOIP phone system in the cloud, the 3CX phone system can easily be transitioned to the cloud and eliminate hardware onsite. This protects your initial investment with the 3CX system with minimal cost to you and minimum work on our end to simply move the system to the cloud. This eliminates a "rip and replace" type approach like legacy systems in the past savings you thousands of dollars.

When going with the 3CX VoIP solution with BTS, we handle everything from start to finish. This includes a BTS certified technician coming onsite for a project meeting to roll out a plan for a smooth implementation, doing all of the initial programing and setup, coming onsite to install the phones and provide end user and admin training and best of all the biggest value that I believe we bring your organization is that we manage your entire phone system moving forward at no extra cost. This includes all programming (moves, adds, changes) moving forward.

WHO WE ARE:

- Technology company specializing in both business phone system solutions and managed IT services
- 40+ years in business (1984)
- 5 Star Google Reviews
- BTS Techs are certified on both on-premise and VoIP solutions
- All work is done in house, no outsourcing
- We partner and resell all Internet Service Providers in the US

BTS DIFFERENTIATORS:

- **Seamless Transition:** BTS is an expert in both on-premise and VoIP solution. This will make the transition exceptionally smooth as we understand the system you are coming off and the system to which you are transitioning to.
- **Veteran Technicians:** All BTS phone technicians have been at BTS a minimum 8+ years and two of our technicians have been working on phone systems for 30 years.
- **Core Business:** BTS has deployed 1,000's of phone systems over the past 40+ years (On-premise & VoIP).

WHY PURCHASE A VOIP SOLUTION THROUGH BTS:

- BTS Technicians are certified on both the on-premise phone systems and VoIP solutions.
- Onsite Project Meeting – BTS can mirror existing programming in your existing phone system while adding new features from of VoIP solution. This will allow for a smooth transition.
- Onsite Installation & Training by Certified BTS Technician.
- Assist With Porting of your Numbers to VoIP Provider
- Identify All POTS Lines to be eliminated ***(SAVINGS)***
- Ongoing Support Included – BTS makes all Moves, Adds, Changes

SOME MUNICIPALITIES, SCHOOL DISTRICTS & LIBRARIES WE WORK WITH:

- ✓ Village of Bannockburn
- ✓ Village of Round Lake
- ✓ Village of Robbins
- ✓ Lemont Township
- ✓ Kankakee Township
- ✓ Community Consolidated School District 93
- ✓ Scales Mound School District 211
- ✓ Arbor Park School District 145
- ✓ West Northfield District 31
- ✓ South Holland School District 151
- ✓ Rondout School District 72
- ✓ Avoca School District 37
- ✓ Technology Center of DuPage School District
- ✓ Episcopal Diocese of Chicago
- ✓ Glenwood Lynwood Library
- ✓ Hillside Public Library
- ✓ River Forest Community Center
- ✓ Worth Public Library
- ✓ Ella Johnson Memorial Public Library District
- ✓ Hillside Public Library
- ✓ Park Forest Public Library
- ✓ Sandwich District Library
- ✓ Chicago Heights Public Library
- ✓ Glenwood-Lynwood Public Library District

NEW FEATURES THAT WOULD MOST BENEFIT YOUR ORGANIZATION:

- ✓ **Never pay to upgrade a phone system again.** VOIP systems are constantly being upgraded/enhanced by the developers where updates are pushed automatically to the solution.
- ✓ **Moving Phones to Different Locations is Simple** – Simply unplug your phone and plug into the network at the new location. This includes staff that need to work from home.
- ✓ **Easy to Manage** – Making changes are simple and can be done anywhere with internet access from the admin portal, however no need to make any changes because BTS includes all ongoing programming changes.
- ✓ **Find me Follow me** – Not in the office. No problem. Your calls follow you where you go by ringing your cell phone and desktop app.
- ✓ **Voicemail to email –** Your voicemails go where you go. A voicemail can be sent with an audio file to your email.
- ✓ **Mobile App –** Enabling all users the ability to call people anywhere without giving out their personal cell phone number.
- ✓ **Desktop App –** Make/take calls, private/group chat, video conference, share documents, see presence of other users as well as check voicemails and see call history all from one app.
- ✓ **Work from Anywhere** – Take your phone home with you to work remotely. Simply plug your phone into your internet from home and make calls as if you were in the office.
- ✓ **Call Recording** – Have the ability to record all calls or a portion of calls
- ✓ **Support, Support, Support – All Programming changes are Included** – We manage your entire phone system on your behalf whether it's coming onsite or making changes remotely all programming changes and support is included by a BTS Technician. This includes moves, adds and all programming changes.

*Text Messaging (SMS) can be added $5/month/user

RESPONSE TO QUESTIONS:

6.1. Requirements

1. Provide a brief corporate overview of the solution manufacturer. (BTS)

2. The proposed solution must embrace next-generation technologies as is, without the need for replacement. What is the manufacturer's approach to future technologies? (BTS) 3CX is positioning itself as a next-generation communications platform, evolving beyond traditional VoIP into a unified communications (UCaaS) and collaboration tool. Its approach to future technologies focuses on mobility, flexibility, AI integration, security, and open interoperability such as AI & Automation (In Development & Roadmap), Interoperability & Open Standards, Security-First Development, Mobility & BYOD Support, Global Scaling & Multi-Tenant Cloud, Focus on SMB & Enterprise Hybrid Models, Open Ecosystem + Marketplace Growth.

In your response, demonstrate how investing in and partnering with the manufacturer will strengthen the City over the long term. (BTS) The great thing about making the transition to a VOIP 3CX solution is that updates and software enhancements are included at no extra cost (unlike your traditional PBX system) that is constantly being pushed as new updates and firmware patches are made available to the system similar how updates are pushed to a computer from Microsoft or Apple. This lowers your total cost of ownership meaning that you will never pay for an upgrade moving forward and protect your initial investment.

3. Does this solution provide uniformity in the user experience? Workers moving from site to site or working remote s
able to have the same experience. (BTS) Yes, the 3CX solution is a unified communications solution that allows users t
make/take calls anywhere using their physical phone or included mobile and desktop apps.
4. Provide enhanced technologies and feature/functionality to end users (i.e., presence, enhanced communications via convergence of voice, text, email, etc.) that will help improve our overall
5. Does this solution offer an on-premise, hybrid and/or cloud solution? (BTS) Yes, the 3CX solution can be deployed 100% in the cloud or on-premise with a physical server. We typically deploy 3CX 100% in the cloud so there is no physical hardware on-premise, however, as per your requirements we are proposing the server to be on-premise. In the event that you would like to start with the system on-premise and later move the system to 100% in the cloud, there is a migration path available at any time that can be completed very easily by our team that would reuse all of your existing phones and protecting your initial investment.
6. Your contact center solution should be capable of allowing incoming contacts to overflow from one Hunt Group to another if all Agents in the first group are busy/not available. (BTS) Yes this is included.
7. If a contact has overflowed from one Hunt Group to another and all Agents in the overflow group are also busy/not available, the application shall be capable of queuing the contact against Agents with the same skill sets in both groups so that the contact can be answered as soon as possible. (BTS) Yes, queuing is included in the 3CX solution.
8. Does your solution provide a reporting tool to provide access to historical reports on the performance and utilization of the messaging facility? (BTS) Yes
9. Does your solution provide recording for the agents and evaluations? (BTS) Yes.
10. Do you manufacture and support your own phone end points (EP)? (BTS) We fully support any phone/endpoint that we recommend. VOIP providers/vendors are not the manufacture of the phone/endpoint itself. The most common VOIP phones on the market are Yealink and POLY.
11. If you are proposing a Cloud solution, do you support Survivable gateways? (BTS) Per your requirements and asks, we are proposing a server on-premise. We do offer the 3CX solution 100% in the cloud where this is included.
12. If you are proposing a Cloud solution, how will you support analog stations and trunk ports? (BTS) Yes, the 3CX system supports analog devices via ATA's.
13. The proposed solution must support analog station (BTS) Yes, included
14. The proposed solution must support analog trunks and SIP trunks. (BTS) Yes, included
15. Busy indictor of other phones showing if they are on the phone (BTS) Yes, included
16. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, departments may decide to send out their own main list number, while the Fire Department office users may choose to send out their own DID number on outgoing calls. (BTS) Yes, this included and is simple programming performed and set up by our certified technicians.
17. Incoming Caller ID – Assuming that the carrier will support name and number for inbound caller ID, the system shall provide this information on user displays. (BTS) Yes, included.
18. Inbound Caller ID should follow the call and be displayed on transferred-to telephones even if the call is transferred multiple times. (BTS) Yes, included.
19. Call Routing – Ability to route calls differently depending on Time of Day, Day of Week, Holiday, or other schedules (BTS) Yes, included.
20. Can routing to voicemail greetings be different for internal and external calls? (BTS) Yes, this is possible and included.
21. Standard Conferencing should be available to all users to add or drop participants. (BTS) Yes, included.
22. User Directory – Ability to access and dial from a city-wide name/extension database from IP station sets (BTS) Yes, included.
23. Call History – ability for users to view on telephone or soft client display. (BTS) Yes, included.
24. Music on Hold – Ability to apply Music-on-hold or message on hold message to callers on hold. (BTS) Yes, included.
25. Variable Ringtones on Telephone Sets (BTS) Yes, included.
26. Paging Groups-Page all phones in a building and throughout all buildings. (BTS) Yes, included.
27. Voice Announce Intercom – Ability to dial an extension number and automatically connect to another phone in a hands-free mode. (BTS) Yes, included.

28. Hands Free Answer Back – Optional Feature – Ability for a called party to respond to the page or intercom call by j talking back to the phone, without lifting the receiver or pushing a button on the phone. (BTS) Yes, included.
29. Variable Call Recording – the ability to record calls to a station "On Demand" with easy access to retrieving these recordings. (BTS) Yes, call recording is included.
30. Persistent Call Recording – The city currently records 4 non-emergency telephone lines. (BTS) Yes, included.
31. Softphone clients support compatible with Microsoft, Android, and iPhone devices. (BTS) Yes, included.
32. This client will allow outbound caller to display their DID number when the call is placed from the mobile device using the mobile app. (BTS) Yes, this is possible and is included with the included 3CX mobile app.
33. Call control and transfer capabilities should be similar to a softphone user. (BTS) Yes, included.
34. Station Mobility – Allow system users to log in and log out of an alternate IP telephone on the system to temporarily configure that phone as their own user device with a predefined username and PIN. (BTS) Yes, included.
35. Twinning / Single Number Reach– The ability to simultaneously ring a user's cell phone and desk phone. (BTS) Yes, included.
36. Does the system allow users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone? (BTS) Yes, included.
37. Will the inbound caller ID information be passed to the cell phone? (BTS) Yes.
38. 4 analog Trunks must be supported for 911 center. (BTS) Included
39. 6 Analog station ports required for 911 center support (BTS) Included

6.1.1. Platform

1. Is your telephony solution entirely cloud-based, or does it offer a hybrid deployment option? (BTS) Yes, the 3CX solution can be deployed 100% in the cloud or on-premise with a physical server. We typically deploy 3CX 100% in the cloud so there is no physical hardware on-premise, however, as per your requirements we are proposing the server to be on-premise. In the event that you would like to start with the system on-premise and later move the system to 100% in the cloud, there is a migration path available at any time that can be completed very easily by our team that would reuse all of your existing phones and protecting your initial investment.
2. How does your solution handle scalability? Can it seamlessly expand to accommodate? (BTS) Yes, the 3CX solution can easily scale and add as many users/extension as you need very easily. Adding one or a handful of new users can often be added the same day or within 24 hours. You will have a dedicated account manager moving forward.
3. What are the primary advantages of your cloud-based telephony solution compared to on-premise systems? (BTS) Cloud based solutions have many advantages such as lower upfront costs, no hardware to ever fail, automatic updates, no physical servers to update or refresh (eliminating added costs) down the road, predictable monthly costs and the system is in the cloud so there is built-in failover.

4. What kind of redundancy and failover mechanisms does your solution provide? (BTS) 3CX phone system solution can be deployed either 100% in the cloud, Hybrid or On-Premise so we have broken down how on-premise versus cloud works.
On-Premise 3CX: Primary and a secondary (standby) PBX servers are configured with the primary failing over to the secondary.
Cloud-Based 3CX: 3CX cloud PBX is deployed on multiple cloud servers in different regions. If a failure occurs, calls are automatically rerouted to the backup instance with auto failover between cloud instances.
5. What level of control do customers have over the configuration and management of the telephony system? (BTS) We give full access and control from an admin perspective to your 3CX system.

6.1.2 Network

1. Does the vendor use redundant IP network solutions at the hosting facility? (BTS) This is included in our 3CX Cloud offering.
2. The proposed solution must include support and maintenance. Please describe your support and maintenance operations. (BTS) **Support – All Programming changes are Included** – Included in our proposal is ongoing remote and onsite support where our certified technicians manage your entire phone system on your behalf whether it's coming onsite or making changes remotely. This includes moves, adds and all programming changes.

3. How do IP communication devices learn about their voice VLAN, including IP addresses, default gateways, call contr... TFTP server, QoS settings, VLANs and other parameters. (BTS) Through VLAN Discovery, IP Addressing, Provisioning - TFTP/HTTP/HTTPS, SIP Registration, QoS Enforcement.
Does the proposed system solution employ proprietary protocols for IP communications devices to learn their voice VLAN or is it an industry standard such as Dynamic Host Control Protocol (DHCP) used? (BTS) Yes, we use DHCP, and our technicians are familiar with configuring phone system using VLAN's.
4. Do you load balance your circuits? In the event of a single circuit failure, can the entire load be supported on the backup circuit? (BTS) Yes, 3CX can load balance circuits, and in the event of a single circuit failure, the entire load can be supported on a backup circuit if properly configured.

6.1.3. Scalability and Capacity

1. Describe the Vendor's system scalability in detail. (BTS) Yes, the 3CX solution can easily scale and add as many users/extension as you need very easily. Adding one or a handful of new users/phones can often be added the same day or within 24 hours. You will have a dedicated account manager moving forward.

6.1.4. Collaboration Integrations

1. How does your solution integrate with Microsoft Teams, Outlook, Zoom or WebEx? (BTS) 3CX integrates with TEAMS and Outlook and various other CRM's and software solutions.
2. What APIs or SDKs does your solution use to interact with Microsoft Teams, Zoom or Cisco WebEx? (BTS) 3CX integrates with Microsoft Teams primarily using Direct Routing, SIP Trunking, and APIs.
3. What kind of authentication mechanisms does your solution support for Microsoft Teams integration? (BTS) OAuth 2.0 Authentication (Recommended), Microsoft Entra ID (formerly Azure AD) Authentication, Secure SIP Authentication, Session Border Controller (SBC) Authentication, API Key & Secret-Based Authentication.
4. How does your solution handle notifications or alerts in Microsoft Teams? (BTS) Notifications are handled at the MS Teams level.
5. What security measures are in place to protect data shared between Microsoft Teams and your solution? (BTS) Microsoft Teams uses encryption both in transit and at rest to secure communication. 3CX also employs Secure SIP (SIP TLS) and Secure RTP (SRTP) to protect VoIP traffic.
6. How does your solution handle user permissions and access controls within Microsoft Teams? (BTS) This is handled by the company administrator or BTS.
7. What mechanisms are in place for logging and auditing user activity within your solution? (BTS) 3CX offers call reporting to see and audit user activity.
8. What support options are available if issues arise with the integration? (BTS) Support is included in our proposed offering.
9. How does your solution handle updates or changes to Microsoft Teams' platform? (BTS) TEAMS is not a requirement per RFP.
10. Can you confirm it will integrate with the City's Solacom 911 system? (BTS) Yes. Our engineers did confirm we mirror your current setup as it pertains to the phone system for the city and routing calls according to the City's 911 Solacom system.

6.1.5. Disaster Recovery and Redundancy and Security

1. Provide detail on your approach to redundant architecture, including the network and server. (BTS) 3CX phone system solution can be deployed either 100% in the cloud, Hybrid or On-Premise so we have broken down how on-premise versus cloud works.
On-Premise 3CX: Primary and a secondary (standby) PBX servers are configured with the primary failing over to the secondary.
Cloud-Based 3CX: 3CX cloud PBX is deployed on multiple cloud servers in different regions. If a failure occurs, calls are automatically rerouted to the backup instance with auto failover between cloud instances.
2. Do you perform regular security audits and assessments for your telephony solution? (BTS) Yes, 3CX performs regular security audits and assessments to ensure the safety of its telephony solution. Security measures include: Regular Security

Audits & Penetration Testing, Built-in Security Features, Compliance & Security Best Practices, Incident Response & Co Monitoring.

3. What is the failover procedure for your infrastructure components? (BTS) 3CX phone system solution can be deployed either 100% in the cloud, Hybrid or On-Premise so we have broken down how on-premise versus cloud works.
On-Premise 3CX: Primary and a secondary (standby) PBX servers are configured with the primary failing over to the secondary.
Cloud-Based 3CX: 3CX cloud PBX is deployed on multiple cloud servers in different regions. If a failure occurs, calls are automatically rerouted to the backup instance with auto failover between cloud instances.
4. What is your approach to patch management and vulnerability assessment for your solution? (BTS) 3CX solution includes real-time threat monitoring, 3rd party cybersecurity audits to conduct penetration tests and 3CX releases frequent software updates to address security vulnerabilities.
5. What does your solution provide as support for home workers? (BTS) Remote workers are able to simply bring their phone home and connect to their internet and the phone will work as it does in the office as well as every user will have both a mobile app and desktop app for full call control, features, and capabilities as they do in the office.
6. What security measures are in place to protect data from unauthorized access? (BTS) 3CX employs multiple security layers to protect data from unauthorized access, cyber threats, and fraud such as Encryption & Secure Communication, Authentication & Access Control, Network Security & Fraud Prevention, Regular Updates & Security Patches, Compliance & Data Protection Standards.
7. What SLAs (Service Level Agreements) do you offer for uptime and availability of redundant systems? (BTS) 99.999% uptime reliability.

6.1.6. General Requirements

The City of Whitewater will be seeking an on-premise, hybrid or private cloud solution with initial deployment at our location(s). The solution must have the ability to configure systems to the appropriate levels of resiliency. The City intends to complete the implementation of the proposed solution at all its locations and remote workers by the end of 2025.
1. The proposed management system should provide support for open protocols, such as LDAP and SNMP. The proposed management system should use open encoding schemes such as XML and HTML. (BTS) Yes, the 3CX system supports open protocols like LDAP and SNMP, and it also utilizes open encoding schemes such as XML and HTML for management and integration.
2. Can your solution automatically change the presence status and indication of an authorized presence user when that user is on a call? (BTS) Yes.
3. Can your solution provide music or Ads on hold functionality? (BTS) Yes.
4. Can the proposed solution be administered via a web browser interface and does it integrate with Active Directory? (BTS) Yes.
5. Do you support WebRTC voice? (BTS) Yes, 3CX fully supports WebRTC for voice and video calls.
6. Is your system compliant with Kari's Law & Ray Baum's Act, and will you assist the City in achieving compliance? (BTS) Yes, 3CX is compliant with Kari's Law and Ray Baum's Act when properly configured by our team.

6.1.7. Mobility Solutions

1. State whether your solution provides mobility as an offering. (BTS) Yes, included for every user.
2. Does your solution offer a mobile app for iOS and Android? (BTS) Yes.
3. Does your mobile app support seamless handoff between mobile and desktop environments? (BTS) Yes.
4. What security measures are in place for mobile communications, including encryption and authentication? (BTS) 3CX ensures secure mobile communications for its iOS and Android apps through encryption, authentication, and network security mechanisms. This includes but is not limited to TLS/SRTP encryption, strong authentication, secure provisioning, and network protection.

6.1.8. Soft Phone

1. Does your solution have an integrated SIP-compliant softphone? (BTS) Yes.

2. What core features does your softphone offer? (BTS) Make/take a call, call history, presence, chat, video, conferen
full call control, voicemail, etc.
3. Is the softphone application available for both Windows and macOS? (BTS) Yes.
4. Can the softphone be customized to match corporate branding, including logos and colors? (BTS) Yes.

6.1.9. Telephones

1. Type 2 - Basic Telephone Set - A minimum 6-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities and a speakerphone.
2. Type 3 – Management Telephone Set - A minimum 10-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities, Bluetooth capable for headset and a speakerphone.
3. Type 4 – Receptionist phone with 48 button side car.
4. Type – 5 Conference Room Phone – IP Based conference room telephone set.

6.1.10. Wireless Phones

1. Do you offer a wireless phone? (BTS) Yes, however, none were quoted per your RFP requirements.
2. Describe the features and functionality of the wireless phone (BTS) HD voice, wireless range typically ranges from 50-300 meters indoor, call control while moving freely throughout your office.

6.1.11. DECT Phones

1. Does your telephony solution support DECT (Digital Enhanced Cordless Telecommunications) phone technology? (BTS) Yes but not quoted per RFP.
2. What DECT standards does your solution comply with (e.g., DECT 6.0, DECT 8.0)? (BTS) 3CX itself does not directly implement DECT standards, since it's a software-based PBX, not a hardware manufacturer. However, 3CX fully supports integration with SIP-compliant DECT base stations and handsets that conform to industry DECT standards.
3. Can your DECT phones seamlessly integrate with the existing telephony infrastructure, such as VoIP systems or traditional PBX setups? (BTS) Yes.
4. What range can be expected from your DECT phones in a typical office environment? (BTS) Wireless range typically ranges from 50-300 meters indoors.
5. How many simultaneous DECT connections or handsets can your system support? (BTS) 3CX does not limit this, however, the actual limit is determined more by the DECT base station's capacity rather than 3CX itself.
6. How is the voice quality and clarity ensured with your DECT phones? (BTS) 3CX ensures voice quality and clarity by leveraging DECT's dedicated frequency, HD codecs, QoS settings, and encryption, 3CX ensures crystal-clear, reliable voice quality for DECT phones. Proper provisioning and network optimization further enhance stability and clarity.
7. Are there any specific security measures implemented for DECT phone communications to prevent eavesdropping or unauthorized access? (BTS) Yes, both 3CX and DECT systems implement multiple security layers to prevent eavesdropping, unauthorized access, and call interception such as DECT Encryption, 3CX + SIP-Level Security, Firewall & NAT Protection.
8. What are the power requirements for DECT phones in your solution, and how are they typically powered (battery, AC adapter, etc.)? (BTS) DECT phones typically require power for both the handset (battery-powered) and the base station (AC-powered or PoE).
9. Can your DECT phones operate in environments with potential interference, such as from Wi-Fi networks or other electronic devices? (BTS) Yes.

6.1.12. Performance Management Dashboards

1. Describe your performance management dashboard solution. (BTS) 3CX provides built-in call reporting tools to monitor and analyze phone system usage, call quality, agent performance, call reports, queue reports, trunk reports and company level reports. These reports are ideal for managers, supervisors, and IT admins who want insights into call volume, durations, peak times, and user behavior.

2. Does your solution support “hard” wallboards that can be configured to display performance information? (BTS) Yes, call reporting data can be displayed on a wallboard.
3. Does your solution support “soft” (PC Based) wallboards that can be configured to display performance information? (BTS) Yes, 3CX fully supports “soft” (PC-based) wallboards that can display real-time performance information for queues, agents, and system metrics. These wallboards are browser-accessible and can be shown on any screen — PC, laptop, or wall-mounted display with no need for dedicated hardware.

6.2. Implementation, Support and Training

6.2.1. System Implementation

1. Describe your standard process and timeline for any new product implementation. (BTS) You will have a dedicated account manager with BTS to work closely with on new additions or enhancements needed. We would define the scope, provide pricing (typically 24-48 hours). Once we receive a signed agreement for the new additions we will place an order with 72 hours and our service team will reach out to schedule the project for implementation. Depending on the size and scope of the project this would determine the timeline. Projects can typically be scheduled within 2 weeks at most, and the job can typically be completed in 1 business day or less, however this all depends on the project and scope of work.
2. Explain your UAT (User Acceptance Testing) and project acceptance process. (BTS)

Transition Plan:

- Project Meeting – BTS Technician will have come onsite for a project meeting to determine how the system will be programmed and roll out an implementation plan.
- Assist With Porting of your Numbers to VoIP Provider
- Onsite Installation – Phone system will be programmed before we come onsite
- Onsite Training
- Zero Downtime

6.2.2. Training

1. Please provide a summary of the training/documentation/user manuals you will provide for your solution. (BTS) Our technicians will provide end-user and admin training. Our training will include onsite training on the users phones, how to use their phones, how to set up voicemail, how to check voicemail, how to set up and use the mobile and desktop app, etc. Admin training will consist of how-to set up greetings, how to administer programming changes, how to retrieve call recordings and reporting, how to make day-to-day changes if needed, etc. Our technicians will share PDF’s on items such as how to set up your voicemail, how to change a greeting, mobile app, etc.
2. Do you provide online training? If so, explain. (BTS) Yes, our technicians can provide online training over TEAMS or come onsite for both end user and admin training.
3. Do you provide training documentation? (BTS) Yes, our technicians will share PDF’s on items such as how to set up your voicemail, how to change a greeting, mobile app, etc.
4. Do you provide agent and supervisor training? (BTS) BTS provides both end user and admin training.

6.2.3. Support and Managed Services

1. Do you provide 24x7 support for this solution? (BTS) BTS provides support Monday through Friday 8AM – 5PM. The 3CX solution does have 24x7 monitoring.
2. Describe your problem resolution process. (BTS) Support is included in our 3CX offering. Customers can open a ticket for support by sending an email to service@midwestbts.com or by calling 773-657-3414. Once a ticket has been opened BTS typically resolves the ticket the same day for simple programming changes needed. If your system is completely down, we have a response time onsite of 4 hours. All tickets are typically resolved withing 48 hours.
3. Is your solution monitored by live personnel and/or a monitoring tool 24x7x365? (BTS) System is live monitored by a 24x7x365 NOC.

Pricing

1. Describe the costing model structure for your solution. Is your pricing structure transaction based, licensed by the a some other format? (BTS) 3CX is a unique offering as it's not priced out based on a per user/seat/extension basis like 99.9% of other VOIP providers. The 3CX solution offers a granular approach so you only pay for what you need, NOT some bundle of features that you will never use. 3CX is also unique on telecommunication taxes that are charged. Being that BTS sells all the leading VOIP providers in the industry, we understand how each is priced out and none comes close to 3CX when it comes to monthly taxes and fees charged. For example, your monthly taxes and fees are around $150/month. All other VOIP providers would be 7X-10X more than this per month for those same 147 extensions.
2. If other departments or areas of the business choose to be implemented into the UCaaS/CCaaS solution, what costs are associated with their integration? (BTS) We would need to know more information on this to accurately assess and quote.
3. As volumes increase it is expected that the costing model will decrease in price (i.e., by transaction or per seat price). Describe how your costing model accommodates this need. (BTS) This is correct with the 3CX solution. The more phones/extensions you have, the cheaper it gets per user/extension and the attractive the 3CX solution gets as the difference in price grows even more compared to other VOIP solutions in the market. 99.9% of all other VOIP providers will only be able to discount so far because pricing is set per user/seat cost different than the 3CX solution.
4. Describe all Telco usage charges. (BTS) Our 3CX proposal includes unlimited local and domestic long-distance usage. International usage is billed out extra based on the country code same as all other carriers.
5. Describe the 'base' system that is included in the costing model as well as pricing for additional functionality that is not included in the 'base' system. (BTS) Our proposal includes everything you were looking for and a ton more. With the 3CX solution, there is no base solution with addons. 3CX gives features such as call recording at no extra cost when others charge for this feature.
6. Identify how supervisor and manager positions are built into the costing model. (BTS) With the 3CX solution, managers and supervisors have the ability to have visibility to staff call reporting and recording so they can properly manage staff.

3CX PHONE SYSTEM PROPOSAL DETAILS & PRICING:

About 3CX:

- **Founded in 2005**
- **Trusted Solution for 600,000+ Organizations Worldwide in 190 Countries** by Companies such as PepsiCo, McDonald's, Hugo Boss, Wilson Sports and American Express.
- **12 Global Offices**
- **Partnership** – 25,000 Partners Worldwide
- **Pricing Structure is different than traditional VoIP providers** – No per user charges , add unlimited extensions
- **3CX Enables Their Partners to Own the Customer Relationship for All** – One Call Resolution to BTS
- **Failover Within & Across Data Centers** (Hosted Cloud Option only)
- **Single Technology Platform** – Voice, communication, video, contact center
- **99.999% up time**

Included in Our Quote:

- (147) Premium Hosted IP Users
- (23) Call Paths/Phone Lines included
- (113) DID's
- (9) E911
- (147) Mobile & Desktop Apps
- Unlimited Local & Domestic Long Distance (USA/Canada)

Phones/Equipment:

- (1) Yealink T54W IP Phone (Bluetooth & Wifi built into phone)
- (115) Yealink T53W IP Phone (Bluetooth & Wifi built into phone)
- (4) Yealink T53 IP Phone
- (5) Yealink CP925 IP Conference Phone (includes power supply)
- (120) Power Supply *(can be removed if customer has PoE switches, not mentioned in the RFP)*
- (2) ATA (Analog Telephone Adapter)
- (1) 3CX Compatible Physical Server

Cost Breakdown:

Based on the RFP and conversation with Tim, we our 3CX solution will be installed on-premise with two (optional) choices for failover. Please note that these failover options are NOT required as the 3CX solution does NOT require failover, however we are providing failover options per the RFP has questions around failover.

Our proposal below includes everything needed – including phone lines with unlimited local and domestic long distance, all hardware required, initial onsite setup and all programming, onsite training, and ongoing support.

Our proposal includes a primary server for the new 3CX phone system. ***In the event the customer wants to provide their own server, we will remove the server line item under the NRC (Non-Recurring Cost) section. Customer may also provide their own secondary physical failover server as well.

MRC - Monthly Recurring Cost

Description		Recurring	Qty	Ext. Recurring
3CX-EntUsr	**3CX VoIP Solution Enterprise User (Qty: 147)** 3CX VoIP Solution 48 SC Enterprise User, Public IP Address	$1,199.17	1	$1,199.17
3CX-CallPath	**Call Paths Included** Unlimited local & long-distance domestic minutes (US & Canada). Additional call paths available upon request at additional cost.	$0.00	23	$0.00
3CX-DID	**Domestic Telephone Number (DID)**	$1.50	113	$169.50
3CX-E911	**E911 Service Charge**	$3.00	9	$27.00
3CX-SUPPORT	**Ongoing Support - Unlimited Programming - Moves, Adds, Changes (Onsite & Remote)**	$0.00	147	$0.00

Monthly - 36 month Subtotal: **$1,395.67**

NRC - Non Recurring Cost

Description	Price	Qty	Ext. Price
YEALINK T54W IP Phone 10 lines with dual color LED IP phone with built-in Wifi (2.4/5 GHz) with 4.3" LCD with color display, Up to 16 SIP accounts, Dual-port Gigabit Ethernet, HD Voice, USB, 5 fixed feature keys - message, headset, mute, redial, hands-free speakerphone. Power supply not included.	$205.00	1	$205.00
YEALINK T53W IP Phone 8 lines with dual color LED IP phone with built-in Wifi (2.4/5 GHz) with 3.7" LCD with backlight, Dual-port Gigabit Ethernet, headset support, HD Voice, USB, 5 fixed feature keys - message, headset, mute, redial, hands-free speakerphone, supports up to 3 expansion modules. Built-in bluetooth supports bluetooth headsets. Power supply not included.	$159.00	115	$18,285.00
YEALINK T53 IP Phone 8 lines with dual color LED IP phone, Up to 12 SIP accounts, Dual-port Gigabit Ethernet, 3.7" LCD with backlight, HD Voice, USB, 5 fixed feature keys - message, headset, mute, redial, hands-free speakerphone. Power supply not included.	$134.60	4	$538.40
Yealink CP925 IP Conference Phone (includes pwr supply) 4" LCD multi-touch screen, 20-foot and 360-degree Omni-direction sound pickup with 6 built-in microphones, Wi-Fi & bluetooth, 5-way conference call, optimal HD audio, Yealink Noise Proof Technology.	$439.60	5	$2,198.00
Yealink PWR Supply The Yealink power supply for use with Yealink SIP-T5 series IP phones.	$15.00	120	$1,800.00

NRC - Non Recurring Cost

Description	Price	Qty	Ext. Price
Yealink PWR Supply The Yealink power supply for use with Yealink SIP-T5 series IP phones.	$15.00	120	$1,800.00
ATA (Analog Telephone Adapter) The ATA includes two standard telephone ports to connect existing analog phones, door phones, overhead paging or fax machines to a VoIP solution.	$65.00	2	$130.00
3CX Compatible Server i7 8GB Linux or 10GB Windows, 300GB SSD	$2,000.00	1	$2,000.00
BTS Implementation, Project Management, Programming & Training	$3,000.00	1	$3,000.00
		Subtotal:	**$28,156.40**

Quote Summary

Description	Amount
NRC - Non Recurring Cost	$28,156.40
Total:	**$28,156.40**

Monthly - 36 month Recurring Summary

Description	Amount
MRC - Monthly Recurring Cost	$1,395.67
Monthly - 36 month Total:	**$1,395.67**

Due at Signing (MRC First Payment + NRC): $29,552.07

*Estimated monthly recurring taxes would be around +/- $150/month not included in the MRC.

* Taxes and fees are subject to change.

Failover Options:

Option #1 – Failover to Secondary Physical Server

- MRC: Unchanged
- NRC: ADD $2,000 to NRC $28,156.40 amount above -or- customer can provide their own 3CX compatible physical/virtualized server.

Option #2 – Hybrid Failover to Cloud

- MRC: ADD $325 to MRC $1,395.67 amount above
- NRC: Unchanged

What's Included:

- Phone lines
- Onsite Installation
- Onsite Training
- Maintenance/ Ongoing Support **–** We manage your entire phone system (moves, adds and programming changes) on your behalf whether it's coming onsite or making changes remotely.
- Manage all carrier Issues
- Single point of contact for all (Phone system & Carrier Issues)
- Zero Downtime

Some Features You Get With New System:

- ✓ **Never pay to upgrade a phone system again.** VOIP systems are constantly being upgraded/enhanced by the developers where updates are pushed automatically to the solution.
- ✓ **Find me Follow me** – Not in the office. No problem. Your calls follow you where you go by ringing your cell phone and desktop app.
- ✓ **Voicemail to email –** Your voicemails go where you go. A voicemail can be sent with an audio file to your email.
- ✓ **Mobile App –** Enabling all users the ability to call people anywhere without giving out their personal cell phone number.
- ✓ **Desktop App –** Make/take calls, private/group chat, video conference, share documents, see presence of other users as well as check voicemails and see call history all from one app.
- ✓ **Work from Anywhere** – Take your phone home with you to work remotely. Simply plug your phone into your internet from home and make calls as if you were in the office.
- ✓ **Call Recording** – Have the ability to record all calls or a portion of calls
- ✓ **Support, Support, Support – All Programming changes are Included** – We manage your entire phone system on your behalf whether it's coming onsite or making changes remotely all programming changes and support is included by a BTS Technician. This includes moves, adds and all programming changes.
- ✓ **Music On-Hold** – Callers hear music on-hold instead of dead air.

*Text Messaging (SMS) can be added $5/month/user

3CX Standard Features:

- Unlimited Long Distance (US & Canada included)
- Unlimited Multi-Tiered Auto Attendants
- Unlimited Call Groups/Hunt Groups
- Busy Lamp Field/Monitor Call Status
- Mobile App – Team Presence, Instant Messaging, SMS*, Screen Sharing, make/take call from business number
- Desktop App – Team Presence, Instant Messaging, SMS*, Screen Sharing, make/take call from business number
- Voicemail & Voicemail to Email
- Call Forwarding, Call Waiting, Caller ID
- Conference Bridge – Audio & Video
- Call Queuing
- Call Recording

- Call Reporting
- Group Paging & Intercom
- Dial by Name Directory
- Call Presence on Multiple Devices
- HD Music on Hold
- Shared Line Appearance
- Call Parking
- Click to dial
- Microsoft Office 365 Integration

*SMS can be added for $5/uses per month

Transition Plan:

- Project Meeting – BTS Technician will have come onsite for a project meeting to determine how the system will be programmed and roll out an implementation plan.
- Assist With Porting of your Numbers to VoIP Provider
- Onsite Installation – Phone system will be programmed before we come onsite
- Onsite Training
- Zero Downtime

PROPOSED 3CX PHONES:

Additional Phones Available

(QTY 1) Yealink T54W

(QTY 115) Yealink T53W

(QTY 4) Yealink T53

(QTY 5) Yealink CP925

3CX: The Company

What we do:

We work with our partner network to deliver simple, affordable and flexible communications solutions for customers around the world.

600,000	190	12	40%
Installations	Countries	Global Offices	Growth YoY

Meet Our Team

Management

Our Values

Simplicity

Easy to use, install and manage. We take the complexity out of VOIP.

Affordability

3CX costs up to 80% less than comparable providers with no per extension charges.

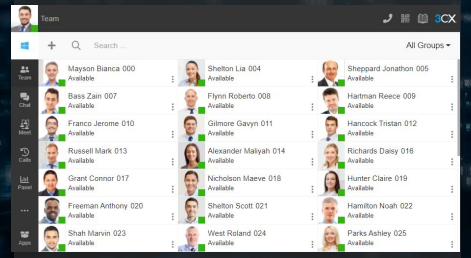
Flexibility

The power is in your hands. Choose your own trunks, devices & more.

The 3CX Solution

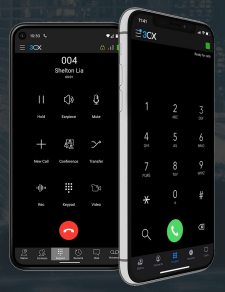
3CX is a complete unified communications solution that can be deployed on Windows, Linux, in the Cloud or Hosted by 3CX!

Telephony



Video

Mobile



SMS/Chat

A Unique Approach

Unlimited Extensions

Open Platform

Transparent Pricing

Easy Deployment

Innovation at our core

First software based, open standards IP PBX

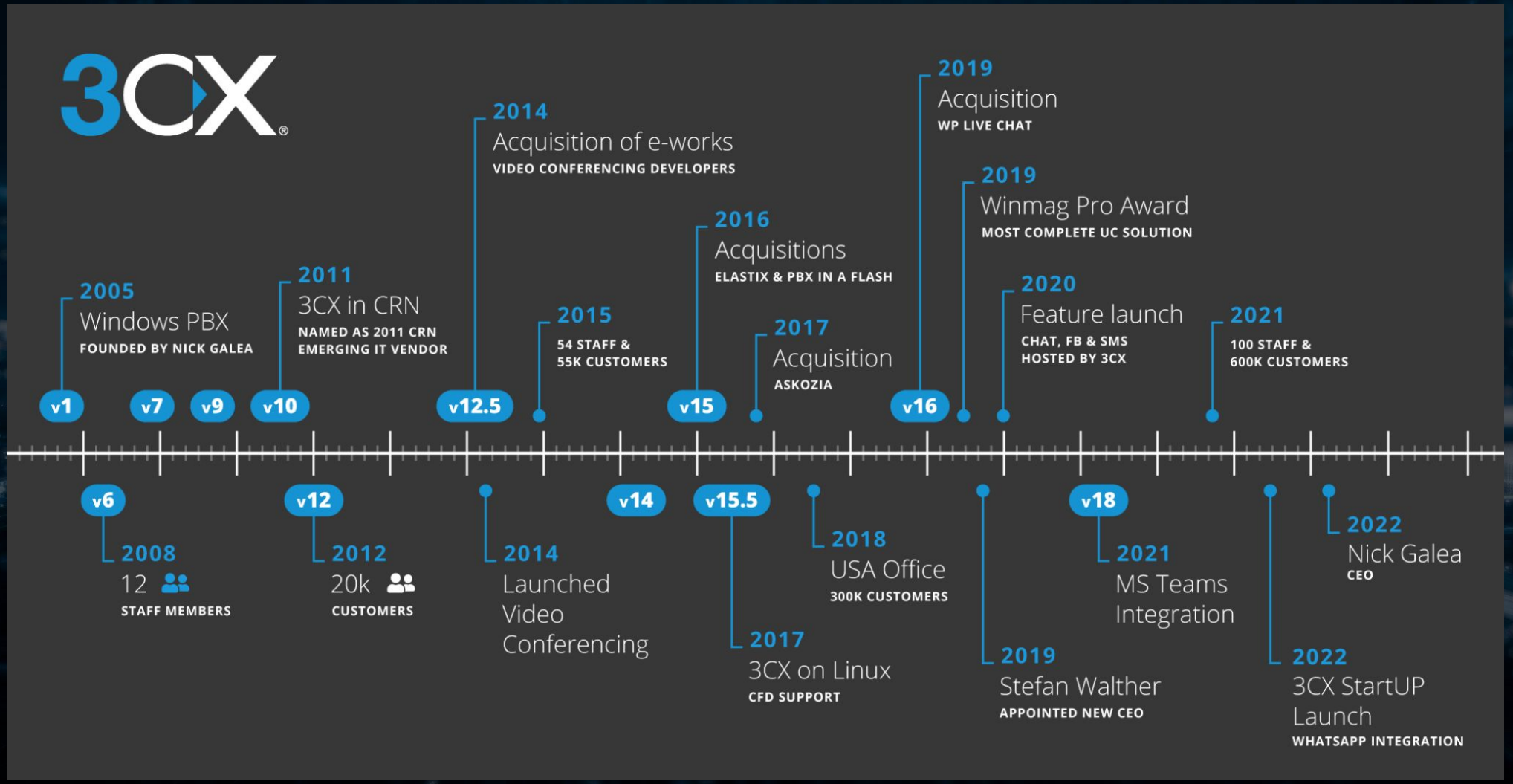
First to launch WebRTC Gateway

First to include integrated softphones

First to include integrated clientless video conferencing

First to integrate website Live Chat

3CX Company History



Our Partners

3CX sells exclusively through its channel of over 25,000 partners worldwide.

Consultation | Installation | Training | Support

Global businesses trust 3CX

For more information:
www.3cx.com

BUSINESS TECHNOLOGY SOLUTIONS

We have prepared a quote for you

3CX Phone System

Quote # 000132
Version 1

Prepared for:

City of Whitewater

Tim Neubeck
tneubeck@whitewater-wi.gov

What's Included

- Phone lines
- All Required Hardware
- Initial Setup & Programming
- Onsite Installation
- Onsite Training (End User & Admin)
- Ongoing Support – All Programming changes are Included – We manage your entire phone system on your behalf whether it's coming onsite or making changes remotely all programming changes and support is included by a BTS Technician. This includes moves, adds and all programming changes.

Transition Plan

- Project Meeting – BTS Technician will work with you to determine how the system will be programmed and roll out an implementation plan.
- Assist With Porting of your Numbers to VoIP Provider
- Onsite Installation/Training – Phone system will be programmed before we come onsite
- Manage all Carrier Issues
- Single point of contact for all (Phone system & Carrier Issues)
- Zero Downtime

Some Features You Get With New System

- **Mobile App –** Receive calls through the app which differentiates business from personal calls. Make calls through app from your business number and never give out your personal cell phone number again.
- **Desktop App –** Make/take calls, private/group chat, video conference, share documents, see presence of other users as well as check voicemails and see call history all from one app.
- **Voicemail to email –** Your voicemails go where you go. A voicemail can be sent with an audio file to your email.
- **Direct Numbers –** Each extension will have the ability to have its own direct number (DID)
- **Work from Anywhere –** Take your phone with you to work remotely. Simply plug your phone into your internet from home or use the desktop or mobile app to make calls as if you were in the office.
- **Find me Follow me –** Not in the office. No problem. Your calls follow you where you go by ringing your cell phone and desktop app.
- **Music On-Hold –** Callers hear music on-hold instead of dead air.

*Text Messaging (SMS) can be added $5/month/user

Standard Features Office Hosted IP Included

- Unlimited Long Distance (US & Canada included)
- Unlimited Multi-Tiered Auto Attendants
- Unlimited Call Groups/Hunt Groups
- Busy Lamp Field/Monitor Call Status
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- Conference Bridge – Audio & Video
- Call Queuing
- Group Paging & Intercom
- Dial by Name Directory
- Call Presence on Multiple Devices
- HD Music on Hold
- Shared Line Appearance
- Call Parking

3CX Server

- Our proposal includes a primary server for the new 3CX phone system. ***In the event the customer wants to provide their own server, we will remove the server line item under the NRC (Non-Recurring Cost) section. Customer may also provide their own secondary physical failover server as well.

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-- MRC: Unchanged
-- NRC: ADD $2,000 to NRC amount below -or- customer can provide their own 3CX compatible physical/virtual failover server

Option #2: Hybrid Failover to Cloud
-- MRC: ADD $325 to MRC $1,395.67 amount below
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3CX-DID	**Domestic Telephone Number (DID)**	$1.50	113	$169.50
3CX-E911	**E911 Service Charge**	$3.00	9	$27.00
3CX-SUPPORT	**Ongoing Support - Unlimited Programming - Moves, Adds, Changes (Onsite & Remote)**	$0.00	147	$0.00

Monthly - 36 month Subtotal: **$1,395.67**

NRC - Non Recurring Cost

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YEALINK T53W IP Phone 8 lines with dual color LED IP phone with built-in Wifi (2.4/5 GHz) with 3.7" LCD with backlight, Dual-port Gigabit Ethernet, headset support, HD Voice, USB, 5 fixed feature keys - message, headset, mute, redial, hands-free speakerphone, supports up to 3 expansion modules. Built-in bluetooth supports bluetooth headsets. Power supply not included.	$159.00	115	$18,285.00
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Yealink CP925 IP Conference Phone (includes pwr supply) 4” LCD multi-touch screen, 20-foot and 360-degree Omni-direction sound pickup with 6 built-in microphones, Wi-Fi & bluetooth, 5-way conference call, optimal HD audio, Yealink Noise Proof Technology.	$439.60	5	$2,198.00
Yealink PWR Supply The Yealink power supply for use with Yealink SIP-T5 series IP phones.	$15.00	120	$1,800.00

NRC - Non Recurring Cost

Description	Price	Qty	Ext. Price
ATA (Analog Telephone Adapter) The ATA includes two standard telephone ports to connect existing analog phones, door phones, overhead paging or fax machines to a VoIP solution.	$65.00	2	$130.00
3CX Compatible Server i7 8GB Linux or 10GB Windows, 300GB SSD	$2,000.00	1	$2,000.00
BTS Implementation, Project Management, Programming & Training	$3,000.00	1	$3,000.00

Subtotal: **$28,156.40**

3CX Phone System

Prepared by:

Business Technology Solutions
Aaron Jensen
773-657-3414
ajensen@midwestbts.com

Prepared for:

City of Whitewater
312 W Whitewater St.
Whitewater, WI 53147
Tim Neubeck
(262) 473-1391
tneubeck@whitewater-wi.gov

Quote Information:

Quote #: 000132
Version: 1
Delivery Date: 04/29/2025
Expiration Date: 05/16/2025

Quote Summary

Description	Amount
NRC - Non Recurring Cost	$28,156.40
Total:	**$28,156.40**

Monthly - 36 month Recurring Summary

Description	Amount
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Due at Signing (MRC First Payment + NRC): $29,552.07

*Estimated monthly recurring taxes would be around +/- $150/month not included in the MRC.

* Taxes and fees are subject to change.

Business Technology Solutions

Signature: _____

Name: Aaron Jensen

Title: Account Executive

Date: 04/29/2025

City of Whitewater

Signature: _____

Name: Tim Neubeck

Date: _____

Mitel 6900 IP Phone Series

Versatile family of IP Phones designed for today's mobile work style

Key Features

- Quick and intuitive access to the feature-rich communication capabilities
- Ergonomic design optimized for comfort, sound and usability
- Plug-and-play simplicity lowers management resource needs
- Unparalleled flexibility through a broad array of accessories that enable the phones to be tailored to specific user needs

Mitel designs and builds our own IP desk phones to ensure that customers have the highest quality devices that are ergonomic and feature rich for a superior communication experience.

Customizable IP phone designed for the power user

The Mitel 6900 series is a family of powerful IP phones designed for users who need a phone that can be tailored to their specific communication needs. The 6900 series' rich feature set makes it ideal for use in a variety of environments from shared workspaces to dedicated answer points across a wide array of industries.

The PCLink feature enables seamless handling of both phone calls and PC audio through a single easy-to-use device. By connecting the phone to your favorite video collaboration solution, like Mitel's MiTeam Meetings or third-party solution such as MS Teams, Zoom, etc., you now have one centralized audio device for all communication. The enhanced full-duplex speakerphone and optional integrated DECT cordless headset give you the flexibility you need for the work-at-home or in-office environment.

The 6900 phones deliver crystal clear audio through a unique corded or cordless voice optimized handset and high-performance hands-free speakerphone. Unparalleled flexibility is achieved through a broad array of add-on user installable accessories that enable the phones to be tailored to specific user needs. The 6900 family provides the flexibility and capability needed to meet the demanding needs of today's users.

Mitel
Powering connections

6900 IP Series

Mitel 6905 IP PHONE

The 6905 is the preferred phone for those who want basic communications functions packaged in a compact enterprise device. The 6905 features dual Ethernet ports, three programmable Personal Keys and a large 2.75" LCD display. The 6905's true HD handset and speakerphone provide remarkable wideband audio quality. Overall, it delivers exceptional value for businesses of all sizes.

Mitel 6910 IP PHONE

The 6910 offers exceptional quality and standard telephony functions in an enterprise grade IP desktop phone. The Mitel 6910 features Dual Gigabit Ethernet ports and a large 3.4" LCD display with soft white backlighting and large fonts, making the screen easy to read in any lighting condition. With eight programmable keys, native DHSG/EHS analog headset support, and high-definition audio quality, the Mitel 6910 IP Phone is ideal for businesses of all sizes.

Mitel 6915 IP PHONE

The 6915 is designed for power users who demand not only a modern design but also a phone that is flexible and delivers a high-quality communications experience. The 6915 is designed from the ground up to provide an exceptional HD audio experience via its high quality full-duplex speakerphone and support for USB, EHS/DHSG & Analog headsets. It offers an intuitive user experience via its crisp high resolution 3.5" color LCD display, programmable personal and context-sensitive soft keys.

Mitel 6920w IP PHONE

The 6920w is designed for power users who require a phone with a modern design that is flexible and delivers a high-quality communications experience. It provides flexible network connectivity options including wired Ethernet and built-in Wi-Fi to facilitate installation in work-at-home and corporate environments.The 6920w is built from the ground up to provide an exceptional HD audio experience with high-quality full-duplex speakerphone and support for Mitel's H-Series USB and EHS/DHSG headsets.

Mitel 6930w IP PHONE

The 6930w is designed for power users who need a phone that can be tailored to their specific communication needs. It provides flexible network connectivity options including wired Ethernet and built-in Wi-Fi to facilitate installation in work-at-home and corporate environments.

The enhanced full-duplex speakerphone, cordless handset, and optional Mitel integrated DECT cordless or H-Series headset give you the flexibility you need to fit with the way you work.

Mitel 6940w IP PHONE

The 6940w is a powerful Wi-Fi equipped IP phone with a 7-inch color LCD display. It's designed for executive users who require an exceptional device that meets their demanding communications needs. The 6940w supports PCLink and MobileLink and provides flexible network connectivity options including wired Ethernet and built-in Wi-Fi to facilitate installation in work-at-home and corporate environments. The enhanced full-duplex speakerphone, cordless handset, and optional Mitel integrated DECT cordless or H-Series headset give you the flexibility you need to fit with the way you work.

Mitel 6920t / 6930t and 6930Lt IP PHONES

The 6900t IP Phones are built using plastics treated with an antimicrobial compound from BioCote that inhibits the growth of certain bacteria on the phone's plastic surfaces. The redesigned handset also minimizes crevices and holes that might collect germs, dirt, and grime.*

Note: BioCote® technology does not protect users or others against disease causing microbes including COVID-19 and is not a substitute for good hygiene and/or cleaning practices.

BioCote® antimicrobial additives are EPA(US) registered. BioCote® is the registered trademark of Biocote Limited.

Mitel 6970 IP CONFERENCE

The Mitel 6970 IP Conference Phone is designed to make meeting easier and more efficient. A large 7" color touchscreen grants excellent visibility to an intuitive user interface for quick navigation to essential meeting information and functions. Enjoy crystal clear audio with high-definition speakers and 360-degree beam-forming microphones.

ACCESSORIES

Integrated DECT Headset

The Integrated DECT Headset delivers an extended range of up to 300 feet (100 meters) of personal area mobility, helping users avoid missed calls while stepping away from their desks. The base is powered by the phone eliminates having to find an available power outlet, which can be a challenge as often available outlets are all occupied by other desktop equipment. The Integrated DECT Headset is supported on Mitel 6930w/40w IP Phone models.

Bluetooth Handset

The Bluetooth Handset delivers clear sound without being physically tied to the 6900 IP desk phone. Support Bluetooth 4.1 and is charged via deskphone. Delivers a range of 30 feet (10 meter).

Optional on the Mitel 6930w IP Phone model and standard on Mitel 6940w IP Phone.

6900t Handset

The handset is protected with antimicrobial plastics and is built using BioCote® treated plastics. The handset's smooth surfaces and hard-wired cord make for easy cleaning, facilitating a more hygienic device.

The handset is redesigned to make it easier to clean by removed ribbs, hard-wired handset cord to eliminate the jack receptacle (a major trap for dirt and grime), and redesigned microphone grill to minimize crevices and holes that might collect germs, dirt, and grime.

Included with 6920t/6930t/6930Lt phones and is also sold standalone.

WLAN Adapter

The WLAN Adapter enables wireless 802.11 a/b/g/n dual band (2.4Ghz / 5Ghz) network connectivity for your Mitel IP Phones plus the Mitel Conference Phones. The WLAN Adapter supports Power over Ethernet (PoE) and is configurable via phone UI for 6920w/30w/40w/70 or via the PC.

M695 Expansion Module

The M695 increases the number of personal keys for users who need to monitor many phone lines and busy lamp fields. The expansion module with a 4.3-inch LCD color display is powered by 6900 phones. You can link up to three modules together that support a total of 3 pages of PKM keys for a total of 84 keys per phone/PKM combo. Supported on the Mitel 6920w, 6930w, and 6940w IP Phone models.

S720 Bluetooth Speakerphone

The Mitel S720 Bluetooth (BT) Speakerphone allows you to instantly transform any room into a conference room for up to six people. Enabling all attendees to contribute while on a call thanks to the 360° microphone pickup and HD Voice audio. You can even extend the coverage to up to twelve people quickly and easily by wirelessly linking in a second Mitel S720 Bluetooth Speakerphone. Connects to the Mitel 6930w & 6940w IP Phones' built-in Bluetooth wireless interface and with BT dongle for 6920w.

6970 IP Conference Phone Extension Microphones

The 6970 extension microphone improves the audio quality in larger conference rooms. It supports directional microphone and comes with 8 feet (2.5 meters) wired connection. The microphone is equipped with a mute/unmute button and an indicator that show mute/active call. Supported on Mitel 6970 and are sold in pairs.

6900 Wall Mounts

The wall mounts enable more installation possibilities. It includes a 2-piece slide, lock design for simple installation with 2-fixed phone angles (10°/20°), and a short ethernet cable.

The wall mounts are supported on Mitel 6905, 6910, and 6920w IP Phones for both angles. However, 6930w, and 6940w IP Phone models are for 20° angle only.

6900 Series Feature Matrix

Comparison	6970	6940w	6930w	6930t	6930Lt	6920w	6920t	6915	6910	6905
Context Sensitive Keys	TOUCH	TOUCH	5	5	5	4	4	4		
Color Display	7" LCD Touch	7" LCD Touch	4.3"	4.3"	4.3"	3.5" QVGA	3.5" QVGA	3.5" QVGA	(1)	(2)
Bluetooth Support	✓ (4)	✓ (3)	✓ (3)	✓ (4)		✓ (3)				
Wi-Fi Support 802.11 a/b/g/n		✓	✓			✓				
PCLink		✓	✓			✓				
MobileLink	✓	✓	✓	✓		✓				
Antimicrobal Treated Plastics				✓	✓		✓			
Programmable Physical Keys*	TOUCH	TOUCH	12	12	12	6	6	11	8	3
USB Headset Support		✓	✓	✓	✓	✓	✓	✓		
USB Charging Port	✓ 2 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (500mA)	✓ 1 x Type A (100mA)	✓ 1 x Type A (100mA)		
Power-over-Ethernet (PoE)		Class 3	Class 3	Class 3	Class 3	Class 3	Class 2	Class 2	Class 2 (5)	Class 1
Ethernet Ports	1 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x GigE	2 x 10/100

** = The phones are equipped with freely configurable keys. The number of keys can therefore vary between your communication system.*

1 *3.4" (128x48 pixel) monochrome backlit display*
2 *2.75" (128x48 pixel) non-backlit display*
3 *Support for BT 5.2*
4 *Support for BT 4.1*
5 *PoE class 2 with LLDP override to 3.2w (Minet) 3.8w (SIP), class 1*

Mitel 6900 Accessories Support Matrix

Accessories/ Mitel IP Phone	6970	6940w	6930w	6930t	6930Lt	6920w	6920t	6915	6910	6905
Integrated DECT Headset (7)	-	✓ (1)	✓ (1)	✓ (1)	✓ (1)	-	-	-	-	-
Bluetooth Handset	-	✓ (2)	✓	-	-	-	-	-	-	-
Expansion Module (7)	-	✓	✓	✓ (3)	✓ (3)	✓	✓ (3)	-	-	-
WLAN Adapter (6)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
S720 Speakerphone	-	✓	✓	✓	✓ (4)	✓ (4)	✓ (4)	-	-	-
6900 Corded Handset	-	✓ (5)	✓	✓ (6)	✓ (6)	✓	✓ (6)	✓	✓	✓
6900t Corded Handset	-	✓ (6)	✓ (6)	✓	✓	✓ (6)	✓	✓	✓ (6)	✓ (6)

1. The DECT headset can be used when the PKM is installed
2.Standard on 6940w, 6930w supports the Bluetooth handset as an option.
3. The Expansion model is not supported with antimicrobial treatment
4. Bluetooth connection of the S720 Speakerphone requires the 6920, 6920t and 6930Lt to be equipped with the S720 USB Bluetooth Adapter.
5. Standard on 6905, 6910, 6920w, 693w, 6940w supports the corded handset as an option. Handset cord are sold separately.
6. The 6900t Corded Handset is standard on the 6900t models. Supported on 6905, 6910, 6920w, 6930w, 6940w as an option
7. Simple setup from right within the 6900 phone UI (not supported on 6905/10)
8. Use the deskphone power adapter

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DS-6900 Series-519001-R2211-EN

MiVoice Business

YOUR BUSINESS COMMUNICATIONS, YOUR WAY

MiVoice Business elevates the productivity and effectiveness of your business by providing employees the tools they need to connect, communicate, and collaborate seamlessly with colleagues & customers at any location, any time.

With the most flexible deployment and payment options on the market, MiVoice Business puts you in the driver's seat to deliver your business communications, your way.

MiVoice Business Solution at a Glance

Delivers Complete Flexibility

Deploy on your premises, in your private cloud datacenter, or in your public cloud instance, all with the lowest TCO in the industry.

Leading Communication Solution

Superior telephony and collaboration solution with advanced call control, mobility, and IP desk phone options gives your employees the freedom to work from anywhere on their preferred device.

Commercial Choice

Unlike other providers, Mitel offers you a choice in how you want to consume the solution. Available in either a CapEx perpetual licensing model or as a monthly subscription, you choose the best financial model that makes sense for your business.

Industry Solutions

MiVoice Business integrates seamlessly with your industry's most popular applications with specialized partners in multiple vertical markets, including:

- Education
- Financial Services
- Government
- Healthcare
- Hospitality
- Manufacturing
- Sports & Entertainment

MiVoice Business offers a Complete Communications Solution

Businesses of all sizes are looking for comprehensive communications that ensure continuous employee and team productivity. By integrating unified communications, collaboration, desktop phones, and contact center into a single solution, MiVoice Business delivers seamless workflows that are powerful yet simple to use.

Embedded mobility solutions give your employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs:

- Single Number – select up to 8 devices (desk phone, soft phone, smartphone) to act as your business phone, so all of your phone numbers collapse into a single business extension.
- Hot Desking – Enable your employees to log into any Mitel IP phone, located at any of your offices, or even at their home, so they continue to be accessible and productive by having their calls routed to the device they are logged into.
- Teleworker – Provide remote and mobile employees with seamless, secure access to the full set of MiVoice Business capabilities wherever they are, using any Mitel desk phone or MiCollab Client soft phone.

Deployment Flexibility

MiVoice Business has a deployment model to fit your organization's individual requirements. Even if you decide to deploy the solution on your premises, Mitel provides you a path to the cloud when the time is right for your organization.

In fact, as your organization's IT strategy evolves (for example: from distributed servers in multiple sites to a single private cloud), MiVoice Business evolves with your business – delivering a strong, futureproof solution with a low total cost of ownership (TCO).

On Your Premises

- Mitel SMB Controller
- Mitel EX Controller
- Industry Standard Server

Virtual Software

- VMware, Hyper-V, and Nutanix virtualization
- Single or multiple virtual machine option

Private Cloud

- Private cloud deployment within your own data center

Why Private Cloud?

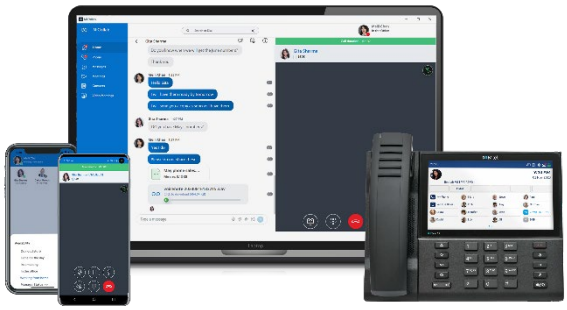
A private cloud can leverage virtualization and converged infrastructure for public cloud-like scale and efficiency, but in a private, dedicated system within your own data center. The protected nature of a private cloud provides an extra layer of security and control to meet industry-specific compliance requirements.

Public Cloud

- Amazon AWS
- Microsoft Azure

MiVoice Business Solution Highlights

- Global Platform designed to meet the needs of businesses in a single site or a multi-site network that spans the globe
- Scalable from 5 to 65,000 users
- Flexible deployment options: on-premises, virtualized or private/public cloud
- In-office experience from anywhere
- Business Continuity
- Mobility applications
- Extensive desk phone portfolio and accessories
- Video Conferencing
- Omnichannel contact center
- Multimedia voice, text, video collaboration
- Single Number reach



Supercharge Your Business Productivity

The MiVoice Business solution comes with MiCollab, a seamless solution that combines messaging, video conferencing, collaboration, and phone capabilities into one unified employee experience. Employees can see the presence of their colleagues and connect effortlessly with them to break down the silos associated with organizational departments.

Whether it's from their desktop or mobile device, with MiCollab, employees can easily share ideas and tap into the knowledge of others across the organization, regardless of their location.

With MiVoice Business, your employees benefit from:

- Unified Communications (UC) services that make connecting with others an intuitive, seamless experience
- Team collaboration tools that enable virtual, collaborative workspaces for group-based projects of any size
- Voice and chat messaging with individual colleagues or with groups in streams for optimal speed and efficiency
- Seamlessly move from calls or chat to video meetings right within MiCollab

Bridge the Communications Gap

With the "Meetings" function of MiCollab, you get a multi-party video solution designed for those who want to schedule future video meetings or alternatively escalate from a chat to a video call in seconds.

Alternatively, you can launch your preferred video meeting application from MiCollab with a click of the mouse.

Versatile family of Mobile First IP Phones

The Mitel 6900 IP phone series is a powerful family of 'Mobile First' IP phones that offer advanced integrations with mobile devices and applications.

Mobile integration capabilities allow users to pair their mobile phone directly to the 6900 IP phones to allow the management of both mobile phone and IP calls on a single device. The Mitel 6900 IP phones deliver crystal clear audio through the unique corded or cordless voice optimized handset and high-performance hands-free speakerphone.

Unparalleled flexibility is achieved through a broad array of user installable accessories that tailor the phone to the specific user's need for increased mobility, improved workflows, and enhanced communications.

The 6900 IP phone family has the functionality and flexibility to meet the needs of today's demanding work environment.

Today's customer is omnichannel – are you?

One-third of the population is comprised of millennials and there are now over 7 Billion mobile phone users in the world. These shifts have brought new challenges to the way your business delivers customer experience. 90 percent of consumers check your website before interacting with your company, and most customers would rather interact through digital channels like email, chat, and social media.

The MiVoice Business Solution includes MiContact Center Business, a customer experience management platform designed to give your customers the freedom to interact with you on their preferred device, using the media that works best for them while giving agents and supervisors the tools to manage today's omnichannel customer journeys.

MiContact Center Business comprises the following applications and tools:

- Omnichannel Skills-Based Routing of Customer Interactions
- Interactive Real-Time Agent and Queue Dashboards
- Over 400 Historical Reports with 3rd Party Business Intelligence (BI) integration
- Self-Service IVR with optional AI-powered Chat and Voice Virtual Agent
- Omnichannel Agent Desktop with integrated softphone & screen pops
- Predefined Response Templates and AI-powered Agent Assist
- Preview Outbound Dialing with optional Predictive Outbound Campaign Management
- Interaction Recording, Quality Management, and Speech Analytics
- Workforce Scheduling and Schedule Adherence with optional Workforce Management

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DIGICORP, LLC RESPONSE TO:

City of Whitewater's Request for Proposal for VoIP Telephony Solution

RESPONSE DATE: April 30, 2025

PROJECT TITLE: Telephony Solution

COMPANY: DIGICORP, LLC (a WIN Technology Company)

ADDRESS: 3315 N. 124TH STREET, SUITE E, BROOKFIELD, WI 53005

DIGICORP SALES CONTACT: Carl Spencer

EMAIL: carl.spencer@wintechnology.com

PHONE: 262-402-6153

COVER LETTER

April 30, 2025

Mr. Tim Neubeck

CITY OF WHITEWATER

312 W. Whitewater Street

Whitewater, WI 53147

Dear Tim,

Thank you for this opportunity to respond to your request for a proposal to replace your current ShoreTel voice solution. Our previous conversations and meetings have given me a strong insight into what you are seeking in this next system, namely a high value, long-term solution, capable of adjusting to the changing technologies and applications being brought forth today.

As you are aware, we are partnering with Mitel on this solution. While we have discussed our recent hesitation in partnering with Mitel due to their financial challenges, after becoming familiar with their reasoning behind wanting to address their finances and their plans on how they will move forward, I am convinced that they will once again thrive having completed this unfortunate, but necessary step. Mitel has a strong technology platform and a vibrant development team who is pushing their platform forward in ways that other providers simply are not. With their leading market share in key markets, including government, they are, in our minds, the key player in on-premise solutions going forward.

Digicorp is a long-term and well-known provider of voice solutions, with our history in this business line dating back close to 50 years. We have a team of dedicated and experienced people who will work directly with you on this project and combined have over 150 years of experience installing and servicing voice solutions. We are our customers' advocates, applying technology where needed without overdoing it. Our organization is confident that with the Mitel platform and our team's background knowledge of your environment, we will provide a superior experience for the City with this new solution.

Please know that we appreciate the work we have accomplished with Whitewater over the years and are excited to present this to you. Please review our proposal and when you are ready, please reach out to us for further discussion. We stand ready to assist you further!

Best regards,

Carl Spencer

Carl Spencer

Sr. Account Manager

EXECUTIVE SUMMARY

Digicorp, a WIN Technology Company, is appreciative for the years of partnership we have enjoyed with the City of Whitewater. As a long-time trusted partner, we appreciate this opportunity to continue to serve the City as their vendor in providing and supporting their next voice solution.

Following our conversations with Tim Neubeck, our long-term knowledge of your environment, and our visits to key locations within the City, we have chosen to partner with Mitel on this next platform. Mitel is the leading provider of on-premise telephone systems, which is the stated platform of choice in your request document. Mitel is a developer of technology, focused on the on-premise market, who has built a platform capable of supporting solutions with the most basic needs to organizations requiring the most sophisticated integrations to support advanced technology requirements. Their most recent advancements are allowing them to gain critical market share in the emerging market of hybrid voice technology, a combination of having an on-premise solution such as the one we are recommending for you while integrating cloud services to bring a new level of feature development.

The sense we have of your needs and wants are to have a robust solution, capable of providing redundant services, that uses technology smartly while not being overly aggressive. Our design will use the Mitel MiVoice business platform, leveraging your recent investments in virtual servers to run the applications. We will introduce new capabilities for the City, most notably the concept of providing software driven applications that will allow users to have a softphone application on their PCs or mobile devices, giving them flexibility to work from any location where they can access your network, with the capability for power users to work from anywhere where they can get an Internet connection. Adding users is as simple as adding the appropriate licenses and the phone of the user's choice. The system will be backed with a 5-year software assurance warranty, helping the City to control their costs without a big outlay in the future.

Digicorp has an experienced team of professionals who know your environment, your staff, and the needs of local municipalities. While many of the voice options show a lot of sizzle, the reality is that local government is under financial pressure like never before. Our team will use the Mitel platform to develop an initial solution that to meet your current needs, offer new services to your team, and to provide a long-term solution for future needs as the City's needs adjust. We have a proven plan for implementing our solutions to make sure that the technology is applied correctly and that your staff is capable of using the tools they will be given. We hope that you will see the value we are trying to create for the City.

Please know that we are ready to assist the City further in this process and would invite any questions or needs for further clarification that you may have.

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Purpose and Background

1.1. Purpose/Response

The City's primary objective in this Request for Proposal is to gather proposals from experienced providers and to provide an agreement for an on-premise/Hybrid or Private Cloud telephony/Unified Communications solution for our City's different locations. Based on the responses, selected suppliers will be evaluated in depth. Participating suppliers can respond to any part of this RFP as long as it is in the format described in Section 3.2. Should a supplier choose to provide additional services, this information must be provided for and priced separately from the rest of the proposal. The successful bidder is required to provide product functionality and services described in the RFP and RFP Attachments.

The City of Whitewater desires a fully integrated communications system, which will deliver improved functionality, efficiencies, and enhanced management capabilities through the layering of voice traffic onto the existing data network. It is the City's desire that the selected vendor will install a communications system that seamlessly blends unified communications technologies and features into a reliable and manageable system that grows with user needs. All proposed equipment should be able to replace or integrate with the existing network infrastructures to form a complete telecommunication and contact center system that accommodates current and emerging requirements. The City is interested in receiving proposals from qualified information technology firms. Ideally, the City prefers firms with some familiarity with a municipal environment; however, the City will entertain a company or companies that can supply specific needs in the requested IT areas. Such providers should be able to provide responsive, high-quality services that are specific to the criteria listed or have the ability to show strengths in all criteria.

One key item is this solution **MUST** integrate successfully with the City's 911 call center. Due to the sensitive nature of public safety operations, the details of our call center will not be shared in the document, and Vendor must meet with a City representative for more details on this. If the 911 call center is not accounted for in the submitted RFP, the Proposal will not be considered.

The City of Whitewater is interested in an on-premise solution or any hybrid/Private Cloud combination; however, the preference is for an on-premise solution.

The vendors proposed unified communications solution should address the following high-level business needs and objectives:

- Allow for ease of growth in remote and home workers.
- Allow for ease of transition of users from City Hall to other City buildings and/or home offices.
- Reduce the administration and maintenance complexity that exists today in the present office worker and contact center configuration.
- Reduce or eliminate telecommunications staff time requirements for system administration, moves, adds, changes, and ongoing PBX system support.
- Simplify system upgrades.
- Enhance system performance.
- Enhanced reliability, disaster recovery capability, survivability and reliability via ability for the voice system to co-exist in multiple locations via hot-standby geo-redundancy to easily accommodate expansion to new locations and eventually deploy out to the field for remote workers.
- Easily accommodate expansion to any potential new City locations.

- Easily accommodate growth, new applications, and improved user productivity through features, new applications, and mobility.

RESPONSE: These points are understood. While further detail will be included farther into this document, our proposal encompasses an on-premise solution using the customer's existing virtual server environment at City Hall with a virtual back-up at the Wastewater building. We are confident that our proposal will meet the items requested in section 1.1 with slight modifications possible to the City's carrier services to meet the City's disaster recovery objectives.

1.2 Vendor Qualifications and Information

Provide a description of your Company; experience, and underlying philosophy in providing the services as described and requested herein. Description should include details such as: abilities, capacity, skill, strengths, number of years, etc. Include office location that will be responsible for this project as on-site presence may be required, as needed.

- Provide: company name, address, contact name, email address, and phone number. (see cover page)
- Provide a brief background of your company.

  Digicorp has been in business since 1976. We have offered voice services to our clients since our inception and for many years our business was centered on providing voice solutions to our clients, who are primarily located in the southern half of Wisconsin. Approximately 25 years ago our firm brought on data infrastructure services for our clients and this area has grown tremendously for us over the years as it now encompasses more than 80% of our annual revenues. We look at voice today as an application in the data environment. Along with meeting our clients data infrastructure and voice communications needs, our firm also provides carrier service consulting services and low voltage cabling solutions to round out our offerings to our clients.

  In July 2024, Digicorp was purchased by WIN Technology out of Eau Claire, WI. WIN is a fiber-based carrier service provider (offering network carrier services such as dedicated internet access, fiber transport services and data center hosting among other things) that also offers IT Infrastructure services. Their purchase of Digicorp was to provide greater support for clients in the southern half of Wisconsin and northern Illinois. Combined, we have more than 180 employees and annual revenues in excess of $75 million.
- Describe the Vendor's expertise and experience in a managed cloud-based Omni-channel Contact Center environment.

  Digicorp has been offering voice solutions to a variety of clients throughout Wisconsin since 1976. The 6 key members of our team who will work on this project (sales/technical staff/project management) have worked together for more than 20 years and have combined experience in this industry of over 150 years. Our team is responsible for installing more than 1,000 phone systems in our careers and uses a very well-tested implementation plan to properly implement our solutions. Combined with the deep bench of our network infrastructure team to assist with the data network support needs of our clients we are well positioned to assist our clients.

- Present any documentation that will allow the City to assess the financial viability of your company (e.g., annual revenue, profit, years in business, revenue by Segment (Software, Services, etc.), revenue by geography, number of customers, number of completed implementations, etc.).

  With a signed NDA we will provide this information to you. You will see that Digicorp was profitable both before (as an independent entity) and has been since our purchase (as a division within WIN)

and that our parent company, WIN Technology, is also a profitable organization with low levels of long-term debt and ample cash reserves.

- Describe key success factors in a successful software implementation. Specifically address your ability to ensure adoption of your technology by the City.

A successful implementation of a voice solution comes from many different areas, but we believe that the following are all key factors:

- A solid understanding of needs before a purchase is made.
- A choice in technology that meets those needs without being burdensome or overly complicated.
- Simple, easy instructions for end users to follow.
- In the end, a solution must meet a specific need, improve a process that is currently lacking, it must work as intended, and a user must be comfortable using the application.

- Please describe specific customer success stories of field adoption.

The School District of Cudahy used Digicorp to design and implement a solution that provided a unified communications platform to connect their 7 district wide schools and administrative offices. This involved a variety of staff members in many departments, with many different needs and requirements. The success of that project, in turn, was shared with the City of Cudahy who then implemented a Digicorp solution for all of their locations, including a combined City Hall/Police Department, 2 Firehouses, the public library, DPW and Wastewater Departments.

County Materials is a 40+ location manufacturer of concrete products, with operations based in Marathon, WI and offices and plants stretching across Wisconsin, Iowa, Illinois, Indiana, and Florida. Digicorp has been assisting this client since 2010 and in 2013 we began the implementation of a network voice solution that over a 5-year period replaced all of the voice systems at each of their locations. In addition to working with Digicorp on their voice needs, this client has used our firm for low voltage cabling solutions, carrier analysis and purchase, overhead paging systems, and IP video surveillance solutions.

The City of Burlington is a Digicorp client for both voice and data network solutions. A few years ago the City experienced a flood which severely crippled their communications, affecting all areas of the City. Their core infrastructure, including their data and voice networks, along with their primary carrier services for Internet and voice, were rendered useless. Digicorp stepped in and quickly brought services back online, managing communications with AT&T on the customer's behalf, designing and moving the City's data core to a new area and reestablishing services for the City staff and residents. During this time we used creativity and experience to develop both the temporary and long-term solutions that kept the government and key services operational and functional at a time when their residents were truly relying on them.

Schedule

2.1. Schedule

RFP Schedule	
RFP Release Date	**4/1/2025**
Vendor Questions Due	**4/30/2025**
Proposals Due	**4/30/2025**
Award Announcement	**NLT 6/30/2025**
Anticipated Contract Start Date	**8/1/2025**

RESPONSE: Schedule is understood and accepted.

Communications Regarding RFP

3.1 Proposal Response Checklist and Delivery Instructions

Submission Checklist	
Cover Letter	
Executive Summary	
Responses to Questions (Section 6)	
Pricing	

3.2 Submission Guidelines

All proposals must be in Microsoft Word and Microsoft Excel format, contain a table of contents delineating responses to each section. Proposals must be organized and indexed in table format as depicted in each of the attachments. Any answers not contained in the attached tables should have a clearly stated reference to documents that contain the information requested. Each section must include all items in the sequence identified. An authorized official must sign proposals. The proposal must also provide the names, titles, phone numbers, and e-mail addresses of those individuals with authority to negotiate and contractually bind the company. The City may use this information to obtain clarification of information provided. Please note the following instructions:
1. Notify buyer via e-mail immediately if during distribution of the RFP the contents arrive incomplete.

2. All responses to this RFP must correspond with the numbering sequence used in the tables. Any proposals received in any other format will be subject to disqualification.

3. An electronic e-mail copy of the response must be submitted to Tim Neubeck via tneubeck@whitewater-wi.gov. or City Clerk Heather Boehm at hboehm@whitewater-wi.gov. If for any reason your e-mail is rejected, or you are having problems with transmission, call Tim Neubeck at 262-473-1391 immediately to ensure that he has received a copy via e-mail of your response. (Please do not include your company logos or letterhead in the electronic versions as they take up unnecessary file space).

4. A copy of any presentation material (ex: PowerPoint).

5. Any relevant marketing information, white papers, or brochures.

6. You may submit additional information in a separate document, however, it is understood that such information is not a replacement for any component of this RFP.

7. Faxed responses will **not** be accepted.

8. No advance notification of award will be given.

Cost of products and/or services: bidders will be evaluated on the cost of the solution(s) based on the work to be performed in accordance with the scope of this project	30
Implementation Cost: proposed solution(s) will be evaluated on any additional cost to the City to implement the proposed solution(s)	20
Design and technical bid submission: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner	15
Organizational Experience: bidders will be evaluated on their experience as it pertains to the scope of this project	10
Previous Work: Bidders will be evaluated on examples of their work pertaining to the scope of this project and any previous experience, if any, with the City	5
Technical Expertise and Experience: bidders must provide descriptions and documentation of staff technical expertise and experience	10
Financial Stability: bidders will be evaluated on the financial stability of the organization	10

The City of Whitewater reserves the right to the following:

- Accept the proposal that is, in its sole judgment, the best and most favorable to the interests of the City.
- To reject the low-price proposal.
- To accept any item of any proposal.
- To reject any and all proposals.
- To waive irregularities and informalities in any proposal submitted.

Should the bidder take exception to any terms, conditions, or specifications stated herein, such exception must be so stated in writing on company letterhead and submitted prior to the RFP opening. Written exceptions may or may not be honored by the City. By quoting on this proposal, the vendor agrees to all contents of this RFP. Failure to deliver as guaranteed, or any other material breach or default by the awarded vendor, may result in the disqualification of the vendor from future RFP's. In the case of default by the awarded vendor, the City will procure from the second ranked vendor, and hold the first vendor responsible for any excess cost associated therein. Bidders will utilize the contact indicated in the RFP as the sole representative for ALL information regarding this RFP. Bidders who contact any other City employee or representative without the approval of the contact indicated in the RFP are subject to disqualification from this RFP.

RESPONSE: All items in sections 3.1 and 3.2 are understood. All instructions are accepted with the exception in section 3.2, final paragraph where the instructions state: *In the case of default by the awarded vendor, the City will procure from the second ranked vendor, and hold the first vendor responsible for any excess cost associated therein.* This point is neither accepted nor denied but will need to be reviewed by WIN Technology contract department prior to agreement acceptance.

4 General RFP Terms and Conditions

4.1 Confidentiality

This RFP is confidential and for the sole use of supplier's preparation of a proposal. By acceptance supplier agrees:

- To return any City of Whitewater confidential or proprietary materials upon the City's request.
- Not to use any information in this RFP or any other materials related to the business affairs or procedures of the City and of its affiliates for supplier's advantage, other than in performance of this RFP.
- Suppliers who intend to use subcontractors will be required to have such subcontractors execute non-disclosure agreements prior to the awarding of the contract to the bidder.
- Suppliers who seek to negotiate possible sub-contract arrangements with the City's existing subcontractors will be held accountable for any breach of the non-disclosure agreements that they have signed with the City.
- Any existing non-disclosure agreement on file with the City that is binding will remain in effect until termination of this agreement.

RESPONSE: All confidentiality items are agreed to.

4.2 Disclaimer

This RFP is not an offer to enter into a contract but is merely a request for the supplier to submit information. Expenses incurred in responding to this request are the responsibility of the supplier. All materials submitted become the property of the City of Whitewater. The City reserves the right to modify, reject, or use without limitation any or all of the ideas from submitted information. The City reserves the right to discontinue the RFP process at any time for any reason whatsoever. The finalist's response to this RFP will become part of the final contract. Wherever there is a conflict between Supplier's response to this RFP and the terms and conditions contained in any contract subsequently entered into by the parties, the terms and conditions of the contract shall prevail. The City of Whitewater has no obligation to disclose the results of the RFP process or to disclose why a particular supplier(s) was selected to participate in the contract negotiations process.

All expenses incurred by vendors related to the proposal or the selection process will be bore by the vendor. No claim for reimbursement of time, material, or travel expenses; shall be made by the vendor against the City regardless of the results of the selection process.

The City will require all bidders to agree that any pricing and discount offered in the initial RFP design be held, for a period of 12 months from RFP response date, on all purchases. Bidders will need to affirmatively state their compliance to this request in their RFP response as it will be an important decision criterion to the City.

RESPONSE: Disclaimer is understood. Mitel has noted that the request to hold pricing for a period of 12 months is not possible for them given the current financial climate and the uncertainty around tariffs. They will commit to holding their discount level for 12 months but to be clear, cannot commit to pricing.

5 Scope of Services

5.1 Current System Specification

The City is currently using an on-premise ShoreTel system on version 14.2. All City buildings are directly connected on either a dark fiber network or wireless point-to-point.

In the City's system directory, there are 247 extensions.

- 147 user extensions
- 22 route points
- 7 paging groups
- 17 menus
- 23 hunt groups
- 14 work groups
- 2 voicemail extensions
- 15 miscellaneous lines including auto-attendants and distribution lists

Other information

- 113 DIDs
- 125 Phones currently in production – all IP
  - 4 IP230
  - 115 IP480g
  - 1 IP485g
  - 5 IP655
- 0 current soft phone users
- 0 wireless phones

RESPONSE: Current system specifications are understood.

6 Voice Functional Requirements

6.1 Requirements

1. Provide a brief corporate overview of the solution manufacturer.

   Mitel is our chosen partner for this opportunity. Mitel is a privately held, global entity and is one of the largest providers of business communications and collaboration software and services, focusing on Unified Communications and Collaboration (UCC) solutions. They rank as the #1 UC provider worldwide, they rank #1 in private cloud deployment, #1 in DECT sales worldwide,

have 5,500 partners worldwide and over 2,100 patents. They offer a mix of cloud, enterprise, and next-gen collaboration applications, connecting businesses worldwide and serving over 80 million users across 100+ countries. Mitel emphasizes flexibility and control in their solutions, allowing customers to mix and match deployments for hybrid work environments. Mitel's focus is on voice communications, and they hold significant market share in areas such as government, education, medical, hospitality and manufacturing. Mitel believes their future is in the on-premise/hybrid arena where they will be able to provide core communication services for their clients while providing the option to very cost effectively integrate cloud voice services into their offerings.

2. The proposed solution must embrace next-generation technologies as is, without the need for replacement. What is the manufacturer's approach to future technologies? In your response, demonstrate how investing in and partnering with the manufacturer will strengthen the City over the long term.

   Mitel is an on-premise solution but will use a virtual instance to run its application. As with other IP based solutions, gateways are used to integrate new services and software to create new applications. They have a robust open architecture and have a team of engineers who work with third party providers to create integrations and applications specific to certain use cases. With this hardware and software design, plus an openness to work with third party developers, the platform is well suited to meeting future technology without needing system replacement.

3. Does this solution provide uniformity in the user experience? Workers moving from site to site or working remote should be able to have the same experience.

   In discussions with City of Whitewater staff, our understanding is that workers moving from site to site will or working remotely will still be connected to the City's data network. As such, workers will have uniformity in user experience regardless of where they are located.

4. Provide enhanced technologies and feature/functionality to end users (i.e. presence, enhanced communications via convergence of voice, text, email, etc.) that will help improve our overall

   The MiVoice platform will include presence, unified messaging (voicemail to email), softphone functionality for all users, mobile telephone integration and other powerful features standard. While not requested in the RFP, the solution is capable of offering SMS texting integration and other advanced features such as mobile phone integration if needed. These capabilities, and others, may require additional investment.

5. Does this solution offer an on-premise, hybrid and/or cloud solution?

   This solution is quoted as an on-premise/private cloud solution in that there will be a core system (with a virtual back-up at Wastewater) that feeds all extensions city wide. Mitel does offer a hybrid model where a client would have a base on-premise solution but avoid certain upfront costs and instead provide services based on a monthly subscription model if so desired. These capabilities can be mixed and matched and added at any time.

6. Your contact center solution should be capable of allowing incoming contacts to overflow from one Hunt Group to another if all Agents in the first group are busy/not available.

   The Mitel solution allows for overflow if needed.

7. If a contact has overflowed from one Hunt Group to another and all Agents in the overflow group are also busy/not available, the application shall be capable of queuing the contact against Agents with the same skill sets in both groups so that the contact can be answered as soon as possible.

   In discussions with City of Whitewater staff, it is our understanding that the city is not looking for an ACD (Automatic Call Distribution) solution and is looking instead to using call group and hunt group functionality. The feature discussed here is part of an ACD solution and is therefore not included in our proposal. That said, Mitel can add an ACD solution at some point in the future if this becomes a need for the city.

8. Does your solution provide a reporting tool to provide access to historical reports on the performance and utilization of the messaging facility?

   Assuming that this request is related to voice mail, yes, reports can be pulled to show utilization.

9. Does your solution provide recording for the agents and evaluations?

   Individual users do have the ability to activate call recording on demand. There is no system included to provide for automated call recording of all calls.

10. Do you manufacture and support your own phone end points (EP)?

    All phone end points are manufactured and supported by Mitel.

11. If you are proposing a Cloud solution, do you support Survivable gateways?

    The Mitel solution is considered an on-prem solution using a primary virtual server at City Hall with a back-up virtual server located at Wastewater. It is not considered a cloud solution in the traditional sense.

12. If you are proposing a Cloud solution, how will you support analog stations and trunk ports?

    As noted in item 11, the Mitel is not considered a cloud solution. That said, it is our understanding that 15 analog connections are needed at City Hall. We will be using an analog terminal gateway (24 port unit) at City Hall for connection to the analog stations with a CO trunk gateway for the (4) CO trunks ports needing connection.

13. The proposed solution must support analog station

    Noted in item 12.

14. The proposed solution must support analog trunks and SIP trunks.

    Analog trunk connections are noted in item 12. The system is licensed to support up to (30) SIP trunks (can be expanded; initial plan is to connect to (16) existing Spectrum SIP trunks).

15. Busy indictor of other phones showing if they are on the phone

    Included on all Mitel phones quoted.

16. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, departments may decide to send out their own main list number, while the Fire Department office users may choose to send out their own DID number on outgoing calls.

    Caller ID by individual station (and thereby department) is standard and included.

17. Incoming Caller ID – Assuming that the carrier will support name and number for inbound caller ID, the system shall provide this information on user displays.

    Incoming Caller ID will be displayed as described.

18. Inbound Caller ID should follow the call and be displayed on transferred-to telephones even if the call is transferred multiple times.

    Inbound Caller ID will route as requested.

19. Call Routing – Ability to route calls differently depending on Time of Day, Day of Week, Holiday, or other schedules

    The assumption on this request is routing off of calls answered by the auto-attendant. With that understanding, this capability is included.

20. Can routing to voicemail greetings be different for internal and external calls?

    This can be accommodated.

21. Standard Conferencing should be available to all users to add or drop participants.

    Standard offering allows for conference calls up to 8 parties.

22. User Directory – Ability to access and dial from a city-wide name/extension database from IP station sets

    This can be accommodated.

23. Call History – ability for users to view on telephone or soft client display.

    Call history can be recalled by request.

24. Music on Hold – Ability to apply Music-on-hold or message on hold message to callers on hold.

    Built-in music on hold functionality is included. You may choose from a default music source, provide a pre-recorded WAV file for upload or potentially stream an external audio source.

25. Variable Ringtones on Telephone Sets

    Included, both standard and custom ring tones (if you wish).

26. Paging Groups-Page all phones in a building and throughout all buildings.

    This can be accommodated.

27. Voice Announce Intercom – Ability to dial an extension number and automatically connect to another phone in a hands-free mode.

    Included.

28. Hands Free Answer Back – Optional Feature – Ability for a called party to respond to the page or intercom call by just talking back to the phone, without lifting the receiver or pushing a button on the phone.

    Included.

29. Variable Call Recording – the ability to record calls to a station “On Demand” with easy access to retrieving these recordings.

Included.

30. Persistent Call Recording – The city currently records 4 non-emergency telephone lines.

    It is our understanding that this recording capability is via the 911 dispatch solution. With our interface to the 911 solution, this will continue within existing solution.

31. Softphone clients support compatibility with Microsoft, Android and iPhone devices.

    Softphone clients will work Microsoft and iOS computers when used on corporate network. If you wish to use the mobile app on an Android or iOS phone (i.e. iPhone) you will need the standard level license.

32. This client will allow outbound caller to display their DID number when the call is placed from the mobile device using the mobile app.

    Mobile device users will display their DID when calling from their Mitel application.

33. Call control and transfer capabilities should be similar to a softphone user.

    These capabilities are available to a softphone user.

34. Station Mobility – Allow system users to log in and log out of an alternate IP telephone on the system to temporarily configure that phone as their own user device with a predefined username and PIN.

    The assumption in this answer is that you are asking for a feature called “hot desking” and yes, this feature is available, standard. Hot Desking is a feature which allows users to log into any phone on the network with their extension number and PIN, effectively taking their telephone profile with them to different desks.

35. Twinning / Single Number Reach– The ability to simultaneously ring a user’s cell phone and desk phone.

    This capability is available to a user.

36. Does the system allow users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone?

    Yes, but this feature is not available on phones below the Mitel 6930 terminal.

37. Will the inbound caller ID information be passed to the cell phone?

    Yes, the inbound caller ID information will be passed to the cell phone.

38. 4 analog Trunks must be supported for 911 center.

    The connections for these trunks are included in our proposal.

39. 6 Analog station ports required for 911 center support

    The connections for these ports are included in our proposal.

6.1.1 Platform

1. Is your telephony solution entirely cloud-based, or does it offer a hybrid deployment option?
   The Mitel platform is on-premise. It does offer a hybrid deployment option, in multiple flavors, including Mitel’s own offering via an integration with Zoom if desired.
2. How does your solution handle scalability? Can it seamlessly expand to accommodate?

The most common need for growth will be additional users. To accommodate for growth you will need a user license and need a corresponding software assurance license. If you exceed certain size parameters on gateways, you may need additional gateways and/or licenses.

3. What are the primary advantages of your cloud-based telephony solution compared to on-premise systems?

   Not applicable – on-premise solution.

4. What kind of redundancy and failover mechanisms does your solution provide?

   We will have a primary Mitel MiVoice Business physical controller located in City Hall, with a back-up instance located at Wastewater. The solution does not address carrier failover. Digicorp has the ability to consult, at no additional cost, on carrier options to provide for better carrier redundancy than you are currently experiencing.

5. What level of control do customers have over the configuration and management of the telephony system?

   Our proposal assumes that the installation will be “white glove” meaning that the system will be turned over to you with complete programming, installation and training. That said, as the “owner” of the system, Digicorp will strong encourage you to be self-supporting as much as possible following the installation of the system. This will include us turning over copies of all documentation pertinent to the system set-up, including programming information and location maps when available, and providing system administration training on the platform. In addition, training from Mitel is available for an additional cost for system administrators if desired.

6.1.2 Network

1. Does the vendor use redundant IP network solutions at the hosting facility?

   In an on-premise solution, such as what we are providing, we are assuming that the end user will provide any redundant connections. We have not included any parameters for this, but should you have multiple solutions, such as an HA firewall set-up or multiple/redundant network connections our expectation would be that the solution will ride on that regardless.

2. The proposed solution must include support and maintenance. Please describe your support and maintenance operations.

   There are three pieces of support and maintenance that are critical – hardware, software and labor support. Mitel offers a 1-year hardware warranty standard. The proposal includes a 5-year software assurance warranty which provides software support for all applications included in the Mitel platform. This is a renewable subscription that the city will need to subscribe to with costs expected starting at the end of year 5 of system ownership (this would be similar, in concept, to the SWA coverage you have with Mitel/ShoreTel today on your current platform). On the labor side, Digicorp offers labor support on the platform 24x7x365. We offer support on a Time and Materials basis. Our best offering for voice support is via our block labor agreements under which a customer will pay a retainer with labor billed at discounted rates on an “as needed” basis.

3. How do IP communication devices learn about their voice VLAN, including IP addresses, default gateways, call controller, TFTP server, QoS settings, VLANs and other parameters.

Does the proposed system solution employ proprietary protocols for IP communications devices to learn their voice VLAN or is it an industry standard such as Dynamic Host Control Protocol (DHCP) used?

The IP devices will learn about the IP addresses, default gateways, call controller, TFTP server, QoS settings, VLANs and other parameters through DHCP Scoping Options configured on the network.

4. Do you load balance your circuits? In the event of a single circuit failure, can the entire load be supported on the backup circuit?

   The assumption with this request is that you are asking about the dial-tone failover. Our proposal assumes that we will reuse the existing (16) Spectrum SIP trunks at City Hall, and we have not made accommodations for additional trunks at other locations. There are methods for having redundant SIP trunk connections or failover to other services which we can discuss with you if this is a critical need for the city.

6.1.3 Scalability and Capacity

1. Describe the Vendor's system scalability in detail.

   Mitel MiVoice Business is designed to be highly scalable, accommodating organizations of various sizes, from small businesses to large enterprises. It can support anywhere from a few users to thousands. The system can scale up and down as needed, and the user is only charged for the users who are actively using the service.

6.1.4 Collaboration Integrations

1. How does your solution integrate with Microsoft Teams, Outlook, Zoom or WebEx?

   Mitel has strong integrations with Microsoft Teams and Zoom. Their WebEx integration is minimal. The two links below are safe and provide a decent introduction to both of these integrations:

   https://www.mitel.com/products/microsoft-teams-integration

   https://www.mitel.com/products/zoom-workplace

2. What APIs or SDKs does your solution use to interact with Microsoft Teams, Zoom or Cisco WebEx?

   For MS Teams, Mitel primarily uses its CloudLink API platform to integrate with Microsoft Teams. This platform allows Mitel to extend its telephony, collaboration, and contact center applications with cloud services, including the integration with Microsoft Teams. CloudLink provides various APIs for different functionalities, including telephony, messaging, and administrative tasks. Additionally, Mitel uses SCIM (System for Cross-domain Identity Management) for user provisioning with Azure AD and Okta AD.

   For Zoom, Mitel utilizes its own Common Communication Framework and Phone System Integration (PSI) to integrate with Zoom Workplace. This allows for seamless integration of Zoom features like AI Companion, Meetings, and Team Chat with Mitel's existing communications platforms. Specifically, the integration enables features like call escalation from Mitel-powered calls directly into Zoom meetings, and the ability to use Zoom Workplace

with embedded support for Mitel PBX systems. NOTE: Mitel and Zoom are becoming larger partners with numerous integrations occurring. If you are a larger consumer of Zoom, we would highly recommend discussing this with us further and the future possibilities are quite exciting (the reality is that this is new so we will likely quickly engage Mitel sales engineering to really get the full story across).

3. What kind of authentication mechanisms does your solution support for Microsoft Teams integration?
   Mitel MiCloud supports authentication for its integration with Microsoft Teams using a method that authenticates user identity with Microsoft, relying on Azure AD Single Sign-On (SSO) and Azure AD Sync. This allows users to leverage their existing Teams credentials for Mitel applications

4. How does your solution handle notifications or alerts in Microsoft Teams?

   Mitel MiVoice Business integrates with Microsoft Teams to manage notifications and alerts within the Teams environment, allowing users to manage their calls and communications directly from within Teams. This integration provides features like presence synchronization, click-to-dial, and desktop notifications for a seamless communication experience.

5. What security measures are in place to protect data shared between Microsoft Teams and your solution?

   To ensure the security of data shared between Microsoft Teams and Mitel MiVoice Business, both platforms employ robust encryption protocols, including TLS/HTTPS and SRTP, to protect data in transit and at rest.

6. How does your solution handle user permissions and access controls within Microsoft Teams?

   Mitel MiVoice Business handles user permissions and access controls within Microsoft Teams through a combination of Microsoft Teams' native capabilities and Mitel's integration with Microsoft Teams. Specifically, Mitel Assistant, a key part of this integration, requires user authorization to use features within Microsoft Teams. Administrators configure application permission policies and can control app availability within Teams to manage Mitel Assistant.

7. What mechanisms are in place for logging and auditing user activity within your solution?

   Mitel MiVoice Business utilizes audit trail logs to record user activity within the system. These logs provide a historical record of changes made to the system through various user interfaces and applications, including user logins and activities within the Maintenance Console. System administrators can access these logs to track user activity and changes made to the system.

8. What support options are available if issues arise with the integration?

   The assumption here is that you are asking about issues between the MiVoice Business platform and the integration with Teams. While Digicorp will have our resources available to assist with issues, our first line of defense is to engage Mitel's National Technical Assistance Center who will guide us on issue resolution.

9. How does your solution handle updates or changes to Microsoft Teams' platform?

   Mitel MiVoice Business solutions handle Microsoft Teams updates through a combination of software updates and integrations designed to maintain compatibility and functionality. This

includes features like presence synchronization, call history integration, and the Mitel Assistant application for a seamless user experience within Teams.

10. Can you confirm it will integrate with the City's Solacom 911 system?

    The Mitel MiVoice Business will integrate to the Solacom 911 system using combination of analog station ports and trunk ports, much like the ShoreTel 14.2 solution does today.

6.1.5 Disaster Recovery and Redundancy and Security

1. Provide detail on your approach to redundant architecture, including the network and server.

   The expectation of the proposal is to have a primary instance loaded on your current virtual server at City Hall and a secondary instance on your back-up at Wastewater. Those will cover a vital part of the solution, but the reality is that our clients more commonly have issues with their SIP trunk services than their hardware. If you have significant carrier issues, please let us know and we will work with you to devise a more comprehensive carrier back-up solution.

2. Do you perform regular security audits and assessments for your telephony solution?

   Typically, an audit or assessment is completed as part of a general network audit and assessment, and not specific to the phone system.

3. What is the failover procedure for your infrastructure components?

   This answer will vary depending on the component or service. The failover between the primary and secondary sites is automatic but keep in mind that the failover is only via the server today and no other components were included.

4. What is your approach to patch management and vulnerability assessment for your solution?

   Mitel, through it's SWA support, will offer security/vulnerability patches as needed. We try to take a pragmatic approach to patching and apply them "as needed, when needed."

5. What does your solution provide as support for home workers?

   This, admittedly, can be a sticky situation. Oftentimes, a home worker can have issues with their home Internet, Wi-Fi or other "local" issue. Our team will work with you to resolve situations where home-based workers need assistance, but we would urge you to have minimum requirements for home-based users to follow in order to try to avoid issues that can generate billable hours to diagnose and resolve.

6. What security measures are in place to protect data from unauthorized access?

   We start with passwords and will evaluate your network security posture. Most of the security concerns will follow from what you have in place for network security today. Where applicable (such as the earlier questions about Microsoft Teams security), Mitel uses a series of MFA and other security protocols.

7. What SLAs (Service Level Agreements) do you offer for uptime and availability of redundant systems?

   No SLAs are offered on the on-prem solution.

6.1.6 General Requirements

The City of Whitewater will be seeking an on-premise, hybrid or private cloud solution with initial deployment at our location(s). The solution must have the ability to configure systems to the appropriate levels of resiliency. The City intends to complete the implementation of the proposed solution at all its locations and remote workers by the end of 2025.

1. The proposed management system should provide support for open protocols, such as LDAP and SNMP. The proposed management system should use open encoding schemes such as XML and HTML.

   Yes, the system has these capabilities. Use will depend on application.

2. Can your solution automatically change the presence status and indication of an authorized presence user when that user is on a call?

   Yes, the presence application can act like a Busy Lamp Field and alert you when a user is on a call.

3. Can your solution provide music or Ads on hold functionality?

   Built-in music on hold functionality is included. You may choose from a default music source, provide a pre-recorded WAV file for upload or potentially stream an external audio source.

4. Can the proposed solution be administered via a web browser interface and does it integrate with Active Directory?

   Yes, the solution is administered via a web browser interface, and it does integrate with Active Directory.

5. Do you support WebRTC voice?

   Mitel MiVoice Business does support WebRTC voice. Specifically, the MiVoice Border Gateway (MBG) acts as a WebRTC-to-SIP gateway, allowing calls from WebRTC browsers to be handled by MiVoice Business

6. Is your system compliant with Kari's Law & Ray Baum's Act, and will you assist the City in achieving compliance?

   Mitel MiVoice Business is compliant with both Kari's Law and the Ray Baum's Act. We will assist with set-up of both. Note that our recommendation is to address Ray Baum's through your Spectrum service as it is a simplified process.

6.1.7 Mobility Solutions

1. State whether your solution provides mobility as an offering.

   Yes. Every entry user license will have the option to run a softphone on the customer's local network (either direct connect or VPN) with a properly configured PC/laptop. With a standard user license, the user may also use the mobility app on a mobile device such as a mobile phone or tablet.

2. Does your solution offer a mobile app for iOS and Android?

   Yes. With the standard user license the user may run the mobile app on either type of device.

3. Does your mobile app support seamless handoff between mobile and desktop environments?

Yes. Note that the desktop terminal must be 6930 or higher level.

4. What security measures are in place for mobile communications, including encryption and authentication?

   Mitel MiVoice Business utilizes a robust suite of security measures for mobile communications, including TLS 1.2 for signaling and SRTP with 128-bit AES encryption for audio and video. Authentication is also enforced through centralized authentication directories, VPNs, and 2FA. Additionally, the MiVoice Border Gateway provides SIP signaling encryption and authentication

6.1.8 Soft Phone

1. Does your solution have an integrated SIP-compliant softphone?

   Mitel MiVoice Business platform has an integrated SIP-compliant softphone, which can be utilized on both PC and mobile devices. This softphone allows users to make and receive calls via their computers or mobile devices using their Mitel MiVoice Business accounts, rather than relying solely on traditional desk phones. Mobile device functionality requires Standard User license.

2. What core features does your softphone offer?

   The softphone on a laptop/PC offers the same features as a desktop phone – make calls, receive calls, have access to speed dial/feature buttons, busy lamp field, etc.

3. Is the softphone application available for both Windows and macOS?

   Yes.

4. Can the softphone be customized to match corporate branding, including logos and colors?

   Yes.

6.1.9 Telephones

1. Type 2 - Basic Telephone Set - A minimum 6-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities and a speakerphone.

   The quote includes (132) Mitel 6915 IP phones to meet this requirement. Includes the following:

   - 3.5″ 320 x 240 Pixel Color Display.
   - 6 soft labelled Programmable Keys supporting 2 pages.
   - 4 context sensitive Soft Keys for intuitive navigation.
   - Full duplex wideband speakerphone.
   - Dual GigE ports.
   - EHS Analog Headset port.
   - Powered USB (100mA) headset port.

2. Type 3 – Management Telephone Set - A minimum 10-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities, Bluetooth capable for headset and a speakerphone.

The quote includes (9) Mitel 6940w IP phones to meet this requirement. Includes the following:

- 7” (800x480 pixel) color LCD Touch Display.
- 12 soft labelled Programmable Keys supporting 4 pages
- Wi-Fi–dual band (2.4GHz / 5GHz) 802.11 a/b/g/n.
- Bluetooth 5.2.
- Cordless handset.
- Mitel PCLink.
- Mobile Link mobile device integration.
- Mobile charging (USB)
- 2 Gigabit Ethernet Ports.

3. Type 4 – Receptionist phone with 48 button side car.

   The quote includes (1) Mitel 6940w IP phone with M695 PKM to meet this requirement. Includes the following:

   - Same as above but includes a Mitel M695 Programmable Key Module (“PKM”) which has 28 buttons with 3 pages (84 buttons total).

4. Type – 5 Conference Room Phone – IP Based conference room telephone set.

   The quote includes (5) Mitel 6970 IP phones to meet this requirement. Includes the following:

   - Display: 7-inch 480x800 Capacitive Color LCD Touchscreen Display
   - Fixed Feature Soft Keys: Volume Control, Mute, Keypad, Contacts, End Call
   - Softkeys: 6 interactive soft keys that guide users through call features and functions
   - Programmable Line/Feature Keys: 96 programmable keys (16 buttons with 6 pages) that support either lines (such as directory numbers), or call features (such as speed dialing).
   - Bluetooth: Bluetooth 4.1 allows users mobile phone to pair directly with the 6970
   - USB: Includes 2 USB ports
   - Microphone: 360-degree coverage, 8 beam forming microphones
   - Audio: Mitel’s Hi-Q audio technology with Automatic Gain Control (AGC) allows far end conference participants to listen with ease to the active talker while background noise and side conversations are silenced.

6.1.10 Wireless Phones

1. Do you off a wireless phone?

   The Mitel 6970 IP Telephone includes a wireless handset on the base phone.

2. Describe the features and functionality of the wireless phone

The handset is wireless, so the user is able to walk around with a call on the line. Feature/functionality is still at the phone level (the wireless handset does not include a keypad) but the handset does allow you to move away from your desk.

6.1.11 DECT Phones

1. Does your telephony solution support DECT (Digital Enhanced Cordless Telecommunications) phone technology?

   Mitel offers both single and multi-DECT solutions. None are currently included in the proposal, but this is a strength of Mitel in the global market. These can be added at any time to the solution.

2. What DECT standards does your solution comply with (e.g., DECT 6.0, DECT 8.0)?

   Generic Access Profile (GAP) standard.

3. Can your DECT phones seamlessly integrate with the existing telephony infrastructure, such as VoIP systems or traditional PBX setups?

   DECT can integrate but “seamlessly” is questionable. A series of antennas may need to be mounted to create a properly supported DECT environment (depending on needs).

4. What range can be expected from your DECT phones in a typical office environment?

   Think of a DECT Network as a mini cellular network in your office. You would set up antennas throughout your office and as you move through the office the signal will move from one antenna to the next. In this example, the range would be unlimited. If using DECT as a single telephone, the range is more likely to be 300 feet.

5. How many simultaneous DECT connections or handsets can your system support?

   Anywhere from 4-8 simultaneous connections per antenna.

6. How is the voice quality and clarity ensured with your DECT phones?

   In a properly configured environment, clarity is ensured. You will find it to be very high quality.

7. Are there any specific security measures implemented for DECT phone communications to prevent eavesdropping or unauthorized access?

   Mitel uses numerous ways varying including firewall and network security (such as MFA), authentication, encryption, password security, and many other areas. Secure communications are key and DECT requires steady updates to be secure.

8. What are the power requirements for DECT phones in your solution, and how are they typically powered (battery, AC adapter, etc.)?

   The DECT phones can be powered by a PoE switch, mid-span injector, or 48v adapter.

9. Can your DECT phones operate in environments with potential interference, such as from Wi-Fi networks or other electronic devices?

   The products are engineered to minimize interference, however close proximity to items like a Wi-Fi adapter may cause interference. Proper placement of devices can alleviate this concern.

6.1.12 Performance Management Dashboards

1. Describe your performance management dashboard solution.

In discussions with City of Whitewater staff, it is our understanding that the city is not looking for Performance Management Dashboards at this time, so this is not something currently included in the proposal. That said, Mitel offers performance management dashboards. They have two main offerings: Mitel Performance Analytics and Mitel Business Analytics. Mitel Performance Analytics focuses on proactively monitoring and managing the entire network, including Mitel and third-party systems, to identify and resolve issues quickly. Mitel Business Analytics provides data visualization, dashboards, and reporting capabilities for call analytics, including customizable wallboards

2. Does your solution support “hard” wallboards that can be configured to display performance information?

   Yes. Both hard and soft wallboards are supported.

3. Does your solution support “soft” (PC Based) wallboards that can be configured to display performance information?

   Yes. Both soft and hard wallboards are supported.

6.2 Implementation, Support and Training

6.2.1 System Implementation

1. Describe your standard process and timeline for any new product implementation.

   We would expect an installation such as this to take approximately 8-12 weeks. These are expected steps:

   a. An assignment of a project management team including a lead project manager, assigned technicians to project (with a lead), a trainer and sales representation. We will schedule a kick-off call with your team to provide introductions, review processes and start initial information gathering. We also are including a Network Assessment as part of our proposal which involves connecting a network monitoring appliance to your network and verifying the compatibility of the network for a VoIP implementation. You will receive certain deliverables following completion of the assessment highlighting network performance and, if needed, any changes that may be needed for proper VoIP support.

   b. We will ask your team to complete a spreadsheet of users including pertinent information such as name, extension number, email address, DID assignment and other items. Once completed we will use that information for basic system programming.

   c. Simultaneously we will be discussing call routing, call groups, hunt groups, etc., so that we can define the overall system program.

   d. All equipment is ordered and delivered to our office. We will set up your solution in a lab environment to begin testing of the solution.

   e. We will work with your team and certain members of the Digicorp data team to confirm proper set-up of the server environment and to begin loading the Mitel instance onto the primary and secondary server.

   f. Throughout this process we will be gathering information on the Spectrum SIP trunks and prepare the Mitel Session Border Controller for SIP trunk connectivity.

g. We will test connectivity of all gateways and SIP trunks. This will hopefully begin, roughly, in the 8–10-week time frame. During this time we will extensively test the connection to your 911 dispatch system.

h. Phones will be delivered and staged as needed at each location.

i. End use training will be carried out just prior to going live. Training generally is recommended to be in person or via Teams (or both), with the option to record a session for future use.

j. System cutover will occur. Given the number of phones and locations, we will work with you on a schedule for this to occur. Note that the project has currently been quoted assuming that the cutover will occur during normal business hours. Should an after-hours or weekend cutover be desired, overtime labor will apply, and adjustments will need to be made. We have found many of our municipal customers prefer a daytime cutover as it lessens the impact on emergency services.

k. Day of cutover we will have staff on site to install phones, confirm 911 operation and assist staff at each location with transition.

l. Following cutover, the ShoreTel will be decommissioned and parts collected.

m. Following cutover, system administration training will occur.

2. Explain your UAT (User Acceptance Testing) and project acceptance process.

   This is very subjective and an item that we generally would like to discuss with our clients. The reality is that we will want to know your policies and procedures for acceptance and work with you to achieve your acceptance. That said, for this project critical areas will be 911 dispatch connectivity, call routing set-ups, soft phone understanding, general user training and system administration training.

6.2.2 Training

1. Please provide a summary of the training/documentation/user manuals you will provide for your solution.

   We have found that too many documents tend to create confusion, so our best practice is to create a specific 1-page training document (most likely using both sides of the page to be clear) that highlights the specific features used by your team. You will receive these documents in both hard and soft copy form.

2. Do you provide online training? If so, explain.

   Our end user training is generally in person, but we can offer online training as needed. We will train staff in groups of 10-15 users at a time and we will want to train them as close to the actual day of the cutover as possible (reduces memory loss). Note that we can record an on-line session as well that you may use in the future for refresher/new hire training as needed.

3. Do you provide training documentation?

   As part of our installation we will provide customer documentation specific to your environment and feature use. You will receive these as both electronic and hard copy.

4. Do you provide agent and supervisor training?

Yes, although in your case, “agent” training will be more general user training.

6.2.3 Support and Managed Services

1. Do you provide 24x7 support for this solution?

   We do offer 24x7x365 support from our Brookfield office. Our standard business hours are 8AM to 4:30 PM, M-F. If a call comes in after hours with an issue that cannot wait, we will dispatch as needed. Please note that extra costs will apply for an “off hours” call.

2. Describe your problem resolution process.

   The key to problem resolution is to accurately capture what the issue is. Once that is determined, the ticket is initially sent to whomever is available first. We offer a 2-hour emergency response to critical issues and try to offer 8 hours for non-emergency issues (based on availability). Our dispatch staff are trained to keep our clients in the loop, particularly during a critical issue, so communication is key to us.

   If a problem exists that requires further assistance, we will open a trouble ticket as needed with Mitel to gather additional technical assistance. Digicorp will communicate with Mitel about the issue and work with their team to resolve an issue.

   While our response times do not change, the process is subject to change based on the issue and duration that the issue occurs.

3. Is your solution monitored by live personnel and/or a monitoring tool 24x7x365?

   We are not monitoring with live personnel. That said, the solution can be added to your existing monitoring tools and create alerts as needed (assuming your current solution offers this capability).

7 Pricing

1. Describe the costing model structure for your solution. Is your pricing structure transaction based, licensed by the agent, or some other format?

   The Mitel solution as presented in our proposal uses a transaction-based model – you make a purchase of the items one-time. The one cost that is recurring is the Mitel Software Assurance coverage which you will purchase annually starting in year 6 of ownership (the first 5 years of Software Assurance are currently included in the pricing structure).

2. If other departments or areas of the business choose to be implemented into the UCaaS/CCaaS solution, what costs are associated with their integration?

   The Mitel model is premise based, not cloud. As you add users you will add either the entry or standard user license, software assurance coverage on the individual license, an appropriate terminal (if desired), and labor (if needed).

3. As volumes increase it is expected that the costing model will decrease in price (i.e. by transaction or per seat price). Describe how your costing model accommodates this need.

Item #2 above addresses the cost of adding additional staff. Those costs may rise depending on how Mitel's and/or Digicorp's cost structures would move going forward. I would not expect large increases, but phone system costs may be affected in the future by things we may not imagine today (as an example, prior to 2020 we could not expect the shortages that occurred due to the pandemic or more recently the tariffs being applied). That said the expectation of cost is that it will remain relatively flat, all things considered. If there are specific questions on this item, please do not hesitate to discuss this with us. The goal here is to be realistic and not evasive in any way, to be clear.

4. Describe all Telco usage charges.

   Our solution assumes that we will reuse the Spectrum SIP trunks currently in place. Your costs for the 16 SIP trunks today are $7.93 per trunk with charges for 130 DIDs and 5,000 long distance minutes. Assuming that the charges I am being shown are accurate (the bill copy is from September, 2023), your base monthly recurring charge is $311.88 for your SIP trunks, with additional taxes, fees and surcharges of $42.61, for an estimated total of $354.49. The City should anticipate these same costs moving forward.

5. Describe the 'base' system that is included in the costing model as well as pricing for additional functionality that is not included in the 'base' system.

   Please see the pricing breakdown included for a description of the costing model. Regarding options, please feel free to ask for any additional pricing options and we will provide those to the best of our ability. Due to the special Sourcewell pricing you are receiving, it is difficult to provide optional costs in the way requested (we must go through a process of approval so it would be best to present that request separately, but accurately).

6. Identify how supervisor and manager positions are built into the costing model.

   For supervisors or managers, the costs are really the same. The biggest difference in Mitel's pricing will be found in the entry vs. standard licensing model and the type of phones chosen for a particular person. See the pricing breakdown for these individual costs.

PRICING INFORMATION:

CITY OF WHITEWATER - DIGICORP PRICING PAGE			
Mitel Server/Gateway Hardware and Software			
QTY	DESCRIPTION	PRICE PER UNIT	TOTAL COST
1	Mitel MiVoice Business Border Gateway Virtual Instance (software-based edge application that provides businesses with secure, encrypted communication services for remote and mobile employees)	$87.50	$ 87.50
1	Mitel MiCollab Virtual Appliance	$367.50	$ 367.50
1	Mitel System Module 2 DSPX (Memory Expansion)	$288.10	$ 288.10
1	Mitel SMB Controller 8/38G (Physical system chassis located at City Hall - Using physical at City Hall to provide CO Port connections for 911 system connection)	$603.00	$ 603.00
1	Mitel SMB Controller Rack Kit	$24.12	$ 24.12
1	Mitel AG-124 Universal (Provides 24 Ports for Analog Extensions)	$629.80	$ 629.80

Mitel Licensing			
1	Mitel MiVoice Business Virtual for Enterprise (Virtual Instance - Wastewater)	$904.50	$ 904.50
1	Mitel MiVoice Business on SMB Controller (Controller Software - City Hall)	$234.50	$ 234.50
1	Mitel MiVoice Business SIP Trunks License (System is licensed for 30 SIP Trunks)	$1,014.30	$ 1,014.30
15	MiVoice Business License - Analog Station	$45.22	$ 678.30
125	UCC Entry User License (License targets an office-based worker – Includes a Multi-Device User License; MiCollab Voicemail User License; a Desktop or Web Client with Chat capability, presence, Outlook Calendar presence integration)	$82.25	$ 10,281.25
25	UCC Standard User License (License targets a mobile information worker – Includes Everything from UCC Entry User License but adds: Mobile Client; Additional Teleworker Licenses)	$119.00	$ 2,975.00
Mitel Terminals & Peripheral Equipment			
132	Mitel Phones/Terminals: Mitel 6915 IP Phone –Terminal with 4 Context Sensitive Softkeys, 6 Programmable Buttons, self-labeling gigabit IP terminal with LCD Display, Full Duplex Speakerphone, Fixed Feature Keys	$127.00	$ 16,764.00
10	Mitel Phones/Terminals: Mitel 6940w IP Phone –Terminal with 5 Context Sensitive Softkeys, 12 Programmable Buttons, self-labeling gigabit wireless IP terminal with LCD Display, Full Duplex Speakerphone, Fixed Feature Keys	$275.20	$ 2,752.00
5	Mitel Phones/Terminals: Mitel 6970 IP Conference Phone - Terminal with 7" LCD Touch Screen, High Definition Speakers, 360 degree beam-forming microphones - Purpose built Conference Phone	$403.00	$ 2,015.00
1	PWR CRD C13 10a 125v-NA Plug	$10.07	$107.07
1	PWR CRD for C7 2.5A 125V NA	$7.80	$7.80
1	Mitel Phones/Terminals: Mitel 6970 Extension Microphones (2-pack) - for use in City Hall/Council Room	$225.55	$ 225.55
Mitel Software Assurance			
1	Mitel MiVoice Business Software Assurance - 5 Years	$11,815.46	$ 11,815.46
Digicorp Provided Hardware, Labor and Miscellaneous Services			
147	14' CAT6 Patch Cord - Black	$3.05	$448.35
1	Primary and Remote Site Locations Network Assessment (preparatory Network Assessment)	$1,200.00	$1,200.00
1	Labor to Complete Installation	$38,280.20	$38,280.20
1	Miscellaneous	$883.70	$883.70
	Sub-total Estimated Costs		92,587.00
	Less Discount for Sourcewell Pricing Correction		$2,000.00
	TOTAL ESTIMATED COSTS		**$90,587.00**

ATTACHMENTS - MITEL

1. Marco Mitel Proposal
2. Exceptions/Clarifications
3. Presentation Materials
4. Project Resources and Support Services
    a. Dedicated Support Team
    b. Voice Support Services
5. Marketing Information/Brochures
    a. Marco Managed Voice (MMV) Service Request

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April 28, 2025

MITEL PROPOSAL FOR

CITY OF WHITEWATER

TIM NEUBECK

Prepared By:

Correen Oestreich
Senior Technology Advisor
262-353-0229
correen.oestreich@marconet.com

Quote Number: 201499

Managed Services

Copiers & Printers

Audio Visual

Business IT Services

SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT AGREEMENT(S)

IT - VoIP Telephony Solution -- City of Whitewater

Prepared by:

Marco - Little Chute

Correen Oestreich
262-353-0229
correen.oestreich@marconet.com

Prepared for:

CITY OF WHITEWATER

312 W Whitewater Street
Whitewater, WI 53147
Tim Neubeck
262.473.1391
tneubeck@whitewater-wi.gov

Ship To:

CITY OF WHITEWATER

312 W WHITEWATER ST
WHITEWATER, WI 53190-1940
Tim Neubeck
262.473.1391
tneubeck@whitewater-wi.gov

Quote Information:

Quote #: 201499

Version: 1
Date Issued: 04/28/2025
Expiration Date: 05/24/2025
Special Pricing Program: Sourcewell/NJPA

Products - Includes MiVoice Connect to MiVoice Business Migration Discount

Description	One-Time	Qty	Ext. One-Time
This quote is based on the Mitel Sourcewell contract #120122-MBS			
MiVB SVI Bundle	$330.00	1	$330.00
Virtual Appliance Includes • MiVoice Business Base • MiCollab Base • 30 SIP Trunk and Proxy Licenses • 20 Mailbox Licenses			
UCCv4.0 Entry User for MiVoice Bus x1	$82.25	125	$10,281.25
Includes • Multi Device User Group with ability to ring up to 8 devices simultaneously • MiCollab for PC • Soft Phone for PC • Mailbox			
MCD Mailbox license	$19.11	10	$191.10
MiVoice Border Gateway Virtual	$87.50	1	$87.50
• Mitel SIP trunk proxy server			
6920w IP Phone	$147.20	125	$18,400.00
SWA MiVBus UC Premium 3y	$4.64	1317	$6,110.88
Marco Managed Voice Support Three (3) Year 24x7 Standard	$10,500.00	1	$10,500.00

Subtotal: **$45,900.73**

Professional Services Labor

Description	One-Time	Qty	Ext. One-Time
Marco Professional Services - Fixed Fee - Milestone 1 - Progress Billed Monthly	$18,500.62	1	$18,500.62

Subtotal: **$18,500.62**

Optional Products

** Optional Section*

Description	One-Time	Qty	Ext. One-Time
This quote is based on the Mitel Sourcewell contract #120122-MBS			
Phones and Accessories			
M695 PKM	*$165.10*	*1*	*$165.10*
6970 IP Conference Phone	*$476.45*	*1*	*$476.45*
6930w IP Phone	*$307.45*	*1*	*$307.45*
6940w IP Phone	*$406.25*	*1*	*$406.25*
RFP 12 Single Cell Base Station (NA)	*$107.25*	*1*	*$107.25*
112 DECT Phone, Universal (w/Charger)	*$130.00*	*1*	*$130.00*
UCC Standard License			
UCCv4.0 STND User for MiVoice Bus x1	*$204.00*	*1*	*$204.00*
Includes • Multi Device User Group with ability to ring up to 8 devices simultaneously • MiCollab for PC or Mobile • Soft Phone for PC or Mobile • Mailbox			
Business Reporter (Requires Windows Server)			
MiVoice Business Reporter Starter Pack	*$2,142.00*	*1*	*$2,142.00*
MiVoice Business Reporter Extension x50	*$220.50*	*2*	*$441.00*
SWA MiCCBus Premium 3y	*$3.71*	*360*	*$1,335.60*

* Optional Subtotal: **$5,715.10**

SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT AGREEMENT(S)

Optional Professional Services Labor - Business Reporter

** Optional Section*

Description	One-Time	Qty	Ext. One-Time
Marco Professional Services - Fixed Fee - Milestone 1 - Progress Billed Monthly	*$4,009.50*	*1*	*$4,009.50*

* Optional Subtotal: **$4,009.50**

Quote Summary - One-Time Expenses

Description	Amount
Products - Includes MiVoice Connect to MiVoice Business Migration Discount	$45,900.73
Professional Services Labor	$18,500.62
Total:	**$64,401.35**

*One-Time * Optional Expenses*

Description	One-Time
Optional Products	*$5,715.10*
Optional Professional Services Labor - Business Reporter	*$4,009.50*
Optional Subtotal:	***$9,724.60***

Payment Options

Description	Payments	Interval	Amount
One-Time Payment			
One-Time Payment	**1**	**One-Time**	**$64,401.35**

Summary of Selected Payment Options

Description	Amount
One-Time Payment: One-Time Payment	

Approval

- Client represents that it has reviewed and agrees to be legally bound by this Schedule of Products.
- Client represents that it has reviewed and agrees to be legally bound by the Relationship Agreement, any Product Agreement(s) referred to herein, and applicable policy(ies) ("Terms and Conditions") which are located at www.marconet.com/legal for the Products it is obtaining as identified in this Schedule of Products.
- If the parties have negotiated changes to the Terms and Conditions that have been reduced to writing and signed by both parties, the modified version(s) of such Terms and Conditions, that have not expired or been terminated, shall replace the online version(s).
- Client agrees to use electronic signatures, electronic communications, and electronic records to transact business under the above documents.
- The pricing above does not include taxes. Taxes, fees and surcharges shall be paid by Client and will be shown on invoices to Client.
- Payments made via credit card are subject to a 3% surcharge.
- A $30 fee will be assessed for any returned payment.
- Price availability is subject to change without notice at any point during or after the quotation, ordering, and fulfillment process.

Marco Technologies, LLC

Signature: _____

Name: _____

Title: _____

Date: _____

CITY OF WHITEWATER

Prepared for: Tim Neubeck

Signature: _____

Signed by: _____

Title: _____

Date: _____

PO Number: _____

Email Address: _____

April 28, 2025

City of Whitewater
Tim Neubeck, Project Manager
312 W Whitewater St
Whitewater, WI 53147

RE: EXCEPTIONS/CLARIFICATIONS

Dear Tim,

We appreciate the opportunity to provide a recommendation for the City of Whitewater's VoIP Telephony Solution and do not have any exceptions for this RFP.

The following are Marco's standard terms and conditions can be found here: www.marconet.com/legal. Terms can be negotiated upon notification of award.

The following are Marco's standard payments terms:

- 25% down payment, hardware upon shipment, labor upon project completion; Net 15 days.
- Upon award, a completed and signed credit application is required for formal credit approval.
- Marco's preferred invoice delivery method is via email.
- A 3% credit card fee may apply.
- Marco accepts payments via EFT/ACH, contact AR@marconet.com for remittance information.

Please contact us if you have any questions.

Sincerely,

Correen Oestreich
Technology Advisor
920.687.3740
correen.oestreich@marconet.com

Ann McCann
V.P. of IT Sales
800.847.3098 x1513
annm@marconet.com

marco

Mitel®

Powering connections

Why Mitel with Marco?

Simple. Secure. Better.

WHY MITEL WITH MARCO

Marco has over 38 years of history and success with Mitel and is currently the #1 Mitel Independent Partner in the US and is in the top 10 in the world for Mitel customer satisfaction.

- Integrated solutions model for voice, data, video and print
- Providing VoIP and Cloud solutions
- Dedicated account team
- Marco employees handle your account for implementation, service and support
- Certified project managers and trainers on staff
- Meeting and exceeding your expectations, that is how we define satisfaction. Our customers are testimonials to that!
- Over 3,000 IP systems installed and supported

WHY MITEL WITH MARCO

Highest Mitel Partner Performance Index Rating

- 30 Certified Professionals
- 400+ Certifications
- Testing of Software and Improvement Input
- Implementation and Service Support and Knowledge

Mitel Operational Circle of Excellence

- Demonstrate excellent ability to support and install their end customer solutions independently

Current Mitel Awards and Recognition

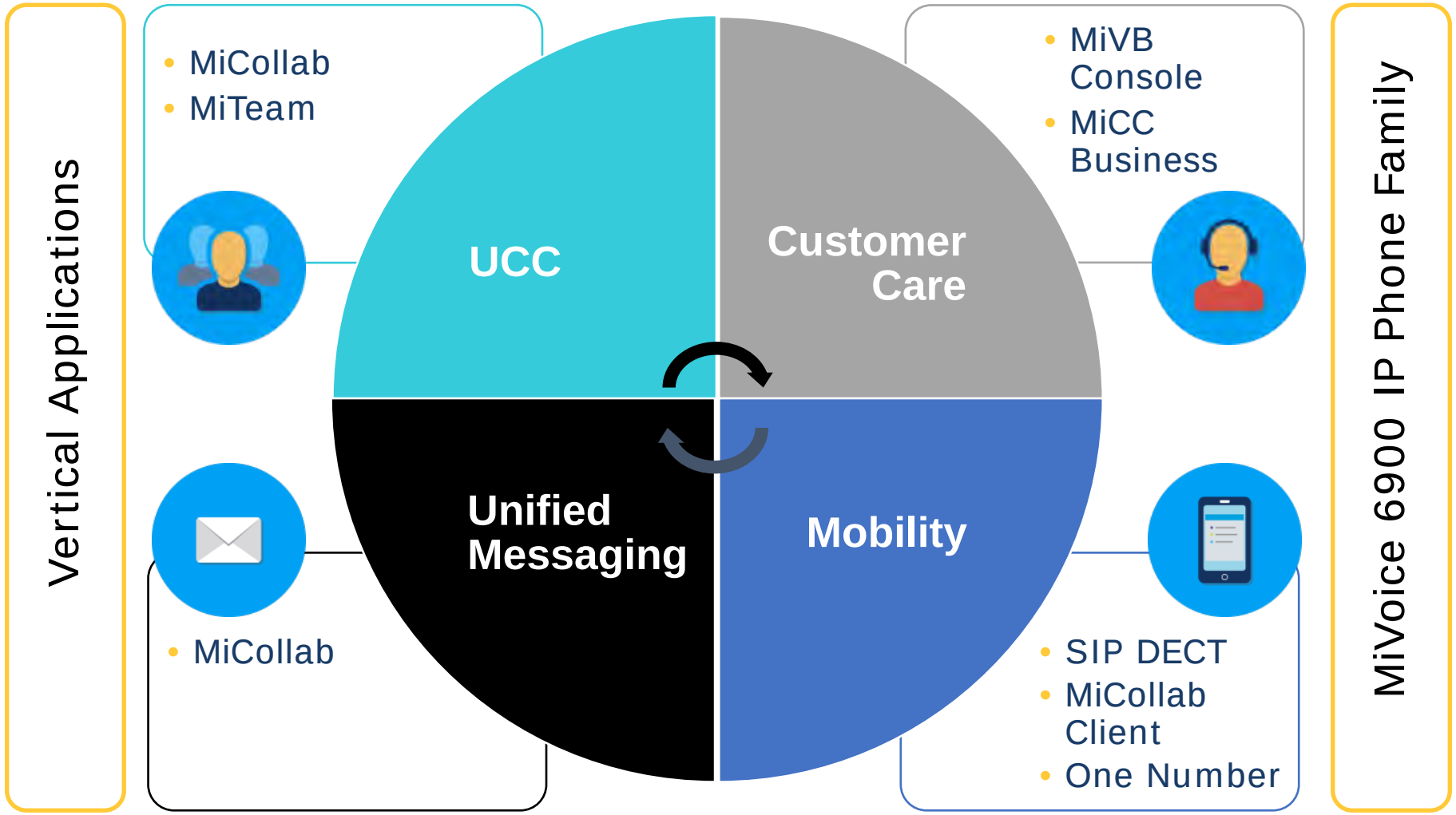
- 2023 Top Government Partner in the U.S.
- 2023 Technical Excellence Partner
- 2022 Top US Partner in the U.S.
- 2022 Top Government Partner in the U.S.
- 2022 Mitel's Top Software Assurance Partner in the U.S.
- 2021 Top Contact Center Partner in the U.S.
- 2021 Top Government Partner in the U.S.
- 2021 Mitel's Top Software Assurance Partner in the United States

Mitel PLATINUM PARTNER

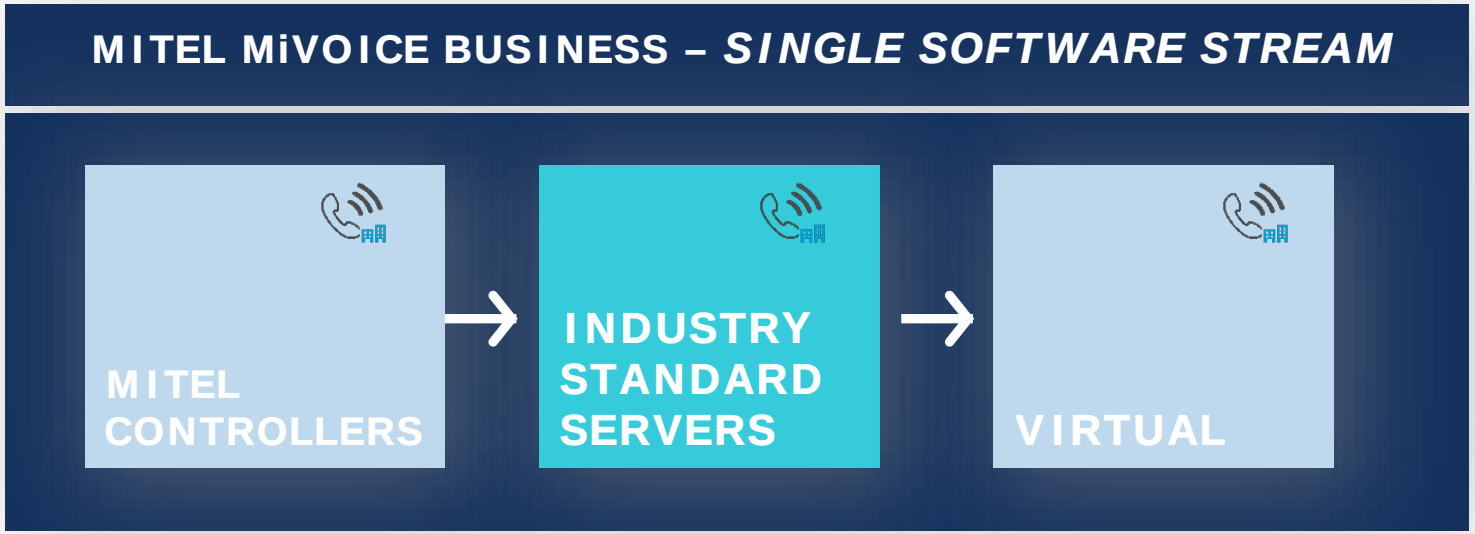
MARCO'S MITEL TEAM

- Project Management and System Implementation
- System Planning, Design and Programming
- Administration and End User Training
- Advanced Contact Center Solution Design and Support
- System Service and Support
- Software and Hardware Upgrades
- MAC Work - Moves Adds and Changes

MiVOICE BUSINESS



MITEL MiVOICE BUSINESS



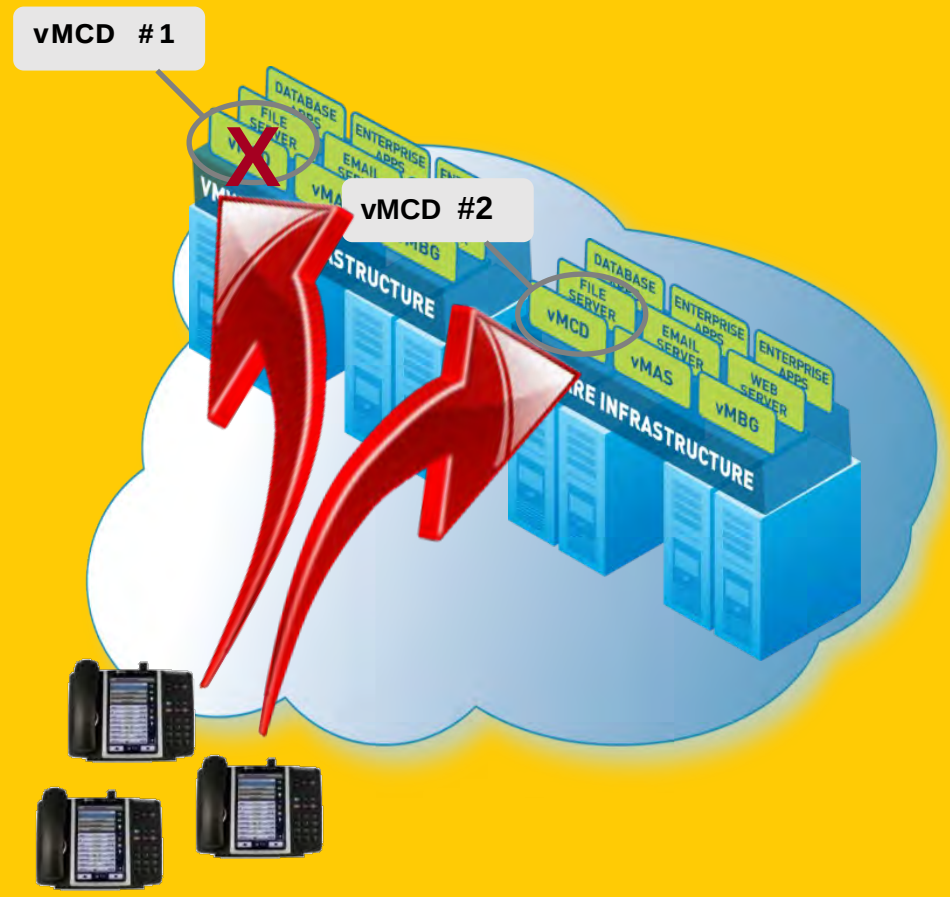
- Purpose Built Hardware: optimized hardware for TDM and IP access and service
- Industry Standard Servers: for enhanced data center fit, including HA servers
- Virtual Appliance

MITEL MiVOICE BUSINESS – VIRTUALIZATION

MITEL MiVOICE BUSINESS – RESILIENCY

- vMCD #1 running on Server 1
- vMCD #2 running on Server 2
- IP Phones registered to vMCD #1
- vMCD #1 goes down, server failure
- IP Phones immediately failover to vMCD #2 with MCD resiliency
- vCenter HA restarts vMCD #1
- IP Phones failback to vMCD #1

Calls in Progress Preserved



THE MITEL 6900 SERIES

6905

Common Area

6910

Entry Level GigE

6915

Entry Level Color GigE

6920w

Entry-level Color GigE

1. 6920w Wi-Fi
2. 6920t Antimicrobial

6930w

Mid-range Color GigE

1. 6930w Wi-Fi
2. 6930t/Lt Antimicrobial
3. 6930L Lite - no BT

6940w

Executive Color GigE

1. 6940w Wi-Fi

6970

Audio Conference Phone

M695 Expansion Module

S720 Bluetooth Speakerphone

Bluetooth Cordless Handset

6900t Handset Antimicrobial

Integrated DECT Headset

WLAN Adapter

Wall Mount

6970 Extension Microphone

The Modern Desktop Family For Today's World

MOBILE INTEGRATION

MOBILELINK

- Mobile Phone + Desk Phone
- Two completely independent communication devices

Mitel is bridging the gap with 6900 MobileLink capability:

- No need to touch mobile while in your office - manage both IP & Cell Network calls from desk phone
- Leverage desk phone's exceptional audio quality and comfortable ergonomics for Mobile calls
- Seamlessly move Cell Network call audio from mobile to desk phone and back again
- Automatically sync mobile contacts with desk phone – same contacts on both

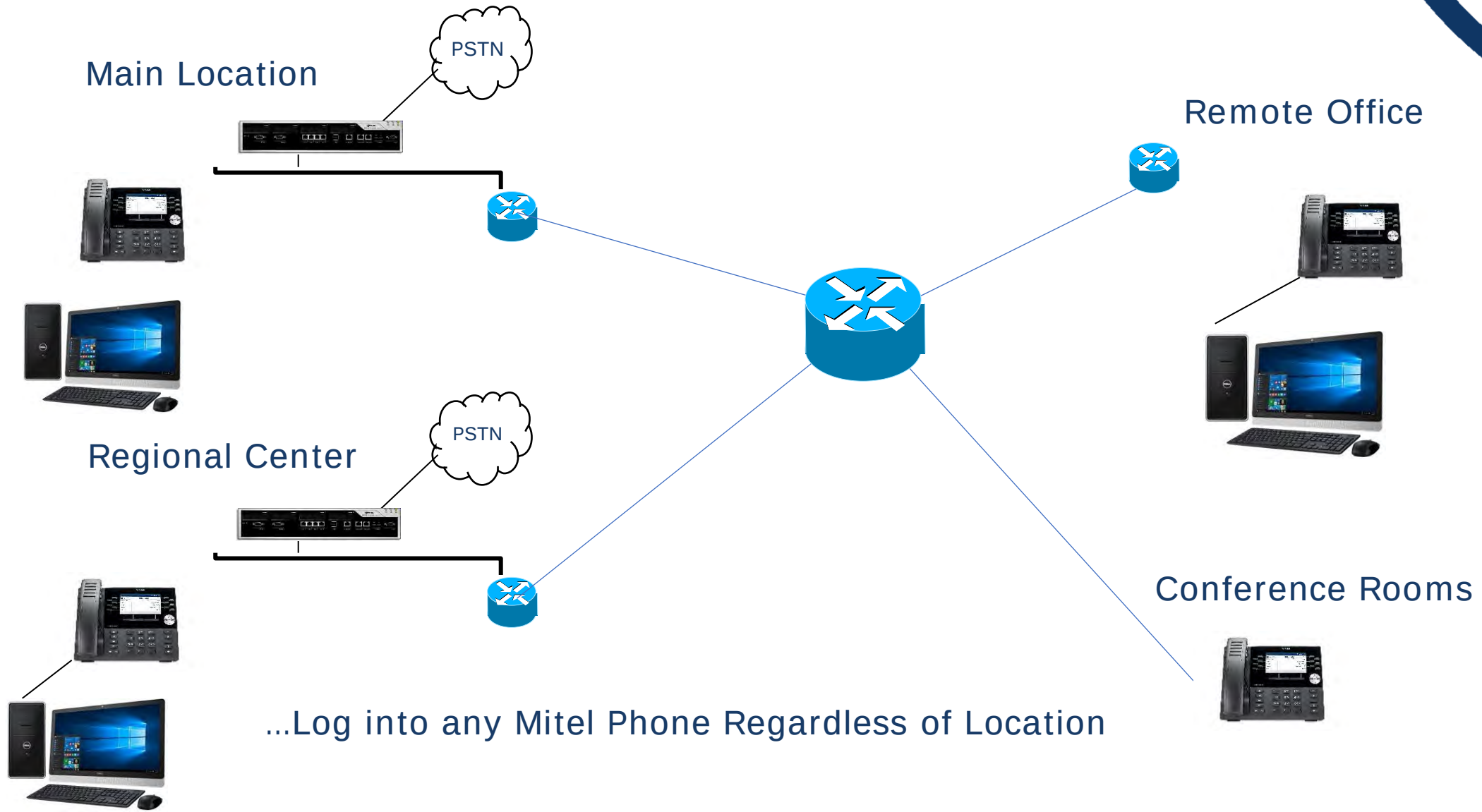
MITEL UC APPLICATIONS

- Twinning/Mobility
- Hotdesking
- Live Chat
- Conference/Collaboration
- Unified Messaging

TWINNING / MOBILITY

- One Number, One Reach, One Voicemail: Simple and Easy to Use
- Office Extension Rings Your Personal Mobile Device
  - Ability to use twinned phone like your office phone – Hold, Transfer, Conference and Hand off
- Easy call handoff:
  - Mobile to Desktop > Desktop to Mobile
- “Anything that rings”
  - Works with any mobile phone
  - Any service provider
  - Even regular home phones or residential IP phones

HOTDESK

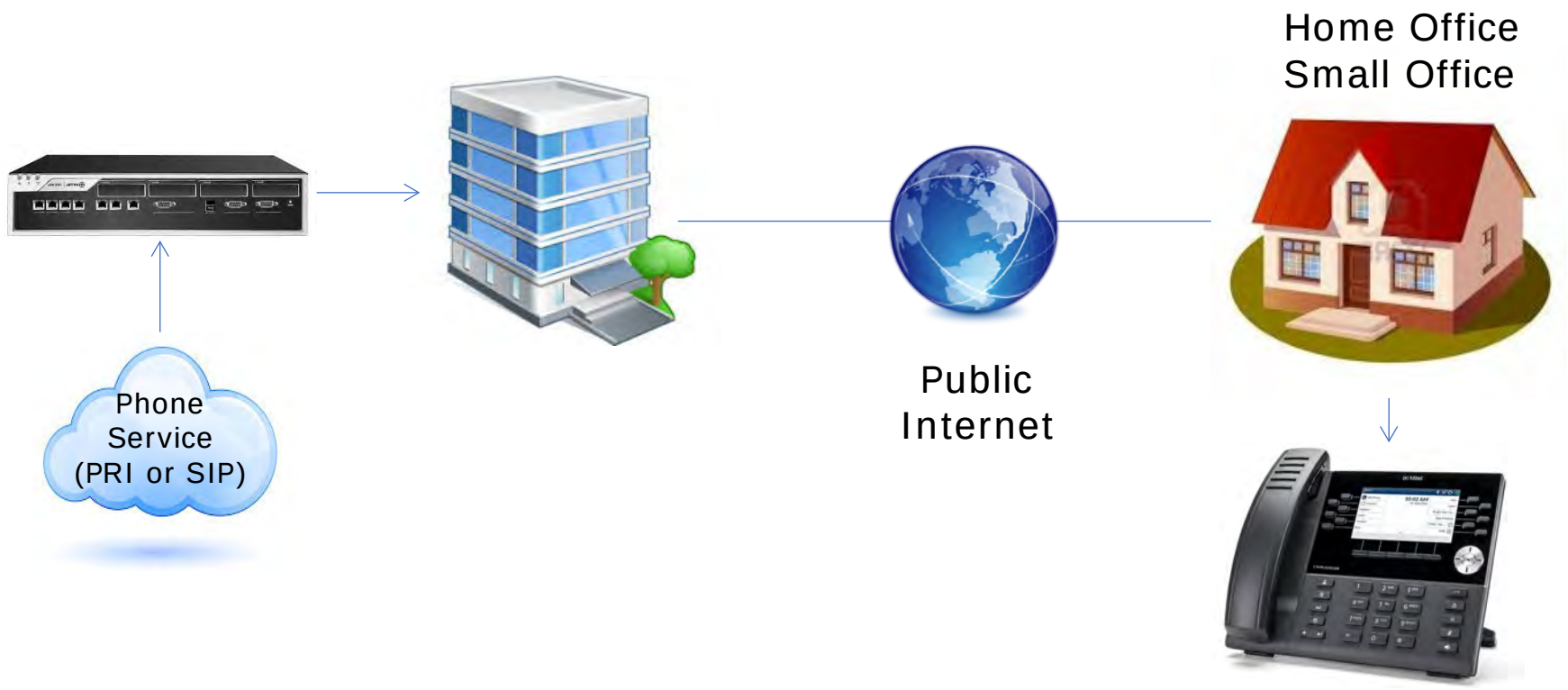


...Log into any Mitel Phone Regardless of Location

TELEWORKER

LOGIN ANYWHERE WITH BROADBAND

- No VPN or specialized equipment
- Full functionality as if you were in the office



MiCOLLAB

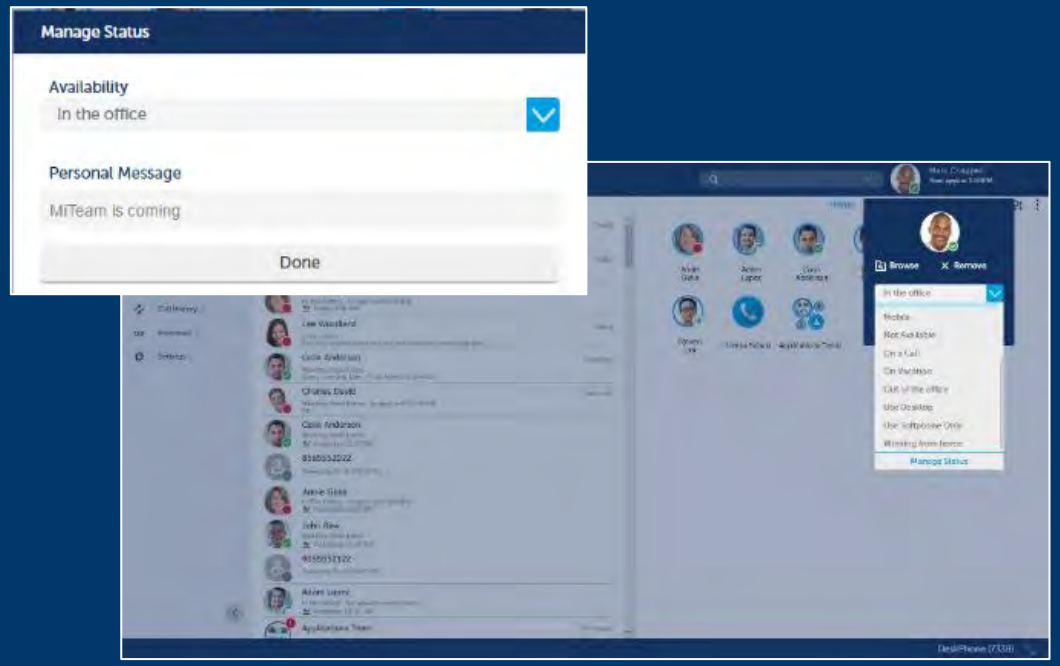
CREATING A COLLABORATIVE ENTERPRISE

Single point of access for:

- Presence information
- Instant Messaging
- Dynamic Status
- Corporate Directory Access
- Click –to-Call
- Call History
- Visual Voice Mail
- Collaboration
- Softphone
- Point-to-Point Video
- Mobile Client

CONNECT • COMMUNICATE • COLLABORATE

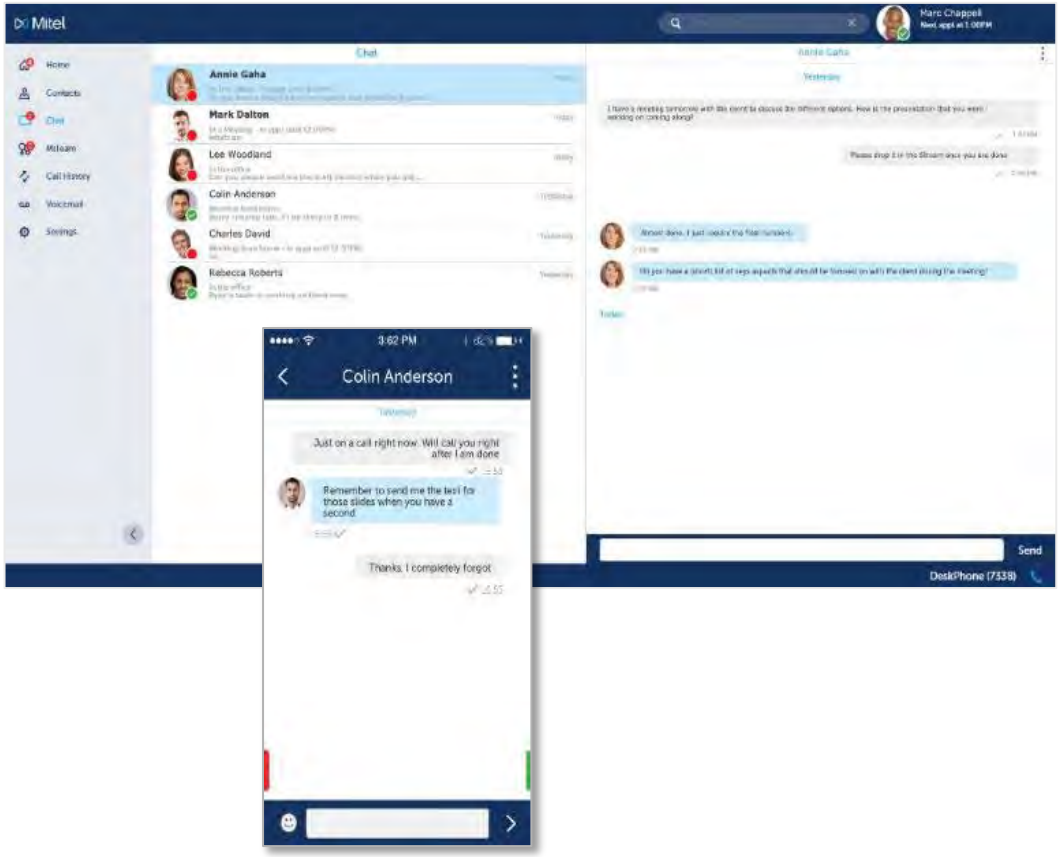
MiCOLLAB DYNAMIC STATUS



- Easy to Manage UC preferences and interaction routing
  - Presence
  - Call routing
  - Calling availability
  - Advisory messages
- Easily update status on the move
  - Desktop client
  - Web portal
  - Mobile client
  - Automatically based on calendar availability

MiCOLLAB INSTANT MESSAGING

- Secure Instant Messaging (IM) providing a non-intrusive way to connect
  - Multi-user chat
  - Chat logging
- Intuitive interface includes
  - Far-end typing
  - Emoticons
  - Display picture



MiCOLLAB VISUAL VOICEMAIL

- Integrated within client
- Desktop, mobile and web clients
- Capabilities:
  - View voice mail details (caller ID, time, duration)
  - View presence information of internal callers
  - Click to call, instant message, email, or conference
  - Play & delete voice messages

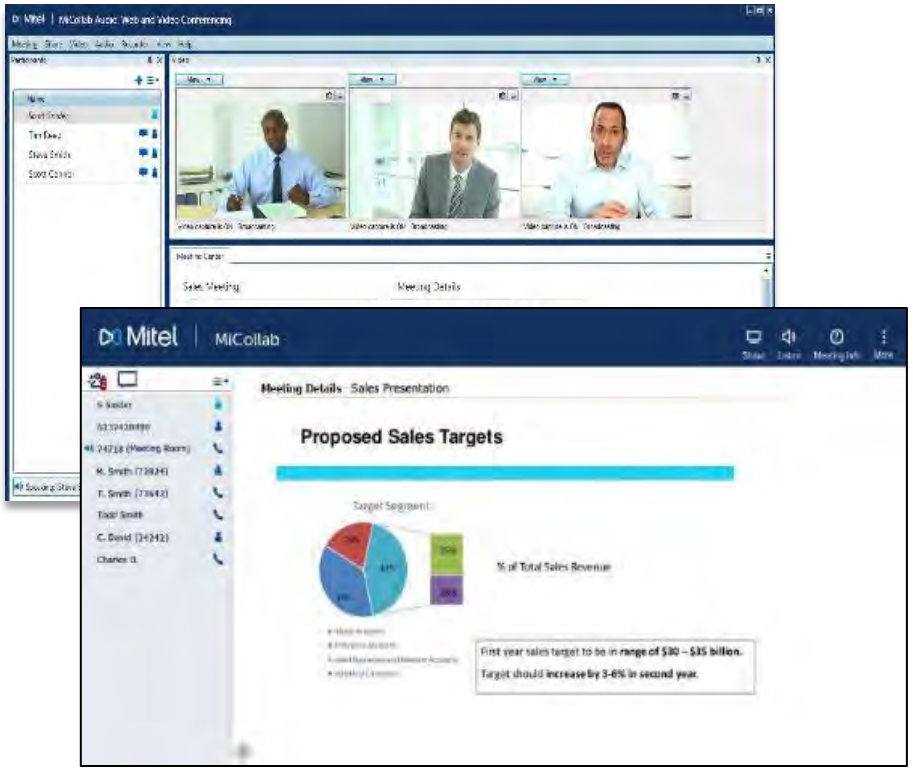
MiCOLLAB MOBILE CLIENT

- Access to core UC features anywhere, anytime:
  - Instant Messaging
  - Visual Voicemail
  - Access to Corporate Directory information
  - Mobile Video H.264 (Android & iOS)
  - Move Calls between Desktop, Cell and SIP Mobile Softphone
  - Synchronized VIP entries
- Support for SIP softphone for Wi-Fi calling
  - Provides dynamic presence information while mobile
  - Android, iOS

MiCOLLAB

AUDIO, WEB AND VIDEO CONFERENCING

- Comprehensive audio, video, and web collaboration services
  - Scheduled or on-the-fly conferences
  - Flexible user-interface
  - Easy desktop and application sharing
  - Multi-point video collaboration
  - Web-based collaboration viewer
- Large-scale multi-party collaboration
  - Interact with colleagues, clients, & partners – up to 300 participants in a single conference
  - Select multiple users
  - from contacts list for conference
  - Email external participants for access



TEAMS INTEGRATION

Integrations	MiVoice Business
Direct Routing (SBC-SBC) MSA Certified Session Border Controller	✓
Hotkey Dialing Select a phone number in MS Teams and use the hotkey combination to initiate a call	✓
Call2Teams (3rd Party) Integrates any Mitel phone system with Office 365 enabling the Calls feature within Microsoft Teams.	✓
Web Dialer / Extension Within the MS Teams web user interface, you can click to dial a number.	✓
Mitel Assistant Download the Mitel Assistant in the MS Teams store to launch MiTeam Meetings	✓

Direct Routing

Direct Routing - Mitel, MS Teams and AudioCodes

Connect *complete* Mitel telephony infrastructure to Microsoft Teams with a certified Session Border Controller.

With Session Border Controller (SBC)

- AudioCodes Mediant
- Virtual Edition (VE) 7.20A.252.011

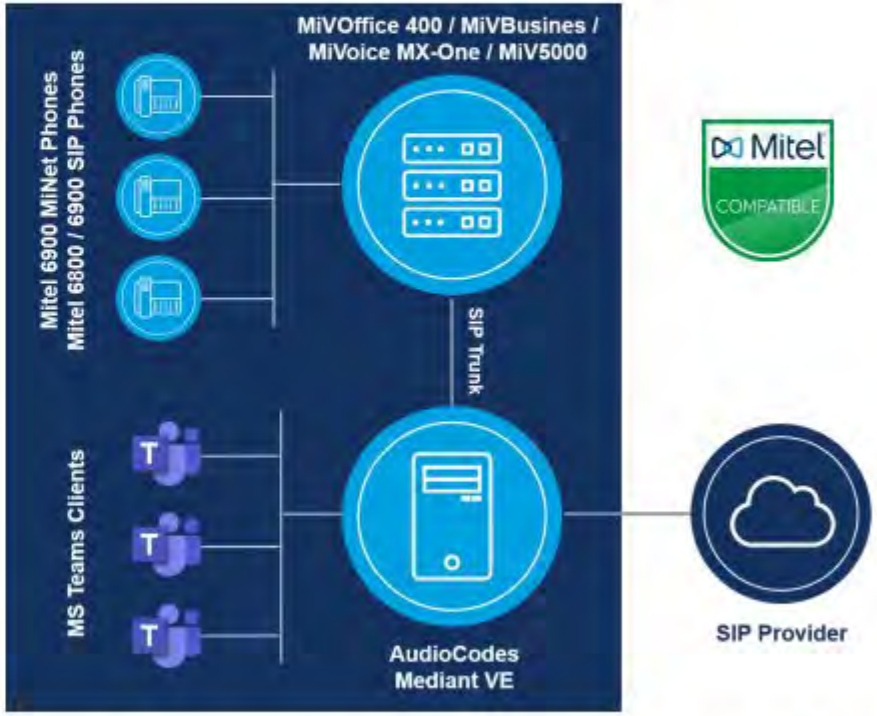
Option:

- SIP-trunk connection between MiVoice PBX via SBC* to MS Teams
- Routing plan configured in PBX
- Full telephony integration in MS Teams including dialing from contact cards, escalate from chat etc.

No Mitel software or apps involved; customer keeps full control of PTSN and billing

Limitations:

- Full Microsoft licenses needed
- Certified SBC needed



*Direct Routing certifications have been performed using the AudioCodes Mediant SBC (common firmware/support for Mediant 500L/500/800/1000/ CloudBond 365)

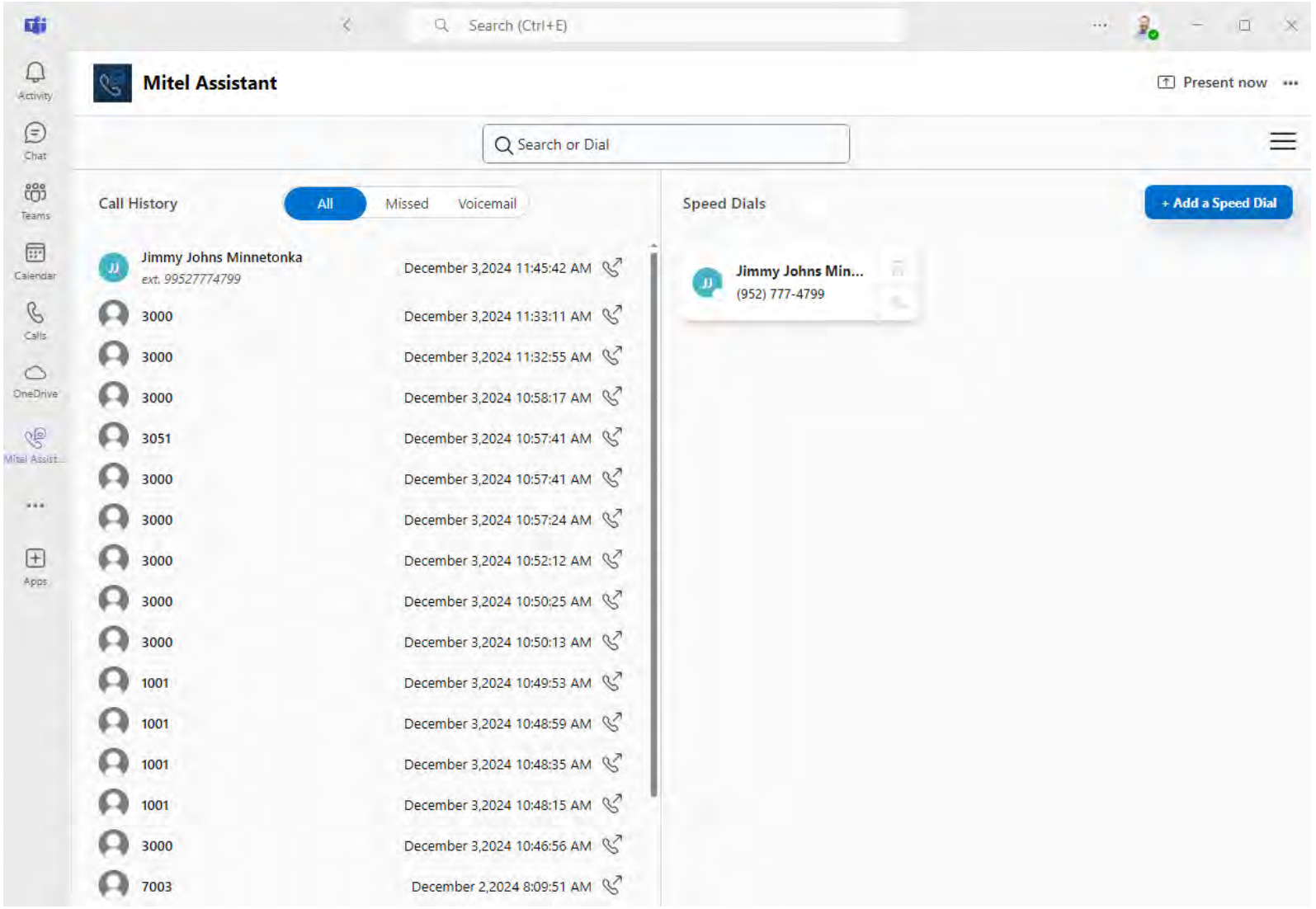
Confidential Information

marco

MITEL ASSISTANT

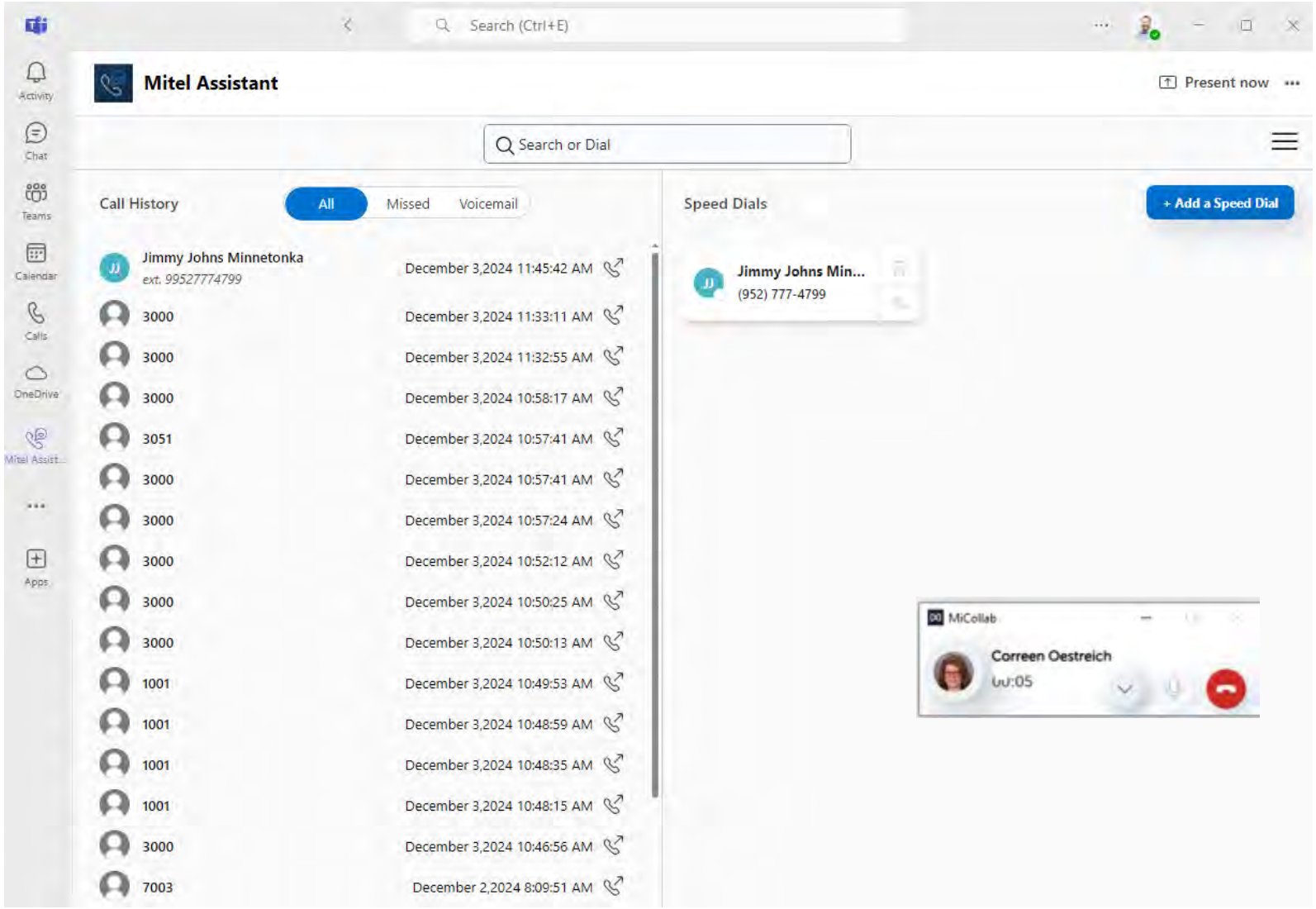
Mitel Assistant

- Gives the user access to:
  - Office365 and Personal Contacts
  - Speed dials
  - MS Teams presence
  - Initiate calls



Telephony Only Client – In Call

- Call Floater
  - Mute
  - Drop call
  - Expand

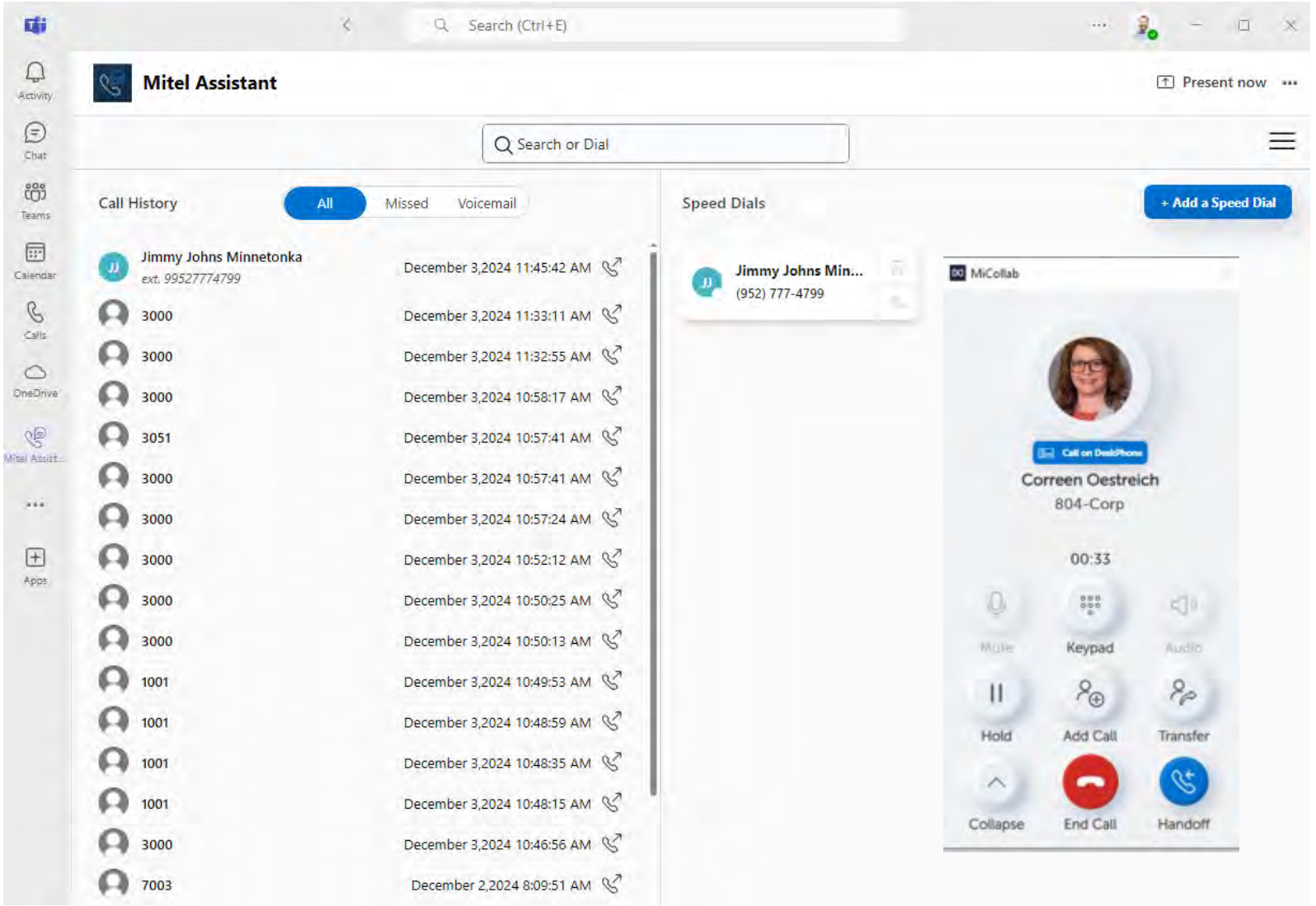


Telephony Only Client – In call (expanded view)

Item 5.

Mid-call Floater

- Features:
  - Keypad
  - Mute
  - Hold
  - Transfer
  - Conference
  - Drop call



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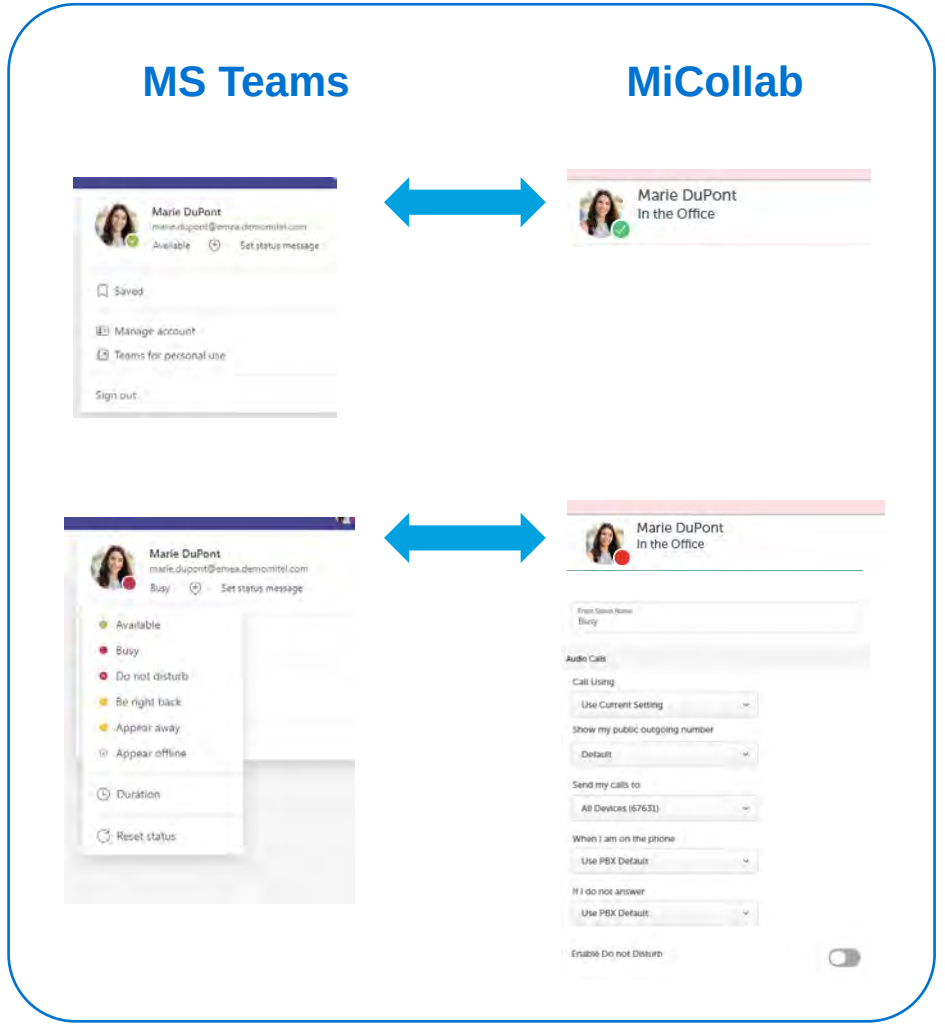
Bidirectional status sync between MiCollab and Microsoft Teams*

- ✓ Users control their personal status using the Microsoft Teams interface, and MiCollab shares that status with MiCollab users
- ✓ Users manage call routing for Microsoft Teams status values, enabling them to…
  - ✓ Not receive phone calls on the Mitel phones when they are busy in Microsoft Teams
  - ✓ Choose which status values divert/allow calls
- ✓ When a user is busy in a Microsoft Teams call or meeting, status gets reflected in Mitel's platform.



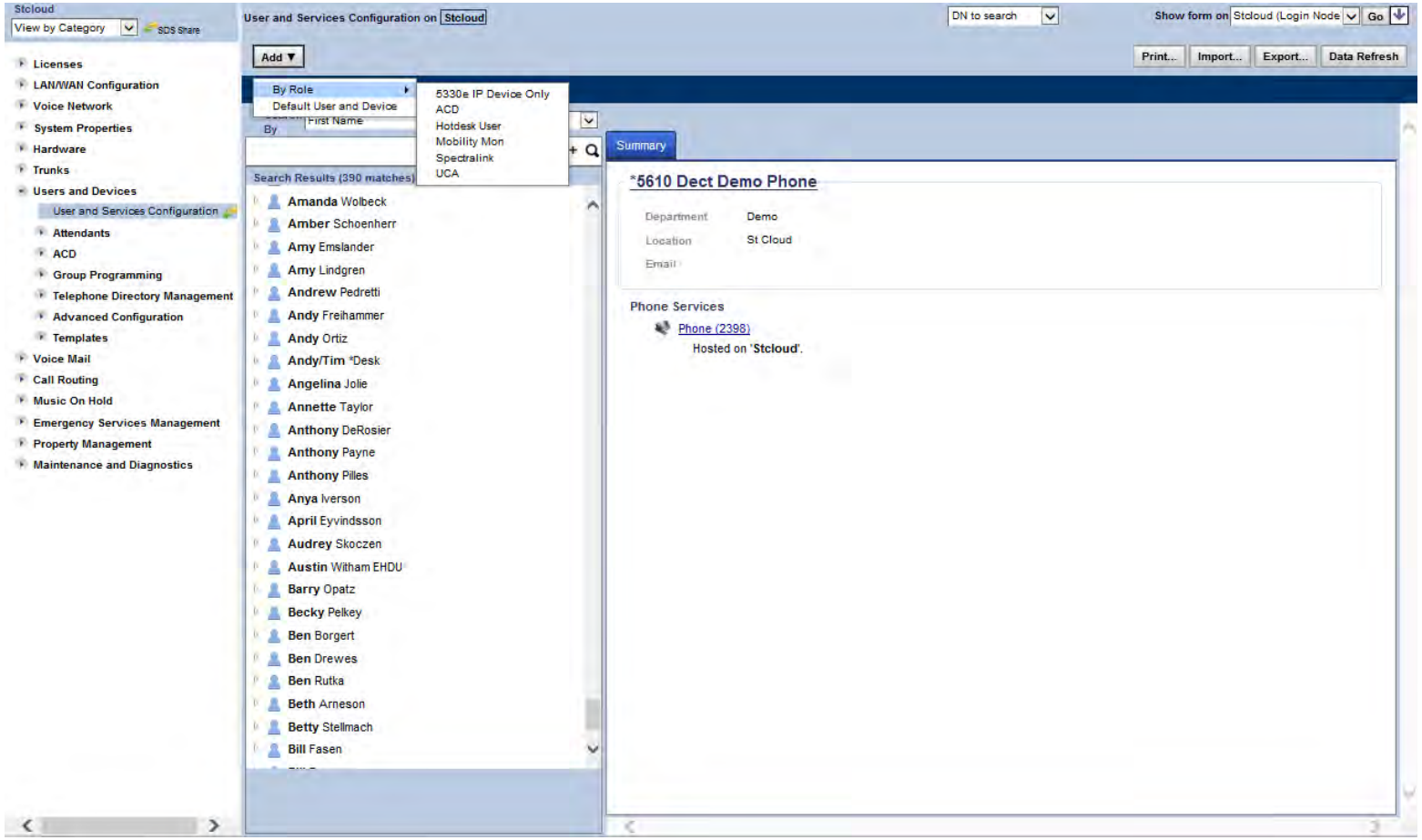
Full synchronization of MS Teams User status with MiCollab

* With MiCollab 9.8 SP1

LICENSING

- Simple Provisioning
- Licenses

MITEL MiVOICE BUSINESS – SIMPLE PROVISIONING



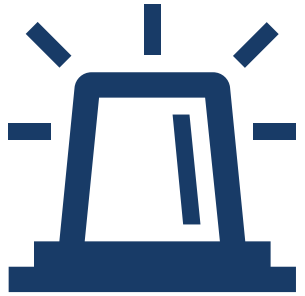
UCC LICENSING

Perpetual Licenses (CapEx)

	IP User	UCC Entry	UCC Standard
Users & Devices			
User License	✓	✓	✓
Extensions/Devices	1	8	8
Basic Web Client	✓	✓	✓
Voicemail / Unified Messaging / Auto-Attendant			
Voicemail	-	✓	✓
Intelligent auto-attendant	-	✓	✓
Unified Messaging	-	✓	✓
Unified Communications & Collaboration			
PC/Web Client	-	✓	✓
Simultaneous Ringing / Group Presence / Call Handoff	-	✓	✓
Chat	-	✓	✓
Calendar Integration	-	✓	✓
Microsoft Teams™ Integration	-	✓	✓
3rd Party Video Conferencing Integration	-	✓	✓
Desktop SIP Softphone	-	✓	✓
Mobile SIP Softphone	-	-	✓
Mobile Collaboration Client	-	-	✓
SMS Messaging	-	-	✓
Virtual Desktop (VDI)	-	-	✓
3rd Party App Integration (OIG)	-	-	✓

E911

- Kari’s Law
- Ray Baum’s Act



KARI'S LAW

- February 2020
- Outgoing 911 calls connect directly to emergency services without local interference, while also
- Notifying onsite personnel that a 911 call was made.

RAY BAUM'S ACT

- Requires the FCC to conclude a proceeding to adopt rules to ensure that a "dispatchable location" is conveyed with 911 calls regardless of the technological platform used.
- FCC 19-76 lays out new "dispatchable location" rules for which the compliance dates are January 6, 2021 for on-premise fixed devices, January 6, 2022 for on-premise non-fixed devices, and January 6, 2022 for off-premise devices.

MARCO'S IMPLEMENTATION, TRAINING AND SUPPORT

IMPLEMENTATION

LIFECYCLE MANAGEMENT

- Scope of Work
- Design Documentation
- Adoption Services

TRAINING

- Separate end user and admin training
- Small class sizes
- Application based
- Department and skills based
- Customized training guides
- Training videos accessible for download and instant viewing
  - YouTube Page
  - Mitel 6900 Series Phone Training Video
  - Web Base Interactive Feature Teacher
- Trainers are part of your implementation team

MARCO MANAGED VOICE SERVICES (MMV)

- Marco Support Desk: Access to a depth of Mitel technical expertise
  - Emergency Two Hour Response
  - Expedited Parts and Labor Support
  - Software Upgrades and Updates
  - Remote Moves, Adds and Changes
  - Mitel Software Assurance
- Mitel Software Assurance
  - Access to new software releases for enhanced functionality
  - Access to software updates for patches and fixes
- Free Online and End User Training

8x5 and 24x7 Options

MARCO MANAGED VOICE SERVICES (MMV)

CLIENT SERVICE EXPERIENCE

- Service Requests:
  - Phone, email or online
  - Monday through Friday
  - Remote and On-site: 8:00 a.m. – 5:00 p.m. CST
  - Option for 24x7 escalations
  - Online client web portal: www.marconet.com/support
- Support Desk:
  - Certified Mitel engineers dedicated to support desk
- Service Metrics:
  - Measured and displayed in real-time
  - 15,000 calls per month
  - 98% live call answer rate
  - 97% remote remediation rate
  - Tiered service and support

PROJECT RESOURCES AND SUPPORT SERVICES

a. Dedicated Support Team
b. Voice Support Services

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DEDICATED SUPPORT TEAM

Marco Technologies, LLC
6605 University Ave Suite 102
Middleton, WI 53562
608.535.5595

Correen Oestreich | Technology Advisor
920.687.3740
correen.oestreich@marconet.com

- Industry Experience Since 1998
- B.S. in Business Administration

Jeremy Ryan | Sales Manager
608.535.5595 x7611
Jeremy.l.ryan@marconet.com

- Industry Experience Since 2003
- B.A. in Business Management

Ann McCann | Vice President of IT Sales
608.535.5595 x3096
annm@marconet.com

- Industry Experience Since 1996
- B.A. in Business Management and B.S. in Marketing

Chris Darr | General Manager
608.535.5595 x8471
chris.darr@marconet.com

- Industry Experience Since 2003
- Experience:Sales Management and Channel Management Leadership
- Certified: Cisco Sales Expert – CSE 6.0

Gaila Hayes | Customer Experience Manager
815.962.4990 x1533
gaila.hayes@marconet.com

- Industry Experience Since 2008
- B.S. in Business Administration
- Experience: Project Management, Process Management, Carrier Services, Voice and Data Implementation, Human Resources, Client Engagement, and Customer Experience
- Focus in Project Management

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Chris LaMont | Solutions Engineer
608.535.5595
chris.lamont@marconet.com

- Industry Experience Since 2005
- A.A.S. in Telecommunications
- Experience: Routing and switching, SIP, VMWare, Microsoft Office 365, PSTN number porting, low voltage cabling infrastructure
- Certified: Mitel MiVoice Business, MiContact Center Business, Mitel Interaction Recording, MiCollab, MiVoice Call Recording, MiVoice Office 250, MiVoice Border Gateway, Mitel Standard Linux, Mitel Performance Analytics, Mitel Open Integration Gateway

Rick Reinholz | Service Manager
608.535.5595 x4736
rick.reinholz@marconet.com

- Industry Experience Since 1989

Zach Alexander | Service Manager
608.535.5595 x4736
zach.p.alexander@marconet.com

- Industry Experience Since 2015

Dustin Bonn | Vice President of IT Operations
608.535.5595 x2016
dustin.bonn@marconet.com

- Industry Experience Since 2012
- B.A. in Banking and Financial Services
- Experience: Sales, Managed Services and Solutions Engineering Leadership
- Certified: Cybersecurity Fundamentals (ConnectWise)

*Additional resources from our Project Management Team, Security Team, and Certified Solutions/Systems Engineers are available and can be engaged upon contract award. However, we wanted to take this opportunity to introduce you to your designated, dedicated support team above, ensuring seamless implementation and tailored support throughout the project.

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800.847.
MARCONET.COM

Voice
Support Services

Simple.
Secure.
Better.

VOICE SUPPORT SERVICES

1. VOICE COLLABORATION SOLUTIONS 3
2. DEDICATED SUPPORT TEAM 3
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   B. Certified Systems Engineers and Technical Representatives 4
3. MANUFACTURER PARTNERSHIPS/CERTIFICATIONS 4
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6. REMOTE DIAGNOSTIC AND MONITORING CAPABILITIES 6
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1. VOICE COLLABORATION SOLUTIONS

Since 1985, Marco has been a leading provider of voice systems, recognized for our excellence and elite status in the industry. Our strong partnerships with top vendors ensure delivery of the best solution tailored to specific needs.

Marco will work with you to find the best solution for your needs—from a complete phone system to unified communications. Our team of certified professionals will help maintain your solutions for high reliability and keep your software within manufacturer support. Personalized Statements of Work and project management strategies are offered to achieve your business goals.

2. DEDICATED SUPPORT TEAM

The following comprehensive team of experts is dedicated to providing a migration and management strategy for your Voice services:

Technology Advisor	Single point of contact dedicated to your account, provides strategic planning for your technology goals, assist with technology road-map planning
Customer Success Manager	Interacts with technology advisor and customers to solve business needs and recommend solutions; qualifies and scopes sales opportunities; works with technical escalation point for sales support team; facilitates Client Business Reviews
Sales Manager	Escalation contact for sales-related issues
Consulting Systems Engineer	Offers expert recommendations on the best products and solutions to fit customers' needs; qualifies and scopes sales opportunities, facilitates quality transactions of all products and solutions, develops templates for quote creation
Project Manager	Creates timelines, coordinates voice implementation services, helps define call centers and call flows, remediates communication concerns, schedules time to discuss Managed Voice services, onboards customers to Support Desk, assists with post-project follow-up, etc.
Service Manager	Point of escalation for any general project or service concerns
Voice Support Desk	Fields voice-related service calls, available to remediate any service issues or handle general questions or concerns, receives system alerts and triages alerts as needed, works remotely to remediate and resolve the issue
Voice Support Desk Supervisor	First line of escalation for all Marco Managed Voice service concerns, prioritizes service tickets, monitors service team duties, etc.
Director of IT Service	Manages and escalates all pricing, support, post and pre-sales issues, as well as maintaining the day to day manufacturer-customer relationship

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A. Support Desk

As an optional solution, you can receive expert support from both hardware and network technicians through a live-call answer. Marco's support team consists of technicians who work remotely on client networks. If a service request requires escalation, the support team receives help from Marco's service managers.

B. Certified Systems Engineers and Technical Representatives

Marco has over 650 factory-trained, certified systems engineers and technical representatives who go on-site to serve communities throughout the upper Midwest and East Coast. Marco has built solid relationships with its vendors over the past 51 years. We have the product experience, technical expertise and staff to provide the best solution and a successful implementation with ongoing service/maintenance.

Cisco Certifications:

- Cisco CCIE Collaboration
- Cisco CCNP Collaboration
- Cisco CCNA Collaboration
- Cisco UCCX Certified
- Cisco Master Collaboration Specialization
- Cisco Webex Contact Center Specialization
- Cisco Collaboration SaaS Specialization

Our certified systems engineers have earned the top Cisco certifications.

Mitel Certifications:

- MiVoice Business, MiVoice Office
- MiCollab, Mitel Phone Manager
- MiContact Center, Call Recording

3. MANUFACTURER PARTNERSHIPS/CERTIFICATIONS

Our industry-leading manufacturer partners share our commitment to helping our customers connect the right technology to achieve their business goals and exceed their expectations. We maintain the highest levels of professional certifications on the most current technologies. Some of our key partnerships and certifications include the following:

Cisco
We are a **Cisco Master Collaboration Specialization Partner** and **Cisco Gold Certified Partner** – an elite national group in our industry and it validates our expertise and capabilities in all the markets Cisco serves.

Marco will work with you to find the best solution for your needs—from a complete phone system to unified communications. We offer personalized Statements of Work and project management strategies to achieve your business goals.

Additional Cisco Professional Certifications:

- Cisco Meraki Network Associates (CMNA)
- Cisco Fire Jumper Certified Systems Engineers
- Cisco Certified Systems Engineers
- Cisco Certified Network Associates (CCNA)

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- Cisco Certified Design Associates (CCDA)
- Cisco Certified Design Professionals (CCDP)
- Cisco Certified Internetwork Expert (CCIE)
- Cisco Certified Network Professionals (CCNP)
- Cisco Gold Partner
- Cisco Specialized VPN/Security Partner

Mitel
Marco is the #1 Mitel independent partner in the country and is in the top 10 worldwide for Mitel customer satisfaction. Marco has earned the Mitel Platinum Partner status, and we are recognized repeatedly for our Mitel call center expertise.

Our recognitions with Mitel include:

- Top Contact Center Partner in the United States
- North Central Region Partner of the Year
- Top Software Assurance Partner in the United States

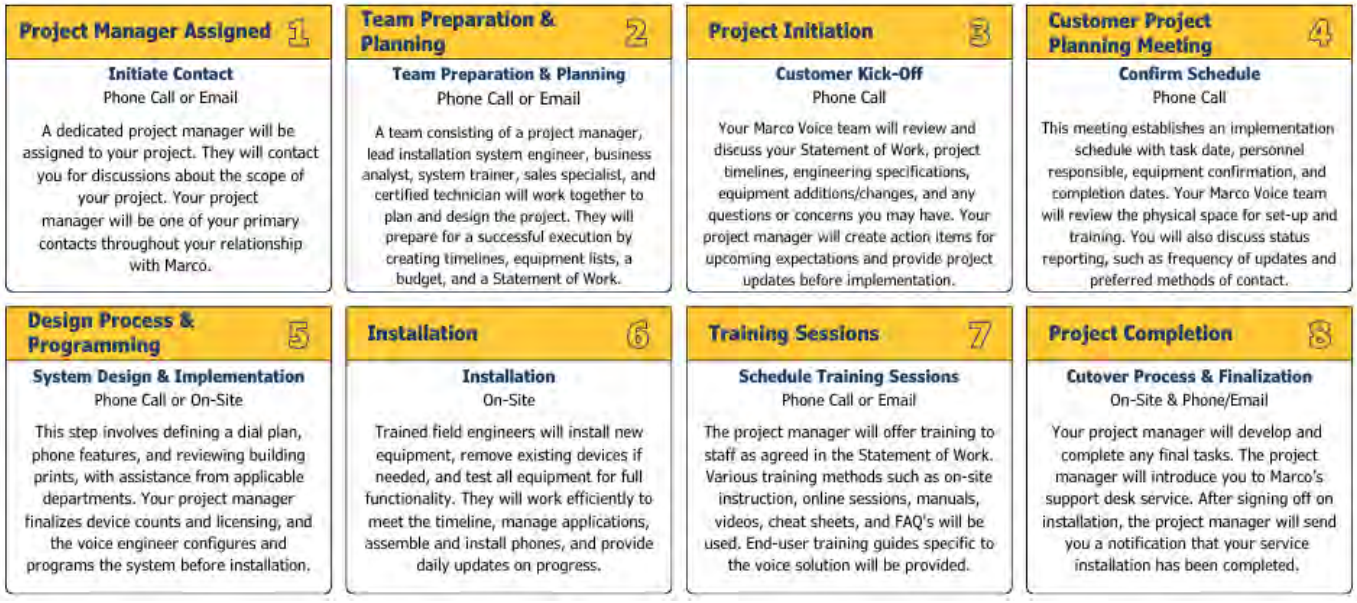
Mitel PLATINUM PARTNER

Marco's professional certifications can be found on our website at https://www.marconet.com/about/why-marco/professional-certifications.

4. IMPLEMENTATION PROCESS

Prior to the delivery of new equipment, a project manager or installation coordinator will contact you to discuss your needs and current environment. The coordinator will formulate a plan for equipment removal and installation that will create the least amount of interruption to your staff and workflow. During this call, the coordinator will also discuss scheduling the phone system installation and training sessions.

A. Implementation Milestones



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5. MARCO MANAGED SUPPORT OPTIONS

Recognizing that each organization is unique, Marco provides various support options designed to meet your business needs and the flexibility to personalize benefits to fit your model.

Our managed voice service offering includes standard 8:00 AM to 5:00 PM support; additional 24x7x365 support is also available. You can choose from a wide array of options, including data, Microsoft, and other applications. We will work with you to provide the support level and coverage that meets your specific needs and goals.

6. REMOTE DIAGNOSTIC AND MONITORING CAPABILITIES

As an option with Marco's support packages, you can benefit from remote diagnostics and monitoring of your system. Remote software tools enables us to provide you with fast technical assistance from our location, minimizing response time and reducing the need for on-site visits and associated charges. With your permission, we can securely access your voice network to resolve issues. Remote monitoring software continuously alerts us to any problems, allowing us to response promptly and effectively.

7. SERVICE/MAINTENANCE

A. Service Hours

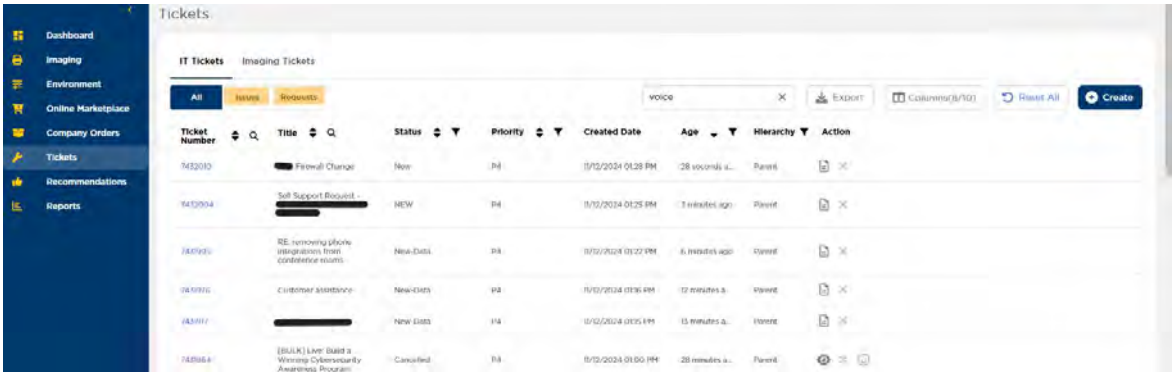
Marco's service hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding our published holidays*. 24-hour emergency support is also available via phone.

*Marco's published holidays include: New Year's Day, Good Friday (close at 12:00 p.m.), Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve (close at 3:00 p.m.).

B. Service Requests

To place a service/maintenance request, you can contact Marco's client service/support desk support at 800.847.3098, email requests to voiceservice@marconet.com or use our online service/supply request process through our client support portal at portal.marconet.com.

The client support portal will make it easy for you to place service calls and order supplies 24 hours a day, 7 days a week. Our online support gives you real-time access to your account information, including equipment lists, service request status/history, supply order status, purchase history and more.



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C. Response Time

When contacting us, contracted customers will receive the following service level targets:

- On average, our live call answer rate is 95% for calls answered within seven seconds. If your call isn't answered immediately, we strive to return it within 15 minutes.
- Your service delivery coordinator will establish a service ticket priority and provide remote resolution or dispatch a certified technician on-site if needed.

Upon the service ticket being closed, an email notification will be sent to the designated end user. Non-contracted customers will receive best efforts to offer the same service level targets.

MANAGED CLOUD VOICE SERVICE REQUESTS

Service Level Targets

PRIORITY LEVEL	CLIENT SERVICES RESPONSE Receive confirmation of request	TECHNICIAN RESPONSE	MARCO MANAGER NOTIFIED	ESCALATE TO MANUFACTURER Based on technician diagnosis	RESOLUTION & FOLLOW-UP
Critical **Priority 1**	15 Minutes	2 Business Hours	4 Business Hours	As Required for Resolution	Daily
Medium **Priority 2**	30 Minutes	4 Business Hours	Upon Request	As Required for Resolution	Weekly
Low **Priority 3**	1 Hour	8 Business Hours	Upon Request	As Required for Resolution	Upon Resolution

**Response times above are for contracted service requests only. 24-hour on-call service is available in defined in terms of Marco contract.*

MANAGED VOICE SERVICE REQUEST PROCESS

Service Level Targets

PRIORITY LEVEL	CLIENT SERVICES RESPONSE Receive confirmation of request	TECHNICIAN RESPONSE	MARCO MANAGER NOTIFIED	ESCALATE TO MANUFACTURER Based on technician diagnosis	RESOLUTION & FOLLOW-UP
Critical **Priority 1**	10 Minutes	2 Business Hours	4 Business Hours	As Required for Resolution	Daily
Medium **Priority 2**	10 Minutes	4 Business Hours	Upon Request	As Required for Resolution	Weekly
Low **Priority 3**	30 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Upon Resolution

**Response times above are for contracted service requests only. 24-hour on-call service is available in defined in terms of Marco contract.*

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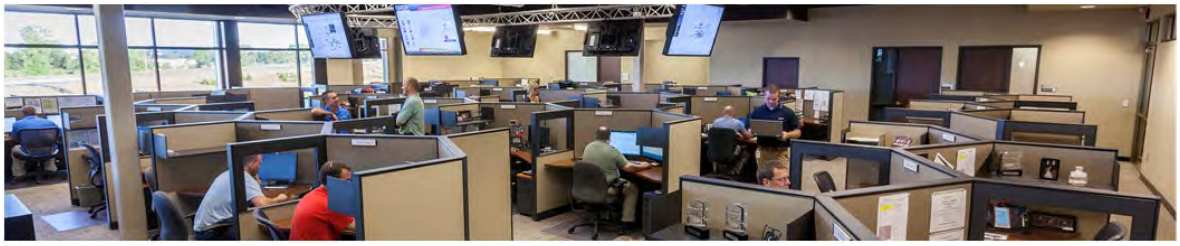
Feedback is very important to Marco and the information received is used to resolve any issues, make improvements, and enhance our support services. After the service ticket is closed, a survey is emailed to the end user to gather feedback about the experience. Marco's technical supervisor reviews the survey results and contacts customers who provided a score of 3 or less (on a scale of 1-5) or any negative comments. Marco's service call survey results average a score of 4.5 for support desk and on-site assistance.



D. Escalation Process

Occasionally circumstances arise where our normal service procedures may not provide you the response you may require. In these rare occasions, we ask that you contact Marco's service leadership at:

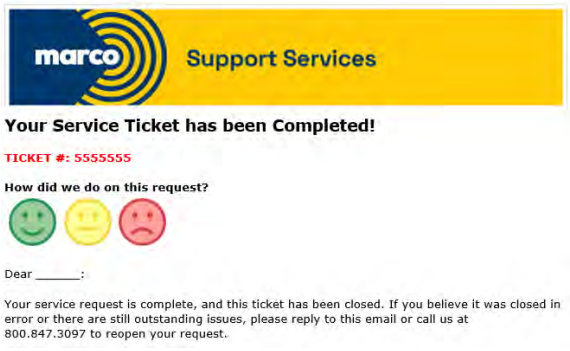
Chuck Burt, Director of IT Service
Phone: 515.473.7117
Email: chuck.burt@marconet.com

Rick Reinholz, Service Manager
Phone: 920.707.7636
Email: rick.reinholz@marconet.com

Zach Alexander, Cloud Voice Manager
Phone: 320.650.1924
Email: zach.p.alexander@marconet.com

E. Service Call Survey

Feedback is very important to Marco and the information received from our customers is used to resolve any issues, make improvements and enhance our support services. After each service ticket is closed, a follow-up survey is emailed to the end user. Marco's Care Team supervisor reviews the survey results and contacts customers who provided a neutral or negative response. Marco's service call survey has a positive average rating of 94.9% for the past 12 months.



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8. CLIENT CENTER

Marco's Client Center (https://portal.marconet.com) is designed to save you time. We've created a better way to shop, resolve technology issues, stay informed, get tips, and much more. Discover the client-rich features with access to reports and customer specific data including, but not limited to:

- Place and track service calls
  - View pending and cleared service details and technician notes
- Billing status
- Access to Marketplace
  - Create customized personal or company favorite lists for easy, repetitive orders
  - Browse through our online catalog for printers, laptops, accessories, supplies and more
  - Manage cloud subscriptions
- Submit client surveys

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MARKETING INFORMATION/BROCHURES

- Marco Managed Voice (MMV) Service Request

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Managed Voice (MMV) Service Request

Place service request by portal:
portal.marconet.com

Place service request by email:
voiceservice@marconet.com

Place service request by calling:
800.847.3098

Place a service request with Marco's Managed Services Support Desk. Availability of the service desk outside standard business hours is dependent on your contract. Your service request will go directly to Client Services followed by the steps below.

CLIENT SERVICES

- Live answer queue
- Gather support information
- Service ticket created
- Priority determined

SUPPORT DESK REMOTE SUPPORT

- Remote solution if possible
- Escalation to Service Technician (if required)

SERVICE TECHNICIAN

- CIS Representative calls to schedule on-site arrival time
- Resolution if possible

COMPLETION & FOLLOW-UP

- Client is notified of resolution or status of completion

Managed Voice (MMV) Service Request

SERVICE REQUEST ESCALATION

Occasionally circumstances arise where our normal service procedures may not provide you the response you may require. In these rare circumstances, we ask that you contact Marco's service leadership at:

Brady Hargis, Service Supervisor
320.200.9040 | brady.hargis@marconet.com

Zach Alexander, Cloud Voice Manager
320.650.1924 | zach.p.alexander@marconet.com

Chuck Burt, Director of IT Service
515.473.7117 | chuck.burt@marconet.com

SERVICE LEVEL TARGETS

PRIORITY LEVEL	CLIENT SERVICES RESPONSE Receive confirmation of request	TECHNICIAN RESPONSE	MARCO MANAGER NOTIFIED	ESCALATE TO MFR Based on technician diagnosis	RESOLUTION & FOLLOW-UP
Critical **Priority 1**	10 Minutes	2 Business Hours	4 Business Hours	As Required for Resolution	Daily
Medium **Priority 2**	10 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Weekly
Low **Priority 3**	30 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Upon Resolution

**Response times above are for contracted service requests only. 24-hour on-call service is available and defined in terms of Marco contract.*

Marco Technologies, LLC

April 30, 2025

MITEL VOIP TELEPHONY PROPOSAL FOR

CITY OF WHITEWATER

TIM NEUBECK, PROJECT MANAGER

Prepared by:

Correen Oestreich
Technology Advisor
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Marco Technologies, LLC

1. COVER LETTER

April 30, 2025

Tim Neubeck, Project Manager
City of Whitewater
312 W Whitewater St
Whitewater, WI 53147

Dear Tim:

Thank you for the opportunity to partner with City of Whitewater and provide the following response to your VoIP Telephony Solution Request for Proposal.

Established in 1973, Marco is the leading company in integrated technology solutions in the nation with over 1,200 team members committed to our mission of helping clients effectively apply technology that contributes to their success. We proudly serve over 18,000 clients nationally with offices in 16 states throughout the upper Midwest and East Coast, including Wisconsin.

At Marco, we gauge our success by our ability to deliver solutions that help our clients achieve their goals. Based on what we have learned, here's a look at some of the results City of Whitewater could see by partnering with Marco:

- Remove obstacles for your staff to achieve a "Best in Class Partnership" with Marco's award-winning implementation and ongoing technical support.
- Marco wants to partner with City of Whitewater by aligning with their staff, business processes, and specific design requirements to provide an inclusive, thoughtful, and personalized solution.
- Streamline communication for end users with an efficient and effective process to connect.
- Provide City of Whitewater with a communication system that is flexible and scalable for future growth.
- Relieve the burden of managing the phone system from your internal team, updating to a best practices solution and keeping peace of mind with Marco's managed voice support
- Provide adoption services to ensure continued value extraction from this significant investment.
- For City of Whitewater, this means listening and offering industry best practice suggestions from our team of experienced professionals to ensure this investment translates into a competitive advantage and a positive return on investment. The technology is great, but how you apply it makes the difference.

Sincerely,

Correen Oestreich
Technology Advisor
920.687.3740
correen.oestreich@marconet.com

Paul Keller
Chief Financial Officer
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paul.keller@marconet.com

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2. EXECUTIVE SUMMARY

UNDERSTANDING YOUR NEEDS

Marco understands your first goal is to have a responsive and responsible vendor provide a reliable phone system to best serve your customers. We also understand that the requirements of this system also apply to seamless communication for your internal customers – your employees. Our experienced project management team will ensure a smooth transition for your environment along with your technology advisor and voice systems engineer, who are locally available and dedicated to your account.

As an experienced voice provider since 1985, we have encountered various situations with customers who are looking to make the switch to Marco as their phone systems provider, such as potential downtime, slow response times, and replacement costs.

What our proposal outlines is the peace of mind that your communications system with Marco will remain reliable, while also:

- Addressing moves, adds and changes to your system
- Providing service without the need of an on-site staff member
- Investment protection with Marco Managed Voice (MMV)

WHY MARCO and Mitel?

Marco has over 35+ years of history and success with Mitel and is currently the #1 Mitel Independent Partner in the US and is in the top 10 in the world for Mitel customer satisfaction.

Mitel PARTNER OF THE YEAR

City of Whitewater can scale your phone system with Marco's support as your organization grows and based on your changing needs and requirements. With over 3,000 IP systems installed and supported, Marco has the experience to serve you and your Mitel solution.

Marco and Mitel provides to you...

An integrated solutions model for voice, data, video, and print

Digital, VoIP and Cloud solutions

A dedicated Marco account team of Mitel solutions experts

Implementation, service, and support provided 100% by Marco employees

Certified Mitel project managers and trainers on staff

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HIGHEST MITEL PARTNER PERFORMANCE INDEX RATING

- 50 Certified Professionals
- 400+ Certifications
- Testing of Software and Improvement Input
- Implementation and Service Support and Knowledge

MITEL OPERATIONAL CIRCLE OF EXCELLENCE

- Demonstrate excellent ability to support and install their end customer solutions independently

MICONTACT CENTER SPECIALIST

- Top Mitel Partner designation in end user satisfaction, knowledge, and implementation of Mitel Solutions

MITEL AWARDS AND RECOGNITION

- Top Contact Center Partner in the U.S.
- North Central Region
- Partner of the Year
- Mitel's Top Software Assurance Partner in the U.S.

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3. RESPONSES TO QUESTIONS (SECTION 6) - MITEL

Voice Functional Requirements

6.1. Requirements

1. Provide a brief corporate overview of the solution manufacturer.

   Response:

   Mitel is a global leader in business communications with a broad portfolio offering world-class communications, collaboration, and contact center solutions. Mitel is a leader in the UC space with over 80 million global users across more than 100 countries, including more than 7 million cloud users worldwide. Mitel enables businesses to connect and collaborate seamlessly, providing innovative ways for employees to communicate anywhere, at any time, and over any device.

   What makes Mitel unique is its pragmatic approach to innovation. Mitel provides communications platforms that help organizations maximize productivity today while preparing them to capture the benefits of emerging technologies tomorrow. Singular in its ability to offer this style of investment protection to businesses, the flexibility to choose on-premises perpetual or subscription deployment models or migrate to their cloud of choice - private/dedicated, public, or a hybrid approach - when their requirements change later, is fundamental to Mitel.

   Mitel facilitates business transformation, not hinders it. With open and flexible architectures, Mitel connects people, devices, and data in ways that unleash employee productivity for businesses. Leveraging software integrations from simple to complex and across vertical industries, Mitel helps businesses outperform their competition by extending communications to remote and deskless workers, delivering tighter collaboration across geographies and time zones.

   Mitel delivers its solutions to businesses through technology experts and local service with the support, talent, and professionalism of more than 5,000 channel partners, Value Added Resellers, Systems Integrators, and Service Providers that understand your business to provide services that range from planning and design to implementation and support. Many of these partners have served customers alongside Mitel for more than 50 years.

2. The proposed solution must embrace next-generation technologies as is, without the need for replacement. What is the manufacturer's approach to future technologies? In your response, demonstrate how investing in and partnering with the manufacturer will strengthen the City over the long term.

   Response: **Open Standards Design and Approach**

   MiVoice Business uses an open standards approach to design proprietary technologies for customers. MiVoice Business allows City of Whitewater to choose the hardware and UC components, which fit best for the current and future growth of the business. MiVoice Business provides integration with several deployed back office applications, including email, presence and instant messaging (IM) engines, and customer

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relationship management (CRM) solutions.

Standards Based Architecture

Adhering to industry standards, MiVoice Business enables <Customer> to leverage existing business infrastructure; and provides a smooth transition to a network-centric communications model. The core call control features and functionality of MiVoice Business are the same regardless of the hardware platform or solution deployment model. The features operate virtually across any LAN / WAN infrastructure. With native support for legacy networking standards such as Q.SIG and DPNSS, in addition to digital trunking protocols for central office (PSTN) access, MiVoice Business offers City of Whitewater the ability to retain existing investments while delivering the advantages of a converged communications infrastructure.

3. Does this solution provide uniformity in the user experience? Workers moving from site to site or working remote should be able to have the same experience.

Response: The MiCollab unified communications and collaboration (UCC) licensing structure is based on different user types found in most enterprise organizations today. The two core user types include the Deskbound / Knowledge User and the Power/Mobile User. Each of the two UCC license bundles delivers a set of UCC functionality tailored to each user type. As the Mitel MiCollab UCC solution is unrestricted to any specific phone sets, organizations gain the flexibility to provide a complete range of UCC capabilities to deskbound, knowledge, and mobile users alike.

UCC License highlights include the following:

Entry UCC (Deskbound User)

- Full range of UC and communications features, including call control, click-to-call, visual voice mail, unified messaging, chat, and presence, dynamic status, and calendar integration
- Multi-device linking (one number reach)
- Desktop and web client
- Add-on options for mobile client, softphone, and remote teleworker

Standard UCC (Power/Mobile User)

builds upon Entry UCC with mobile client access, a softphone (can be used on mobile or desktop), and access to full conferencing and desktop collaboration, including ad-hock, scheduled and reoccurring conferences teleworker enabled for two phones, primary and other.

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4. Provide enhanced technologies and feature/functionality to end users (i.e. presence, enhanced communications via convergence of voice, text, email, etc.) that will help improve our overall

Response:

Ensuring effective communication in essential in today's fast-paced, mobile marketplace. MiCollab provides the essential mix of tools that help connect employees from any location, on any device, at any time for spontaneous or planned communications and collaborations. With more than two million users globally, MiCollab makes team collaboration simple with integrated voice, video, messaging, presence and conferencing capabilities to streamline the way employees talk, meet and share information. Whether through instant messaging, voice, point-to-point video or web collaboration, employees can choose the method that works best given the reason for the meeting, the people involved and their location. By using a multi-layered, highly collaborative workspace for teams, City of Whitewater will benefit from:

- improved productivity and management across the enterprise by arming all users no matter where they are with a complete set of UCC functions
- simplified communication among employees, workgroups, and customers through presence, collaboration and unified messaging
- connecting a distributed, active workforce using a range of mobility solutions allows employees to be more accessible and better able to respond to coworkers, suppliers and customers through real-time communication methods
- reduced total cost of ownership and administration expenses with fewer servers, lower power consumption costs, and less space required compared to installing the same applications individually
- enables point-to-point video meetings enhance interactions to provide greater collaboration options, even when using high-definition desktop video
- extended in-office communications capabilities to home-based and remote workers
- streamlined employee availability notifications to other colleagues with integration to calendar systems that auto-update status and availability messaging

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MiCollab is ideal for many different employee types including customer-facing, mobile workers, project-based teams, knowledge workers, and field services to provide greater optimization of everyday tasks such as:

- receiving calls at a single phone number and voice mail box regardless of location and device
- viewing e-mail and listening to voice mail from anywhere
- SMS support to provide one to many and one to one is planned to release, Q2 2025
- sharing presentations and conducting interactive online meetings
- placing calls by speaking a person's name, department name, or telephone number
- remaining connected to the office, partners and clients, even while on the road or working from the home office

5. Does this solution offer an on-premise, hybrid and/or cloud solution?

   Response: Yes, Mitel MiVoice Business offers a scalable and feature-rich communication system for businesses of varying sizes, employing a unified software stream. The solution can be tailored to meet the requirements of enterprises ranging from 5 to 130,000 users, MiVoice Business accommodates both single-site deployments and multi-site networks **across onsite, private cloud, public cloud, or hybrid environments**. Additionally, customers can opt for either capital expenditure or subscription licensing models when acquiring MiVoice Business.

6. Your contact center solution should be capable of allowing incoming contacts to overflow from one Hunt Group to another if all Agents in the first group are busy/not available.

   Response: We can work with the City to determine the call routing/overflow for the calls with Ring groups.

7. If a contact has overflowed from one Hunt Group to another and all Agents in the overflow group are also busy/not available, the application shall be capable of queuing the contact against Agents with the same skill sets in both groups so that the contact can be answered as soon as possible.

   Response: We can work with the City to determine the call routing and overflow design as part of our system design process.

8. Does your solution provide a reporting tool to provide access to historical reports on the performance and utilization of the messaging facility?

   Response: We have included Call Reporting software in the pricing section as an option. The call reporting software will provide the ability to collect all call data from the system and report historical data.

9. Does your solution provide recording for the agents and evaluations?

   Response: As it is understood, call recording is only required "on demand" for

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standard users, which is supported by the system. If there is future interest in recording phone calls at all times, similar to the Non-Emergency Dispatch phone numbers, it would require an additional recording application.

10. Do you manufacture and support your own phone end points (EP)?

    Response: Marco does not manufacture any phones. Phones are Manufactured by Mitel or other manufacturers. Marco will provide support/warranty on the phones as part of our Marco Managed Voice agreement.

11. If you are proposing a Cloud solution, do you support Survivable gateways?

    Response: The Mitel on-premise solution will support survivable gateways.

12. If you are proposing a Cloud solution, how will you support analog stations and trunk ports?

    Response: The Mitel on-premise solution will support analog stations and trunks

13. The proposed solution must support analog station

    Response: System will support analog stations with ATA devices.

14. The proposed solution must support analog trunks and SIP trunks.

    Response: System will support analog and SIP Trunks

15. Busy indictor of other phones showing if they are on the phone

    Response: IP phones will support busy lamp indicators as well, a PC/Mobile application or client

16. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, departments may decide to send out their own main list number, while the Fire Department office users may choose to send out their own DID number on outgoing calls.

    Response: The system supports outbound caller id

17. Incoming Caller ID – Assuming that the carrier will support name and number for inbound caller ID, the system shall provide this information on user displays.

    Response: Yes, the system will support Incoming caller id based on what the carrier allows/provides.

18. Inbound Caller ID should follow the call and be displayed on transferred-to telephones even if the call is transferred multiple times.

    Response: Caller ID will follow the call

19. Call Routing – Ability to route calls differently depending on Time of Day, Day of

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Week, Holiday, or other schedules

Response: Yes, call routing is included/supported in the system

20. Can routing to voicemail greetings be different for internal and external calls?

    Response: Yes

21. Standard Conferencing should be available to all users to add or drop participants.

    Response: Included

22. User Directory – Ability to access and dial from a city-wide name/extension database from IP station sets

    Response: Included

23. Call History – ability for users to view on telephone or soft client display.

    Response- Included

24. Music on Hold – Ability to apply Music-on-hold or message on hold message to callers on hold.

    Response: Yes, MOH is supported

25. Variable Ringtones on Telephone Sets

    Response: Yes, variable ringtones are supported

26. Paging Groups-Page all phones in a building and throughout all buildings.

    Response: Paging can be done over the phones throughout all buildings

27. Voice Announce Intercom – Ability to dial an extension number and automatically connect to another phone in a hands-free mode.

    Response: Included

28. Hands Free Answer Back – Optional Feature – Ability for a called party to respond to the page or intercom call by just talking back to the phone, without lifting the receiver or pushing a button on the phone.

    Response: Included

29. Variable Call Recording – the ability to record calls to a station "On Demand" with easy access to retrieving these recordings.

    Response: Included

30. Persistent Call Recording – The city currently records 4 non-emergency telephone lines.

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Response: As we understand, the persistent call recording is done by a third party call recording application managed by the 911 Dispatch group. Call Recording for the 4/6 non-emergency lines would not be done by the proposed Mitel system.

31. Softphone clients support compatible with Microsoft, Android and iPhone devices.

    Response: Supported with the Mitel UCC Standard license

32. This client will allow outbound caller to display their DID number when the call is placed from the mobile device using the mobile app.

    Response: Supported

33. Call control and transfer capabilities should be similar to a softphone user.

    Response: Supported

34. Station Mobility – Allow system users to log in and log out of an alternate IP telephone on the system to temporarily configure that phone as their own user device with a predefined username and PIN.

    Response: Included (hotdesking)

35. Twinning / Single Number Reach– The ability to simultaneously ring a user's cell phone and desk phone.

    Response: Included (dynamic extension/twinning)

36. Does the system allow users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone?

    Response: Yes, included

37. Will the inbound caller ID information be passed to the cell phone?

    Response: Yes, as long as the carrier (PSTN provider-Spectrum) allows

38. 4 analog Trunks must be supported for 911 center.

    Response: Supported

39. 6 Analog station ports required for 911 center support

    Response: Supported

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6.1.1. Platform

1. Is your telephony solution entirely cloud-based, or does it offer a hybrid deployment option?

   Response: Mitel system proposed is an on-premise solution

2. How does your solution handle scalability? Can it seamlessly expand to accommodate?

   Response: The system can support up to 500 users. You can easily add users as the need arising by requesting the licenses/programming, or if you have spare licenses you can program new users as needed.

3. What are the primary advantages of your cloud-based telephony solution compared to on- premise systems?

   Response: We are proposing a Mitel on-premise solution. Alternatively we are proposing the Cisco UCaaS Cloud solution. Each application has its own benefits, but typically those benefits are better defined by the customer. Cloud systems will operate as a monthly reoccurring cost (MRC), while on-premise systems typically have the one-time up front capital purchase.

4. What kind of redundancy and failover mechanisms does your solution provide?

   Response The MiVoice Business Solution Virtual Instance is implemented within the City's CPE virtual environment.

   In this deployment model:

   - MiVoice Business Solution Virtual Instance is deployed as a single virtual appliance that provides MiVoice Business, MiCollab, and MBG functionality.
   - The MiVoice Business Solution Virtual Instance vApp MBG application provides SIP trunking support.
   - Customers use the MiVoice Business Solution Virtual Instance solution and can perform user provisioning through the administration tools (MiCollab server manager and USP application).

5. What level of control do customers have over the configuration and management of the telephony system?

   Response: The City has full access rights to the Mitel system for configuration and management.

6.1.2. Network

1. Does the vendor use redundant IP network solutions at the hosting facility?

   Response- On premise solution uses the City's network infrastructure.

2. The proposed solution must include support and maintenance. Please describe your support and maintenance operations.

   Response – Included in our proposal is our Marco Managed Voice (MMV). The Marco

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Managed Voice agreement provides 24x7 support of your Mitel system. This includes 2 hour SLA for emergency response. An emergency is defined as no incoming or outgoing calls, 40% or more of telephones are inoperative, 20% of all outside lines inoperative, and any main console is inoperative or mainline target inoperative. Standard next day business response is for routine trouble calls. Labor and services is included in the coverage terms, and any failed components will be shipped to the customer.

■ Designation of Coverage

- **Contracted Coverage Period** - The period of coverage the Customer is paying for support. The options are 8:00 am -5:00 pm CT Monday through Friday, excluding Marco published holidays or an uplift to 24x7, 7 days a week. Customer's selected option is indicated below. (Assumes M-F 8x5 unless Option B is selected).
- **Standard Support Desk Hours** - 8:00 am - 5:00 pm CST, Monday-Friday excluding Marco published holidays. Manned 24x7 to report trouble. Email ITservice@marconet.com or call 800-847-3098 #2 for support outside of regular business hours (8-5).
- **Remote Access*** – Remote access is required for support. Additional charges may apply if remote access is not available.
- **PPM** – Principal Period of Maintenance (PPM) 8:00 am – 5:00 pm CT Monday – Friday, excluding Marco published holidays.
- **PPU** – Principal Period of Upgrades (PPU) 7:00 am – 7:00 pm CT Monday – Friday, excluding Marco published holidays.
- **Emergency Two Hour Response** - Marco provides an initial response to emergency trouble calls within 2 hours during the PPM. EMERGENCY is defined as a major service impacting event consisting of one or more of the following:
  - 1) No incoming or outgoing calls
  - 2) 40% of all telephones inoperative
  - 3) 20% of all outside lines inoperative
  - 4) Attendant console is inoperative or mainline target inoperable
- **Standard Next Business Day Preferential Response** – Marco responds the next business day to routine trouble calls.
- **Labor and Travel for Emergency or Standard Trouble Calls** - Labor and travel is included at no charge during the PPM.
- **Part Coverage and Service Labor Regarding Replacement Parts** – Replacement of currently covered, failed components will be shipped to the Customer. Replacement equipment and parts will be of equal quality of the original parts.

- **Remote Moves, Adds, and Changes (MAC)** – Remote access is required for support. If Marco is requested to go to the Customer site to perform MAC work, additional charges will apply at Marco standard service rates. Net-new setup or installation of additional equipment is not considered MAC work and will be billable at Marco standard service rates.
- **Software Updates** – Updates to correct any software errors that prevent your system from performing to published specifications are included during PPU. This assumes no hardware replacements or software licensing is required. If applicable, Customer will be responsible for hardware and or licensing purchases needed to support the software update.
- **Software Upgrades †** – Upgrades to keep your system at a minimum load to reflect manufacturer support requirements will be included in this Agreement, provided the Mitel operating system is able to be upgraded via software and the Customer has a current Mitel Software Assurance (SWA) in place. Upgrades that are able to be performed during the PPU (7 am – 7 pm CT) will be covered under this Agreement without additional labor charges. Upgrades that must be performed outside of the PPU will be billable at Marco standard service rates. Customer will be responsible for hardware purchases needed to support the upgrade. This Agreement does not include Microsoft Windows operating systems.

3. How do IP communication devices learn about their voice VLAN, including IP addresses, default gateways, call controller, TFTP server, QoS settings, VLANs and other parameters. Does the proposed system solution employ proprietary protocols for IP communications devices to learn their voice VLAN or is it an industry standard such as Dynamic Host Control Protocol (DHCP) used?

   Response: IP devices use DHCP2, LLDP or CDP

4. Do you load balance your circuits? In the event of a single circuit failure, can the entire load be supported on the backup circuit?

   Response: The City currently has one single circuit in place from Spectrum. In the event you would look at multiple circuits from Spectrum, the Mitel system can be configured to support load balancing.

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6.1.3. Scalability and Capacity

1. Describe the Vendor's system scalability in detail.

   Response: Mitel system has the ability to scale by simply adding in new licenses/users as needed on the system. The system capacity is 500 users.

6.1.4. Collaboration Integrations

1. How does your solution integrate with Microsoft Teams, Outlook, Zoom or WebEx?

   Response:

   Mitel MS Teams Solutions
   The solution capabilities that Mitel offers with MS Teams are:
   - **Mitel Assistant** - With Mitel Assistant integrated with Microsoft Teams, you can create speed dials and place calls to your contacts in Microsoft Teams and in Microsoft Outlook using any supported Mitel telephony application.
   - **Call History** - As a Mitel Assistant user, you can view your Mitel Phone call history from the Mitel Assistant application after you log in to your CloudLink account. When you make an external call, and if that number is matched with a contact in your Microsoft Azure directory or Outlook personal contacts, the person's name is displayed in the call history. **Sync presence via CloudLink to MS Teams** - CloudLink accounts can be integrated with MS Teams to sync presence from a Mitel PBX to MS Teams, which enables users to view the status of the users in MS Teams. This is called a Unidirectional presence.
   - **Sync presence from MS Teams to MiCollab**- The presence synchronization feature has now been expanded to enable the synchronization of Microsoft Teams presence of a user with their MiCollab client through CloudLink, and this is known as Bi-directional synchronization. The Bi-directional presence synchronization can be enabled in the Mitel Administration using the *Sync Presence from MS Teams to CloudLink* setting.
   - **MiCollab Client**- The supported MiCollab Client include PC Client (telephony only mode or normal mode), MiCollab Client on Mac, and MiCollab Mobile Client (Android and iOS). The MiCollab Client Telephony-only mode enhances end-user experience when calls are placed with a Mitel application using the MiCollab Client as the telephony endpoint.
   - **Mitel Dialer**- Mitel Dialer is a Windows desktop application that controls a telephone terminal connected to a Mitel call server. This application is used to set up and monitor telephone communications. The Dialer is compatible with the following device types: Mitel 6700, Mitel 6800, Mitel 6900, also legacy digital and IP Phones, DECT handsets, analog Phones.

2. What APIs or SDKs does your solution use to interact with Microsoft Teams, Zoom or Cisco WebEx?

   Response

   Microsoft Graph API Permissions:
   - Presence.ReadWriteAll (Application permission)
     - Necessary to synchronize presence information from Mitel to MS Teams

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- User.Read.All (Application permission)
  - Required to retrieve user ID from MS Teams
- Application.ReadAll (Application permission)
  - Needed to access and retrieve permissions and client secret associated with the integration

Delegated Permissions:

- email
  - Required to view user's email address
- offline_access
  - Required to maintain access to data
- openid
  - Required to sign users in

3. What kind of authentication mechanisms does your solution support for Microsoft Teams integration?

Response:

Permissions Required from the Administrator

When an Administrator of Microsoft Teams adds the Mitel Assistant application to Microsoft Teams, a prompt appears requesting the permission of the Administrator to use Mitel Assistant with Microsoft Teams.

Permissions for Mitel Assistant

The following table lists the permissions that the Mitel Assistant application requests and the information it can access if you grant the permissions.

Permission	Access Information
User.Read	Reads user's profile and basic company information.
User.ReadWrite	Saves user's contacts in the speed dial list.
Contacts.Read	Reads user's personal contacts from Outlook.
User.ReadBasic.All	Reads a basic set of profile properties of other users in the organization including their display name, first and last names, email address, photo, and contacts in the speed dial list.
Directory.Read.All	Reads all the phone numbers of other users in the organization.
Chat.Read	Reads the' user IDs of 1:1 chat participants and fetches their profile information to be displayed in the contact card.
Presence.Read	Reads the user's presence information.
Presence.Read.All	Reads the presence information of all users in the organization.

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Mitel Assistant Application
An Administrator of Microsoft Teams can add the Mitel Assistant application and make it available to MS Teams users.
As an Account Administrator, you can do either of the following:

- Configure the Azure AD SSO and Azure AD Sync integrations in the CloudLink account. If the CloudLink account is configured with both the Azure AD Single Sign-On and the Azure AD Sync integrations, then users assigned to the SCIM application in Azure AD can use their enterprise credentials to log in to CloudLink within the Mitel Assistant. These integrations are recommended when integrating CloudLink with MS Teams.
- Send a welcome email to the users.Users who receive this email can use the link/button in this email to activate their CloudLink account and set a password if SSO is not enabled for them. They can then use this password to log in to Mitel Assistant.

4. How does your solution handle notifications or alerts in Microsoft Teams?

   Response:

   Presence Notifications:
   - When MS Teams presence integration is activated, MiCollab users receive a notification in the MiCollab client informing them that their status will now be controlled via Microsoft Teams (MiCollab for PC Client End-User Online Help)
   - Users will get a restart pop-up notification when an administrator enables/disables status/presence integration in their assigned custom user profile (MiCollab for PC Client End-User Online Help)

   Presence Status Notifications:
   - Your Teams client will automatically send status notifications such as:
     - Busy (when on a Teams audio call or in a meeting)
     - Do Not Disturb (when presenting or focusing)
     - Available
     - Away

   Presence Status Precedence:
   - User-configured status overrides app-configured status
   - Among app-configured statuses, the precedence is:
     1. Do not Disturb
     2. Busy
     3. Available
     4. Away

5. What security measures are in place to protect data shared between Microsoft Teams and your solution?

   Response:

   Transport Layer Security (TLS)

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- Communication is secured using TLS 1.2
- Requires certificates signed by a Certificate Authority (CA) in the Microsoft trusted root certificate program (MiVoice Business - Integration with Microsoft Teams documentation)

Certificate Management
- Certificates must be:
  - Generated and uploaded to OpenScape Session Border Controller (SBC)
  - Used for TLS communication on port 5061
  - Mapped to OpenScape SBC certificates
  - Include Fully Qualified Domain Name (FQDN) in Certificate Signing Request

Additional Security Recommendations
- Import only trusted CA certificates proposed by Microsoft
- Restrict additional CA imports to minimum required
- Use mutual TLS (mTLS) with full certificate validation
- Restrict MS Teams access in SBC firewall to Microsoft-published IP ranges

Encryption
- Data in transit is encrypted using TLS
- Recommended encryption settings include:
  - Perfect Forward Secrecy (Preferred)
  - AES-128 encryption
  - Preferred GCM mode of operation

6. How does your solution handle user permissions and access controls within Microsoft Teams?

Response
Azure AD and Permissions Management:
- Azure Active Directory (AD) Administrator plays a crucial role in managing permissions (CloudLink-Accounts-EN document)

Specific Permissions for Mitel Assistant:
- The application requests the following Microsoft Graph permissions:
  1. User.Read: Reads user's profile and basic company information
  2. User.ReadWrite: Saves user's contacts in the speed dial list
  3. Contacts.Read: Reads user's personal contacts from Outlook

Administrator-Level Permissions Process:
- Microsoft Teams Administrator must add the Mitel Assistant application
- Azure AD Administrator must grant admin consent for the application
- Specific steps for Azure AD Administrator include:
  - Navigate to Azure portal
  - Select Azure Active Directory
  - Choose Enterprise applications
  - Find Mitel Assistant
  - Click "Grant admin consent"

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End-User Permissions:

- When users first open Mitel Assistant, they'll be prompted to give permission to use the application with Microsoft Teams
- Users can click "Give permission" to authorize access

7. What mechanisms are in place for logging and auditing user activity within your solution?

   Response:

   MiVoice Business:
   - Logs actions from various interfaces
   - Captures:
     - Logins/logouts
     - Provisioning operations
     - Maintenance operations
     - Scheduler operations
     - Integrated Directory Service synchronization
   - Maintains continuous log of 5000 entries
   - Older entries archived in XML files (MiVoice)

8. What support options are available if issues arise with the integration?

   Response: Marco's support team members can work with the City's team to troubleshoot issues as they may arise. This would follow our normal support process provided in our response.

9. How does your solution handle updates or changes to Microsoft Teams' platform?

   Response: Mitel's Approach to Microsoft Teams Integration:

   1. Versioning and Documentation Updates
      - Mitel regularly updates documentation to reflect changes in Microsoft Teams integration
      - Example: The MiVoice Business - Integration with Microsoft Teams document shows version updates tracking platform changes (Document versions from July 2024 to January 2025)

   2. Flexible Integration Mechanisms
      - CloudLink acts as an intermediary between MS Teams and Mitel systems, which can help manage platform changes
      - CloudLink enables bidirectional presence synchronization, suggesting adaptability to platform updates (MiCollab What's New Guide)

   3. Administrative Configuration Flexibility
      - MS Teams administrators can control application availability and setup through the Teams administration portal
      - This includes:
        - Controlling application availability to users
        - Creating application setup policies
        - Installing apps by default
        - Configuring application permission policies (MS Teams Solution Guide)

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4. Continuous Platform Support
    - Mitel provides ongoing documentation updates for Microsoft Teams integration across multiple products:
        - MiCollab
        - MiVoice Business

10. Can you confirm it will integrate with the City's Solacom 911 system?

    Response: Yes, we will integrate either with analog trunks or SIP trunks to your Solacom 911 System.

6.1.5. Disaster Recovery and Redundancy and Security

1. Provide detail on your approach to redundant architecture, including the network and server.

   Response: In your current environment, we would implement the Mitel Virtual applications at your City Hall building. It could be further investigated to look at installing another virtual instance at your Wastewater facility to deepen the redundant architecture.

2. Do you perform regular security audits and assessments for your telephony solution?

   Response: Mitel performs regular security audits and assessments on their systems. They have online notification system to notify of any issues that have been found, at which time our Marco team will work with the City to address. Marco does offer other services with our Managed IT services to perform security audits/assessments of all your systems/applications.

3. What is the failover procedure for your infrastructure components?

   Response: Our proposed Mitel on-premise solution will depend on your core infrastructure to dictate your failover procedure. The Core Mitel software applications will run in your Virtual Hyper V environment and we will utilize those tools to assist in reducing failure events.

4. What is your approach to patch management and vulnerability assessment for your solution?

   Response: As a Marco Managed customer, our team works closely with you and Mitel when any vulnerability issues are identified. We will develop a plan for any patches or upgrades required to be done to remediate the issue.

5. What does your solution provide as support for home workers?

   Response MiVoice IP Phones fully support teleworking; providing remote workers with the same desktop features they would have in the office. The Teleworker service on MiVoice Border Gateway uses high-grade security that authenticates and encrypts signaling and media via secure, embedded 128-bit AES voice and SRTP. Voice conversations are streamed directly from one teleworker phone to another without the voice path going back to the MiVoice Border Gateway.

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6. What security measures are in place to protect data from unauthorized access?

   Response: Mitel's MiVoice Business software is installed on top of the Mitel Standard Linux (MSL) operating system. Compared to more common operating systems, the MSL approach ensures security by reducing its surface of vulnerability, by the following characteristics:

   - MSL does not support email
   - MSL does not support internet Web browsing
   - Users with write permissions are limited and access is strictly controlled
   - Mitel has removed unnecessary files and packages from MSL
   - Mitel has closed unnecessary IP Ports

   Additional measures can be taken to secure the MSL platform and the MiVoice Business application executing on the platform, these measures are based on well-known network security best practices. In general, a platform that is both physically secure and installed in a network that has been securely designed will have a low likelihood of being infected compared to a platform that lacks physical security and/or is installed in a network lacking security controls

7. What SLAs (Service Level Agreements) do you offer for uptime and availability of redundant systems?

   Response:

   Availability Levels:
   - Single Data Center: 99.5% uptime
   - Single Data Center with Virtual High Availability: 99.9% uptime
   - Single Region with multiple local data centers: 99.99% uptime

   Important Caveats:
   - Actual availability numbers may vary depending on:
     - Configuration
     - Geographies
     - Climate
     - Political conditions
   - Mitel cannot guarantee precise failover times
   - Overall system availability is defined by the "weakest link in the chain"

   Mitel uses a seven-layer business continuity model to determine system availability, taking into account factors like:
   - Server hardware
   - Server software
   - Data network
   - Power distribution
   - And other critical components

6.1.6. General Requirements

The City of Whitewater will be seeking an on-premise, hybrid or private cloud solution with initial deployment at our location(s). The solution must have the ability to configure systems to the appropriate levels of resiliency. The City intends to complete the implementation of the proposed solution at all its locations and remote workers by the end of 2025.

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1. The proposed management system should provide support for open protocols, such as LDAP and SNMP. The proposed management system should use open encoding schemes such as XML and HTML.

   Response: Supported

2. Can your solution automatically change the presence status and indication of an authorized presence user when that user is on a call?

   Response: Yes, included

3. Can your solution provide music or Ads on hold functionality?

   Response: MOH is supported by the system. Professional recording would be the responsibility of the City.

4. Can the proposed solution be administered via a web browser interface and does it integrate with Active Directory?

   Response: Yes, administration can be done via web browser and integrates with AD

5. Do you support WebRTC voice?

   Response: Yes, WebRTC is supported

6. Is your system compliant with Kari's Law & Ray Baum's Act, and will you assist the City in achieving compliance?

   Response: Yes, the Mitel system is compliant and the Marco Project/Install team will work with the City to set up the system to be compliant with Ray Baum and Kari's Law.

6.1.7. Mobility Solutions

1. State whether your solution provides mobility as an offering.

   Response: Mitel system supports Mobility with the Mitel MiCollab mobile app

2. Does your solution offer a mobile app for iOS and Android?

   Response: Yes, both are supported

3. Does your mobile app support seamless handoff between mobile and desktop environments?

   Response: Yes, mobility handoff is supported between mobile and desktop devices

4. What security measures are in place for mobile communications, including encryption and authentication?

   Response MiCollab mobile app uses TLS 1.3 and also authentication is with user login credentials.

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6.1.8. Soft Phone

1. Does your solution have an integrated SIP-compliant softphone?

   Response:

   MiCollab Client SIP-Based Softphone:
   - Supports USB headset or handset for placing and receiving calls
   - Compatible with MiVoice Business systems running 5.0 SP2 or later
   - Requires specific licensing:
     - For Windows Desktop Client: Existing "Softphone" license covers the softphone
     - For Mobile clients: Requires "Mobile SIP Softphone" license

   Additional Softphone Details:
   - Supports Quality of Service (QoS) for audio, SIP signaling, and video streaming
   - Can be configured with specific L3 service class values
   - Softphone extension must be configured on the PBX

2. What core features does your softphone offer?

   Response

   Softphone Features:
   - SIP-based functionality
   - Can be used with USB headset or handset
   - Supports placing and receiving calls
   - Complete desk phone functionality
   - Available on:
     - Desktop (Windows)
     - Android devices
     - iOS devices
     - Mobile clients

   Specific Softphone Capabilities:
   - DTMF dialing
   - Call handling functions:
     - Dial
     - Hang-up
     - Answer call
     - Reject call
     - Handle second/concurrent calls

3. Is the softphone application available for both Windows and macOS?

   Response: Yes

4. Can the softphone be customized to match corporate branding, including logos and colors?

   Response: To customize the softphone we would need to work with Mitel about their Branding Program for more comprehensive customization options.

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6.1.9. Telephones

1. Type 2 - Basic Telephone Set - A minimum 6-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities and a speakerphone.

   Response: Mitel 6920W IP phone

   Product Overview:
   - The Mitel 6920w is a high-end desktop IP phone designed for power users
   - Supports both MiNet and SIP protocols

   Key Features:
   - Built-in Wi-Fi connectivity
   - Bluetooth 5.2 support
   - MobileLink feature for mobile phone integration
   - PCLink for PC audio collaboration
   - Large color backlit graphics display
   - 6 programmable and four context-sensitive softkeys
   - Wideband audio with enhanced speakerphone
   - Dual Gigabit Ethernet ports
   - Supports USB, DHSG/EHS headsets

   Unique Capabilities:
   - Can sync mobile phone contacts and call history
   - Allows answering mobile calls through the IP phone
   - Enables moving audio between mobile phone and IP phone
   - Flexible network connectivity (wired Ethernet and Wi-Fi)

   Recommended for:
   - Enterprise executives
   - Managers
   - Employees requiring advanced communication features

2. Type 3 – Management Telephone Set - A minimum 10-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities, Bluetooth capable for headset and a speakerphone.

   Response: We would propose either the Mitel 6920W or 6930W IP phone

   Product Overview: Mitel 6930W IP Phone
   - Ideal for enterprise executives, managers, teleworkers, and contact center employees

   Unique Features:
   - Embedded Wi-Fi
   - Bluetooth 5.0 (some documents mention 5.2)
   - IEEE 802.3az standard (Energy Efficient Ethernet) capability

   Technical Specifications:
   - 4.3" WQVGA (480x272) color TFT LCD display
   - Built-in two-port, 10/100/1000 Gigabit Ethernet switch
   - USB 2.0 port (500mA maximum)

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- Wideband handset
- Enhanced wideband, full-duplex speakerphone
- Supports MobileLink for mobile integration via Bluetooth
- Supports MiNet and SIP protocols

Power Consumption:

- Base power consumption: 10.2 watts
- With DECT Headset: 12.3 watts
- With 1 M695 PKM: 12.6 watts
- With 3 M695 PKMs + DECT Headset: 19.4 watts

3. Type 4 – Receptionist phone with 48 button side car.

   Response: Mitel M695 (PKM)

   Product Specifications:
   - Features a 4.3" 480x272 pixel color backlit LCD display
   - Can be daisy-chained up to three modules per Mitel MiVoice 6900 Series IP phone
   - Provides a total of 84 programmable keys when three modules are connected

   Supported Key Functions:
   The M695 supports numerous key functions, including:
   - Speed Dial
   - Line
   - Busy Lamp Field (BLF)
   - Auto Call Distribution (ACD)
   - Directory
   - Conference
   - Transfer
   - Intercom
   - Call Forward

4. Type – 5 Conference Room Phone – IP Based conference room telephone set.

   Response Mitel 6970 Conference Phone

   Key Features:
   - Full-feature enterprise-class conference phone
   - 7" WVGA (800x480) color TFT capacitive touch-screen LCD display
   - 96 programmable self-labeling keys
   - 6 intuitive state-sensitive softkeys
   - 6 fixed feature hard touch keys
   - Enhanced conference audio with high output speaker
   - 8 microphone beam-forming array
   - Power Over Ethernet (PoE) LAN port supporting 10/100/1000 Base T
   - Embedded Bluetooth 4.1
   - 2 USB 2.0 ports

   Unique Capabilities:
   - MobileLink support for mobile phone integration via Bluetooth
   - Optional extension microphones for extended audio pickup

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- Supports MiCollab Meeting Center
- Supports Mitel Mass Notification
- Compatible with MiNet and SIP protocols

Connectivity:

- Supports wireless network connection via optional Mitel Wireless LAN adapter
- Gigabit Ethernet port
- PoE class 3 rating

6.1.10. Wireless Phones

1. Do you off a wireless phone?

   Response: Yes

2. Describe the features and functionality of the wireless phone

   Response:

   Mitel 5624 WIFI Phone Feature rich SIP enabled VoWiFi phone with color display, telephony and messaging over 802.11 a/b/g/n WiFi networks

   Key Features

   - Full duplex Handsfree Speakerphone
   - WiFi Handset with high quality voice, personal alarm and messaging
   - Supports WiFi 802.11 a/b/g/n standards
   - Dynamic output power according to 802.11h standard
   - TFT color display with multiple colors with high resolution, more than 65000 individual colors, 176 x 220 pixel LCD with white LED backlighting
   - 3 Programmable soft keys
   - 9 Programmable hot keys
   - Water, dust and chemical resistant for easy disinfection
   - Upgradeable by licenses, Services, Personal Alarm, WiFi Location and Shared Phone
   - Push button alarm, with ability to send different alarm types
   - Acoustic Location Signal(ALS) at alarm
   - Automatic call after alarm
   - Location WiFI (AP, Ekahau RTLSc and Cisco MSE)

   Messaging

   - Interactive Messaging
   - Colored Messaging
   - Message acknowledgement
   - Voice mail (4)
   - Push to talk (PTT)
   - Shared phone (3), supports virtual SIM
   - Centralized management
   - Hearing Aid compatible (HAC)

   Alarm

   - Location types: Associated WLAN access point and Cisco MSE
   - as standard, Ekahau as option
   - Alarm types: Single Button with 2 alarm types; long-press and
   - double-press.

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Audio
- Ring signal: Adjustable in 8 steps and silent
- Earpiece: Adjustable in 8 steps of 3dB each
- Max sound ring signal level: 88 dBA @ 10 cm
- Loudspeaker: Full duplex handsfree function

Central Phonebook
- Max name and number length: 40 characters in a name and 20 digits in a number – system dependent

Company Phonebook
- Max name and number length: 24 characters in a name and 24 digits in a number (1 number per name). Entries: 1000

Local Phonebook
- Storage of contacts: - 48 character name. Entries 250

Messaging
- Max message length: 160 characters from 5624 Handset.
- Message length to 5624 Handset is system dependent.
- Storage capacity: 30 received/sent messages.

Settings
- Languages: 18 (Czech, Danish, Dutch, English, Finnish,
- French, German, Greek, Hungarian, Italian, Norwegian, Polish,
- Portuguese (Brazilian), Russian, Slovak, Spanish, Swedish,
- and Turkish), + 1 customizable.

Telephony
- Indication: 14 ring signals, flashing LED and vibrator
- Answer call: Button press or auto answer
- Call list storage capacity: 25 calls (received, dialed and missed)
- with time stamp and name

User Interface
- Indicator: LED on top/front for visual indication of events and
- normal function. The LED may also be used for visual indication of a message
- Vibrator: Incoming calls, other audio events and messages
- Time and date indication
- Manual and automatic keypad lock
- Customizable UI
- Profiles, system and personal

6.1.11. DECT Phones

1. Does your telephony solution support DECT (Digital Enhanced Cordless Telecommunications) phone technology?

   Response: Yes, Mitel Supports DECT phones

2. What DECT standards does your solution comply with (e.g., DECT 6.0, DECT 8.0)?

   Response The Mitel RFP12 Single Cell DECT system is a VoIP solution with support for up to 20 registered handsets and three repeaters. The phone is a lightweight, ergonomically and portable handset compatible with Wideband Audio (G.722), DECT, GAP standard, CAT-iq audio compliant. The handset includes a color display with graphical user interface. It can also provide the subscriber with most of the features available for a wired phone, in addition to its roaming and handover capabilities. The Base Station converts IP protocol to DECT protocol and transmits the traffic to and from the wireless handsets over a channel. The base

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station has five available channels. The base supports the IP DECT CAT-IQ repeater RTX4024. A repeater can be deployed to extend the range of a DECT handset. The repeater can also be utilized wherever there is a need to increase limited coverage or improve reception in remote areas. The RYX4024 provides the following features:

- Up to three repeaters are supported per base station
- Wide band audio 4 VOIP System Guide
- DECT encryption
- Automatic registration
- Maximum of three repeaters in daisy chain

3. Can your DECT phones seamlessly integrate with the existing telephony infrastructure, such as VoIP systems or traditional PBX setups?

   Response: Yes

4. What range can be expected from your DECT phones in a typical office environment?

   Response: Typically 300ft

5. How many simultaneous DECT connections or handsets can your system support?

   Response:

   Simultaneous Call/Handset Capacity:
   - Single Cell Setup: Maximum of 5 simultaneous calls
   - Maximum number of handsets per base station: 20

   Additional Capacity Details:
   - Repeater Capacity:
     - - Max calls (narrow band): 5
     - - Max calls (G.722 wideband): 2

6. How is the voice quality and clarity ensured with your DECT phones?

   Response: This would be configured same as an IP phone with standard VLAN and QoS settings to ensure voice quality and clarity.

7. Are there any specific security measures implemented for DECT phone communications to prevent eavesdropping or unauthorized access?

   Response: The DECT protocol uses the "DECT Standard Cipher" for encryption over air by default (SIP-DECT Security Guidelines)

   Standard DECT encryption is ON by default, which provides:
   - Encryption between DECT handset and base station
   - User Authentication Key (UAK) negotiation without transmitting the key over the air
   - Secure key calculation between OMM and handset

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8. What are the power requirements for DECT phones in your solution, and how are they typically powered (battery, AC adapter, etc.)?

   Response: Each handset is charged using a handset charger. The charger is a compact desktop unit that automatically maintains the correct battery charge levels and voltage. The handset charger is powered by AC power adapter that supplies 5VDC at 1000mA. The AC power adapter is supplied from 110-240 VAC.

9. Can your DECT phones operate in environments with potential interference, such as from Wi-Fi networks or other electronic devices?

   Response: Yes

6.1.12. Performance Management Dashboards

1. Describe your performance management dashboard solution.

   Response:

   Mitel Performance Analytics Dashboard Features:
   - Real-Time Monitoring Capabilities (MPA System Description)
     - Monitors and tracks network infrastructure status
     - Focuses specifically on Mitel UC systems
     - Provides real-time alerts and detailed reporting

   Key Performance Metrics Include:
   - Voice quality ratings
   - SIP trunk utilization
   - Interface availability
   - IP set inventory/connectivity status
   - CPU and memory utilization
   - Disk usage
   - System performance and availability

   Dashboard Monitoring Components:
   - Fault Management
     - Manages system alarms
     - Configurable threshold alerts
     - Notifications via email, SMS, and Twitter direct messages
   - Active Testing Tools
     - Remote IP set network testing
     - IP Traceroute
     - Remote DNS
     - Ping
     - Traceroute
     - SNMP browser

   Additional Dashboard Features:
   - Backup scheduling
   - Multi-factor authentication access
   - Probe deployment in primary and secondary locations

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- Secured cloud service connection

Performance Tracking Details:
- Metrics can trigger alarm notifications
- Identifies potential system overload
- Highlights unexpected system behavior

2. Does your solution support "hard" wallboards that can be configured to display performance information?

   Response: The Mitel MiCC application supports dashboard information. It was provided through conversations with City of Whitewater, there was not a need for Contact Center applications/agents. However, if the City needs these type of tools in the future, the Mitel system will support them with additional software and licenses.

3. Does your solution support "soft" (PC Based) wallboards that can be configured to display performance information?

   Response: The City could use a PC based solution to show performance information from the Mitel MPA tool. This should be discussed in more details as to what the requirements would be.

6.2. Implementation, Support and Training

6.2.1. System Implementation

1. Describe your standard process and timeline for any new product implementation.

   Response: Please see the following chart for our implementation process.

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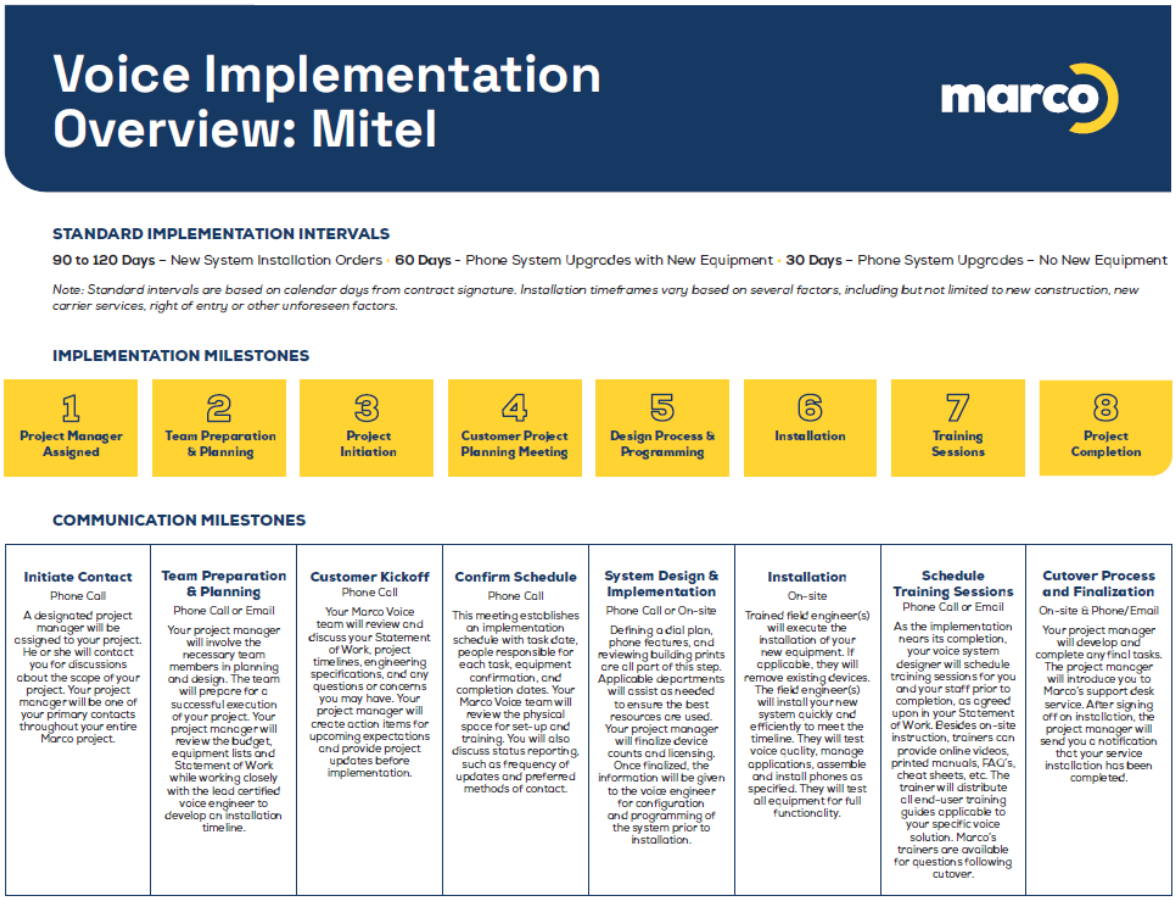

Voice Implementation Overview: Mitel

marco

STANDARD IMPLEMENTATION INTERVALS

90 to 120 Days – New System Installation Orders · **60 Days** - Phone System Upgrades with New Equipment · **30 Days** – Phone System Upgrades – No New Equipment

Note: Standard intervals are based on calendar days from contract signature. Installation timeframes vary based on several factors, including but not limited to new construction, new carrier services, right of entry or other unforeseen factors.

IMPLEMENTATION MILESTONES

1	2	3	4	5	6	7	8
Project Manager Assigned	Team Preparation & Planning	Project Initiation	Customer Project Planning Meeting	Design Process & Programming	Installation	Training Sessions	Project Completion

COMMUNICATION MILESTONES

Initiate Contact	Team Preparation & Planning	Customer Kickoff	Confirm Schedule	System Design & Implementation	Installation	Schedule Training Sessions	Cutover Process and Finalization
Phone Call	Phone Call or Email	Phone Call	Phone Call	Phone Call or On-site	On-site	Phone Call or Email	On-site & Phone/Email
A designated project manager will be assigned to your project. He or she will contact you for discussions about the scope of your project. Your project manager will be one of your primary contacts throughout your entire Marco project.	Your project manager will involve the necessary team members in planning and design. The team will prepare for a successful execution of your project. Your project manager will review the budget, equipment lists and Statement of Work while working closely with the lead certified voice engineer to develop an installation timeline.	Your Marco Voice team will review and discuss your Statement of Work, project timelines, engineering specifications, and any questions or concerns you may have. Your project manager will create action items for upcoming expectations and provide project updates before implementation.	This meeting establishes an implementation schedule with task date, people responsible for each task, equipment confirmation, and completion dates. Your Marco Voice team will review the physical space for set-up and training. You will also discuss status reporting, such as frequency of updates and preferred methods of contact.	Defining a dial plan, phone features, and reviewing building prints are all part of this step. Applicable departments will assist as needed to ensure the best resources are used. Your project manager will finalize device counts and licensing. Once finalized, the information will be given to the voice engineer for configuration and programming of the system prior to installation.	Trained field engineer(s) will execute the installation of your new equipment. If applicable, they will remove existing devices. The field engineer(s) will install your new system quickly and efficiently to meet the timeline. They will test voice quality, manage applications, assemble and install phones as specified. They will test all equipment for full functionality.	As the implementation nears its completion, your voice system designer will schedule training sessions for you and your staff prior to completion, as agreed upon in your Statement of Work. Besides on-site instruction, trainers can provide online videos, printed manuals, FAQ's, cheat sheets, etc. The trainer will distribute all end-user training guides applicable to your specific voice solution. Marco's trainers are available for questions following cutover.	Your project manager will develop and complete any final tasks. The project manager will introduce you to Marco's support desk service. After signing off on installation, the project manager will send you a notification that your service installation has been completed.

2. Explain your UAT (User Acceptance Testing) and project acceptance process.

   Response: As part of the project plan, our team will develop a test plan with the City's team to include the User Acceptance testing.

6.2.2. Training

1. Please provide a summary of the training/documentation/user manuals you will provide for your solution.

   SYSTEM ORIENTATION AND USER TRAINING

   An integral part of Marco's system implementation plan is a comprehensive system orientation and training program. Marco's training programs have assisted thousands of businesses and organizations and enabled hundreds of thousands of employees to perform their jobs more productively through the effective use of Marco communications systems. The main objectives of this professionally planned and executed program are as follows:

   - To assure the transition to the new system is as smooth and organized as possible.
   - To assure total understanding, confidence and acceptance of the system by all members of the organization.

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- To assure all benefits are fully realized through maximum utilization of the system's many features and capabilities.

Our many years of experience in training customers of every size and type have taught us that no two customer's needs are exactly alike; our customized approach to training reflects this. This is why we offer the utmost in flexibility when it comes to, for example, scheduling areas of concentration and format. Marco's success in training has been accomplished through careful planning and assessment of our customers' needs before the program is designed.

After the assessment is completed, a training plan is presented to the customer for approval before implementation.

END USER TRAINING

Classes generally take 1 hour. Each user will be given ample opportunity to experience firsthand the operation of the system's many features. Special emphasis will be placed on those features considered most important as they relate to your users' individual needs. As always, your system design specialist will be happy to spend extra time with individual extension users requiring additional instruction and training before, during and after the system is put into service.

Generally, user training is set up within one week prior to system cutover.

TRAINING AIDS

Marco supplies all users with easy to understand, helpful training manuals for use during training sessions and for easy reference after the system is in operation. Where applicable, manuals are custom designed to include special dialing instructions, access codes and other pertinent information.

2. Do you provide online training? If so, explain.

   Response: Mitel has online training (feature teacher) available.

3. Do you provide training documentation?

   Response: Yes, training manuals and custom materials are available

4. Do you provide agent and supervisor training?

   Response: If Agent/Supervisor training is required, we would provide training

6.2.3. Support and Managed Services

1. Do you provide 24x7 support for this solution?

   Yes, 24x7 support is included with our Marco Managed Voice (MMV)

2. Describe your problem resolution process.

   To place a service/maintenance request, you can contact Marco’s client service/support

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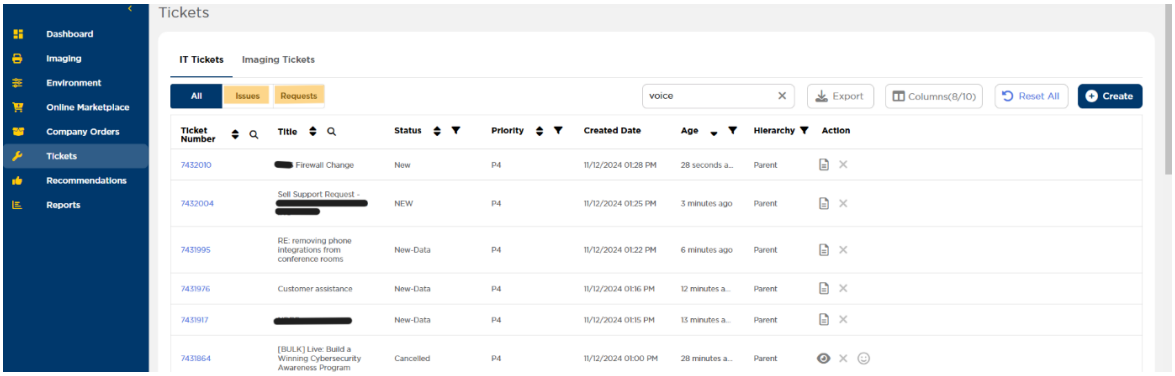
desk support at 800.847.3098, email requests to voiceservice@marconet.com or use our online service/supply request process through our client support portal at portal.marconet.com.

The client support portal will make it easy for you to place service calls and order supplies 24 hours a day, 7 days a week. Our online support gives you real-time access to your account information, including equipment lists, service request status/history, supply order status, purchase history and more.



When contacting us, contracted customers will receive the following service level targets:

- On average, our live call answer rate is 95% for calls answered within seven seconds. If your call isn't answered immediately, we strive to return it within 15 minutes.
- Your service delivery coordinator will establish a service ticket priority and provide remote resolution or dispatch a certified technician on-site if needed.

Upon the service ticket being closed, an email notification will be sent to the designated end user. Non-contracted customers will receive best efforts to offer the same service level targets.

MANAGED VOICE SERVICE REQUEST PROCESS

Service Level Targets

PRIORITY LEVEL	**CLIENT SERVICES RESPONSE** Receive confirmation of request	**TECHNICIAN RESPONSE**	**MARCO MANAGER NOTIFIED**	**ESCALATE TO MANUFACTURER** Based on technician diagnosis	**RESOLUTION & FOLLOW-UP**
Critical **Priority 1**	10 Minutes	2 Business Hours	4 Business Hours	As Required for Resolution	Daily
Medium **Priority 2**	10 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Weekly
Low **Priority 3**	30 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Upon Resolution

**Response times above are for contracted service requests only. 24-hour on-call service is available in defined in terms of Marco contract.*

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3. Is your solution monitored by live personnel and/or a monitoring tool 24x7x365?

   Yes, Marco has the following Managed Support Options:

   - Marco's Managed Voice (MMV) - Our managed voice service offering includes standard 8:00 AM to 5:00 PM support; additional 24x7x365 support is also available. You can choose from a wide array of options, including data, Microsoft, and other applications. We will work with you to provide the support level and coverage that meets your specific needs and goals.

   - Remote Diagnostics and Monitoring Capabilities - As an option with Marco’s support packages, you can benefit from remote diagnostics and monitoring of your system. Remote software tools enables us to provide you with fast technical assistance from our location, minimizing response time and reducing the need for on-site visits and associated charges. With your permission, we can securely access your voice network to resolve issues. Remote monitoring software continuously alerts us to any problems, allowing us to response promptly and effectively.

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4. PRICING

1. Describe the costing model structure for your solution. Is your pricing structure transaction based, licensed by the agent, or some other format?

   Response:

   Included in our pricing proposal we have the Mitel MiVoice SVI Bundle:

   Virtual Appliance Includes
   - MiVoice Business Base
   - MiCollab Base
   - 30 SIP Trunk and Proxy Licenses
   - 20 Mailbox Licenses

   UCCv4.0 Entry User for MiVoice Bus Includes
   - Multi Device User Group with ability to ring up to 8 devices simultaneously
   - MiCollab for PC
   - Soft Phone for PC
   - Mailbox

   MCD Mailbox license – Qty. 10
   Virtual MiVoice Border Gateway for SIP Trunking
   6920w IP Phones (Qty. 125)
   3-Year Mitel Software Assurance Coverage
   3-Year Marco Managed Voice Support/ 24x7

2. If other departments or areas of the business choose to be implemented into the UCaaS/CCaaS solution, what costs are associated with their integration?

   Response: New users can be added on an "as needed" basis by purchasing additional software/hardware.

3. As volumes increase it is expected that the costing model will decrease in price (i.e. by transaction or per seat price). Describe how your costing model accommodates this need.

   Response: Pricing model included in our proposal is pre-negotiated Sourcewell (government) pricing, with the best pricing available from Mitel. This is not dependent on user counts.

4. Describe all Telco usage charges.

   Response: Mitel's proposal does not include Telco circuits. We would continue to use your current provider (Spectrum), which costs/pricing would come directly from Spectrum.

5. Describe the 'base' system that is included in the costing model as well as pricing for additional functionality that is not included in the 'base' system.

   Response We have included the MiVB platform and listed software/hardware above.

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Additionally we have included the Mitel Business Reporter and different IP phones with pricing options.

6. Identify how supervisor and manager positions are built into the costing model.

   Response: Not applicable

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5. VENDOR QUALIFICATIONS AND INFORMATION

Provide a description of your Company; experience, and underlying philosophy in providing the services as described and requested herein. Description should include details such as: abilities, capacity, skill, strengths, number of years, etc. Include office location that will be responsible for this project as on-site presence may be required, as needed.

- Provide: company name, address, contact name, email address, and phone number.

  Marco Technologies, LLC
  235 Executive Dr N
  Suite 180
  Brookfield, WI 53005
  Correen Oestreich, Senior Technology Advisor
  correen.oestreich@marconet.com
  920.687.3740

- Provide a brief background of your company.

  Marco is a leading integrated technology services company with 47 locations and over 18,000 clients nationally. Our 52 years of business experience and history of innovation demonstrate our leadership in these areas:

  - Copiers/Printers
  - Managed Services
  - Business IT Services
  - Phone Systems
  - Cloud Services
  - Carrier Services
  - Enterprise Content Management
  - Audio Visual Systems
  - Physical Security
  - Shredding Services

  MARCO'S MISSION

  To help our clients effectively apply technology that contributes to their success.

  OUR JOURNEY IN TECHNOLOGY

  Originating as a typewriter company in the 1930s, Marco took on the printing industry in 1973, voice and data solutions in 1985 and continued to expand into cloud technologies, software solutions and managed services.

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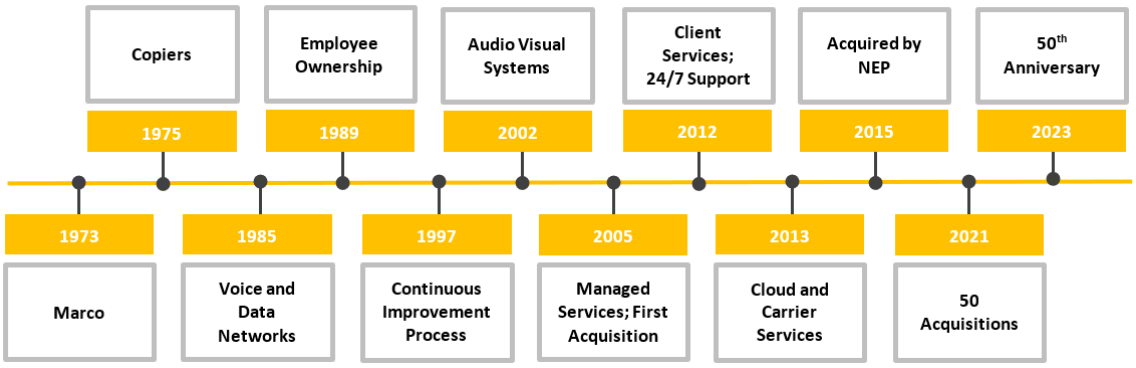

TECHNICAL SUPPORT

When partnering with Marco, you will not only receive a dedicated account team, but you also will have access to over 650 factory-trained, certified systems engineers and technical representatives to keep you aware of the latest technologies. Our full-time dispatchers and Support Desk professionals consistently maintain a 95% live call answer rate.

GOLD STANDARD CULTURE

Creating a strong corporate culture takes intention — and a lot of passion. We have both, and you can feel it as soon as you walk in our doors. We take employee satisfaction to heart and consider our team members part of our work family and our Gold Standard Community.

Marco's Gold Standard is focused on building a positive workplace environment – and it's not only for our employees. The Gold Standard includes four pillars: **employee engagement, client satisfaction, community support and vendor partnerships**. We have internal committees dedicated to making each pillar a success because we never settle for less than gold.

ADDITIONAL INFORMATION AND RESOURCES

- Learn more about what we do and more importantly, why we do it on our website at marconet.com.
- We offer many free educational resources, such as our webinars, questionnaires, and eBooks.
- Sign up for our Technology Insights Blog on our website for additional educational tools to help you and your business succeed.
- Stay updated with "The Tech Tip-Off," our monthly LinkedIn newsletter for quick insights on IT, cybersecurity, printing, and all things tech.
- Explore self-help resources and FAQs in our comprehensive Knowledge Base, available at help.marconet.com.

- Describe the Vendor's expertise and experience in a managed cloud-based Omni-channel Contact Center environment.

Response: Please see Cisco UC response.

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- Present any documentation that will allow the City to assess the financial viability of your company (e.g., annual revenue, profit, years in business, revenue by Segment (Software, Services, etc.), revenue by geography, number of customers, number of completed implementations, etc.).

  As a low-risk technology provider that has remained strong and profitable for over 52 years, Marco has increased its workforce to over 1,200 employees, expanded to 16 states, 47 locations and over 18,000 clients nationally. Our ongoing commitment to growth contributes to the success of our company and our clients.

  Revenue:

  - 2024 | $465 million
  - 2023 | $460 million
  - 2022 | $412 million

- Describe key success factors in a successful software implementation. Specifically address your ability to ensure adoption of your technology by the City.

  Marco brings implementation planning and project management experience from the International Customer Premise Equipment leader. Our expertise has been thoroughly developed and tested in supplying large, complex communications systems, digital imaging, and video and data systems for many universities, hospitals, government facilities, hotels and other business types. Marco's intent is to build into the system flexibility for change.

  Our purpose is not to economize on material, but rather to expend every effort to assure proper installation with guaranteed service ability (i.e., low failure incidence and rapid repair capabilities).

  The Marco implementation plan provides a wide range for installation and management activities in the following areas:

  - Installation management
  - Project meetings/project reports
  - System design/engineering
  - Cable requirements
  - Comprehensive testing
  - Training and user support
  - Cutover service coverage

  In basic terms, Marco's project implementation plan is a systematic and detailed planning guide for your entire installation, breaking the entire process into measurable components. Our experience has taught us the difference between what looks good on paper, and the expertise needed to professionally complete projects from as small as 30 phones to well over 1,000.

  Aside from the actual cable installation and assembly of the PBX, there are four phases necessary to ensure proper programming and installation of the system:

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- **Phase 1:** Marco's system design specialists conduct additional management interviews, surveys and a system/network analysis to complete the detailed customer survey. The materials, switch and on-site Marco installation crews are scheduled.

- **Phase 2:** The detailed system design is created. Any changes are accepted as installation change authorization orders. The telephone company service coordinator orders the required facilities and the final system configuration is presented to the customer to ensure its consistency with the customer's requirements.

- **Phase 3:** Marco begins and completes software programming, cable installation and preparation of the switch room. The switch is delivered and installation and testing is performed. If there are any changes made to the system configuration by the customer in this period, they are accepted and logged.

- **Phase 4:** Final system test is performed, station user and operator training are conducted, and the system is cutover and is then under the warranty period. Any required adds, moves and/or changes are made and a count of all equipment provided is made to determine the final system configuration. The final acceptance tests are conducted.

MARCO'S PROJECT MANAGEMENT TEAM

At the heart of every Marco installation is the special project management team assigned to your account. Since every business is a little different (depending on size and project complexity), we tailor our teams to satisfy each particular application. This "team" concept facilitates continuity, attention to detail and the project knowledge necessary to assure a smooth installation and cutover.

The project manager is charged with total responsibility for the successful execution, management and coordination of the various members and project. Through the assigned Marco project manager, you will have access to Marco personnel for consultation as well as information concerning implementation of the system. We will interface with your team to ensure that the entire system is installed and functions as represented. This is done as a normal part of our total customer service commitment.

You can be certain that Marco will manage the installation professionally and will be responsive to your needs. Marco has years of experience in the project management of communications systems.

- Please describe specific customer success stories of field adoption.

Company Overview
Employee-owned Douglas Machine, Inc. is a manufacturer of custom, semi-custom and standard integrated packaging equipment. Founded in 1964, the growing Alexandria, Minnesota company has 575 employees serving customers around the world.

The Problem
A few years back, Douglas Machine found itself at a crossroads. Its aging phone system was due for a technology refresh – something the company does periodically with all its

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systems to assure it remains a market leader in its industry – while business needs demanded new capabilities that hadn't even been dreamed of when the old phone system was installed.

"We really wanted to move from traditional copper to a VoIP system," says Al Meyers, director of information systems at Douglas Machine. "The nature of our business drives a lot of adds, moves and changes. We knew that a VoIP platform would help us react to those changes much faster and at a lower cost."

Among other capabilities Meyers says the company wanted to incorporate caller ID, the ability to track placed and missed calls and (eventually) unified communications. After further investigation, however, Douglas Machine realized a move to VoIP would entail more than installing one phone system and turning off the other.

"In order to accommodate the higher bandwidth required by VoIP we would have to make a number of infrastructure upgrades," Meyers says. "We also wanted to add Power over Ethernet (PoE), and increase the capacity of our wireless network to provide customers and vendors access to the outside when they're on-premises."

After reviewing several options for technologies and vendors, Douglas Machine selected Marco. The two companies share a history together through Marco's work in other areas for Douglas Machine.

Marco proposed a solution incorporating Cisco Small Business Voice System, Unified Communications Manager, Unified Messaging, Unified Presence and Unified Contact Center Express. The existing network gear was replaced with Cisco PoE, and the wireless network was upgraded as well. On the user side, Douglas Machine deployed roughly 450 new Cisco phones, of which 25 percent were new Wi-Fi models.

Results
User adoption of the new phone system went quickly and smoothly thanks to good planning on the part of Marco and Douglas Machine.

"We had a two-week training period prior to the go-live date," says Meyers. "During that time our employees had two phones on their desk. They used the new Cisco phones for internal calls with four digit dialing, while continuing to use the old phones for outside calls. By the time we did the cutover everyone was comfortable with the new phones to the point where there weren't any real major issues or concerns."

Douglas Machine's employees have since embraced the new phone system. Among the favorite capabilities is call history – being able to see missed, received and placed calls just as they have become accustomed to on their mobile phones. Having a "do not disturb" button as well as the ability to place a call on hold to take a second call are also much appreciated. Traveling employees are finding the soft phone very useful.

"Before when someone was working off-site callers would have to leave voicemail messages," Meyers says. "When you do as much custom work as we do, that's very inefficient. With the soft phone, users can login through our virtual private network (VPN), then place and answer calls through their PCs, as though they were in the office. It's helped us become even more responsive and efficient while significantly reducing our long distance phone costs."

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Future plans call for Douglas Machine to implement full Cisco Unified Communications. They also intend to implement teleconferencing, which Meyers says is another reason the company went with Cisco. When it happens, Marco will be right there with them.

"Marco has the VoIP expertise to meet and exceed expectations. We are happy with the solution we chose and Marco's performance. This is one of the biggest technology projects we've had in the last five or six years, and it was the smoothest implementation we've had. That says a lot about their capabilities."

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To: Finance Committee
Rachelle Blitch, Director of Finance and Administrative Services
From: Tim Neubeck, IT Director
Date: May 27th 2025
Re: 10/22/24 Finance Committee Follow Up Regarding AI & LLM Acceptable Use Policy

At the conclusion of the conclusion of the 10/22/24 Finance Committee meeting, staff was directed to bring the AI & LLM Acceptable Use Policy back to the Finance Committee for evaluation every 6 months due to the changing nature of artificial intelligence and large language models. Currently, staff is using AI primarily in 2 ways. The predominant way is that staff is using large language models (LLM) in assistance in writing memos and emails, and the preferred platform appears to be ChatGPT. No staff member interviewed is using it in violation of the Policy as confidential information is not being inputted so there is not a concern about data breaches. The other main way staff is utilizing AI is in our MDR solution which monitors network behavior. Staff regularly reviews reports and findings and makes changes as necessary.

In discussions with CVMIC and other municipal IT departments, Whitewater is currently ahead of the curve in proactively addressing AI & LLM usage, and our existing policy was shared to assist others. Generally, larger governmental organizations – often counties – have these kinds of policies in place. Based on what I have found, their policies generally are not including anything that we do not already have. Unless the Committee has specific suggestions to research or changes to make, staff suggests keeping the policy as-is.

City of WHITEWATER	AI & LLM Acceptable Use Policy				
Owner:	IT Director	Approving Position:	Common Council	Pages:	
Issue Date:		Revision Date:		Review Date:	
Special Instructions:					

I. PURPOSE

The purpose of the City's AI & LLM Acceptable Use Policy is to establish the acceptable use of AI (artificial intelligence) and LLM (large language models) technologies within the operations of the City. Through the use of AI & LLM, the City can drive innovation, increase operational efficiencies, and better serve the community while protecting privacy, managing risk, and promoting accountability, safety, and equity.

II. GUIDELINES

The City may use AI systems to further its mission and meet critical business needs. The use of AI, even if not subject to this policy, must be in compliance with applicable State and federal law. Additionally, employees must maintain awareness of how the AI system uses personally identifiable, confidential, or sensitive information to ensure such use complies with applicable laws, rules, regulations, notices, and policies. Employees are required to have IT Director approval prior to adopting new AI systems.

AI systems aid and enhance human decision making that may impact the public. Employees must ensure that decisions that impact the public are not made without oversight by appropriate staff, who make the final decisions. Automated final decision systems are not permitted. Employees shall take steps to ensure that where AI systems are used to aid in decision making that impacts the public, the outcomes, decisions, and supporting methodologies of such AI systems are documented appropriately. The Department Head, with assistance from the IT Department if necessary, is responsible for periodically assessing the outputs of their in-production AI systems to validate continuing reliability, safety, and fairness. Systemic, computational, and human biases should be identified and remediated. All AI systems should be explainable to the maximum extent practicable.

III. PROCEDURE

a. Treat all information as highly confidential. Do not disclose or share any sensitive customer, employee, voter, CJIS (Criminal Justice Information Services), etc. data during interactions with AI or LLM platforms.
b. All use of AI systems involving personally identifiable information (PII) must comply with Wisconsin privacy laws, including the Wisconsin Data Breach Notification Law (Wis. Stat. § 134.98). Employees must report any suspected data breaches immediately to the IT Department and Data Privacy Officer.
c. All interactions with CJIS data must comply with the CJIS Security Policy, including encryption, access controls, and vetting requirements.
d. Monitoring of employee interactions with AI and LLM systems must comply with the Wisconsin Electronic Surveillance Control Law to ensure that employee privacy rights are not violated.
e. Ensure that AI and LLM platform interactions occur over secure channels and on systems with appropriate security measures to protect information from unauthorized access or disclosure.

f. Usage must adhere to all relevant laws, regulations, and industry standards, such as data protection and privacy regulations and financial industry guidelines.
g. AI and LLM platform usage and/or integration into existing tools will require review and approval by the IT Department.
h. Exercise caution when relying on AI and LLM responses for critical decisions or actions. Use these models as a support tool rather than a sole source of information.
i. Conduct periodic audits and assessments of AI and LLM usage, including access controls, data handling practices, and compliance with policies and regulations.
j. Implement monitoring mechanisms to track and record interactions with AI and LLM platforms for security, compliance, and quality assurance purposes.
k. Educate employees on the appropriate usage of AI and LLM platforms, including data privacy, security best practices, and the importance of adhering to the established policies.
l. Regularly review and update the policy as needed to address emerging risks, changes in regulations, or advancements in technology.

Personnel found to have violated this policy may be subject to disciplinary action, up to and including termination of employment, and related civil or criminal penalties. Any vendor, consultant, or contractor found to have violated this policy may be subject to sanctions up to and including removal of access rights, termination of contract(s), and related civil or criminal penalties.

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Office of Finance
312 W. Whitewater St.
Whitewater, WI 53190

Date: May 9, 2025

To: Finance Committee

John Weidl, City Manager

From: Rachelle Blitch, Director of Financial and Administrative Services

Re: Future of Shared-Ride Program

It is essential to establish both short-term and long-term solutions that effectively address the city's transportation needs. In the short term, our primary options are to continue contracting with Brown Cab or to bring the service in-house. At this time, I do not recommend bringing the service in-house, as it presents challenges in securing personnel with the specialized expertise required to manage the program. Additionally, this approach could result in higher operational costs for the city.

However, there are measures we can take to enhance rider safety. For instance, we could require the installation and use of cameras in all vehicles transporting community members. This requirement could be proposed to Brown Cab as a condition for continuing service in the area, along with any other safety enhancements deemed appropriate by the committee to address ongoing community concerns.

To develop a sustainable long-term strategy, I recommend gathering input directly from the community. This feedback will help identify unmet needs and guide future planning. One potential opportunity is to explore a partnership with the county when their transportation contract is up for renewal. Once we have a clearer understanding of community needs, we can collaborate on tailored solutions and identify potential partnerships.

It would also be beneficial to evaluate whether the current service hours adequately meet community needs. If demand does not justify the cost of extended hours, we may be able to reduce expenses and optimize resource allocation by adjusting the schedule or reallocating service hours to periods of higher demand.

Attached is a sample survey designed to assist in the information-gathering process. Preliminary observations suggest that transportation to healthcare appointments is a significant concern, due to the limited availability of medical facilities within the city. Once community needs are clearly identified, we can evaluate whether current programs are sufficient or if new partnerships are required to address gaps and avoid duplication of services.

Please note that this sample survey is not intended to be comprehensive. Rather, it serves as a foundational guide for developing a more detailed and inclusive survey that will more accurately reflect the full scope of the community’s transportation needs.

I have also included transportation plans from a few other communities for reference. For example, the City of Platteville partners with the local university to provide scheduled route service that is available to all community members, in addition to offering an on-demand shared ride program. Walworth County

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similarly highlights a variety of transportation programs available to residents, illustrating a broader range of service models that may be informative for our planning efforts. Additionally, we may consider engaging larger employers within the city who could benefit from improved employee transportation and may be open to sharing associated costs.

Addressing the city's transportation needs requires a balanced approach that considers both immediate solutions and long-term planning. By continuing service through existing providers while exploring targeted safety improvements, we can maintain essential services in the short term. Simultaneously, engaging the community through a thoughtfully developed survey will allow us to identify unmet needs and opportunities for collaboration. Through strategic partnerships and efficient resource allocation, we can work toward a more sustainable and responsive transportation system that serves all members of the community effectively.

Community Transportation Survey

Purpose:
The City is evaluating transportation services to ensure they meet the needs of our community. Your input will help us understand how to improve accessibility, efficiency, and safety.

1. General Information

1. **Do you currently use any local transportation services (e.g., Brown Cab)?**
   - ☐ Yes
   - ☐ No
2. **If yes, how often do you use these services?**
   - ☐ Daily
   - ☐ A few times a week
   - ☐ A few times a month
   - ☐ Rarely
3. **What is your primary reason for using transportation services?** *(Select all that apply)*
   - ☐ Medical appointments
   - ☐ Work
   - ☐ Shopping
   - ☐ School
   - ☐ Social or recreational activities
   - ☐ Other (please specify): _____

2. Service Evaluation

4. **Are the current hours of operation convenient for your needs?**
   - ☐ Yes
   - ☐ No
   - If no, what hours or days would better serve you?

     _____

5. **Have you ever experienced difficulty scheduling a ride when needed?**
   - ☐ Yes
   - ☐ No
   - If yes, please describe:

     _____

6. **Do you feel safe using the current transportation services?**
   - ☐ Yes
   - ☐ No

- If no, what safety improvements would you suggest?

---

7. **How many of your rides are scheduled 24 hours in advance?**
   - ☐ All of them
   - ☐ Most of them
   - ☐ Half of them
   - ☐ A few of them
   - ☐ None of them

3. Future Needs and Preferences

8. **Which of the following improvements would be most beneficial to you?** *(Select all that apply)*
   a. ☐ Extended service hours
   b. ☐ Extended service area
   c. ☐ Lower cost or free service
   d. ☐ Enhanced safety measures (e.g., cameras in vehicles)
   e. ☐ More accessible vehicles
   f. ☐ Other (please specify): _____
9. **Would you support the City exploring partnerships with other organizations to expand transportation options?**
   a. ☐ Yes
   b. ☐ No
   c. ☐ Not sure
10. **Are you aware of any local organizations or businesses that might be interested in partnering to provide or support transportation services?**
    a. ☐ Yes (please specify): _____
    b. ☐ No

4. Demographic (Optional)

11. **What is your age group?**

- ☐ Under 18
- ☐ 18–34
- ☐ 35–54
- ☐ 55–74
- ☐ 75 or older

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12. **Additional comments or suggestions:**

Wal-to-Wal DIAL-a-RIDE Program Policies

(Section 4 of Walworth County Transportation Programs Policies and Procedures)

January 2018
Revised June 2021

4.1 Fares, Trips, Operating Hours, Payment
4.2 Agency Fare Policy
4.3 Agency Fare Voucher Agreement
4.4 No Charge for Attendant When Required
4.5 Children, Adolescents and Students
4.6 Customer and Agency No-show Policy
4.7 Customer Appeal Process
4.8 Customer Carry-on Shopping Bags Policy
4.9 Customer Responsibilities
4.10 Customer Service or Safety Complaint Process
4.11 Roadway Access Policy
4.12 Holiday Service Policy
4.13 Unruly Behavior and Infectious Disease Policy

For questions or information, contact the Walworth County Administrator @ (262) 741-4357.

Policy 4.1 – Fares, Trip Definition, Operating Hours and Payments

This policy is established to clearly delineate the fare structure, the allowable ways of paying a fare and the definition of a "trip".

4.1.1 As a "shared-ride" public transit operation Wal-to-Wal DIAL-a-RIDE cannot always guarantee that an individual customer will be the only occupant of the vehicle other than the driver. Our contract with the service provider requires that they, at a minimum, are able to provide vehicles that can accommodate three seated passengers and one wheelchair passenger or one seated passenger and two wheelchair passengers.

4.1.2 Pricing of our service is based on the assumption that the great majority of our trips will be provided by small vans which are more economical to operate. This economy is part of the reason that fares can remain as low as they are. Fares are as follows:

- Seniors (age 60+) and the Disabled **$2.50** one way
- Children under 8 **Free** *(must be accompanied by an adult with a maximum of two children per adult rider. Multiple child/adult trips must be noted to the dispatcher at time of reservation).*
- Children ages 8 to 17 **$2.50** one way
- Adults ages 18 to 59 **$3.50** one-way same community
  $5.00 one way between communities

4.1.3 A "trip" is defined as a pick-up in one location and the first drop-off in a second location. Multiple trips will require more than one fare and must be arranged as part of the initial reservation (a return pick-up from the Doctor's office, for example, with a stopover requiring limited waiting at a pharmacy for an already called in and confirmed "ready" prescription). Trips through drive-up windows cannot be accommodated because of the height of some of our vehicles.

4.1.4 Hours of service shall be as follows:

- Weekdays (Monday through Friday) - 6am to 7pm
- Saturdays – 7am to 5:30pm
- Sundays – No service
- Holidays – No service

4.1.5 Only cash can be accepted. Drivers will attempt to make change but please try to have exact fare. Bills larger than $20 cannot be accepted. No pre-paid fare options (punch tickets, tokens) are available. Special higher priced pre-paid "Agency Vouchers" are honored in unique pre-arranged situations. Drivers are not allowed to accept tips or gratuities.

Policy 4.2 - AGENCY FARE POLICY

Under federal and state guidelines, Wisconsin Counties operating shared-ride transit services are required to levy a fee for each ride. This charge is heavily subsidized by federal and state grants as well as local property tax dollars to make basic transportation services available and affordable for the entire general population.

Transportation funding is limited. An agency fare can be established to maintain the "primacy" of general public transit services and to avoid or limit the potential off-loading of trips that are more appropriately funded by other public or private sources. All communities, operators and organizations struggle to maximize services with limited resources and it is inherently unfair to burden one entity with another's costs without reasonable compensation. The County's cost per hour to provide Shared-Ride Transit service is significantly higher than the established agency fare.

4.2.1 A uniform agency fare of $8 for all Walworth County trips provided by Wal-to-Wal DIAL-a-RIDE is established.

a) Vouchers purchased after May 1, 2020 and before June 14, 2021 will expire on June 15, 2021.
b) Vouchers issued after June 15, 2021 will have a valid date range of June 16th to the subsequent June 15th i.e. vouchers issued on July 1, 2021 or January 4, 2022 would expire on June 15, 2022. Vouchers have an expiration date to establish a transition date for any future adjustments to the agency fare.
c) Walworth County reserves the right to limit the number of vouchers issued per order.
d) Agencies can turn in expired/unused vouchers for credit towards a new voucher order within 180 days of the expiration date. Refunds are not available for any unused/expired or damaged vouchers.
    1. Agencies shall be responsible for paying the difference between the current agency fare rate and the credit issued for expired/unused vouchers.

4.2.2 Individuals living independently who require support from a family member, paid caregiver and/or a guardian, and are capable of traveling independently but might need assistance scheduling a ride, can have a family member, caregiver or guardian request transportation without incurring an agency fare. Unless there is documentation on file certifying the need for an attendant, the family member, caregiver or guardian will not be exempt from paying a regular fare if they chose to travel along.

4.2.3 Walworth County has established a standard that the provision of Shared-Ride Transit services will not negatively impact the ability to provide basic transportation services to Walworth County elderly and disabled populations and managing overall demand via increased rates may not be avoidable. Future agency fares may be adjusted with sixty (60) day notice to existing agency fare program sponsors at the sole discretion of Walworth County.

4.2.4 Like all Wal-to-Wal trips, transportation outside of Walworth County is NOT allowed. All other Wal-to-Wal policies, standards and guidelines shall apply to transportation supported by agency fares. Agencies interested in contracting for agency fare transportation are required to pay in advance and agree to sign the “Agency Voucher Fare Agreement” provided in Standard Policy # 4.3 for each batch of vouchers provided.

4.2.5 There will be NO provisions for “punch cards” or other pre-paid fare media other than vouchers. The total amount of outstanding unredeemed vouchers in any given month is at the sole discretion of Walworth County.

Policy 4.3 AGENCY FARE VOUCHER AGREEMENT

Under federal and state guidelines, Wisconsin Counties operating shared-ride transit services are required to levy a fee for each ride. This charge is heavily subsidized by federal and state grants as well as local property tax dollars to make basic transportation services available and affordable for the entire general population. Funding is limited. An "Agency" fare can be established to maintain the "primacy" of general public transit services and avoid or limit the potential off-loading of trips that are more appropriately funded by other sources.

"In effect, agency fares represent a compromise (agreed upon by the Wisconsin Department of Human Services and the Federal Transit Administration) so that public transit systems can recover some costs while human service organizations can utilize public transit for a lower cost than would be paid to provide providers." ***WisDOT Agency Fare Frequently Asked Questions 10-16-2014***

4.3.1 The initial one-way agency fare will be $8 for all Walworth County trips. Transportation outside of Walworth County is NOT provided by Walworth County Shared-Ride. There are NO provisions for "punch cards" or other pre-paid fare media other than vouchers. The total amount of outstanding unredeemed vouchers in any given month is at the discretion of Walworth County.

4.3.2 Valid agency agreements shall be in the following form:

_____agrees to make advance payment amounting to a total of $8 for each of the Walworth County Shared Ride (aka Wal-to-Wal DIAL-a-RIDE) transportation vouchers numbered _____ through _____ and assumes responsibility for the security, safe-keeping and appropriate use of these vouchers. Honored vouchers submitted to Walworth County by its transportation contractor (VIP Services, Inc.) shall be the basis for actual incurred costs. Vouchers will be retained by VIP Services drivers and must have all requested information entered legibly (non-erasable) before being presented for service.

Payments are to be made by check or electronic fund transfer to VIP Services Inc. and are to be dated and clearly marked as "Walworth County Shared Ride Voucher Payment". The agency agrees to work with Walworth County and VIP Services, Inc. at curbing any potential abuse of this voucher process.

Credits toward additional vouchers will be provided upon forfeiture by my agency of any unused or damaged vouchers at the sole discretion of Walworth County. Refunds are not available for any unused/expired or damaged vouchers.

Vouchers issued after June 15, 2021 will have a valid date range of June 16th to the subsequent June 15th i.e. vouchers issued on July 1, 2021 or January 4, 2022 would expire on June 15, 2022. Vouchers have an expiration date to establish a transition date for any future adjustments to the agency fare. Agencies can turn in expired/unused vouchers for credit towards a new voucher order within 180 days of the expiration date. Agencies will be responsible for paying the difference between the current agency fare rate and the credit issued for expired/unused vouchers. Walworth County reserves the right to limit the number of vouchers issued per order.

AMOUNT DUE: ___ VOUCHERS X $8 EACH = _____

Print Name of Agency Responsible Party _____ Title _____

Signature of Agency Responsible Party _____ Date _____

***Future rates may be adjusted at the sole discretion of Walworth County with the understanding that all communities, operators and organizations struggle to maximize services with limited resources and it is inherently unfair to burden one entity with another's costs without reasonable compensation. The County's cost per hour to provide Shared-Ride Transit service is significantly higher than the established agency fare. Walworth County has established a standard that the provision of Shared-Ride Transit services will not negatively impact the ability to provide basic transportation services to Walworth County elderly and disabled populations and managing overall demand via increased rates may not be avoidable.

Policy 4.4 – No Charge Passage for an Attendant When Required

This policy is established in the best interest of passenger safety. Passengers with physical and/or cognitive impairments that could make traveling alone potentially unsafe may have an attendant travel with the passenger at no charge under the conditions listed below. Individuals who have not arranged for "documented" certified attendant status will be required to pay a fare both for the passenger and the attendant until such time as documentation is provided.

4.4.1 Individuals living independently should advise the dispatcher in advance that a "certified" attendant will be travelling with the individual scheduling the ride. A physician's note certifying that a travel attendant is needed must be on file or provided at the time of the ride for free passage to be provided. The note can be given to the driver on the first scheduled ride and later provided by the driver to the dispatcher. The dispatcher will make a copy and mail it back to the customer's address on file. A notation will be made in the customer's background information for future reference.

4.4.2 Individuals living independently who require support from a family member, paid caregiver and/or a guardian, and are capable of traveling independently but might need assistance scheduling a ride, can have a family member, caregiver or guardian request transportation without incurring an agency fare. Unless there is documentation on file certifying the need for an attendant, the family member, caregiver or guardian will not be exempt from paying a regular fare if they chose to travel along (see **Policy 4.2 – Agency Fares**).

4.4.3 For individuals living in a skilled nursing or similar residential facility, trips booked on the behalf of residents that require an attendant should clearly communicate the need for an attendant to Wal-to-Wal DIAL-a-RIDE dispatchers when the travel is arranged; the attendant should be arranged by the booking party. Skilled nursing home and residential facilities are not necessarily required to have paid staff serve as the attendant; a competent relative or friend can serve as an attendant.

4.4.4 Individuals, regardless of living arrangement, who have been assumed to be capable of negotiating the trip without an attendant but have had previous difficulties identified by Wal-to-Wal DIAL-a-RIDE will be required to have an attendant after any situation that might be deemed to be potentially unsafe for that individual. In these situations Wal-to-Wal DIAL-a-RIDE may waive the requirement that a physician's note be on file but certification from the VIP Transportation Manager for an attendant's travel at no charge must be substituted.

4.4.5 Wal-to-Wal DIAL-a-RIDE reserves the right to identify situations where use of an attendant shall be required and such a determination may be appealed to the Transportation Coordinating Committee (see **Policy 4.7 - Customer Appeal Process**).

4.4.6 Couples that have both been certified to require an attendant can have a single attendant travel at no charge.

4.4.7 A spouse that is not certified to require an attendant can serve as their spouse's attendant and travel at no charge as long as documentation is on file for the certified spouse and dispatch is notified of the need for two seats at the time of the reservation.

4.4.8 Except as expressed in Section **4.4.6**, one attendant is required for each person determined to require an attendant.

Policy 4.5 - Transportation for Children, Adolescents and Students

This policy is established to provide guidance to maximize the safety of transportation for babies, children and adolescents.

4.5.1 Infants and Children under the age of eight will not require a fare but must be accompanied by an adult (defined as someone age 18 or over). One adult is required for each two infants and/or children under the age of eight. Due to van space limitations a combined maximum of three adults, infants and/or children on a single trip cannot be guaranteed unless previous arrangements have been made at least 24 hours in advance.

Wisconsin general motor vehicle regulations require that all infants and toddlers weighing under 40 pounds be contained in an approved baby car safety seat and that all children under the age of 8 weighing over 40 pounds but under 80 pounds be contained in a certified children's safety seat. For the safety of our passengers Wal-to-Wal DIAL-a-RIDE's policies mirror those regulations. Accompanying adults must provide appropriate child seats and assume all responsibility for providing certified safety seats and for the appropriate securement of the infant or child in the device or devices. Wal-to-Wal DIAL-a-RIDE reserves the right to deny an unsafe ride for the infant/child if they are not able to be contained as required by general Wisconsin Motor Vehicle requirements.

4.5.2 Transportation requests for children between the ages of eight and 17 must be called in by an adult or a representative of a Walworth County school district or other affiliated agency. They will be required to pay the advertised "Student fare" or provide a voucher supplied by a Wal-to-Wal DIAL-a-RIDE school system or other affiliated agency. Due to van space limitations a combined maximum of three adults, babies and/or children on a single trip cannot be guaranteed unless previous arrangements have been made at least 24 hours in advance. (For explanation of "agency" or "vouchers" see **Policy 4-2 Agency Fares** and/or **Policy 4.3 Voucher Program.**)

4.5.3 The designated "Student fare" is honored for both school and non-school related transportation and must be requested at trip scheduling. It is reserved for students currently enrolled in a primary or secondary school system whom have not graduated regardless of being above age 17 at the time of transportation.

4.5.4 In some instances where student status is questionable a valid school student identification card may be requested by the driver. Home schooled children may also be asked to provide similar identification. If student identification is asked for and not available the student fare will be honored if noted at trip reservation but future reservations will require some documentation and approval by the VIP Transportation Manager.

4.5.5 The same standards of orderly behavior that apply to adults shall apply to students. Students judged unruly by the driver shall be warned once of their, or their group's, behavior. If disorderly behavior continues after one general warning directed at an individual or group of students the driver will be required to notify dispatch of the need for Police or Sheriff's Department assistance and the students may be removed at the discretion of the responding authority. Record of each incident with the names of participants shall be recorded and may impact the ability of chronic offenders to use Wal-to-Wal DIAL-a-RIDE for future travel.

Responding police authorities may be responsible for arranging safe transportation for passengers who are unwilling to abide by reasonable standards of orderly behavior and individuals could be charged with disorderly conduct or a similar offense at the discretion of the police authority.

Policy 4.6 - Customer and Agency "No-Show" Policy

This policy is established to maximize resources and the number of rides available to the public by minimizing costly unproductive employee and vehicle time.

The intent of this policy is to control the excessive booking, but not completion, of scheduled Wal-to-Wal DIAL-a-RIDE trips. Valuable resources that could be used for enhanced services or reduced fares are squandered when either a passenger does not show up for a ride or does not provide a minimum of at least 2 hours of notice of a cancelled trip. More advance notice is appreciated.

Individuals who consistently do not have the adequate fare or valid agency voucher for a scheduled trip or refuse a ride shall also have such trips recorded as a "no-show". A "no-show event" may include two different trips (for example – an AM pick-up and a PM return).

4.6.1 Many times drivers can arrive at a pick-up roughly 10 minutes before the scheduled trip pick-up time. Occasionally earlier if a convenient alternative waiting location is not practical. Early arrival time will not count in the determination of a "no-show".

4.6.2 Passengers are advised to be ready in advance of the pick-up time but are not obligated to start the ride before the pick-up time unless they chose to do so.

4.6.3 Drivers are required to call in a "potential" no-show if no contact is made with the driver or dispatcher at or after the scheduled pick-up time.

4.6.4 Drivers are required to wait no more than 5 minutes after the scheduled trip pickup time.

4.6.5 A "late" trip (beginning after a wait of more than 5 minutes) occasionally can be provided if that driver and vehicle do not have another next pick-up scheduled but will be accommodated at the discretion of the dispatcher.

4.6.6 Each incident of a "no-show" shall be documented.

4.6.7 "No-show" trips arranged as part of an "Agency Voucher" arrangement shall automatically be charged to the agency without any formal appeal process.

4.6.8 Individuals incurring a no-show on a given date sacrifice their ability to have a new ride scheduled for that day at the discretion of the contractor's Transportation Manager or his/her delegate.

4.6.9 After two (2) no-show events in a consecutive thirty (30) calendar day period an individual customer's ability to schedule and take a Wal-to-Wal DIAL-a-RIDE ride shall be suspended for five (5) consecutive service days.

4.6.10 After three (3) no-show events in a consecutive thirty (30) calendar day period the individual customer's ability to schedule and take a Wal-to-Wal DIAL-a-RIDE ride shall be suspended for ten (10) consecutive service days.

4.6.11 After four (4) no-show events in a consecutive thirty (30) calendar day period the individual customer's ability to schedule and take a Wal-to-Wal DIAL-a-RIDE ride shall be suspended for thirty (30) consecutive service days.

4.6.12 Appeals to individual customer suspensions can be made as detailed under ***'Policy 4.7 - Customer Appeals Process'***.

Policy 4.7 - Customer Appeal Policy and Process

This policy is established to provide a documented procedure for treating customer appeals fairly and uniformly when an action has been taken as the result of disruptive behavior and/or excessive "no-shows". **(Policies 4.5 "Child and Student Policies" and 4.6 "No-Show Policy" along with Policy 4.4 "Attendant Policy", Policy 4.13 "Disruptive Behavior/Infectious Disease Policy" and other established and published policies may contain background information of value in interpreting this policy.)**

4.7.1 A customer, or their designated representative, who feels that an action affecting the customer's ability to use Wal-to-Wal DIAL-a-RIDE was inappropriate, unfair or excessive has the right to appeal the action. The contracted provider is required to clearly document all customer actions that could lead to an action affecting the customer's ability to use Wal-to-Wal DIAL-a-RIDE.

4.7.2 Any appeal by, or on the behalf of, the party subject to an action restricting service shall be submitted in writing to the VIP Services Transportation Manager within (10) ten days after the action restricting services. The appeal communication shall state with specificity the grounds for the appeal.

4.7.3 The determination of the VIP Services Transportation Manager to restrict an individual's use of Wal-to-Wal DIAL-a-RIDE services shall be stayed pending a written appeal to the Walworth County Mobility Coordinator. The Mobility Coordinator shall review and may reconsider or modify the action and shall specify in writing the reasons for rescission or modification to the appellant within (14) fourteen business days of receipt of the written appeal.

4.7.4 The Mobility Coordinator will seek review of a draft written response by the County's Corporate Council before issuing the response to an appeal by an individual subject to an action restricting service. The response will then be sent by Certified Mail – Return Receipt Requested.

4.7.5 The aggrieved party may appeal the Mobility Coordinator's determination within (10) ten days after service by mail of the Mobility Coordinator's determination, by written notice of appeal filed with both the Mobility Coordinator and the County Administrator, Government Center, 100 West Walworth Street, PO Box 1001, Elkhorn, WI 53121.

4.7.6 The County Administrator shall appoint a special Transit Exclusion Appeals Board consisting of (3) three members of the Walworth County Transportation Coordinating Committee to hear the appeal. This special Board shall hold a hearing within 30 days after the notice has been filed. Notice of the hearing including a statement of the time, place and nature of the hearing shall be mailed to the aggrieved party and the Mobility Coordinator at least ten (10) days prior to the hearing. The response will be sent by Certified Mail – Return Receipt Requested.

4.7.7 At the hearing, the appellant may be represented by counsel, may present evidence, and may call and examine witnesses and cross-examine witnesses of the other party. The County Administrator shall conduct the hearing and shall follow the Rules of Evidence provided in Wisconsin Statute Section 227.45, for administrative proceedings. The staff shall record all of the proceedings on tape.

4.7.8 Within 30 days of the completion of the hearing, the Appeals Board shall issue a written decision stating the reasons therefore. The Board shall make a finding on whether it is more probable than not that the excluded individual engaged in the conduct which was the basis for the exclusion. Based on testimony and the evidence in the record, the Board shall have the power to affirm or reverse the written determination or to remand it to the Mobility Coordinator with instructions for reconsideration consistent with its decision. The decision, except for remand, shall be a final determination for the purposes of judicial review. The response will then be sent to the appellant by Certified Mail – Return Receipt Requested.

4.7.9 The following definitions are applicable throughout this policy and are also documented in **Policy 4.13 Unruly Behavior/Infectious Disease Policy**:

49 CFR § 37.5 – Appendix D:

> If a person is violent, seriously disruptive, or engaging in illegal conduct…the provider may, consistent with established procedures for all riders, refuse to carry the passenger.

29 CFR § 36.208:

> …a person who poses a significant risk to others may be excluded [from service] if reasonable modifications to the public accommodation's policies, practices, or procedures will not eliminate that risk."

Conduct prohibited under these headings includes:

- Destruction of public property (the vehicle, and/or its furnishings)
- Doing violence to others or to oneself
- Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others
- Behavior that interferes with the safe operation of the vehicle
- Engaging in illegal conduct.

- Other conduct judged by Walworth County or its contracted transportation provider to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or the contracted provider's employees.

"Direct threat" is defined by Federal regulations as posing a "significant risk to others". This includes both safety issues and highly infectious diseases or conditions such as TB, when and if "reasonable modifications to … policies, practices or procedures will not eliminate … risk."

Regarding involuntary non-violent behavior that is disability-related and which does not pose a direct threat (such as involuntary verbal outbursts), U.S. Department of Transportation ("USDOT") ADA Regulations state in 49 CFR § 37.5b ("Nondiscrimination"):

> It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

The Preamble to 49 CFR § 37.125h states an important reminder:

> …it is only in very few and compelling situations that an entity is entitled to refuse service to an otherwise eligible person….

With regard to "direct threat"**,** U. S. Department of Justice ("USDOJ") regulations state in 28 CFR § 36.208b:

> In determining whether an individual poses a direct threat to the health or safety of others, a public accommodation must make an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature,

duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk.

4.7.10 The following responsibilities are applicable throughout this policy:

4.7.10a Walworth County has the right to suspend service or impose sanctions on riders. Contract transit providers/lessees are required to protect their own (and county vehicles and property), document all incidents, and report these promptly to Walworth County Mobility Coordinator.

4.7.10b Walworth County and its contractor are responsible for recording all incidents. Carrier transit provider/lessees and Walworth County staff must be mindful of the critical importance of maintaining confidentiality concerning information about riders' identity, personal circumstances, disability status, etc.

4.7.11 The following incremental discipline process is applicable:

4.7.11a First Offense: VIP Services issues a warning notification letter notifying the customer of an incident and advising of Wal-to-Wal DIAL-a-RIDE policies and informing that if another incident occurs, sanctions will be imposed as follows:

4.7.11b Second 2nd offense (within 2 years): 14 day Suspension (subject to appeal)

4.7.11c Third 3rd offense (within 2 years): 30 day Suspension (subject to appeal)

4.7.11d Subsequent offenses (within 2 years): 90 day Suspension (subject to appeal); further suspensions up to and including refusal of service will be determined at the exclusive discretion of the Walworth County Mobility Coordinator and/or County Administrator or designee.

Policy 4.8 – Customer Carry-0n ("Shopping Bag") Policy

This policy is established to maximize our ability to maintain a high quality, predictable and affordable level of service to all of our customers. It is NOT intended to be overly restrictive for customers who rely on our services to purchase groceries and other essential items.

4.8.1 As a "shared-ride" public transit operation we cannot always guarantee that an individual customer will be the only occupant of the vehicle other than the driver. Our contract with the service provider requires that they, at a minimum, are able to provide vehicles that can accommodate three seated passengers and one wheelchair passenger or one seated passenger and two wheelchair passengers.

4.8.2 Pricing of our service is based on the assumption that the great majority of our trips will be provided by small vans which are more economical to operate. This economy is part of the reason that fares can remain as low as they are.

4.8.3 Transport of large items (television sets or tires for example) cannot be accommodated. A limit of "two grocery sized" packages per person per individual scheduling is allowed. Drivers are not obligated to assist in loading packages.

4.8.4 An individual "scheduling" might involve multiple trips requiring more than one fare (a return pick-up from the Doctor's office, for example, with a stopover requiring limited waiting at a pharmacy for an already called in and confirmed "ready" prescription). A quick preliminary trip to a bank to cash a check before a shopping trip might be another example. Trips through drive-up windows cannot be accommodated because of the height of some of our vehicles. (See **Policy 4.1 Hours of Operation and Trip Definition**)

4.8.5 There is a growing tendency for many retailers to provide individual plastic bags for one or two items. We ask that our passengers use a large carrying sack or two in which they can combine these multiple purchases. Combining multiple packages in one or two carry-ons allows for better control of the items while in transit and allows space for other riders and any packages that they might need to transport.

4.8.6 Customers who do not own one or two larger re-useable sacks should advise the dispatcher of their need for them when they make their reservation for a shopping trip. Up to two sacks per paying customer will be provided. A notation of how frequently you request complementary sacks will be made as part of your file and complementary sacks can be provided only once each 30 days. Drivers are not expected to be able to provide sacks if the request is not part of your trip reservation.

Policy 4.9 Customer Responsibilities

The following are established as basic customer responsibilities to ensure a safe, enjoyable and affordable rider for all. This is list is current as of January 1, 2018 and will be reviewed and potentially revised at least once each year.

4.9.1 A "no-show" for a scheduled ride without notice will result in suspension of service for that day. Multiple "no-shows" result in longer suspensions.

4.9.2 A "no-show" is defined as a customer not being ready to depart more than 5 minutes after the scheduled pick-up time, scheduling a ride but not having the fare, or not cancelling a ride with at least a 2 hour notice.

4.9.3 Only cash can be accepted. Drivers will attempt to make change but please try to have correct fare. Bills larger than $20 cannot be accepted.

4.9.4 Seat belt use is mandatory. All Wisconsin motor vehicle regulations apply.

4.9.5 If arranging rides for more than one person you must notify the dispatcher.

4.9.6 Rides for children under age 18 must be called in by an adult. Children under the age of 8 require an adult companion.

4.9.7 Multiple destination trips must be negotiated in advance and will require additional fares. Trips through a drive-up window are not possible.

4.9.10 Eating, drinking or smoking is not allowed in the vehicle.

4.9.11 A maximum of two shopping bags (or similar sized parcels) is allowed per customer (this is to allow adequate space for others).

4.9.12 Disorderly behavior, threats, or abusive language toward drivers or other customers will result in a suspension of services.

4.9.13 Service cannot be provided in areas where accumulated snow has not been cleared (driveways, private roads, parking lots, etc.). We ask that, if possible, customers make an assessment of local roadway conditions at least two hours in advance of pick-up and cancel the ride if conditions look unsafe. The ultimate decision of unsafe conditions will rest with the vehicle operator.

Policy 4.10 Customer Safety or Service Complaint Procedure

This policy is established to clearly delineate the process for customers to lodge service complaints and how complaints are to be researched and acted upon.

Wal-to-Wal DIAL-a-RIDE is committed to providing quality service to its customers while maintaining the highest possible level of personal safety for all. Occasional situations may require actions by the driver to resolve disruptions or conflicts in a reasonable manner including those pertaining to the comfort of fellow riders. All customers are expected to conduct themselves in such a manner as to maximize the safety and comfort of all. Drivers may recommend actions against unruly passengers which can be appealed per **Policy 4.7 Customer Appeal Policy and Process.**

Drivers are required to maintain high standards of driving safety and professional conduct. Occasionally, customers or other motorists may become concerned about a driver's actions behind the wheel. Unsafe behavior of the driver or other employee is addressed swiftly and may result in a suspension or immediate termination of the individual. The VIP Services Transportation Manager (reachable at 262-723-4043 ext. 160) should be the primary contact for any all safety or behavioral issues.

4.10.1 Behavior by drivers or other employees affecting the safety and comfort of passengers should be reported to the Transportation Manager. Examples of unsafe driver behavior are: speeding, weaving between lanes excessively, not coming to full stops at intersections, etc.

4.10.2 Each complaint is to be documented on a "Complaint Resolution" form by the Transportation Manager or designee. The complaint may address a single incident or a particular pattern of behavior causing passengers to be uncomfortable with their daily commute. Drivers or other employees who may have been observed driving unsafely, could be suspended from their driving duties while a review is underway.

4.10.3 The driver or other employee is to receive a letter from the VIP Services Transportation Manager outlining the complaint. The driver or other employee has seven (7) working days from receipt of the letter to respond in writing as necessary. A file is established for each complaint that is investigated.

4.10.4 Within ten (10) working days of receiving the driver or other employee's response, the information is reviewed by the VIP Services Transportation Manager in consultation with the VIP Services Executive Director or designee with the following possible outcomes:

a. Complaint is unfounded and dismissed

b. Driver or other employee is requested to change behavior

c. A retraining session is scheduled to review driving or other skills

d. Driving/employee status is revoked

4.10.5 If the driver or other employee disputes the finding he/she may request a second review.

a. For complaints regarding driving or other employee incidents or habits, a panel comprised of the Transportation Manager, VIP Human Resources Director and the VIP Services Executive Director or designee completes the second review.

b. The driver or other employee is informed of the final determination of the review panel within fifteen (15) working days from the date that the second review was requested.

4.10.6 All drivers and employees can expect:

a. Confidentiality, respect and safety

b. Insight or a more clear perspective on a troubling situation

c. To be heard and understood by the other person in the situation

d. Identification of options or agreements for resolving problems

4.10.7 At the completion of the Complaint Resolution, it is the responsibility of the drivers or other employee to abide by the decision. Once understanding (not necessarily agreement) has been established, the participants are encouraged to work together toward solutions that meet their needs.

Policy 4.11 Roadway Access Policy

This policy is established to clearly define conditions when service may not be able to be provided safely.

4.11.1 In the interest of customer safety Wal-to-Wal DIAL-a-RIDE can only provide transportation in areas that can accommodate clear vehicle passage.

4.11.2 When scheduling a ride careful consideration should be made whether or not the trip could reasonably be taken in a private vehicle. Driveways, parking lots and private roads should be fully accessible and clear of accumulated snow or other obstructions.

4.11.3 In the interest of customer safety and the safety of our driver and other motorists **service cannot be provided in areas where accumulated snow has not been cleared (driveways, private roads, parking lots, etc.).** The determination of safe passage shall be made by the individual driver or a dispatcher based on reports from other drivers using the roadways recently.

4.11.4 The dispatcher will attempt to contact passengers if a roadway has been determined unsafe.

4.11.5 Customers are asked to inspect road conditions two hours before pick-up times if possible and call in to cancel and reschedule the ride if conditions appear unsafe. “Same-day” cancellations under this provision will NOT count as a “no-show”.

Policy 4.12 Holiday Service Policy

Limited resources and the potential for limited demand on Sundays and days when Holidays are celebrated require Wal-to-Wal DIAL-a-RIDE to limit service.

4.12.1 Regular Walworth County Wal-to-Wal DIAL-a-RIDE service will not be provided on Sundays and on the days designated as the following Holidays:

- **New Year's Day**
- **Easter**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Christmas Day**

4.12.2 Special provisions may be made for regular essential medical trips (i.e. dialysis) if the treatment cannot be rescheduled to a non-holiday period. Individuals relying on Wal-to-Wal DIAL-a-RIDE for such services are required to work with their medical service provider and Wal-to-Wal DIAL-a-RIDE's contracted transportation provider in advance to avoid any confusion or potential for the lack of critical transportation service availability.

Policy 4.13 – Unruly Behavior and Infectious Diseases Policy

This policy is established to provide a definitions and guidance on how and when service can be restricted for customers of Wal-to-Wal DIAL-a-RIDE. (**See Policy 4.7 "Customer Appeal Policy" for details on how to appeal.)**

4.13.1 The following definitions are applicable throughout this document:
(References are to the applicable Code of Federal Regulation (CFR) guidance)

49 CFR § 37.5 – Appendix D:

> If a person is violent, seriously disruptive, or engaging in illegal conduct…the provider may, consistent with established procedures for all riders, refuse to carry the passenger.

29 CFR § 36.208:

> …a person who poses a significant risk to others may be excluded [from service] if reasonable modifications to the public accommodation's policies, practices, or procedures will not eliminate that risk.

Conduct prohibited under these headings includes:

- Destruction of public property (the vehicle, and/or its furnishings)
- Doing violence to others or to oneself
- Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others
- Behavior that interferes with the safe operation of the vehicle
- Engaging in illegal conduct.
- Other conduct judged by Walworth County or its contracted transportation provider to represent an actual or potential threat to **the health, safety or wellbeing of oneself, the operator, other** passengers, and/or the contracted provider's employees.

"Direct threat" is defined by Federal regulations as posing a "significant risk to others". This includes both safety issues and highly infectious diseases or conditions such as TB, when and if "reasonable modifications to … policies, practices or procedures will not eliminate … risk."

Regarding involuntary non-violent behavior that is disability-related and which does not pose a direct threat (such as involuntary verbal outbursts), U.S. Department of Transportation ("USDOT") ADA Regulations state in 49 CFR § 37.5b ("Nondiscrimination"):

> It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

The Preamble to 49 CFR § 37.125h states an important reminder:

> …it is only in very few and compelling situations that an entity is entitled to refuse service to an otherwise eligible person…. "

With regard to "direct threat", U. S. Department of Justice ("USDOJ") regulations state in 28 CFR § 36.208b:

> In determining whether an individual poses a direct threat to the health or safety of others, a public accommodation must make an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk.

4.13.2 The following responsibilities are applicable throughout this policy:

4.13.2a Walworth County has the right to suspend service or impose sanctions on riders. Contract transit providers/lessees are required to protect their own (and county vehicles and property), document all incidents, and report these promptly to the Walworth County Mobility Coordinator.

4.13.2b Walworth County and its contractor are responsible for recording all incidents. Carrier transit provider/lessees and Walworth County staff must be mindful of the critical importance of maintaining confidentiality concerning information about riders' identity, personal circumstances, disability status, etc.

All vehicles are ramp or lift equipped. Heavier passengers with over-sized mobility devices should request dispatch for a lift-equipped vehicle to maximize their safety. Reasonable modifications to service will be made to meet the needs of individuals with disabilities.

Working to provide affordable transportation options for the growing number of Walworth County's seniors, disabled citizens, individuals seeking entry-level employment, and individuals who cannot drive or choose not to drive....

- Nearly one out of every seven Walworth County residents reports an income below the national poverty line.
- Twenty-two percent of Walworth County's residents fall into the senior or disabled demographic (~23,000 people).
- Roughly one-third of all Walworth County households include at least one member who is aged 60 or older.

Sponsored by:

Walworth County Administration Department

Walworth County
Government Center
100 West Walworth Street
PO Box 1001
Elkhorn, WI 53121

Information in this brochure is current as of January 2025

To order brochures (Spanish or English):

Phone:
(262) 741-4356

Fax:
(262) 741-4390

E-mail:
walcotransportation@co.walworth.wi.us

www.wal-to-wal.com

"This program is funded in part by the Federal Transit Administration (FTA) as authorized under 49 U.S.C. § 5311 Formula Grants for Rural Areas (CFDA 20.509)."

Wal-to-Wal DIAL-a-RIDE

User's Guide

WALWORTH COUNTY
WISCONSIN

A shared-ride public transit option for travel anywhere in Walworth County

Call (262) 723-4402

BY 4:00 PM THE DAY BEFORE

Hours of Operation

6:00 AM to 7:00 PM Weekdays

7:00 AM to 5:30 PM Saturdays

NEW! 8:00 AM to 6:00 PM Sundays

www.wal-to-wal.com

New One Way Fares

Effective January 1, 2024

(First fare increase since 2017)

$3.00	**Seniors (60 years or older), Children under 18, and, Individuals with Disabilities**
$5.00	**Adult (18 years or older) travelling within one community's corporate limits**
$6.00	**All other adult trips**
$11.00	**Public or private agency prepaid trips regardless of category**

Punch tickets/tokens not honored

Service operated by VIP Services, Inc.

Call 262-723-4402

Hours of Operation

6:00 AM to 7:00 PM Weekdays
7:00 AM to 5:30 PM Saturdays
NEW! 8:00 AM to 6:00 PM Sundays

All DIAL-a-RIDE drivers are drug tested, licensed, and CPR trained.

All vehicles are camera-equipped.

www.vipservices-inc.org/transportation

In accordance with Title VI of the Civil Rights Act of 1964, Walworth County will ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any County program, or activity receiving federal financial assistance. The county further will ensure that federally supported transit services and related benefits are distributed in an equitable manner. Anyone who believes that their transportation rights under Title VI have been violated should contact: walcotransportation@co.walworth.wi.us.

Customer Responsibilities (updated)

- Rides should be requested by 4 pm the day before service is scheduled. Same day ride requests will only be honored if a driver and vehicle are available --- which may not always be the case.
- Sometimes drivers may arrive as much as 10 minutes early. You will be allowed to start your trip early if you are ready. Drivers are required to wait only 5 minutes past your pick-up time.
- If, for some reason, you need to cancel your ride, PLEASE do so as early as possible. This may free up a van and driver for another passenger.
- A "no-show" for a scheduled ride without notice will result in suspension of service for that day. Multiple "no-shows" result in longer suspension.
- Only cash (or special vouchers) can be accepted. Seat belt use is mandatory. All Wisconsin motor vehicle regulations apply.
- If arranging rides for more than one person, you must notify the dispatcher. Rides for children under age 18 must be called in by an adult. Children under the age of 8 require an adult companion.
- Multiple destination trips must be negotiated in advance and will require additional fares. Trips through a drive-up window are not possible.
- No more than two shopping bags are allowed per customer.
- Disorderly behavior, threats, or abusive language toward drivers or other customers will result in a suspension of services.
- Service cannot be provided in areas where accumulated snow has not been cleared (driveways, private roads, parking lots, etc.).

QUESTIONS?

Why all of the changes in service policies? (see the panel to the left)

Demand for DIAL-a-RIDE trips has tripled in the first year of service. At the same time, the number of people requesting a ride and then not being there when a ride is scheduled has gotten as high as one out of every 10 ride requests. Changes were needed to be able to better keep up with demand.

Why am I asked so many questions when I first register for service?

VIP Services provides many different transportation services. Answers to the questions being asked help determine the type of service and fare. They also help determine if a vehicle with a lift will be required to transport you safely.

Why can't I get DIAL-a-RIDE service if both my trip origin and destination are within Whitewater's City Limits?

The City of Whitewater has its own shared-ride service available by calling Brown Cab at (920) 563-63

Wal-to-Wal DIAL-a-RIDE

SHARED-RIDE TAXI

Available to and from any Walworth County address for any trip purpose

Transportation service provided by:

VIP Services, Inc., Elkhorn 262-723-4402

- Call by 4 p.m. the day before a requested ride. Rides require a minimum of one-day advance notice; based on availability.
- Monday to Friday service from 6 a.m. to 7 p.m.
- Saturday service 7 a.m. to 5:30 p.m.
- NEW! Sunday service 8 a.m. to 6 p.m.
- No holiday service
- Service only in Walworth County
- Special senior/disabled/student rates
- ADA accessible - approved attendants allowed if needed
- Reasonable modifications to service will be made to meet the needs of individuals with disabilities

SPECIALIZED TRANSIT

For Seniors (60-plus years of age) and Disabled Individuals

Transportation service provided by:

VIP Services, Inc., Elkhorn 262-723-4402

- Serves Walworth County seniors (60 years or older), individuals with disabilities and qualifying Veterans trips
- Non-emergency medical transports within a 70-mile radius of Elkhorn
- ADA accessible vehicles with door-to-door assisted service
- Rides require a minimum of two-days advance notice; based on availability.
- Monday to Friday service from 6 a.m. to 7 p.m.
- Saturday service 7 a.m. to 5:30 p.m.
- No Sunday or holiday service
- ADA accessible - approved attendants allowed if needed

DIAL-a-RIDE Shared-Ride Taxi and Specialized Transit services are provided in cooperation with the Wisconsin Department of Transportation and are coordinated through the County Administrator's Office.

To arrange a ride with a County operated transportation service, contact VIP Services at 262-723-4402

Program questions and ordering of agency vouchers should be directed to the County Transportation Mobility Manager at 262-741-4356 or via email at walcotransportation@co.walworth.wi.us

Walworth County Administration Department

County Government Center

100 W. Walworth Street

Elkhorn, WI 53121-1005

262-741-4357

www.co.walworth.wi.us

Information contained in this brochure was last updated in January 2025. Subject to change without notice.

Walworth County Transportation Options

Including County DIAL-a-RIDE Service

WALWORTH COUNTY

WISCONSIN

Walworth County Administration Departm

This brochure provides a list of county area transportation providers that Walworth County is currently aware of.

Please contact the provider directly to confirm service hours, eligibility, and rates

A1 Lake Geneva Limousine
262-248-2619 / Website: lakegenevataxilimousine.com
- Serves general public in Walworth County including long distance trips
- Door-to-door service
- Advance reservation required
- 24 hour service
- Non-ADA accessible

Brown Cab Service
City of Whitewater Shared-Ride Taxi
920-563-6304 / Email: contact@browncab.net
- Publicly supported shared-ride transit primarily in the City of Whitewater
- Curb-to-curb service
- For hours, call or visit www.browncab.net

Fox Transport
262-642-9025
- Serves general public in Walworth County and surrounding areas
- Specialize in senior transportation
- For hours, call or visit www.foxtransportwi.com

Lakeview Critical Care EMS
262-957-6930 / Email: educationwi@lakeviewsystem.com
- Non-emergency medical transports
- ADA accessible
- Transportation between counties
- Advance reservation required

LaVigne Bus Company
920-563-1515 / Email: lavignebus@gmail.com
- Serves non-emergency medical trips in Rock, Jefferson and Walworth Counties
- Serves general public
- Door-to-door service
- Advance reservation required
- ADA accessible

Medix Ambulance Service, Burlington
262-539-2680
- Non-emergency medical transports
- Serves general public
- Door-to-door service
- Advance reservations required
- Dispatch open 24 hours

Need A Ride Taxi, Lake Geneva
217-218-8071 / Email: Needarides@yahoo.com
- Serves general public in Walworth County
- Airport service

Senior Cab & Event Shuttle Service, Lake Geneva
262-949-8294
- Serves general public primarily in Walworth County with occasional trips to Milwaukee and Chicago
- Door-to-door service
- Non-ADA accessible

Seniors on the GO, Mukwonago
262-363-5700 / Email: sotgtaxi@gmail.com
- Serves seniors and disabled individuals
- Door-to-door service
- Advance reservations preferred
- ADA accessible
- For hours, call or visit www.seniorsonthegowi.com

SPARC (Shuttling People Around Racine County)
262-412-8641
- City of Burlington only
- Non-ADA accessible

Uber, Lyft, and other car services
- Must be registered and have downloaded the Android or iPhone cell phone application (app)
- Only credit card or other electronic payment methods are accepted
- Fares are based on trip length, time-of-day and area demand

Wisconsin Coach Lines, Waukesha
262-542-8861
Website: www.coachusa.com/wisconsin-coach
- One over-the-road coach trip each day between Downtown Milwaukee (Amtrak Depot), the Milwaukee Airport, Muskego, East Troy, Whitewater, Milton and Janesville with connections to O'Hare airport and Chicago
- East Troy and Whitewater to Janesville trips are mid-morning, trips to the Milwaukee area from Walworth County are early afternoon—call for details
- Exact fare preferred. No checks, bills over $20 or credit cards accepted

Non-Emergency Medical Transportation

Medical Transportation Management, Inc. (MTM)
866-907-1493
Website: www.mtm-inc.net/wisconsin
To file a complaint - Email: QM@mtm-inc.net
Wisconsin Medicaid, BadgerCare Plus or ForwardHealth clients requesting non-emergency medical transportation MUST coordinate through MTM.
(Veyo was acquired by MTM in August 2022)

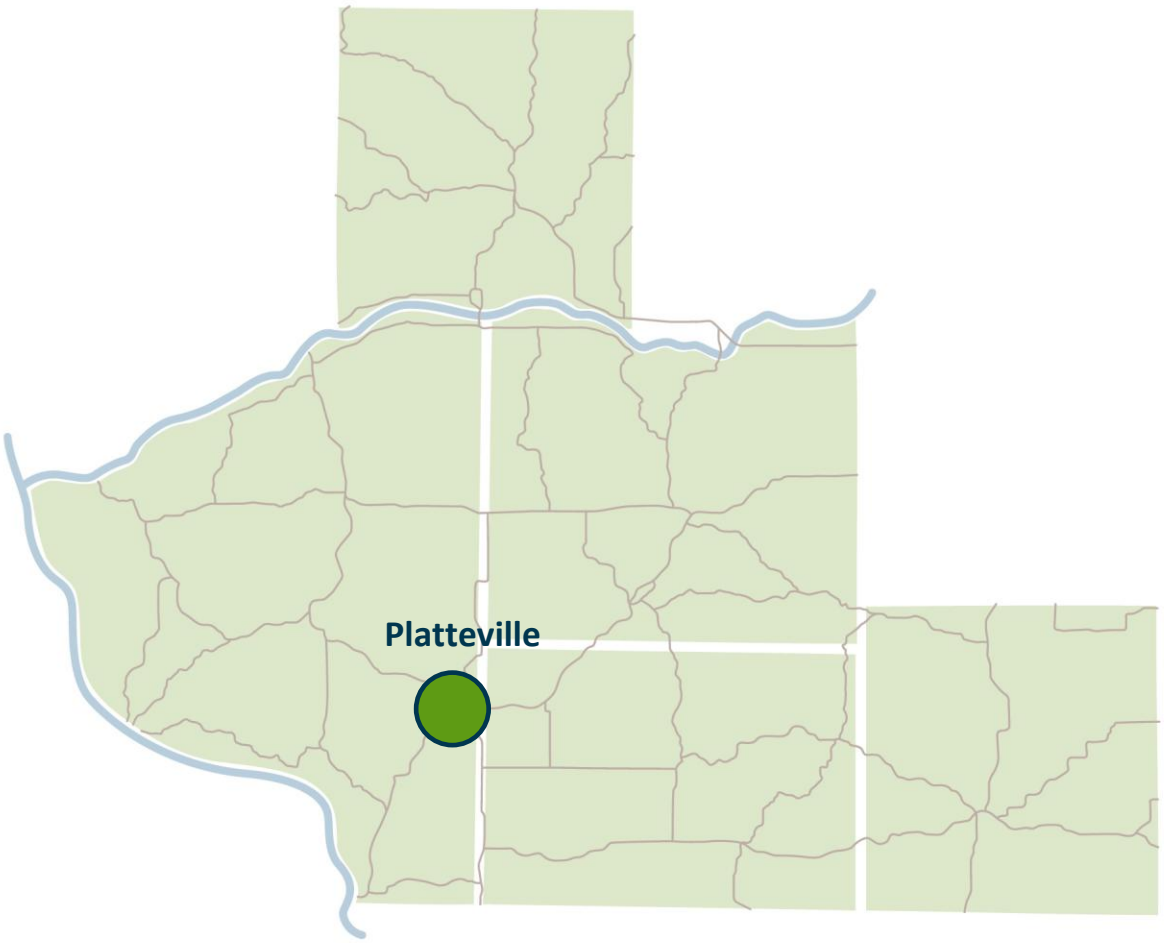
Walworth County makes no recommendations or guarantees regarding the quality or safety of the above services. The list should not be assumed to be comprehensive.

INFORMATION ON COUNTY OPERATED SPECIALIZED AND PUBLIC TRANSPORTATION SERVICES IS PROVIDED ON THE BACK PAGE OF THIS BROCHURE.

Transportation Development Plan

For the

City of Platteville



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About SWWRPC

Southwestern Wisconsin Regional Planning Commission (SWWPRC) is an extension of local government in Southwestern Wisconsin. We provide low-cost expert planning and economic development services to the county, city, village, and town governments of our five-county jurisdiction (Grant, Green, Iowa, Lafayette, and Richland counties). We assist our local communities to save both time and money while planning for the future. SWWRPC is one of nine Regional Planning Commissions in the State of Wisconsin and was created by an Executive Order in 1970.

Over 85% of our budget comes from funding outside the region, with the SWWRPC bringing in over $14 million of economic development funding alone. We have leveraged these self-generated funds to help our counties and their communities save costs and prevent redundancy while preparing for future challenges.

SWWRPC Vision

We envision a southwestern Wisconsin that has met its full potential. A place that is recognized for its resilient and diverse economy, high quality of life, and distinctive Driftless landscape. It will be a place where interconnected bonds between individuals and organizations form strong communities of inclusion and cooperation. Southwestern Wisconsin will be a place where the richness of the land contributes to the healthy lives of its residents and visitors—and the stewardship of our natural resources is a shared and valued responsibility. Our region will be a place that fosters innovation and creativity, inspiring and empowering thinkers and doers. With deep respect for the traditions that built southwestern Wisconsin, we strive to create the best possible region for tomorrow.

SWWRPC Mission

The Southwestern Wisconsin Regional Planning Commission collaborates with communities and organizations to build capacity within southwestern Wisconsin, serving as advocates for its residents. We create opportunities and develop dynamic solutions to the challenges facing the region. We foster growth by supporting innovative endeavors that provide tangible benefits to those we serve. We believe in the bold vision of southwestern Wisconsin and work to build the region's future.

About City of Platteville

Located in scenic southwest Wisconsin, Platteville is served by U.S. Highway 151, a four-lane expressway that connects Cedar Rapids, Iowa, to Fond du Lac, Wis., and State Highways 80 and 81. Platteville is located in Wisconsin's Driftless Area and is surrounded by gently rolling hills and beautiful farm country. The city has a historic Main Street and extensive retail opportunities both downtown and near the east-side expressway exit. Additionally, the city has excellent medical facilities, a bustling industry park, and several quickly developing housing areas. Residents and visitors enjoy 16 city parks, which include over 200 acres of open space, the city's art gallery and museums, playgrounds, baseball and softball diamonds, biking and hiking trails, a skate park, picnic shelters, an arboretum, and an outdoor aquatics center.

About University of Wisconsin-Platteville Office of Sustainability

UW-Platteville's Office of Sustainability was introduced in the fall of 2012 with the hiring of their first sustainability coordinator. Their mission is to lead our graduates, faculty, staff, and broader community to a more sustainable future. They use their strengths in teaching, research, and public service to explore and advance the ways that we can "meet the needs of the present while also enhancing the ability of future generations to meet their own needs."

UW-Platteville recognizes the importance of sustainability in the changing world and is working to provide leadership in environmental, social, and economic sustainability to our students and broader community. With the hiring of a coordinator, UW-Platteville joined most other UW System schools in their commitment to campus sustainability.

Section 1: Executive Summary

The Platteville Transportation Development Plan is a series of strategies for the City of Platteville and the University of Wisconsin Platteville (The University) to gain insight into how their respective transportation programs may function, if they were merged together as one system.

This document details the following:

- An understanding of the Platteville Shared-Ride Taxi and the UW-Platteville Student Shuttle.
- Two budget scenarios, each with three individual models on how to leverage the most amount of funding from the state and federal government.
    - Budget Scenario 1
        - Provides each partner with three options on how to save their local match.
        - Addresses how to potentially expand transportation service, while saving local match for each partner.
    - Budget Scenario 2
        - Will detail how to maximize state and federal funding through a combined local match.
        - Provides service options to partners to utilize maximum funding.
- Routing recommendations reflected by the potential increase in funding.
- Evaluation methods
- Best practices

SWWRPC makes the following recommendations:

- The university and city should first form a formal agreement in order to fully leverage state and federal funding.
    - $218,118.57 in additional funding is available by merging the two systems. It will be up to the city and the university to determine what percentage of the new funding can be utilized in cost savings or service expansion.
    - Budget scenarios included in this document illustrate how these funds can be utilized.
- Routing options should include two busses running simultaneously for the academic year. It is up to the partners to decide if a summer service is provided and at what level if so desired.
- Routing should begin and end at the university. The city should be divided into two separate routes. The routes are as follows:
    - A Campus Express route to serve the university and its most immediate neighborhoods.
    - A City Route to service the city in four “loops” that each begin and end at the university.
- Any routes servicing the 151 business corridor or business park should be funded by the businesses along the route. Businesses that opted into the program would supply the local match and the remaining cost being funded by the state and federal government. This is the same funding structure as the city and campus routes, however the businesses contribute the local match instead of the city and university. Even if not immediately implemented, it is imperative that the business/commerce route still be included on the initial grant application.
- Any saved local match funding (funding directly contributed by either partner) could be wisely invested in a 5311c grant from WisDOT. This funding program is designed to provide capital improvements for transit systems such as vehicles, benches, and bus shelters.
- Pine Street Loop will be the hub for the proposed service. This stop will be an ideal location for transportation amenities and should the priority for any additional capital improvements like benches and bus shelters.

- Some of the budget scenarios have enough available funding to entertain the possibility for a third bus. However, without a formal quote from a transportation provider it is unwise to project any transportation system with vehicles beyond the current capacity. As previously stated, available funds should be first used in route improvements such as signage and stops. However, in the future, if there is a demand for a third bus, and capital amenities like bus shelters have been added, then taking the appropriate steps to add a third bus can potentially decrease travel and wait times significantly. While this document cannot accurately project the cost of a system with more than two busses, gaining a future knowledge of three-bus service is a recommendation.
- A substantial portion of the local match will be subsidized by student fees. UW-Platteville students should be viewed as one of the key stakeholders with the new transit program along with the City of Platteville and UW-Platteville. UW-Platteville should work to be as inclusive as possible with the student government when planning and implementing the shuttle.

Section 2: Introduction

In March of 2014, Southwestern Wisconsin Regional Planning Commission (SWWRPC) received state funding from Wisconsin Department of Transportation (WisDOT) Grant Program 5304 to conduct a transportation study in the City of Platteville. This study will examine the City of Platteville's Shared-Ride Taxi Service and the University of Wisconsin – Platteville Student Shuttle, and determine if it is possible to merge the two transportation programs under one system.

The UW-Platteville Student Shuttle was created in the fall of 2012 to give students, staff, and community a way to travel to the campus and through the community. Students are able to ride the bus for free, while everyone else pays $1.00 per one way trip, or $30.00 per year. The City of Platteville Shared-Ride Taxi is open to all citizens and travels anywhere within the city limits. For regular passengers it is $2.75 per fare and for senior citizens, the charge is $2.50.

Through outreach, SWWRPC was able to survey 447 students, community members, and elderly citizens to see what was needed to improve and increase ridership for both the shared-ride taxi and the student shuttle. This outreach shaped almost all aspects of the process, most importantly the routes, times of service, and the budget. With the help of this outreach and discussion with UW-Platteville and the City of Platteville, SWWRPC was able to make recommendations for a unified system.

Goals and Project Scope

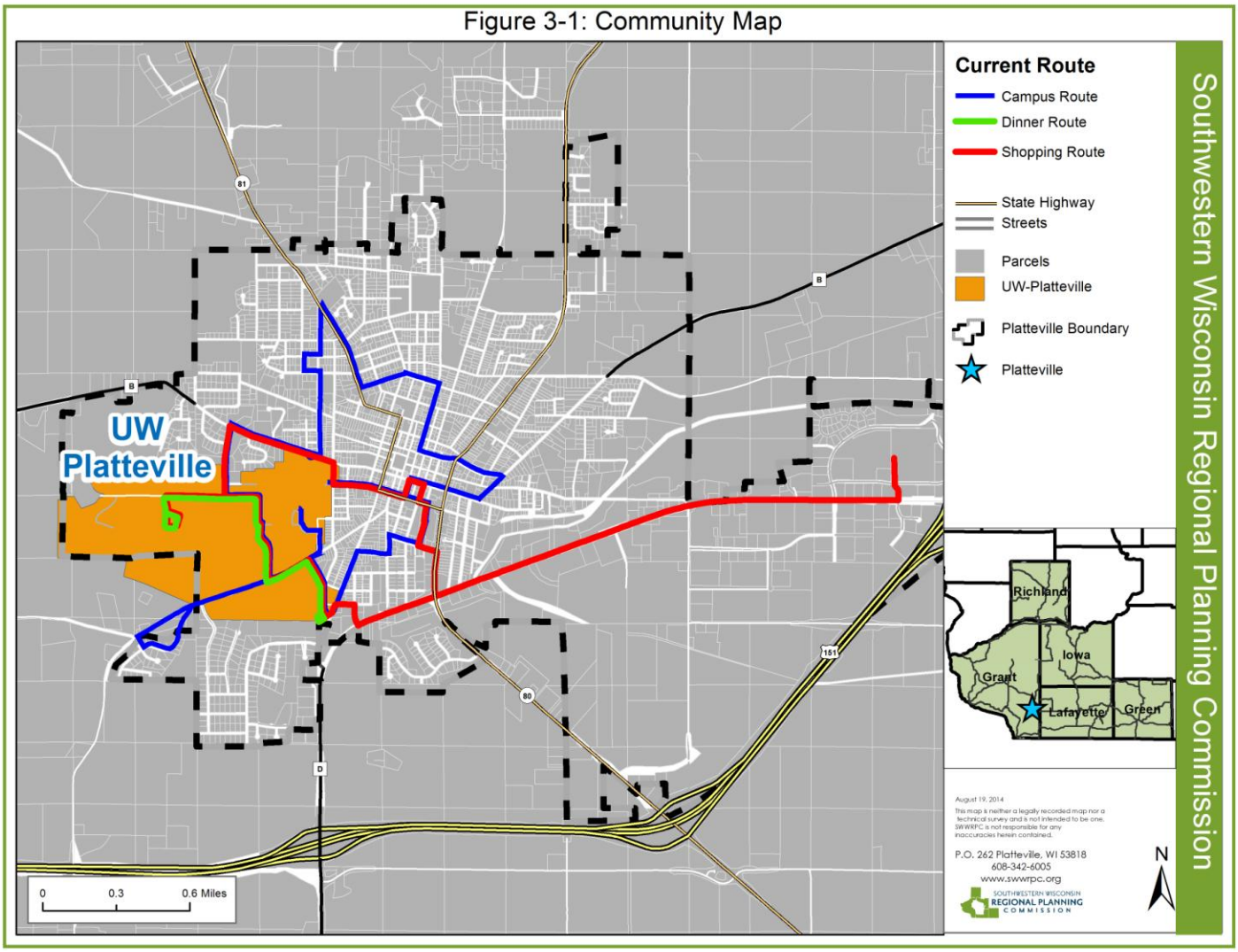
At the start of this project, the City of Platteville and UW-Platteville identified specific goals to be implemented through creation of the Transportation Development Plan (the Plan). By identifying these goals, SWWRPC was able to shape the plan to offer the most benefit to the identified needs of the community. The goals are as follows:

- Identify strategies and methods to create a combined system in which the City of Platteville Shared-Ride Taxi and the UW-Platteville Student Shuttle are merged under one system for 2015.
- Identify specific routing and budget recommendations for the proposed system.
- Develop strategies to leverage funding from the 5311 and 85.20 grants that would allow the two systems to expand and meet WisDOT requirements.
- Conduct community outreach to inform the recommendations.
- Examine other transit systems, similar in size and scope of Platteville's system. Use strategies and best practices from these systems to inform the proposed system. These systems include:
    - Dunn County Transit
    - Stevens Point Transit
    - UW-Whitewater Transit
    - Fond du Lac Transit
- Identify and collaborate with key groups who are most likely to benefit from expanded public transit when forming recommendations:
    - Persons with no access to vehicles
    - Persons in poverty
    - Elderly citizens
    - University Students

Section 3: Study Area

This study is focused exclusively on the City of Platteville, Wisconsin. The City of Platteville is home to UW-Platteville. According to the 2010 Census, the City of Platteville has a total population of 11,224 people, however 8,717 members of the community are students at UW-Platteville. Students comprise 77.66% of the total city population.

Figure 3-1: Community Map



Section 4: Existing Conditions

City of Platteville's Shared-Ride Taxi

The Platteville Shared-Ride taxi service is open seven days a week to all members of the public as an on demand, door-to-door transportation service. It has been in operation since 2010 and is currently contracted through Top Hat, Inc. The data provided was made available from the 2014 City of Platteville Shared-Ride Budget and Operating Grant application.

Current Fleet

The current fleet consists of three vehicles

- 1 sedan-owned by Top Hat, Inc.
- 2 handicapped accessible vans-owned by the City of Platteville

Operating Hours

Table 4-1: City of Platteville Shared-Ride Taxi Hours of Operation Information

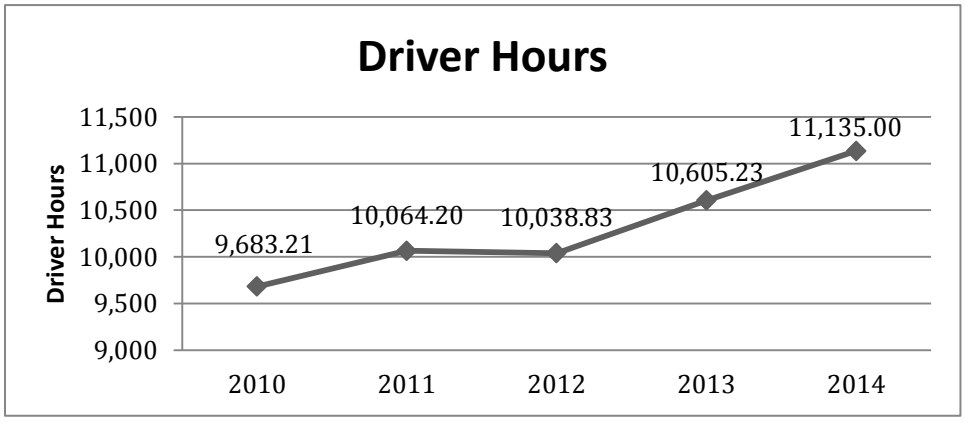
City of Platteville Shared-Ride Taxi Hours of Operation Information								
	Sun	**Mon**	**Tues**	**Wed**	**Thurs**	**Fri**	**Sat**	**Total**
Hours of Service	7:00am-1:00pm	6:00am-8:00pm	6:00am-8:00pm	6:00am-8:00pm	6:00am-3:00am	6:00am-3:00am	6:00am-3:00am	N/A
Max Number of Drivers on Duty	2	3	3	3	3	3	3	N/A
Daily Hours of Service Available	8.63	33	33	33	36.42	36.42	36.42	216.89

The taxi service is not in operation during most national holidays. New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas are the non-service days for the 2014 operating year.

Driver Hours

Projected driver hours for 2014 are 11,135 hours which is a 5% increase from 2013. The latest data 2014 Q1 showed driver hours at 2,859.44 hours or 25.68% of budgeted hours. Hours have increased with service expansion from 9,683.21 hours to 11,135 budgeted hours. The yearly comparison of driver hours is shown in Figure 4-1.

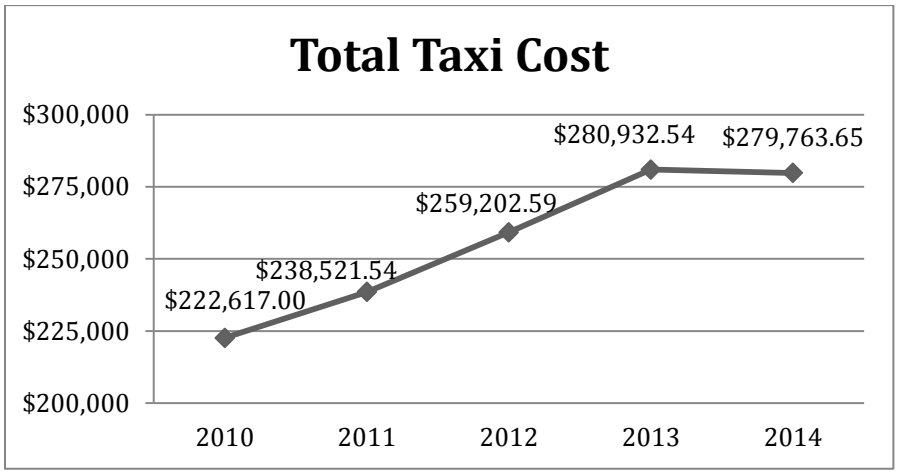
Figure 4-1: City of Platteville Shared-Ride Taxi Driver Hours



Program Cost

The total budgeted program cost for 2014 is $279,763.65. This is a .042% decrease from 2013 even though total driver hours have increased with expanded service. This is due to a reduced contract cost per driver hour with Top Hat, Inc. Until the 2014 budget, the program cost has continued to increase each year from $222,617 in 2010 to $280,932.54 in 2013 or by 26.2%. Refer to Figure 4-2 for a yearly comparison of total cost for the Shared-Ride Taxi.

Figure 4-2: City of Platteville Shared-Ride Taxi Total Cost



Fare Structure

The fare structure for inner-city travel is shown below. Service outside of the city is available for origins or destinations that are located within 9 miles of the city limits of Platteville. Passengers are charged an additional $2.00 per mile in excess of the base rate for outer limit trips.

Table 4-2: City of Platteville Shared-Ride Taxi Fare Structure

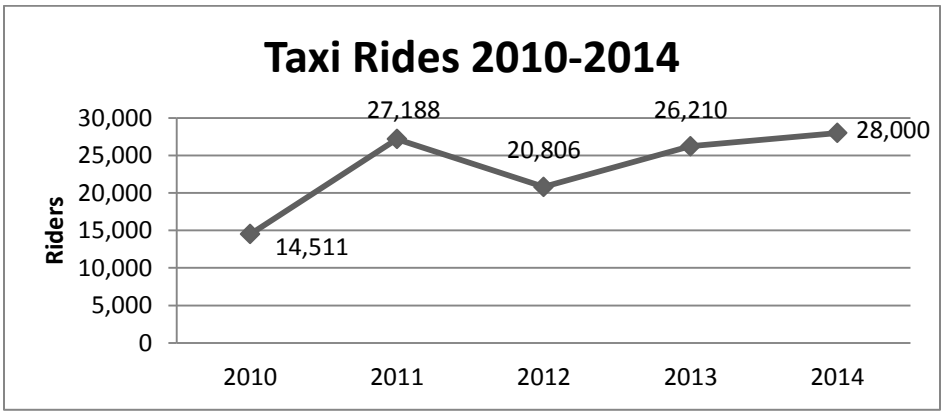
Inner-city Fare Rates (One-Way)	
Adult	$2.75
Elderly	$2.50
Disabled	$2.50
Student (High School Aged and Younger)	$2.50
Additional Passengers (Per Person)*	$1.00
Intermediate Stops	$1.00

***Additional passengers must be picked-up and dropped-off at the same location**

Ridership

Projected ridership for 2014 is 28,000 riders or 6.28% increase. The latest data set available was the 2014 Q1 report showing ridership at 7,824 or 27.94% of projected riders. Since 2010, taxi ridership has grown from 14,511 passengers to 26,210 in the 2013 operating year or by 93%. See Figure 4-3 for a yearly comparison.

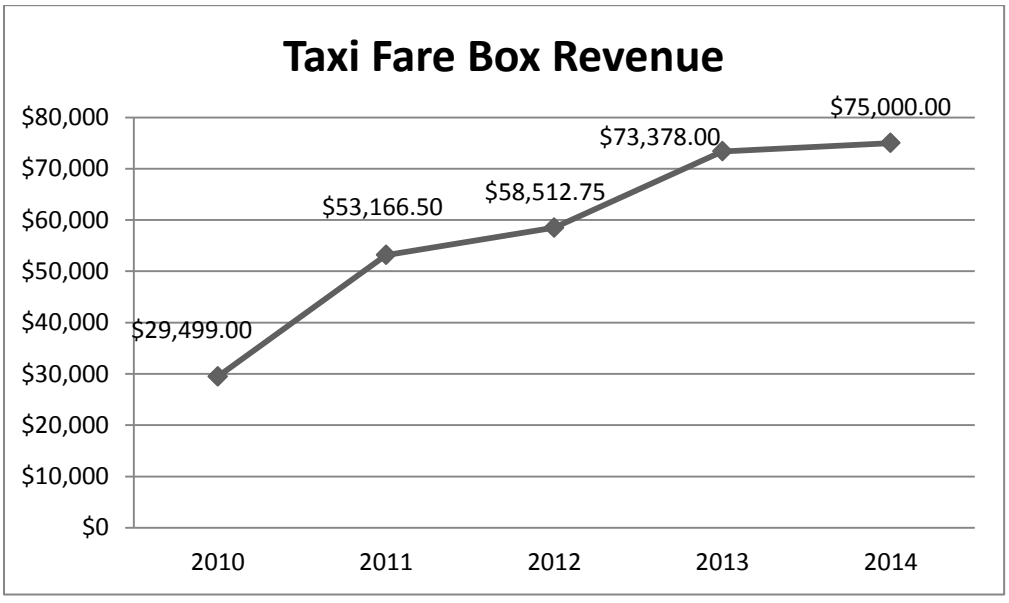
Figure 4-3: City of Platteville Shared-Ride Taxi Rides



Taxi Fare box Revenue

The city budgeted fare revenue for 2014 at $75,000. The 2014 Q1 report showed fare revenue at $23,730.25 or 31.64% of the 2014 budgeted amount. This is a 2.21% increase from 2013 figures. If fare revenue does continue at a greater rate than budgeted, fare revenues in excess of $75,000 will reduce the local contribution of the City of Platteville. Since 2010, taxi fare revenue has continually increased even in years of decreased ridership (2012) see figure 4-3. Overall since 2010, fare revenue has increased from $29,499.00 to a projected $75,000.00 or 154.25%. See Figure 4-4 for a yearly comparison.

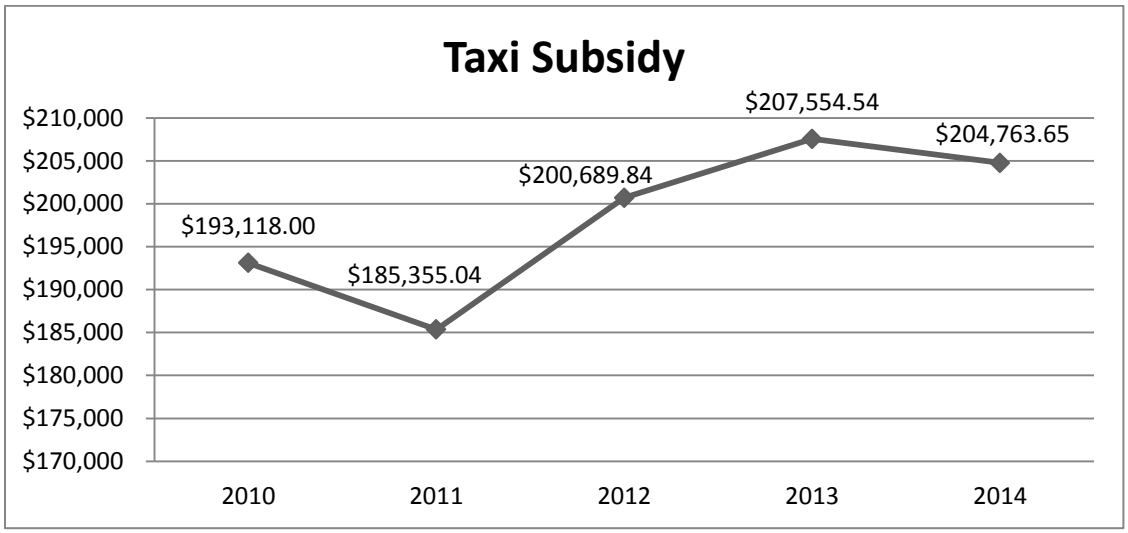
Figure 4- 4: City of Platteville Shared-Ride Fare Box Revenue



Taxi Subsidy

Taxi subsidy is the total tax dollars used in subsidizing the shared-ride taxi. This is the combined contribution of federal, state, and local monies. Projected subsidy for 2014 is $204,763.65. This is a 1.34% decrease from 2013. The 2014 Q1 report has total subsidy at $47,727.16 or 23.48% of the budgeted amount. This lower percentage is due to the increased fare box revenue. As stated above, if the fare continues to surpass the budgeted amount, then the local share of Platteville will be reduced. State and federal monies are fixed for the year therefore; there will be no change in their subsidy amount. Overall, total subsidy has ranged from $185,355.04 to $207,554.54. See Figure 4-5 for a yearly comparison.

Figure 4-5: City of Platteville Shared-Ride Taxi Subsidy



Budget Summary

Table 4-3 is a summary of the 2014 City of Platteville Shared-Ride Taxi Budget

Table 4-3: City of Platteville Shared-Ride Taxi Budget Summary

2014 City of Platteville Shared-Ride Operating Budget Summary							
Driver Hours	**Cost per Driver Hour**	**Total Cost***	**Fare Revenue**	**State/Federal Subsidy**	**Local Share**	**Total Miles**	**Total Passengers**
11,135	$24.99	$279,763.65	$75,000	$163,925.00	$40,838.65	110,125	28,000

***Total Cost includes the operating expense of $278,264 based on cost per hour and the city administrative fee of $1,500**

Room for Growth

After looking at the operating data, one area stands out. The taxi service accommodates the needs of almost all usual travel times with the exception of Sunday afternoon. Sunday hours run from 7:00am to 1:00pm leaving a gap in service for those wishing to travel after 1:00pm. The taxi service can be improved by minimally expanding hours to include Sunday afternoon.

UW-Platteville Shuttle

The University of Wisconsin-Platteville shuttle began in the fall of 2012 and has been in operation for two academic years or four semesters. The shuttle provides an alternative transportation service to locations around the campus and the city for students, staff, and Platteville community members. The shuttle is managed by the Office of Sustainability, operated through Russ Stratton Buses, Inc. The shuttle is funded through university student segregated fees, and is open to the general public.

Current Fleet

The current fleet consists of two ADA compliant buses that are owned, operated, and maintained by Russ Stratton Buses, Inc.

Operating Hours

Table 4-4: City of Platteville Shared-Ride Taxi Subsidy

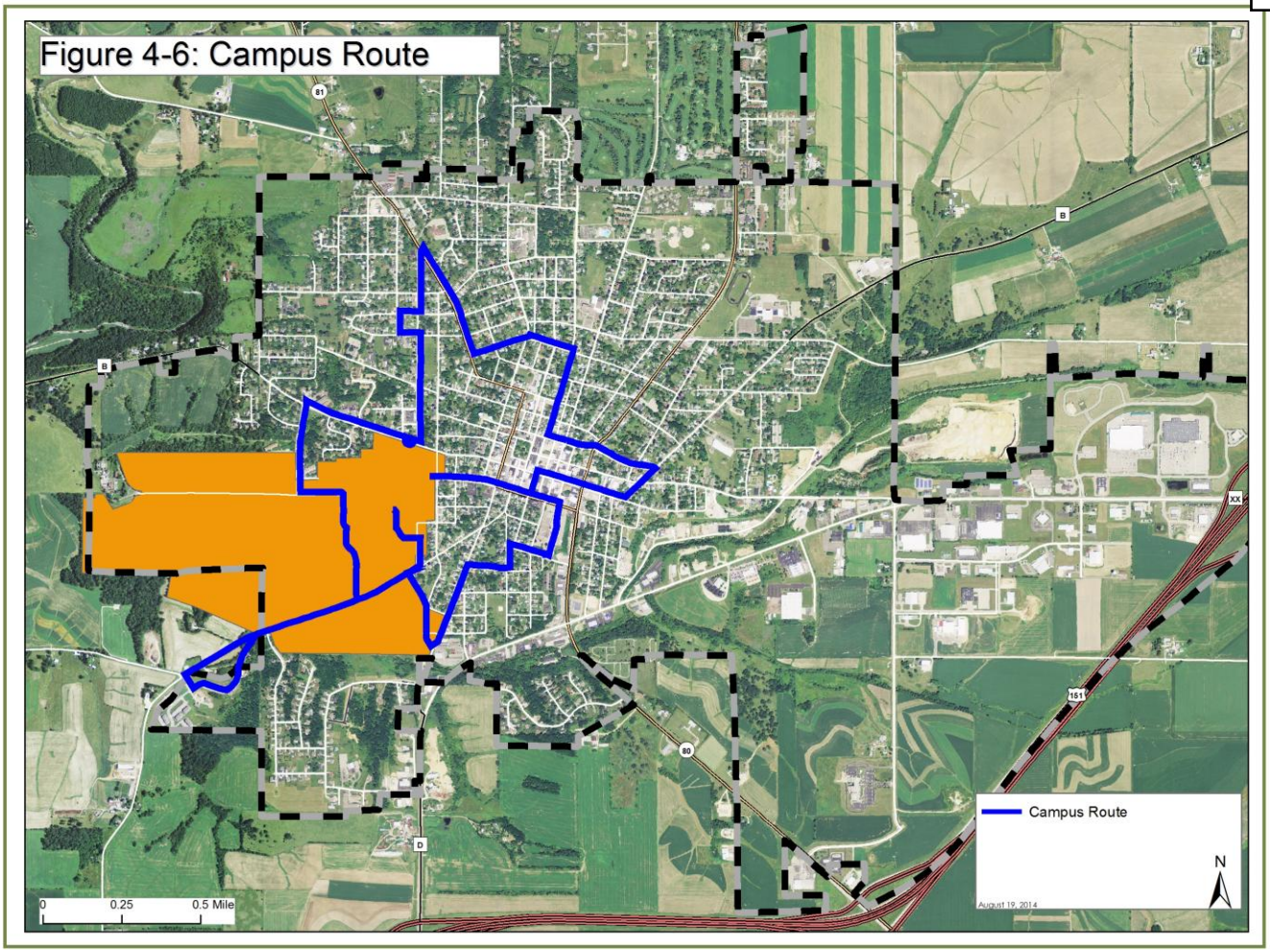
UW-Platteville Shuttle Hours of Operation Information								
	Sun	**Mon**	**Tues**	**Wed**	**Thurs**	**Fri**	**Sat**	**Total**
Hours of Service	N/A	7:00am-8:00pm	7:00am-8:00pm	7:00am-8:00pm	7:00am-8:00pm	7:00am-8:00pm	1:00pm-11:00pm	N/A
Max Number of Shuttles on Duty	N/A	2	2	2	2	2	1	N/A
Daily Hours of Service Available	N/A	19	19	19	19	19	10	105

Routing

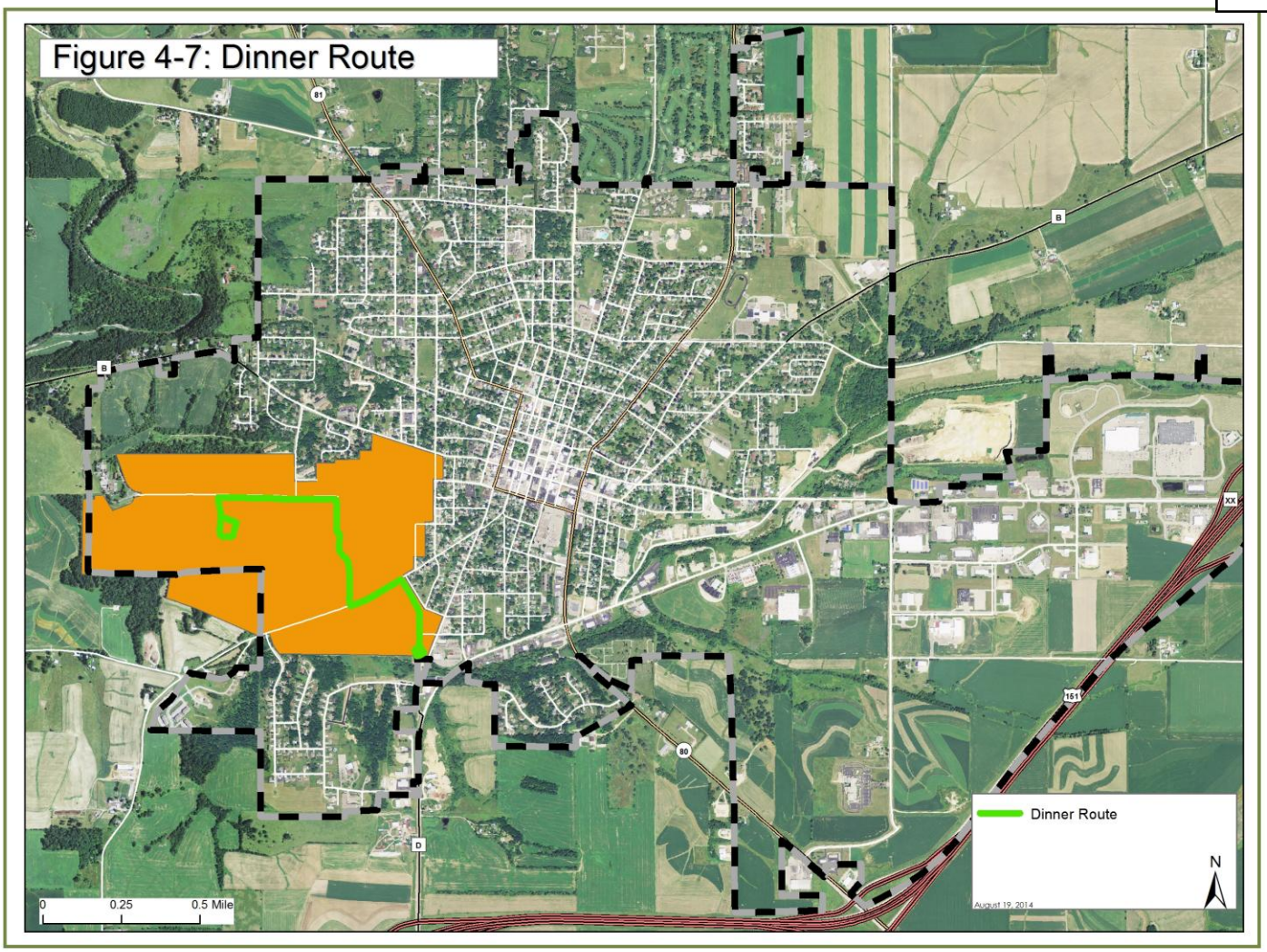
UW-Platteville's Student Shuttle currently operates three fixed routes during the normal academic year. Each loop takes approximately one hour to completely cycle from a single origin-point back to the same location. The routes are as follows:

- Campus Route-Mon-Fri from 7:00am to 8:00pm **(A second bus is added to the route during the morning rush from 7:00am to 10:00am to provide stops every 30 minutes.)**
- Dinner Route-Mon-Fri from 4:30pm to 7:30pm
- Shopping Route-Saturday from 1:00pm to 11:00pm
- Shuttle stops include:
    - Campus Route
        - Southwest and Markee
        - Fox Ridge and Edgewood
        - Fox Ridge and Southwest
        - Engineering Hall
        - Greenwood and Longhorn
        - Center for the Arts
        - Hathaway and Jewett
        - Washington and Lancaster
        - Dewey and 7th
        - Indian Park
        - Main and Virgin Ave.
        - Main and 4th
        - Pine St. Loop
        - McGreggor Plaza
        - Alden and Rountree
        - Chestnut and Carlisle
        - Rountree Commons
    - Dinner Route
        - Circle Dr. to Engineering Hall
        - Greenwood and Longhorn to Engineering Hall
        - Rountree to Engineering Hall
        - Engineering Hall to Circle Drive and Greenwood and Longhorn

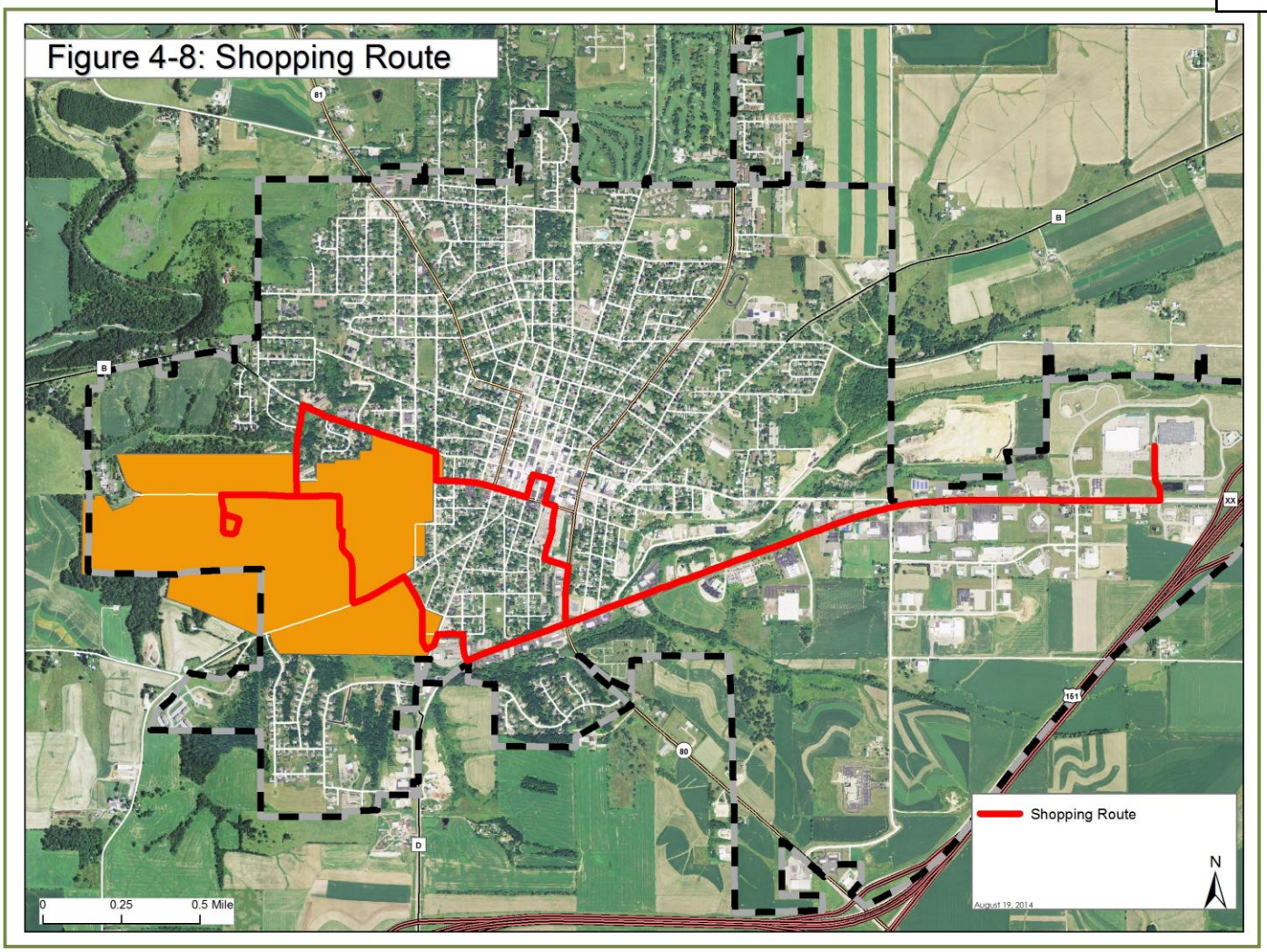
    - Engineering Hall to Rountree
- Shopping Route
    - Greenwood and Longhorn
    - Engineering Hall
    - Rountree Commons
    - Chamber of Commerce
    - Pioneer Lanes
    - Kmart
    - Walmart
    - Millennium Cinema
    - Kmart
    - McGregor Plaza
    - Main and 4th



- **Campus Route**
  - Southwest and Markee
  - Fox Ridge and Edgewood
  - Fox Ridge and Southwest
  - Engineering Hall
  - Greenwood and Longhorn
  - Center for the Arts
  - Hathaway and Jewett
  - Washington and Lancaster
  - Dewey and 7th
  - Indian Park
  - Main and Virgin Ave.
  - Main and 4th
  - Pine St. Loop
  - McGreggor Plaza
  - Alden and Rountree
  - Chestnut and Carlisle
  - Rountree Commons



- **Dinner Route**
  - Circle Dr. to Engineering Hall
  - Greenwood and Longhorn to Engineering Hall
  - Rountree to Engineering Hall
  - Engineering Hall to Circle Drive and Greenwood and Longhorn
  - Engineering Hall to Rountree



- **Shopping Route**
  - Greenwood and Longhorn
  - Engineering Hall
  - Rountree Commons
  - Chamber of Commerce
  - Pioneer Lanes
  - Kmart
  - Walmart
  - Millennium Cinema
  - Kmart
  - McGregor Plaza
  - Main and 4th

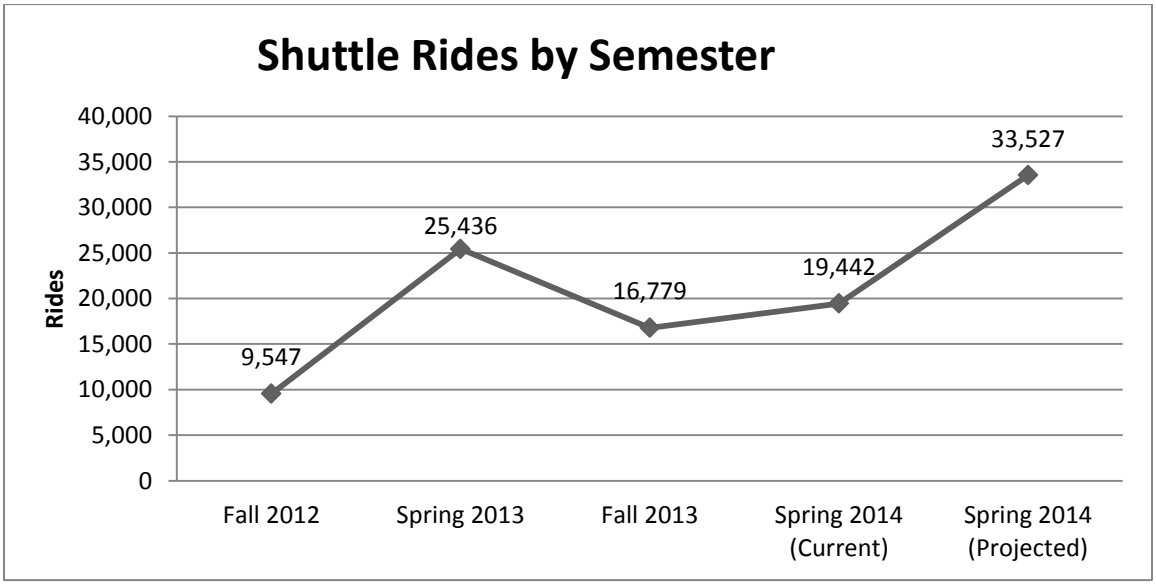
Fare Structure

For the 2013-2014 school year, students rode the shuttle for free. Other members of the public were scheduled to pay a fee of $1.00 per one-way ride or could purchase an unlimited rides year pass for $30.00. However, members of the public were able to ride for free while the community pass system was being developed. Community passes and fees were not implemented during the 2013-2014 year, therefore, no community fare revenue was collected.

Ridership

In the two years or four semesters that the shuttle has been operating, ridership has increased from 9,547 rides per semester to 25,436 rides per semester. The fall semester of 2013 saw an increase from the previous year by 7,232 rides or 75.75%. It is important to note the Spring 2014 figures are incomplete as they were based on the latest figures of January through March totals. When compared to the previous year's January through March totals (14,750) we see an increase of rides by 31.81%. If the increase in rides continues at this rate, the projected ridership for Spring 2014 would be 33,527. Both years show increased rides in the spring. This is due to colder temperatures experienced during the spring semester. During the first operational year, there were a total of 34,983 rides. Year two, with spring projections, saw rides at 50,306 or a 43.8% increase. See the semester comparison below.

Figure 4-9: UW-Platteville Shuttle Rides by Semester



Ridership Count by Stop/Stop Performance

Table 4-5 contains the shuttle stops in order of performance. So far, performance for the shuttle has been identified by the number of passengers boarding or alighting at each stop on the shuttle route. The chart below summarizes the annual number of riders boarding or alighting the shuttle at each stop along the Campus Route in 2013.

Table 4-5: UW-Platteville Shuttle Stop Performance

Ridership Summary -Departures	
Stop	**Rides**
Rountree Commons	17,113
Student Center	4,754
Fox Ridge & Edgewood	2,260
Fox Ridge & Southwest	1,550
Longhorn & Greenwood	1,161
Mining Museum	1,063
Center for the Arts	834
Main St. & 4th St.	817
Indian Park	675
Dewey & 7th	364
Carlisle & Chestnut	363
Alden Ave. & Rountree	336
Pine Loop	288
Hathaway & Jewett	228
Platteville Thrift Shop	156
Engineering Hall	153
Southwest & Markee	96
McGregor Plaza North	43

Ridership Summary -Arrivals	
Stop	**Rides**
Student Center	16,055
Pine Loop	3,131
Longhorn & Greenwood	2,078
Fox Ridge & Edgewood	1,903
Fox Ridge & Southwest	998
Southwest & Markee	983
Engineering Hall	608
Indian Park	483
Center for the Arts	479
Hathaway & Jewett	411
Mining Museum	319
Rountree Commons	308
Dewey & 7th	245
Main St. & 4th St.	207
Platteville Thrift Shop	157
McGregor Plaza North	121
Alden Ave. & Rountree	57
Carlisle & Chestnut	35

Ridership Summary -Total	
Stop	**Rides**
Student Center	20,809
Rountree Commons	17,421
Fox Ridge & Edgewood	4,163
Pine Loop	3,419
Longhorn & Greenwood	3,239
Fox Ridge & Southwest	2,548
Mining Museum	1,382
Center for the Arts	1,313
Indian Park	1,158
Southwest & Markee	1,079
Main St. & 4th St.	1,024
Engineering Hall	761
Hathaway & Jewett	639
Dewey & 7th	609
Carlisle & Chestnut	398
Alden Ave. & Rountree	393
Platteville Thrift Shop	313
McGregor Plaza North	164

In 2013 shuttle stops on campus, in the Fox Ridge neighborhood, and Rountree Commons consistently were among the top performing routes for all three categories. If the stop departures and arrivals are compared, it is evident that the shuttle is currently being utilized by riders to get to campus from off campus locations but, it is used less to get home from campus. A good example of this is Rountree Commons as it is the top stop for departures but ranks 12th in the arrivals category. Stops throughout the City of Platteville consistently rank amongst the bottom indicating room for improvement.

Budget

UW-Platteville Shuttle service is limited by a maximum budget of $150,000 as set by the Office of Sustainability in order to best use allocated student segregated fees for sustainability projects. Cost of service per hour was contracted through Russ Stratton Buses, Inc at $44.25 an hour. The only funding source for the 2013-2014 was the portion of student segregated fees allocated by the Office of Sustainability. No federal, state, or local tax dollars were used to subsidize the current shuttle system. As previously noted, no fare box revenue was collected. See Table 4-6 for total operating budget.

Table 4-6: UW-Platteville Shuttle Operating Budget

2013-2014 Academic Year UW-Platteville Shuttle Operating Budget					
Driver Hours	**Cost per Driver Hour**	**Total Cost**	**Fare Revenue**	**State/Federal Subsidy**	**Local Share**
3,389.83	$44.25	$150,000	$0.00	$0.00	$150,000

Room for Growth

After examining the available data, the following areas could be improved with the UW-Platteville Shuttle Service.

- Developing routing that is inclusive for the entire community
- Increase in City of Platteville community ridership
- Begin collecting non-student fare revenue
- Increase route frequency
- Leverage state and federal subsidy
- Increase weekend services
- Increase service hours during non-academic year
- Improve shopping route ridership

OTHER TRANSIT OPTIONS AVAILABLE

Several other public and private sector transportation options are available to UW-Platteville Students and the general community members of the City of Platteville; however, many of these services are focused on regional travel, offer limited hours, are more expensive, or require greater coordination on part of the rider. Many of these services can be used to connect to larger, national transit providers.

University Transit Options

UW-Platteville has available several options for regional travel for students, staff, and community members.

UW-Platteville Chicago Bus

Available at the beginning and end of academic breaks, this service allows students to travel to either Chicago or Rockford, IL with stops limited to O'Hare International Airport and Belvidere Oasis.

Table 4-7: UW-Platteville Chicago Bus

2013-2014 UW-Platteville Chicago/Rockford Bus								
	Break	**Date**	**Pickup Location**	**Time**	**Drop-off Location**	**Time**	**One-way Fare**	**Roundtrip Fare**
Outbound from Platteville	Thanksgiving	11/27/13	Student Center	5:30pm	Rockford	8:00pm	$15.00	$30.00
	Winter	11/20/13			O'Hare Terminal 2	9:45pm	$20.00	$40.00
	Spring	3/14/14			O'Hare Terminal 5	10:00pm	$20.00	$40.00
Inbound to Platteville	Thanksgiving	12/1/13	O'Hare Terminal 5	4:00pm	Student Center	8:30pm	$20.00	$40.00
	Winter	1/20/14	O'Hare Shuttle Center	4:15pm			$20.00	$40.00
	Spring	3/23/14	Rockford	6:00pm			$15.00	$30.00

Zimride

Zimride is a ride sharing system that helps coordinate carpooling through ride boards between the UW-Platteville Community Members.

Lamers Bus Services

Regional destinations are available through Lamers bus services with daily service to and from Platteville through the Dubuque to Madison Daily Route. This route can be coordinated to connect to other regional and national transit provided by Lamers, Greyhound, or Burlington Trailways. Premier regional destinations that are available with daily service from Platteville include:

- Milwaukee, WI
- Chicago, IL
- Rockford, IL
- Davenport, IA
- Minneapolis, MN

Table 4-8 and Table 4-9 have separated the daily Lamers Dubuque to Madison bus route into a daily outbound from Platteville and a daily inbound to Platteville.

Table 4-8: Lamers Daily Bus Route Outbound Bus

Lamers Daily Outbound Bus From Platteville			
Time	**Location**	**One-Way***	**Roundtrip***
To Madison, WI			
Depart 8:55am	UW-Platteville**	n/a	n/a
Depart 9:05am	Platteville***	n/a	n/a
Arrive 9:35am	Dodgeville	$12	$24
Arrive 10:05am	Mount Horeb	$18	$36
Arrive 10:20am	Verona	$21	$42
Arrive 10:35am	W. Madison Transfer	$23	$46
Arrive 10:50am	UW Hospital	$23	$46
Arrive 11:00am	UW-Madison	$23	$46
Arrive 11:15am	Madison Dutch Mill	$23	$46
To Dubuque, IA			
Depart 6:45pm	Platteville	n/a	n/a
Depart 6:55pm	UW-Platteville	n/a	n/a
Arrive 7:25pm	Dubuque Transfer	$10	$20
Arrive 7:35pm	University of Dubuque	$10	$20
Arrive 7:40pm	Loras College	$10	$20

***College Students, Seniors 55+, and military all receive15% discounts with proper ID ** UW-Platteville: Student Center *** Platteville: Ashley's Market**

Table 4-9: Lamers Daily Bus Route Inbound Bus

Lamers Daily Inbound Bus to Platteville			
Time	**Location**	**One-Way***	**Roundtrip***
From Dubuque, IA			
Depart 8:05am	Loras College	$10	$20
Depart 8:10am	University of Dubuque	$10	$20
Depart 8:25am	Dubuque Transfer	$10	$20
Arrive 8:55am	UW-Platteville**	n/a	n/a
Arrive 9:05am	Platteville***	n/a	n/a
From Madison, WI			
Depart 4:35pm	Madison Dutch Mill	$23	$46
Depart 4:50pm	UW-Madison	$23	$46
Depart 5:00pm	UW Hospital	$23	$46
Depart 5:15pm	W Madison Transfer	$23	$46
Depart 5:30pm	Verona	$21	$42
Depart 5:45pm	Mount Horeb	$18	$18
Depart 6:15pm	Dodgeville	$12	$24
Arrive 6:45pm	Platteville***	n/a	n/a
Arrive 6:55pm	UW-Platteville**	n/a	n/a

***College Students, Seniors 55+, and military all receive 15% discounts with proper ID ** UW-Platteville: Student Center *** Platteville: Ashley's Market**

Platteville Cab Service

Platteville Cab Service is a full-service taxi and the previous provider of the Platteville Shared-Ride taxi service and operates in direct competition with the shared-ride taxi service.

LIFT

LIFT coordinates transportation available through existing transit options and volunteer drivers in Southwest Wisconsin allowing patrons to coordinate their travel needs in the Southwest Wisconsin region.

Grant County ADRC Bus

Grant County ADRC Bus offers door-to-door transportation Monday thru Friday to persons whom are 60yrs or older and disabled.

Southern Grant County Road Crew

Southern Grant County Road Crew offers pick-up and drop-off services Friday through Saturday evenings through bar time in an effort to curb drunk driving.

Driftless Connect

Driftless Connect is a regional transportation service specializing in creating a single point of contact for the consumer. Several transportation providers operate under the Driftless Connect umbrella system, to provide the most affordable and best possible service to the consumer.

Section 5: Outreach

Methodology

SWWRPC surveyed 447 people in Platteville to gain feedback about the UW-Platteville Student Shuttle and the City of Platteville Shared-Ride Taxi. Three population groups were identified as a priority in cultivating specific feedback:

1. Students
2. Elderly citizens
3. General Community Members

Specific student feedback was gained through distribution of an electronic survey. This survey link was distributed by the UW-Platteville Student Senate. The link was only available to UW-Platteville Students. Elderly citizens were surveyed directly at assisted living facilities, and the Platteville Senior Center. Lastly, the general Platteville population was reached through on-site surveying of city events such as the weekly Farmer's Market and the Music in the Park. Responses from outreach efforts were crucial for determining routes, times of service, and budget. The other two groups that were identified as being the most likely to benefit from expanded transit service were people in poverty and people without access to a vehicle. Initially, these populations were going to be reached though surveying patrons at local second hand clothing and furniture stores and the local food pantry. However, second hand clothing and furniture stores and food pantries were hesitant in allowing their customers to be surveyed for legitimate reasons. Many worried that surveying would ostracize and marginalized those interviewed. Others had policies in place that prohibit outside groups from coming onto the premise to interact with their clients/customers. In addition to these valid concerns, surveying thrift shop patrons proved to not be the most statistically accurate way of trying to sample a low-income or poverty-stricken population. Instead, emphasis was placed on the entire community which would also encompass those in poverty.

Survey Results

Of the students, elderly and general population; each group surveyed population indicated similar wants and needs for transit. Some of the top destinations indicated by students, the elderly, and the general population were:

- Shopping areas (grocery stores, drug stores, Main Street, Highway 151, etc.)
- Downtown
- Restaurants
- Places of Employment
- Movies
- Hospital
- Place of Worship

Individuals surveyed also noted that they did not know what destinations the shuttle or the shared-ride taxi currently travelled. One major issue with both systems is that there is little advertising or information that is easily accessible to all citizens of Platteville. As expected, students and younger individuals were more likely to know about the UW-Platteville Student Shuttle, and almost nothing about the Shared-Ride Taxi. Older community members were just the opposite, knowing and favoring the taxi service over the shuttle.

Key Issues for Students

Over 335 students were surveyed for the Platteville Transportation Development Plan. As mentioned, previously, students had the most feedback to offer about the UW-Platteville Student Shuttle, and little to offer about the City of Platteville Shared Ride Taxi. Students indicated that the following areas were part of their everyday transportation needs:

Table 5-1: Student Preferred Travel Destinations

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
School (University of Wisconsin – Platteville)	85.06%	279
Shopping	75.00%	246
Dining	59.45%	195
Job	55.18%	181
Visiting friends, neighbors, or relatives	53.66%	176
Social or community events	49.39%	162
Place of worship	21.95%	72
Medical care provider	5.79%	19
Child-care provider/Educational program for child	.061%	2

Of the 335 students surveyed only 32.47% indicated they used the UW-Platteville Student Shuttle. Of the remaining 67.53% of students that indicated that they did not take the student shuttle, the majority of responders indicated that they simply did not need to use the service. However, respondents also indicated that the times they needed service were not compatible with the times available in the shuttle, that the service took too much time, and that the desired destinations were not available under the current route.

Table 5-2: Student Barriers to University Shuttle Ridership

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Did not need to use the service	60.6%	132
Times of service were not compatible with times of travel	34.9%	76
Took too much time traveling	28.4%	62
Destinations were unavailable under current route	26.1%	57
Difficulty finding information about services and fees	20.6%	45
Did not know about it	5.5%	12
Cost of Service was too high	2.3%	5
Worried that special transportation needs would be an inconvenience to other riders	1.4%	3

Students were also asked to indicate the times they needed to travel. The Table 5-3 illustrates the times students indicated they need to travel. Travel times were divided into three hour 'chunks' that comprise a 24-hour period, charted against a day of the week. The bolder the color of green, the more students indicated that was a time they needed to travel. The bolder the color of red, the fewer students indicated they needed to travel during that time. This chart indicates that the students need the most travel during the morning and afternoon from 6-9am and from 3-6pm, respectively.

Table 5-3: Student Travel Times by Days of Week

Desired Student Travel Times							
Time	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**	**Saturday**	**Sunday**
6am - 9am	178	169	171	171	174	51	57
9am -12pm	155	153	153	151	158	125	126
12pm - 3pm	134	134	135	134	138	148	144
3pm - 6pm	181	185	183	187	192	160	150
6pm -9pm	157	157	158	159	173	166	144
9pm - 12am	82	83	83	85	107	119	94
12am - 3am	24	23	23	25	51	66	43
3am - 6am	8	8	8	8	16	19	10

Currently, the UW-Platteville Student Shuttle operates during both of the highest indicated weekly time periods. Additionally, the shuttle service even offers a second bus to accommodate travel during these "rush periods." It is likely that the 34.9%of students who indicated that the shuttle was not compatible with the times of travel were indicating that the specific stop times for their location and destination were not compatible for when they wanted to arrive, because of the 30-minute to full hour loop cycle. This assumption is reflected in another question, "How long are you willing to wait at a stop for a shuttle?" Overall, students want a faster service. The two most answered options were 5-15 minutes, and 5 minutes or less.

Table 5-4: Student Preferred Wait Time for Shuttle

Desired Wait Time for a Shuttle		
Answer Options	**Response Percent**	**Response Count**
5 minutes or less	45.2%	138
5 – 15 minutes	**49.5%**	**151**
15 – 30 minutes	4.3%	13
30 – 45 minutes	0.3%	1
45 – 60 minutes	0.3%	1
60 minutes or more	0.3%	1

Additionally, students also indicated that they did not want to wait while traveling on a shuttle. The majority of students indicated that they were willing to wait 5-15 minutes while in transit to their destination.

Table 5-5: Student Preferred Travel Time

Desired Travel Time for a Shuttle		
Answer Options	**Response Percent**	**Response Count**
5 minutes or less	15.46%	47
5 – 15 minutes	**52.30%**	**159**
15 – 30 minutes	24.67%	75
30 – 45 minutes	6.25%	19
45 – 60 minutes	.33%	1
60 minutes or more	.99%	3

In summary, key issues concerning students are:

- Students do not know about the shared-ride taxi. The City of Platteville has a largely untapped group of potential riders.
- Students need to travel to school, shopping and dining areas, places of employment, and private and public social venues
- Students primarily travel between 6-9am, and 3-6pm, Mondays through Fridays
- Students want 5-15 minute service both waiting at their stop and traveling to their destination

Other issues raised by students include:

- Potential for a late-night bus service Thursday through Sunday
- Potential for a summer bus service
- Pricing opportunities for the shared-ride service.
    - The city and the university will have to decide if the subsidy provided by the student population merits a discount on all Platteville Transit including the Shared-Ride Taxi, or only the free rides provided on the Student Shuttle.

Key Issues for Elderly Residents

Elderly residents were surveyed at on-site locations in assisted living communities and in the Platteville Senior Center. Of the 33 residents surveyed, 17 or approximately 50% indicated that they knew about the UW-Platteville Student Shuttle. 83% knew about the shared-ride taxi and 51.51% indicated they actively used it. Elderly residents indicated that the following areas were part of their everyday transportation needs:

Table 5-6: Elderly Preferred Travel Destinations

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Shopping	97.0%	32
Medical care provider(s)	78.8%	26
Dining	72.7%	24
Visiting friends, neighbors, or relatives	54.5%	18
Place of worship	51.5%	17
Social or community events	48.5%	16
Government office/Community center/Senior Center	24.2%	8
Job	0.0%	0
School/Educational program for self	0.0%	0
Child-care provider/Educational program for child	0.0%	0

Excluding school, elderly residents and students shared the same top travel priority: shopping districts. However, medical care providers were the second-highest priority for elderly residents, but barely ranked on the priority chart for students. Additionally, transportation to a place of employment was also dropped off the list. Instead, traveling to a place of worship or a government office/community/senior center ranked higher.

While, 50% of elderly residents knew about the shuttle, only a single resident actually took the shuttle. The three most identified reasons for not taking the shuttle were that they were under the impression students were only permitted to use the shuttle, they had trouble learning about the service, and that they did not need to use the service. However, 60% of respondents indicated they would consider buying a monthly pass.

Overall, elderly residents would consider taking the shuttle, but mostly did not know it was available to them. Elderly residents also are already using the shared-ride taxi service, and are mostly happy with the service. In fact, the most prominent recommendation from the elderly community regarding the taxi was that they were apprehensive of using the service on Sundays because they were worried they would be stranded in the afternoons.

Key Issues for the Community at Large

Community members at large share similar interests with students and the elderly population. Community members at large were the most knowledgeable group of transportation services. Of the 79 community members surveyed, 81.33% knew about the shuttle, but only 6.67% indicated they used it. For the shared-ride taxi 83.12% of community members indicated they knew about the service, but only 14.67% used it. When asked why they did not use the shuttle, most residents indicated they did not need to use it. Many residents were also under the impression they had to be a student and had a hard time finding out information about it. For the taxi, most people simply indicated that they did not need to use it.

Community members at large had less valuable information regarding improving the service, because relatively few community members actually used the service. However, the most salient points from this group were that advertising specific information about available services will be key in gaining support from the community.

Section 6: Recommendations

The City of Platteville and UW-Platteville will have a lot to consider during the grant application process for their new transit program. Additionally, priorities, populations, and ideals change over time; and these changes can have a significant impact on transportation systems. These recommendations are structured to provide flexibility in determining which system will work best for Platteville, and how to adapt that system over time. Instead of offering one static recommendation per budget scenario, the Platteville Transportation Development Plan will illustrate a series of budget scenarios that can be matched to a series of route recommendations. Each Scenario will provide the potential amount of funding available through that particular scenario's assumptions. Then that funding can be applied to increasing frequency of service on a base set of route recommendations. This way, as the community changes and grows decision-makers can revisit this plan to determine what system would work best within a set of budget-defined parameters.

Budget Scenarios

This portion of the Transportation Development Plan will examine the current budget for each program and propose several models on how to merge them together. With some variation, each model will attempt to maximize their leverage of funding from the State of Wisconsin and the Federal Government. Each scenario offers three budget models. The scenarios are as follows:

1. Cost Savings Model
2. Service Expansion Model

While each budget model primarily focuses on one aspect, saving money or expanding service, these two goals are not mutually exclusive. **It is very possible to both save money and expand service.** Scenario 1 "Cost Savings Model" has several options that both save the city and university money and expand existing services. Specifically, the budget models that allow for cost savings while expanding service are Scenario 1.2 and Scenario 1.3.

The budget models in this document are based on how both budgets currently operate. The budgets were combined to find a baseline assumed budget to build each scenario. A more detailed budget methodology for the current budget is as follows:

- The UW-Platteville shuttle:
  - Receives no federal or state subsidy
  - According to 2013-2014 data, The University Shuttle operates an annual budget of $150,000 which is solely funded on "local match" student fees
  - No shuttle fare was collected in the current budget
  - Cost of operation is $44.25 per hour of operation
- The City of Platteville Shared-Ride Taxi:
  - 2014 figures for the taxi are based on the city budget
  - In the city's current budget, federal and state subsidy is a fixed $163,925. This number is based on the city's 2014 budget at assumed fare of $75,000.
  - Cost of operation is $24.99 per hour of operation

Additionally, this document will also make several recommendations on how to route the new expanded shuttle service. These recommendations were made with the following methodology:

- Create an "ideal" system and tailor it back to meet budget constraints
- Keep existing shuttle stops that had a high level of arrivals and departures

- Prioritize additional shuttle stops to maximize ridership in from the following populations:
    - Low-income
    - Elderly and disabled
    - People without access to a vehicle
- Prioritize apartment complexes
- Minimize passenger travel time
- Minimize wait time
- Add destinations based on community outreach

Scenario 1: Cost Savings Model

This budget scenario *will determine various levels of cost savings* by combining the University of Wisconsin-Platteville shuttle with the City of Platteville Shared-Ride Taxi. Methodology included taking all available state and federal funding and adding it to local city and university contributions and fares. The end result is the potential pool of funding to determine which services will be provided to the city of Platteville.

The formula is as follows:

Available State and Federal Subsidy + Local Match + Revenue = Service Availability

Scenario 1 makes the following assumptions:

- Both the UW-Platteville shuttle and the shared-ride taxi are combined under a single system with a combined budget
- Goal of cost reducing local share
- $224,420.55 increase in overall budget (more info below)
- Taxi service figures are derived from the 2014 City of Platteville Shared-Ride Taxi Budget
- Taxi service only requires a nominal expansion to meet demand
- Shuttle service requires a significant expansion to meet demand
- Taxi fare ($75,000) in Scenario 1.1 was based on 2014 City of Platteville Shared-Ride Taxi budget
- Taxi fare in all other Scenarios, where service was increased, was derived by applying the revenue per hour rate from the 2014 City of Platteville Shared-Ride Taxi budget it to the increase in service hours
- It is assumed that students ride the shuttle for free in all budget scenarios as student fees are used to subsidize the budget scenarios. This means that there is no fair box revenue estimated for students
    - Since student fee monies are being used to fund the shuttle, appropriate policies and guidelines should be consulted when deciding fare for UW-Platteville staff and faculty
- Fare box revenues for the shuttle in each scenario are based on an assumed $3,500 shuttle fare revenue increase. This increase assumes an additional 3,500 rides from non-students with an estimated fare of $1.00 per ride
    - This is a conservative estimate. While expanding service will increase the likelihood of fare-generating rides, it would be a mistake to assume the shuttle will be a strong revenue generator in its first year of implementation.
    - The assumed $1.00 per one-way ride is based on the current “non-student fee” rate implemented by UW-Platteville for their shuttle service
        - Additionally, $1.00 was also the preferred price point for 48.35% of all non-student survey respondents
    - To derive the number of fare generating rides, Dunn County Transit, who most resembles the proposed Platteville system, gave estimates based on their own experience. They estimated an additional 3,500 fare generating rides would be generated by expanding the service in the first year.
    - Table 6-1 are the effects that an increase of fare price would have on the shuttle revenue

Table 6-1: Fare Price Scenarios

Comparison of Shuttle Fare Price		
Rides	**Fare**	**Fare Revenue**
3,500	$1.00	$3,500
3,500	$1.50	$5,250
3,500	$2.00	$7,000
3,500	$2.50	$8,750
3,500	$3.00	$10,500

- The state and federal subsidy amount of 58.5% was suggested by WisDOT
- The Assumed Budget is as follows:

Table 6-2: Comparison of Current and Assumption Budget

Current Budget		**Assumption Budget**	
Local (City & University): 44.41%	$190,838.65	Local (City & University) 29.17%	$190,838.65
Fare Revenue: 17.45%	$75,000.00	Fare Revenue 12.43%	$81,301.98
State/Federal: 38.14%	$163,925.00	State/Federal: 58.4%	$382,043.57
Total	$429,763.65	Total	$654,184.20
Potential increase in state and federal funding leveraged: **$218,118.57** or 133.06% increase			

Scenario 1 will make the following projections:

1. 47.68% savings from 2014 figures, with no service expansion.
2. 25% savings from 2014 figures, with minimal service expansion
3. 10% savings from 2014 figures, with moderate service expansion

Savings in all scenarios are obtained through leveraging state and federal funding to decrease local match expense in proportion to the service expanded or maintained.

All scenarios under Scenario 1 feature a portion of the local match being saved by both parties. WisDOT views all local match funds as coming from the City of Platteville. Because of this, WisDOT does not have a preference on how much local match contribution is paid and saved by each partner. It will be up to the City of Platteville and UW-Platteville to decide this issue. For the purpose of this plan, savings by each party were based on their local match contribution percentage and are described in further detail below**.**

Scenario 1.1 – No Service Expansion with Maximum Cost Savings (47.68% Savings)

This projection took the total program cost and subtracted all available state and federal subsidy dollars, at an assumed 58.5%. Then the local, city and university contribution and taxi revenue was adjusted to 41.5% of the cost of existing services. The remaining figures produced an estimated 48% total savings, or $90,986.74. In this projection, the university and city could each potentially retain a portion of their current level of funding to reflect their percentage of contribution.

Table 6-3: Comparison of Current and Scenario 1.1 Budget

Comparison of Budgetary Items				
	Total Cost	State/Fed Subsidy	Revenue	Local Match
Current	$429,763.65	$163,925.00	$75,000.00	$190,838.65
Scenario 1.1	$429,763.65	$251,411.74	$78,500.00	$99,851.91
Difference	No Change	$87,486.74	$3,500	$90,986.74

Again, because this model only reflects the maximum savings that could be passed back to the city and the university, no new service options are available under this model. Table 6-4 takes the estimated total savings of $90,986.74 and divides out the proportional contribution from each partner. The final savings from each party are $19,527.11 for the city and $71,722.89 for the university.

Table 6-4: Comparison of Current and Scenario 1.1 Local Share Expense

Local Share Expense Savings							
	Local Match Expense	Local Matched Saved	Local Matched Saved %	Local Match Contribution by City %	Local Match Saved by City	Percent of Local Match Contribution by University	Local Match Saved by University
Current	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A
Scenario 1.1	$99,851.91	$90,986.74	47.68%	21.40%	$19,527.11	78.60%	$71,722.89

There are no differences in the current level of service to Scenario 1.1.

Table 6-5: Comparison of Current and Scenario 1.1 Weekly Hours of Service

Comparison of Weekly Hours of Service			
	Academic Yr. Hours/Week	Summer Hours/Week	Total Hours
Current-Taxi	214.13	214.13	11,135
Scenario 1.1-Taxi	214.13	214.13	11,135
Difference	No Change	No Change	No Change
Current-Shuttle	105	N/A	3,390
Scenario 1.1-Shuttle	105	N/A	3,390
Difference	No Change	No Change	No Change

Table 6-6: Comparison of Current and Scenario 1.1 Daily Hours of Service

Comparison of Daily Hours of Service										
		Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total Hours/Week	Unallocated Hours
Taxi	Current	8.63	33	33	33	36.42	36.42	36.42	216.89	N/A
	Scenario 1.1	8.63	33	33	33	36.42	36.42	36.42	216.89	N/A
	Difference	0	0	0	0	0	0	0	0	N/A
Shuttle (Academic Year)	Current	0	19	19	19	19	19	10	105	N/A
	Scenario 1.1	0	19	19	19	19	19	10	105	N/A
	Difference	0	0	0	0	0	0	0	0	N/A
Shuttle (Summer)	Current	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Scenario 1.1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

***Budgeted Taxi Hours and Weekly Scheduled Hours will vary due to non-service holidays**

Scenario 1.2 - 25% Savings with Service Expansion

In this projection, a combined system of the City of Platteville and the University of Wisconsin-Platteville could potentially save 25% of their local contribution, while still leveraging local funding to minimally increase the level of service.

Table 6-7: Comparison of Current and Scenario 1.2 Budget

Comparison of Budgetary Items				
	Total Cost	State/Fed Subsidy	Revenue	Local Match
Current	$429,763.65	$163,925.00	$75,000	$190,838.65
Scenario 1.2	$540,797.50	$316,366.54	$81,301.98	$143,128.99
Difference	$111,033.85	$152,441.54	$6,301.98	$(47,709.66)

Unlike in Scenario 1.1, Scenario 1.2 assumes that some savings should be passed on to both the City of Platteville and the university while still expanding some service. By saving 25%, the city and university saves roughly half as much local match as in Scenario 1.1 with an extra $111,033.85 to spend on new service options. Table 6-8 takes the estimated total savings of $47,709.66 and divides out the proportional contribution from each partner, to estimate the final savings from each party.

Table 6-8: Comparison of Current and Scenario 1.2 Local Share Expense

Local Share Expense Savings							
	Local Match Expense	Local Matched Saved	Local Matched Saved %	Local Match Contribution by City %	Local Match Saved by City	Percent of Local Match Contribution by University	Local Match Saved by University
Current	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A
Scenario 1.2	$143,128.99	$47,709.66	25%	21.40%	$10,209.66	78.60%	$37,500

In this scenario, an additional $111,033.85 is available to expand on the existing service. The following service enhancements should be considered:

- Expand Taxi service through Sunday evening
  - This expansion would require the following actions
    - Current service hours are from 7am – 1pm
    - Add $10,396 to the taxi budget for an increase in 416 hours annually
    - Expand service by 8 hours (single driver) to cover 6am – 7am, and 1pm – 8pm

- Increase shuttle service
  - Expand weekday service from 19 hours daily to 26 hours
    - Two simultaneous routes
      - One “Campus Express” route
      - One “City-wide” route divided into four shorter “loops” branching from a single location to increase frequency to and from the university
    - Shared central stop to allow users to transfer to different routes
  - Expand Saturdays from 10 hours to 26 hours with the same service availability as the proposed weekday service
  - Expand Sunday service from no service to 13 hours

- One route that encompasses the entire city

Table 6-9: Comparison of Current and Scenario 1.2 Weekly Hours of Service

Comparison of Weekly Hours of Service			
	Academic Yr. Hours/Week	Summer Hours/Week	Total Hours
Current-Taxi	214.13	214.13	11,135
Scenario 1.2-Taxi	222.13	222.13	11,551
Difference	8	8	416
Current-Shuttle	105	N/A	3,390
Scenario 1.2-Shuttle	177	N/A	5,664
Difference	72	No Change	2,274

The proposed daily breakdown of Scenario 1.2 is as follows. The increase in service hours allows for 26 hours of service per day. In other words, two shuttles to be run simultaneously for 13 hours a day Monday through Saturday. Sunday hours were increased to allow for one shuttle to run all routes for 13 hours of service. While in this scenario weekend service was greatly increased, over time it may not be the best use of the proposed service hours. If the city and the university agree to reallocate these service hours they can be combined with the eight unallocated hours per week. This combination of unallocated hours can be converted to additional funding or cost savings. There are several options in the "Budget Savings" recommendation section for these funds.

Table 6-10: Comparison of Current and Scenario 1.2 Daily Hours of Service

Comparison of Daily Hours of Service										
		Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total Hours/Week	Unallocated Hours/Week
Taxi	Current	8.63	33	33	33	36.42	36.42	36.42	216.89	N/A
	Scenario1.2	16.63	33	33	33	36.42	36.42	36.42	224.89	N/A
	Difference	8	0	0	0	0	0	0	8	N/A
Shuttle (Academic Year)	Current	0	19	19	19	19	19	10	105	N/A
	Scenario1.2	13	26	26	26	26	26	26	169	8
	Difference	13	7	7	7	7	7	16	64	8
Shuttle (Summer)	Current	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Scenario1.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

***Budgeted Taxi Hours and Weekly Scheduled Hours will vary due to non-service holidays**

Scenario 1.3 – 10% Savings with Service Expansion

In this projection a combined system could potentially save 10% of the local contribution from the city and university. A savings of 10% represents $19,083.86 in total dollars saved. The table below indicates the proportional amount of savings from each partner.

Table 6-11: Comparison of Current and Scenario 1.3 Budget

Comparison of Budgetary Items				
	Total Cost	State/Fed Subsidy	Revenue	Local Match
Current	$429,763.65	$163,925.00	$75,000	$190,838.65
Scenario 1.3	$609,775.33	$356,718.57	$81,301.98	$171,754.79
Difference	$180,011.68	$192,793.57	$6,301.98	$(19,083.86)

By saving 10%, the university and city can still provide $180,011.68 in addition to their current level of funding to expand the service. Table 6-12 takes the estimated total savings of $19,083.86 and divides out the proportional contribution from each partner, to estimate the final savings from each party.

Table 6-12: Comparison of Current and Scenario 1.3 Local Share Expense

Local Share Expense Savings							
	Local Match Expense	Local Matched Saved	Local Matched Saved %	Local Match Contribution by City %	Local Match Saved by City	Percent of Local Match Contribution by University	Local Match Saved by University
Current	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A
Scenario 1.3	$171,754.79	$19,083.86	10%	21.40%	$4,083.87	78.60%	$15,000

In this scenario, an additional $180,011.68 is available to expand on the existing service. The following service enhancements should be considered:

- Expand Taxi service through Sunday evening
    - This expansion would require the following actions
        - Current service hours are from 7am – 1pm
        - Add $10,396 to the taxi budget for an increase in 416 hours annually
        - Expand service by 8 hours (single driver) to cover 6am – 7am, and 1pm – 8pm
- Increase shuttle service
        - Expand weekday service from 19 hours daily to 26 hours Two simultaneous routes
            - One “Campus Express” route
            - One “City-wide” route divided into four shorter “loops” branching from a single location to increase frequency to and from the university
        - Shared central stop to allow users to transfer to different routes
    - Expand Saturdays from 10 hours to 26 hours with the same service availability as the proposed weekday service
    - Expand Sunday service from no service to 13 hours
        - One route that encompasses the entire city

Table 6-13: Comparison of Current and Scenario 1.3 Weekly Hours of Service

Comparison of Weekly Hours of Service			
	Academic Yr. Hours/Week	Summer Hours/Week	Total Hours
Current-Taxi	214.13	214.13	11,135
Scenario 1.3-Taxi	222.13	222.13	11,551
Difference	8	8	416
Current-Shuttle	105	N/A	3,390
Scenario 1.3-Shuttle	225.72	N/A	7222.96
Difference	120.72	No Change	3832.96

The proposed daily breakdown of Scenario 1.3 is as follows. The increase in service hours allows for 26 hours of service per day. In other words, two shuttles to be run simultaneously for 13 hours a day Monday through Saturday. Sunday hours were increased to allow for one shuttle to run all routes for 13 hours of service. While in this scenario weekend service was greatly increased, over time it may not be the best use of the proposed service hours. If the city and the university agree to reallocate these service hours they can be combined with the 56.72 unallocated hours per week. This combination of unallocated hours can be converted to additional funding or cost savings. There are several options in the "Budget Savings" recommendation section for these funds.

Table 6-14: Comparison of Current and Scenario 1.3 Daily Hours of Service

Comparison of Daily Hours of Service										
		Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total Hours/Week	Unallocated Hours/Week
Taxi	Current	8.63	33	33	33	36.42	36.42	36.42	216.89	N/A
	Scenario1.3	16.63	33	33	33	36.42	36.42	36.42	224.89	N/A
	Difference	8	0	0	0	0	0	0	8	N/A
Shuttle (Academic Year)	Current	0	19	19	19	19	19	10	105	0
	Scenario1.3	13	26	26	26	26	26	26	169	56.72
	Difference	13	7	7	7	7	7	16	64	56.72
Shuttle (Summer)	Current	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Scenario1.3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

***Budgeted Taxi Hours and Weekly Scheduled Hours will vary due to non-service holidays**

Scenario 2: Service Expansion Model

This budget scenario will determine *various levels of service expansion* by combining the University of Wisconsin-Platteville shuttle with the City of Platteville Shared-Ride Taxi. Methodology included taking all available state and federal funding and adding it to local city and university contributions and fares. The end result is the potential pool of money to determine which services will be provided to the city of Platteville.

The formula is as follows:

Available State and Federal Subsidy + Local Match + Revenue = Service Availability

Scenario 2 makes the following assumptions:

- Both the University shuttle and the shared-ride taxi are combined under a single system with a combined budget
- Goal of expanding service while maintaining the current local share
- Taxi service only requires a nominal expansion to meet demand
- This nominal expansion increases taxi fare revenue from a budgeted $75,000 to $77,801.98
- Taxi fare revenue was derived by applying the revenue per hour rate from the 2014 City of Platteville Shared-Ride Taxi budget to the increase in service hours
- Shuttle service requires a significant expansion to meet demand
- It is assumed that students ride the shuttle for free in as student fees are used to subsidize the budget scenarios, therefore, generating no revenue
    - Since student fee monies are being used to fund the shuttle, appropriate policies and guidelines should be consulted when deciding fare for UW-Platteville staff and faculty
- Fare box revenues for the shuttle in each scenario are based on an assumed $3,500 shuttle fare revenue increase. This increase assumes an additional 3,500 rides from non-students with an estimated fare of $1.00 per ride
    - This is a conservative estimate. While expanding service will increase the likelihood of fare-generating rides, it would be a mistake to assume the shuttle will be a strong revenue generator in its first year of implementation.
    - The assumed $1.00 per one-way ride is based on the current “non-student fee” rate implemented by UW-Platteville for their shuttle service
        - Additionally, $1.00 was also the preferred price point for 48.35% of all non-student survey respondents
    - To derive the number of fare generating rides, Dunn County Transit, who most resembles the proposed Platteville system, gave estimates based on their own experience. They estimated an additional 3,500 fare generating rides would be generated by expanding the service in the first year.
    - Table 6-15 Illustrates the effect that an increase of fare price would have on the shuttle revenue

Table 6-15: Fare Price Scenarios

Comparison of Shuttle Fare Price		
Rides	**Fare**	**Fare Revenue**
3,500	$1.00	$3,500
3,500	$1.50	$5,250
3,500	$2.00	$7,000
3,500	$2.50	$8,750
3,500	$3.00	$10,500

- State and federal subsidy based on funding amount of 58.4% as suggested by WisDOT
- City of Platteville Local Match includes the 2014 budgeted fare box revenue of $40,839
- UW-Platteville Local Match includes current budgeted $150,000
- $224,420.55 increase in overall budget (more info below)

Table 6-16: Comparison of Current and Assumption Budget

Current Budget		**Assumption Budget**	
Local (City & University): 44.41%	$190,838.65	Local (City & University) 29.17%	$190,838.65
Fare Revenue: 17.45%	$75,000.00	Fare Revenue 12.43%	$81,301.98
State/Federal: 38.14%	$163,925.00	State/Federal: 58.4%	$382,043.57
Total	$429,763.65	Total	$654,184.20
Potential increase in state and federal funding leveraged: **$218,118.57** or 133.06% increase			

Scenario 2 will make the following projections:

1. Potential expansion of service during both the academic year and summer
2. Potential expansion of service during the academic year and reduced service hours over the summer
3. Potential expansion of service ONLY during the academic year

Scenario 2 will also recognizes the following priorities as identified through community outreach:

- Expand taxi service through Sunday evening
- Increase frequency of shuttle to campus locations
- Broaden shuttle route to include more Platteville locations

Scenario 2.1 – Maximum Service Expansion throughout the Calendar Year

In this projection, a combined system could leverage an additional $224,420.55 to the existing $429,763.65 of the current system. This projection assumes the total $654,184.20 is then spent completely on expanding current service options, without any cost savings or additional costs to the university or city. This projection also assumes no service disruption between the academic year and the summer months.

Table 6-17: Comparison of Current and Scenario 2.1 Budget

Comparison of Budgetary Items				
	Total Cost	State/Fed Subsidy	Revenue	Local Match
Current	$429,763.65	$163,925.00	$75,000.00	$190,838.65
Scenario 2.1	$654,184.20	$382,043.57	$81,301.98	$190,838.65
Difference	$224,420.55	$218,118.57	$6,301.98	No Change

In this scenario, an additional $224,420.55 is available to expand on the existing service. The following service enhancements should be considered:

- Expand Taxi service through Sunday evening
  - This expansion would require the following actions
    - Current service hours are from 7am – 1pm
    - Add $10,396 to the taxi budget for an increase in 416 hours annually
    - Expand service by 8 hours (single driver) to cover 6am – 7am, and 1pm – 8pm
- Increase shuttle service
  - Expand weekday service from 19 hours daily to 26 hours
    - Two simultaneous routes
      - One “Campus Express” route
      - One “City-wide” route divided into four shorter “loops” branching from a single location to increase frequency to and from the university
    - Shared central stop to allow users to transfer to different routes
  - Expand weekend service from no service on Sundays and 10 hours on Saturdays to one 13 hour route encompassing the entire city on both days
  - Expand shuttle service to the summer months, with the same level in service from the academic year

Table 6-18: Comparison of Current and Scenario 2.1 Weekly Hours of Service

Comparison of Weekly Hours of Service			
	Academic Yr. Hours/Week	Summer Hours/Week	Total Hours
Current-Taxi	214.13	214.13	11,135
Scenario 2.1-Taxi	222.13	222.13	11,551
Difference	8	8	416
Current-Shuttle	105	0	3,390
Scenario 2.1-Shuttle	158.20	158.20	8226.55
Difference	53.20	158.20	4836.55

The proposed daily breakdown of Scenario 2.1 is as follows. The increase in service hours allows for 26 hours of se per day year round. In other words, two shuttles to be run simultaneously for 13 hours a day Monday through Saturday. Sunday hours were increased to allow for one shuttle to run all routes for 13 hours of service entire year as well. While in this scenario weekend service was greatly increased, over time it may not be the best use of the proposed service hours. If the city and the university agree to reallocate these service hours they can be combined with the two and two tenths unallocated hours per week. This combination of unallocated hours can be converted to additional funding or cost savings. There are several options in the "Budget Savings" recommendation section for these funds.

Table 6-19: Comparison of Current and Scenario 2.1Daily Hours of Service

Comparison of Daily Hours of Service										
		Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total Hours/Week	Unallocated Hours/Week
Taxi	Current	8.63	33	33	33	36.42	36.42	36.42	216.89	N/A
	Scenario2.1	16.63	33	33	33	36.42	36.42	36.42	224.89	N/A
	Difference	8	0	0	0	0	0	0	8	N/A
Shuttle (Academic Year)	Current	0	19	19	19	19	19	10	105	0
	Scenario2.1	13	26	26	26	26	26	13	156	2.2
	Difference	13	7	7	7	7	7	3	51	22
Shuttle (Summer)	Current	0	0	0	0	0	0	0	0	0
	Scenario2.1	13	26	26	26	26	26	13	156	2.2
	Difference	13	26	26	26	26	26	13	156	2.2

***Budgeted Weekly Average Taxi Hours and Weekly Scheduled Hours will vary due to non-service holidays**

There are no local savings in Scenario 2.1.

Table 6-20: Comparison of Current and Scenario 2.1 Local Share Expense

Local Share Expense Savings							
	Local Match Expense	Local Matched Saved	Local Matched Saved %	Local Match Contribution by City %	Local Match Saved by City	Percent of Local Match Contribution by University	Local Match Saved by University
Current (Budgeted)	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A
Scenario 2.1	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A

Scenario 2.2 – Maximum Service Expansion throughout the Calendar Year

Like Scenario 2.1 this projection, a combined system could leverage an additional $224,420.55 to the existing $429,763.65 of the current system. The total $654,184.20 is then spent completely on expanding current service options, without any cost savings or additional costs to the university or city. Unlike, Scenario 2.1, Scenario 2.2 only projects a reduced portion of the shuttle's total hourly commitment to the summer months. This means that there are increased options during the academic year, while still maintaining some service during the summer months.

Table 6-21: Comparison of Current and Scenario 2.2 Budget

Comparison of Budgetary Items				
	Total Cost	State/Fed Subsidy	Revenue	Local Match
Current	$429,763.65	$163,925.00	$75,000.00	$190,838.65
Scenario 2.2	$654,184.20	$382,043.57	$81,301.98	$190,838.65
Difference	$224,420.55	$218,118.57	$6,301.98	No Change

Scenario 2.2 offers, an additional $224,420.55 is available to expand on the existing service. The following service enhancements should be considered:

- Expand Taxi service through Sunday evening
  - This expansion would require the following actions
    - Current service hours are from 7am – 1pm
    - Add $10,396 to the taxi budget for an increase in 416 hours annually
    - Expand service by 8 hours (single driver) to cover 6am – 7am, and 1pm – 8pm
- Increase shuttle service
    - Expand weekday service from 19 hours daily to 26 hours
      - Two simultaneous routes
        - One "Campus Express" Route
        - One "city-wide" routes with four short "loops" branching from a single location to increase frequency to and from the university
    - Shared central stop to allow users to transfer to different routes
  - Expand Saturdays from 10 hours to 26 hours with the same service availability as the proposed weekday service
  - Expand Sunday service from no service to 13 hours
    - One route that encompasses the entire city
  - Expand shuttle service to the summer months, with limited service of the academic year's service
    - One 13 hour route that loops through the entire city from Monday through Saturday

Table 6-22: Comparison of Current and Scenario 2.2 Weekly Hours of Service

Comparison of Weekly Hours of Service			
	Academic Yr. Hours/Week	Summer Hours/Week	Total Hours
Current-Taxi	214.13	214.13	11,135
Scenario 2.2-Taxi	222.13	222.13	11,551
Difference	8.36	8.36	416
Current-Shuttle	105	0	3,390
Scenario 2.2-Shuttle	208.23	78.15	8226.55
Difference	103.23	78.15	4836.55

The proposed daily breakdown of Scenario 2.2 is as follows. The increase in service hours allows for 26 hours of se per day. In other words, two shuttles to be run simultaneously for 13 hours a day Monday through Saturday. Sunday hours were increased to allow for one shuttle to run all routes for 13 hours of service. Scenario 2.2. also expands service during the summer to include one shuttle to run a citywide route for 13 hours per day Monday through Saturday. While in this scenario weekend service was greatly increased, over time it may not be the best use of the proposed service hours. If the city and the university agree to reallocate these service hours they can be combined with the 39.23 unallocated hours per week. This combination of unallocated hours can be converted to additional funding or cost savings. There are several options in the "Budget Savings" recommendation section for these funds

Table 6-23: Comparison of Current and Scenario 2.2Daily Hours of Service

Comparison of Daily Hours of Service										
		Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total Hours/Week	Unallocated Hours/Week
Taxi	Current	8.63	33	33	33	36.42	36.42	36.42	216.89	N/A
	Scenario2.2	16.63	33	33	33	36.42	36.42	36.42	224.89	N/A
	Difference	8	0	0	0	0	0	0	8	N/A
Shuttle (Academic Year)	Current	0	19	19	19	19	19	10	105	0
	Scenario2.2	13	26	26	26	26	26	26	169	39.23
	Difference	13	7	7	7	7	7	16	64	39.23
Shuttle (Summer)	Current	0	0	0	0	0	0	0	0	0
	Scenario2.2	0	13	13	13	13	13	13	78	.15
	Difference	0	13	13	13	13	13	13	78	.15

***Budgeted Weekly Average Taxi Hours and Weekly Scheduled Hours will vary due to non-service holidays**

There are no cost savings in Scenario 2.2

Table 6-24: Comparison of Current and Scenario 2.2 Local Share Expense

Local Share Expense Savings							
	Local Match Expense	Local Matched Saved	Local Matched Saved %	Local Match Contribution by City %	Local Match Saved by City	Percent of Local Match Contribution by University	Local Match Saved by Univresity
Current (Budgeted)	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A
Scenario 2.2	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A

Scenario 2.3 –Service Expansion with No Expansion into the Summer Months

Like Scenario 2.1 this projection, a combined system could leverage an additional $224,420.55 to the existing $429,763.65 of the current system. The total $654,184.20 is then spent completely on expanding current service options, without any cost savings or additional costs to the university or city. Unlike, Scenario 2.1, and Scenario 2.2, Scenario 2.3 projects no expansion of the shuttle's total hourly commitment to the summer months. This means that Scenario 2.3 represents the most increased service options during the academic year.

Table 6-25: Comparison of Current and Scenario 2.3 Budget

Comparison of Budgetary Items				
	Total Cost	State/Fed Subsidy	Revenue	Local Match
Current	$429,763.65	$163,925.00	$75,000.00	$190,838.65
Scenario 2.3	$654,184.20	$382,043.57	$81,301.98	$190,838.65
Difference	$224,420.55	$218,118.57	$6,301.98	No Change

Scenario 2.2 offers, an additional $224,420.55 is available to expand on the existing service. The following service enhancements should be considered:

- Expand Taxi service through Sunday evening
  - This expansion would require the following actions
    - Current service hours are from 7am – 1pm
    - Add $10,396 to the taxi budget for an increase in 416 hours annually
    - Expand service by 8 hours (single driver) to cover 6am – 7am, and 1pm – 8pm
- Increase shuttle service
    - Expand weekday service from 19 hours daily to 26 hours
      - Two simultaneous routes
        - One "Campus Express" route
        - One "city-wide" routes with four short "loops" branching from a single location to increase frequency to and from the university
    - Shared central stop to allow users to transfer to different routes
  - Expand Saturdays from 10 hours to 26 hours with the same service availability as the proposed weekday service
  - Expand Sunday service from no service to 13 hours
    - One route that encompasses the entire city

Table 6-26: Comparison of Current and Scenario 2.3 Weekly Hours of Service

Comparison of Weekly Hours of Service			
	Academic Yr. Hours/Week	Summer Hours/Week	Total Hours
Current-Taxi	214.13	214.13	11,135
Scenario 2.3-Taxi	222.13	222.13	11,551
Difference	8	8	416
Current-Shuttle	105	N/A	3,390
Scenario 2.3-Shuttle	257.08	N/A	8226.55
Difference	152.08	N/A	4836.55

The proposed daily breakdown of Scenario 2.3 is as follows. The increase in service hours allows for 26 hours of se per day. In other words, two shuttles to be run simultaneously for 13 hours a day Monday through Saturday. Sunday hours were increased to allow for one shuttle to run all routes for 13 hours of service. While in this scenario weekend service was greatly increased, over time it may not be the best use of the proposed service hours. If the city and the university agree to reallocate these service hours they can be combined with the 88.08 unallocated hours per week. This combination of unallocated hours can be converted to additional funding or cost savings. There are several options in the "Budget Savings" recommendation section for these funds.

Table 6-27: Comparison of Current and Scenario 2.3Daily Hours of Service

Comparison of Daily Hours of Service										
		Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total Hours/Week	Unallocated Hours/Week
Taxi	Current	8.63	33	33	33	36.42	36.42	36.42	216.89	N/A
	Scenario2.3	16.63	33	33	33	36.42	36.42	36.42	224.89	N/A
	Difference	8	0	0	0	0	0	0	8	N/A
Shuttle (Academic Year)	Current	0	19	19	19	19	19	10	105	0
	Scenario2.3	13	26	26	26	26	26	26	169	88.08
	Difference	13	7	7	7	7	7	16	64	88.08
Shuttle (Summer)	Current	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Scenario2.3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

***Budgeted Weekly Average Taxi Hours and Weekly Scheduled Hours will vary due to non-service holidays**

There are no cost savings in Scenario 2.3

Table 6-28: Comparison of Current and Scenario 2.3 Local Share Expense

Local Share Expense Savings							
	Local Match Expense	Local Matched Saved	Local Matched Saved %	Local Match Contribution by City %	Local Match Saved by City	Percent of Local Match Contribution by University	Local Match Saved by University
Current (Budgeted)	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A
Scenario 2.3	$190,838.65	N/A	N/A	21.40%	N/A	78.60%	N/A

Additional Budget Recommendations

Of the six budget scenarios, four had a surplus of hours that were not allocated. These scenarios offer ample opportunities and options for the city and university to consider. Once again, it is important to note that these options are not mutually exclusive and a combination of any of the opportunities can be used as the city and university see fit.

Reallocate Hours

Table 6-29 illustrates the number of unallocated shuttle hours available for each budget scenario. One possible solution to the utilization these unallocated hours may be to reallocate these hours to meet different demands. The following are ways those hours could be reallocated:

- Expand summer shuttle hours
- Expand weekday shuttle hours to include a wider array of service times
- Expand weekend shuttle hours
- Create a late night route providing service to and from 2nd street to residential areas and the campus

Table 6-29: Comparison of Unallocated Shuttle Hours

	Total Unallocated Academic Year Hours/Week	Total Unallocated Summer Months Hours/Week	Total Unallocated Hours/Year
Current	0	0	0
Scenario 1.1	0	0	0
Scenario 1.2	8	0	256.00
Scenario 1.3	56.72	0	1,815.04
Scenario 2.1	2.2	2.2	114.40
Scenario 2.2	39.23	.15	1,258.36
Scenario 2.3	88.08	0	2,818.56

As noted in the budget recommendations, unallocated hours per week will be increased if the city and university decide to reallocate weekend hours. For example, if 4 hours were reallocated from the weekend in budget scenario 1.2, the new total unallocated hours per week would be 12 hours.

Leverage 5311c Funding for Capital Improvements

WisDOT offers grants for capital improvements through their 5311c grant program. Capital improvements include purchasing route amenities such as bus stops, signs and benches along with vehicles. If the city and university decide to only use the minimal hours needed to run each budget scenario, they could take the local savings of the unallocated hours and leverage the savings to purchase capital improvements. Table 6-31 outlines each scenario's leveraging potential. The figures in the table were derived from the following methodology

- Unallocated hours per year were derived from each budget scenarios' unallocated hours per week and were multiplied by the appropriate number of weeks
  - 32 weeks make up the academic year
  - 20 weeks make up the summer months
- The total unallocated hours per year were then multiplied by the shuttle cost per hour rate of $44.25 to compute the total unallocated funding
- To determine the unallocated local share, the assumption budget (see table 6-30) local funding percentage of 29.17% was applied to the total unallocated funding

- The unallocated local share was then applied to the Current 5311c grant funding model at 80% state and f and 20% local match to determine the maximum capital improvement funding leveraged

Table 6-30: Comparison of Unallocated Shuttle Hours

Assumption Budget	
Local (City & University): **29.17%**	$190,838.65
Fare Revenue: 12.43%	$81,301.98
State/Federal: 58.4%	$382,043.57
Total	$654,184.20

Table 6-31: Comparison of Unallocated Shuttle Hours

5311c Grant Funding Opportunities					
	Total Unallocated Hours/Year	Unallocated Funding	Unallocated Local Share	Potential Leveraged State/Federal Funding	Potential Total 5311c funding leveraged
Current	0	$0	$0	$0	$0
Scenario 1.1	0	$0	$0	$0	$0
Scenario 1.2	256	$11,328	$3,304.38	$13,217.51	$16,521.89
Scenario 1.3	1,815.04	$80,315.52	$23,428.04	$93,712.15	$117,140.19
Scenario 2.1	114.40	$5,062.20	$1,476.64	$5,906.57	$7,383.22
Scenario 2.2	1,258.36	$55,682.43	$16,242.56	$64,970.26	$81,212.82
Scenario 2.3	2,818.56	$124,721.28	$36,381.20	$145,524.79	$181,905.99

Maximize Savings

If the goal of university and the city chose to simply save as much money as possible, then they could choose to only allocate the minimal number of hours outlined in each budget scenario. The remaining local share of the remaining hours could then be "saved" and added to any previous local match savings offered in each budget scenario. These maximum savings for each scenario are shown in Table 6-32. It would be up to the city and university to decide how the savings would be split between the two partners. A brief methodology is as follows:

- Previous local match savings were taken from the budget scenarios' local savings
- Additional local match savings were derived with the same methodology outlined in the previous section. (Leveraging 5311c Funding) The unallocated hours were converted into unallocated funding and converted to local match funding by applying the assumption budget local match percentage.
- Previous local match savings and additional local match savings were then added together to compute the combined maximum savings for each respective budget scenario.

Table 6-32: Comparison of Local Match Savings

	Previous Local Match Savings	Additional Local Match Savings	Combined Maximum Savings
Current	$0	$0	$0
Scenario 1.1	$90,986.74	$0	$90,986.74
Scenario 1.2	$47,709.66	$3,304.38	$51,014.04
Scenario 1.3	$19,083.86	$23,428.04	$42,511.90
Scenario 2.1	$0	$1,476.64	$1,476.64
Scenario 2.2	$0	$16,242.56	$16,242.56
Scenario 2.3	$0	$36,381.20	$36,381.20

Additional Buses

Scenario 1.2, 2.2, and 2.3 all feature a vast surplus of unallocated hours per week. These options potentially allow for an increase in buses for the combined system. While the addition of a third bus is most likely not desired during the first years of operation, growth in ridership may demand the addition of a bus. It is important to note that an addition of a third bus would more than likely change the hourly cost of service. A quote from the service provider would be needed to determine viability before expanding to a three bus system.

If it proves to be feasible, a benefit of adding another bus to the route system, would lead to faster, more efficient service. This would be possible by allowing the current single "city route" featuring four loops to be divided into two city routes consisting of two loops each. This decision to add buses to the transportation system will be up to the partners' priorities, service demands, and viability of such additions.

Routing Overview

Transit routes are limited by the availability of funding. While the Platteville Transportation Development Plan provides several strategies for increasing funding and expanding services, these expansion efforts will always be limited to the availability of funding. Knowing this, SWWRPC first created an "ideal" system that would maximize accessibility within the City of Platteville. Budget scenario constraints were then applied to "ideal" routes to cull the routes into affordable route recommendations. A detailed methodology is included below.

Methodology

As formerly stated, SWWRPC first mapped an "ideal**"** system for the City of Platteville. The "ideal" system was created assuming that:

- Every resident in Platteville lived within 1-3 blocks of a shuttle stop
- Every shuttle "loop" was close to 20 minutes or less to complete a cycle. This means that theoretically any resident can get to Main St. in 20 minutes or less and home again in the same amount of time.
- There are no funding constraints on the ideal system

The ideal system was used to establish priorities under the restraint of the proposed system. This way, the answer of how to expand service to as many individuals within the city limits is a matter of culling back the ideal system to realistic proportions with the priorities identified throughout outreach. This way the city and the university will have a realistic system to implement immediately and an ideal system to build towards.

However, both the ideal system and the practical system only plan for service in the immediate vicinity of Platteville. This study assumes that any shuttle service expansion to Business 151 should also be 100% supported by businesses on

Business 151. Stevens Point, Wisconsin has a similar system to potentially model in Platteville. In Stevens Point businesses on a commercial route pay a percentage of the cost of the route based on square footage. By sponsoring a route, a business is able to place a shuttle stop immediately outside of their establishment. Outreach was conducted in Platteville on establishing a similar system. Even if the city and the university decide not to implement a commerce route in the first year of implementation, it should still be included in the grant application for the proposed 2015 transit system. This grant period will cover up to five years of funding, and if the DOT is expected to continue offering subsidies, they will need to know the service is being considered, even if it is still in a conceptual phase. For more information on the Stevens Point business-subsidized route and interviews with Platteville businesses, please see Appendix C: Summary of Business-Funded Commercial Route and Business Outreach.

The following section will detail the proposed system within the confines of the budget scenarios outlined in this document. For a complete narrative on the ideal system, please see Appendix D.

Proposed Shuttle Routes

This system uses the same loop pattern as the ideal system. This system originates and terminates at Pine Street Loop. Again, this is to allow quick and easy access to and from the university, while also providing a common transfer point between shuttles. This route model recommends splitting the entire service area between two busses. One bus to serve exclusively the Campus Express Route, and one bus to serve the City Route.

These recommendations do not account for any estimated “bus dwell time.” Currently, the UW-Platteville Student Shuttle has no estimate built into their time tables, and none of the previously-identified peer transportation programs use a bus dwell time in their time tables either. Instead the estimated time is the time it takes to travel between stops.

If a location was too far away from Pine Street Loop, then it could not be included in the route recommendations. These recommendations were developed using information gained directly from community outreach. For instance, the campus and shopping were consistently some of the highest desired.

The following priorities were used in creating route recommendations (In no particular order):

- Campus
- UW-Platteville Student’s Academic Year Residences
- Rental properties
- Assisted living facilities
- Main Street
- Grocery stores
- Drug stores
- Other public amenities (Parks, pools, schools, etc.)

Proposed Shuttle Routes (Campus - 1 bus)

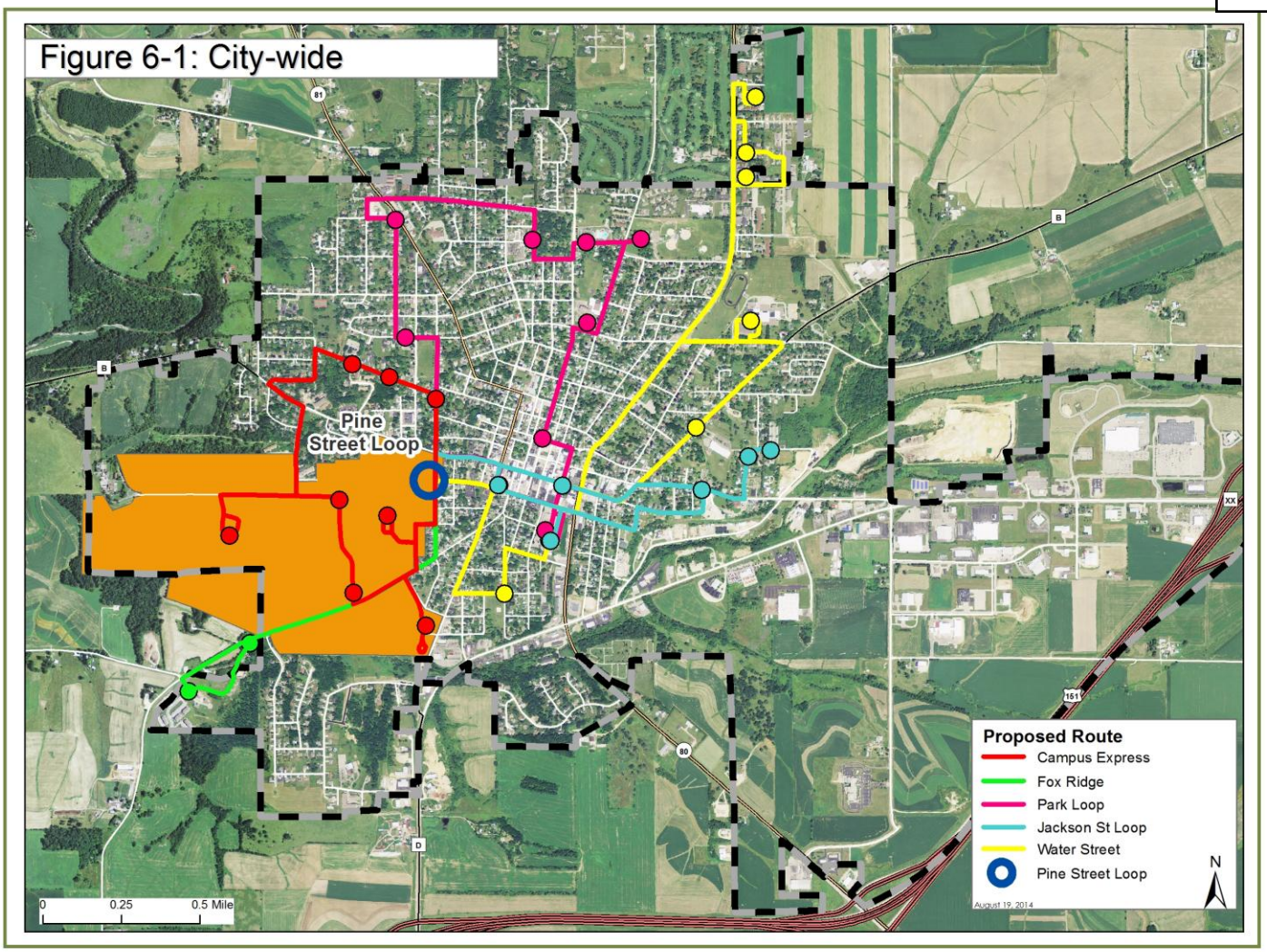
- *Campus Express Route (Red) – 13 min*
  - Quick service to and from campus and its most immediate neighborhoods
  - Stops include:
    - Pine Street Loop
    - Student Center
    - Rountree Commons
    - Engineering Hall
    - Greenwood Ave
    - Circle Drive Residence Halls
    - Union St. Apartments
    - Pioneer Court Apartments
    - Union and Hickory
    - Pine Street Loop

Proposed Shuttle Routes (City - 1 bus)

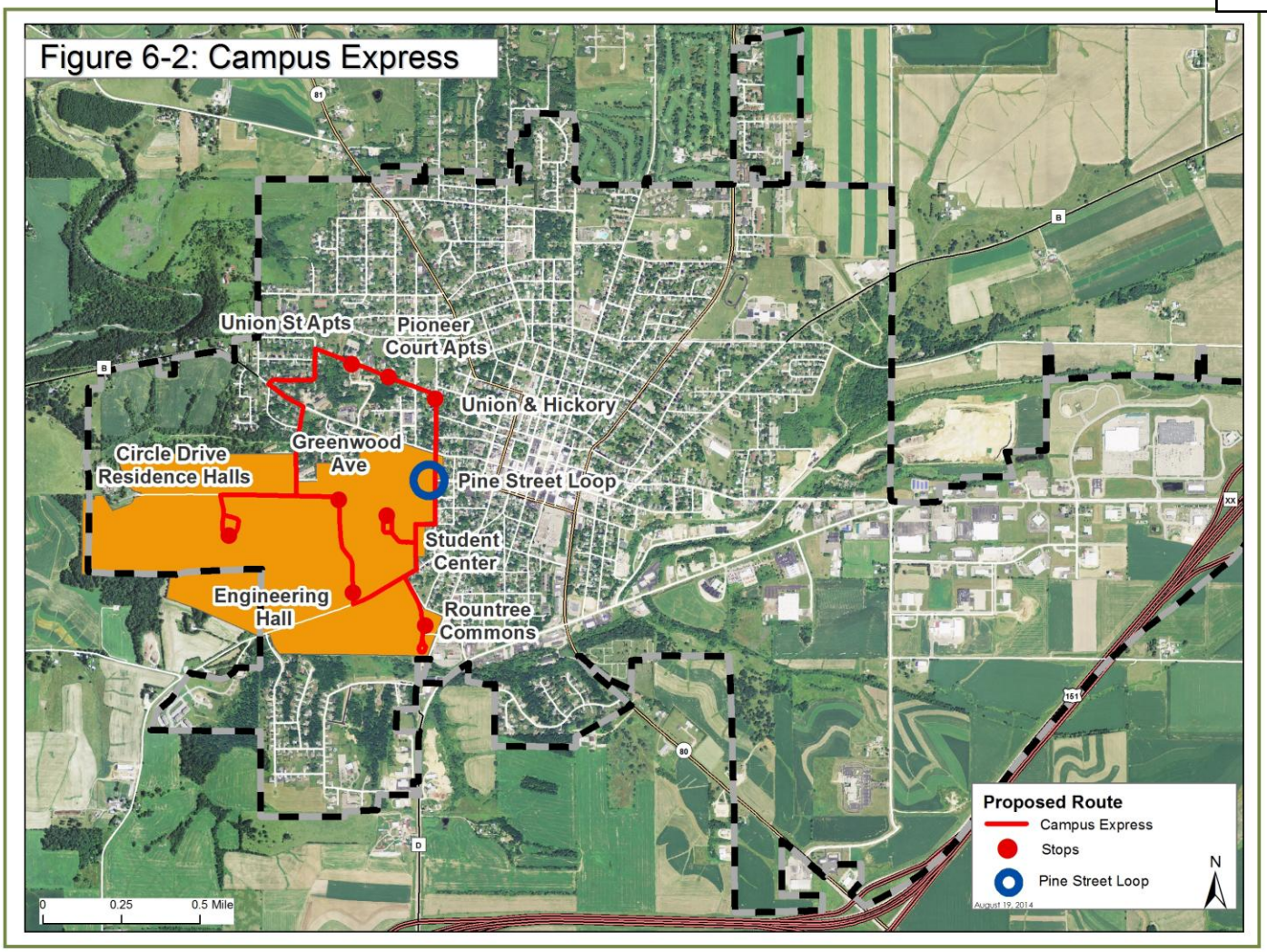
- *Fox Ridge Loop (Green) – 7 min*
  - Quick service for the Fox Ridge Apartments which house many students
  - Same bus will run this as the Campus Express Route
  - Stops include:
    - Pine St. Loop
    - Fox Ridge and Edgewood
    - Fox Ridge and Southwest
    - Pine Street Loop

- *Park Loop (Pink) – 22 min*
  - Service to an Elderly Care Facility
  - Quick Access to a grocery store and a drug store
  - Stops include:
    - Pine Street Loop
    - Madison Street Apartments
    - Mason and Lancaster
    - Park Place Senior Living
    - Platteville Family Aquatic Center
    - Legion Field
    - Middle School
    - 4th and Furnace
    - Piggly Wiggly
    - Hartig Drug
    - Pine Street Loop

- *Jackson Street Loop (Teal) – 17 min*
    - Stops at many apartment buildings
    - Stops at a grocery store and a drug store
    - Stops include:
        - Pine Street Loop
        - Hearthside Apartments
        - Prospect Height Apartments
        - Karsurina Kourt Apartments
        - Jackson Street Apartments
        - Piggly Wiggly
        - Hartig Drug
        - Pine Street Loop
- *Water Street Loop (Yellow) – 26 min*
    - Services the East part of the city
    - Stops at schools and a grocery store
    - Stops include:
        - Pine Street Loop
        - De Valera Dr.
        - Country Club Ct.
        - Northside Dr.
        - High School
        - Neal Wilkins
        - Piggly Wiggly
        - Court and Harrison
        - Pine Street Loop

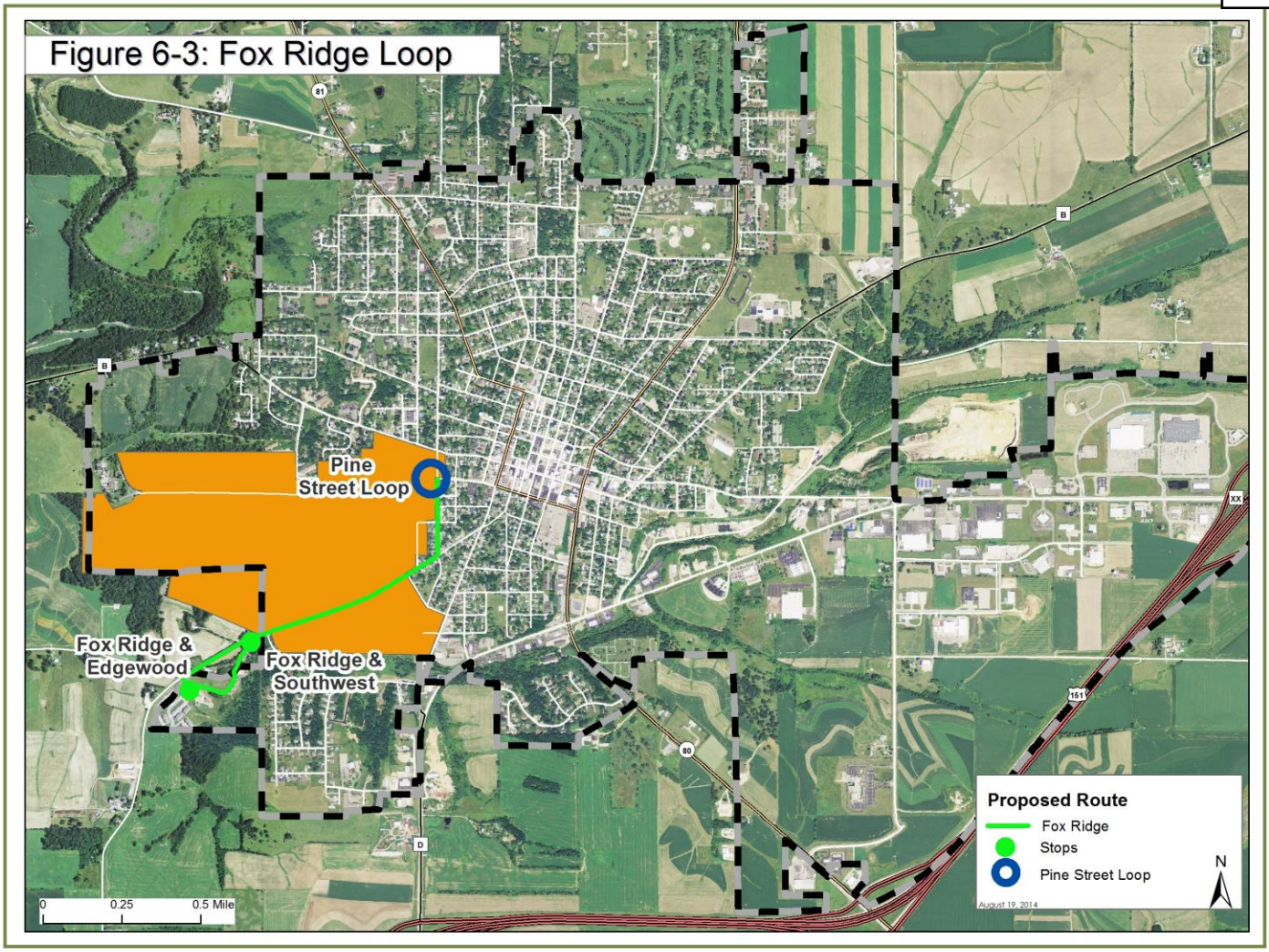


- **Campus Express Route (Red) – 13 min**
- **Fox Ridge Loop (Green) – 7 min**
- **Park Loop (Pink) – 22 min**
- **Jackson Street Loop (Teal) – 17 min**
- **Water Street Loop (Yellow) – 26 min**



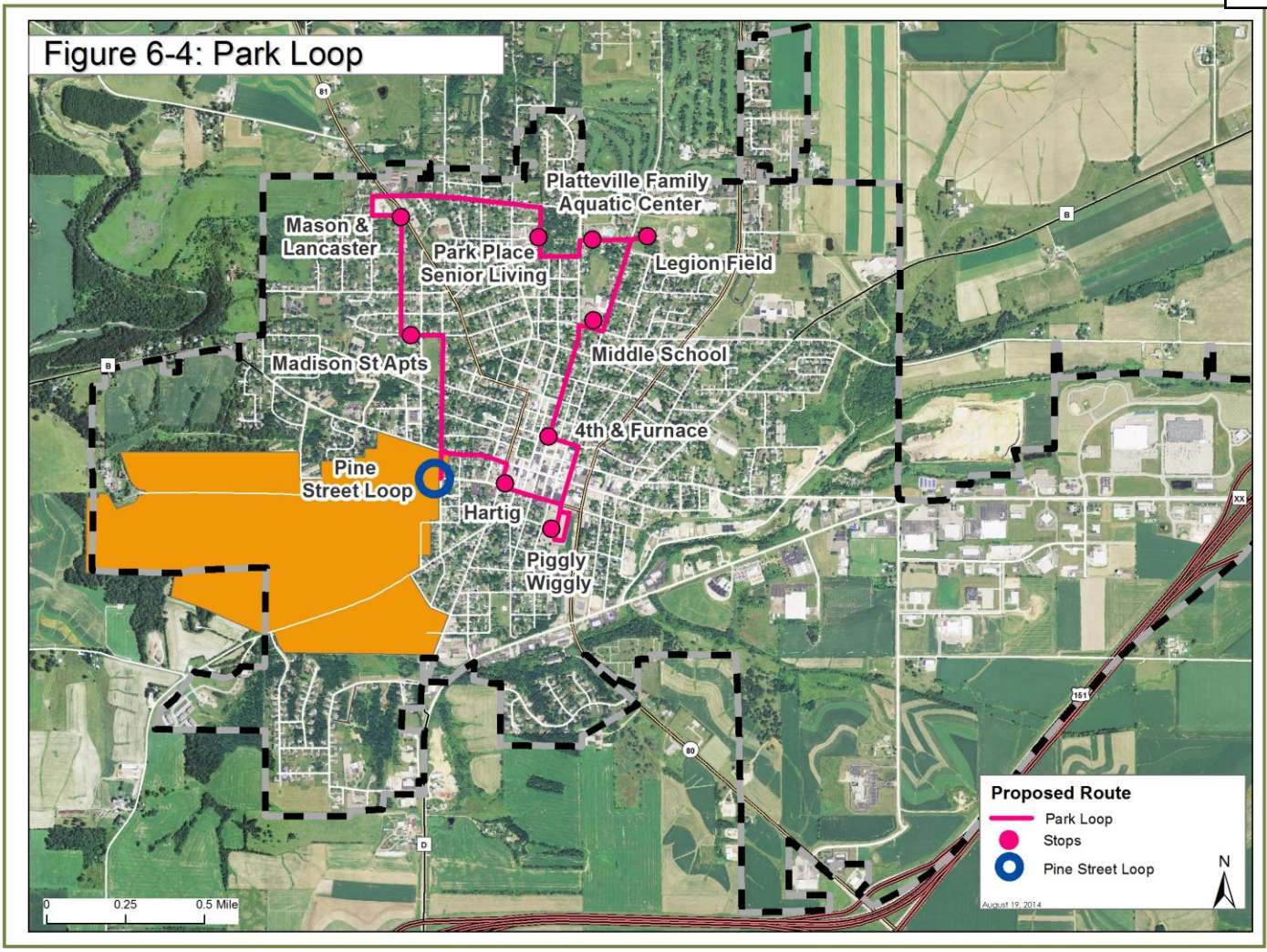
Campus Express Route (Red) – 13 min

- Quick service to and from campus and its most immediate neighborhoods
- Stops include:
  - Pine Street Loop
  - Student Center
  - Rountree Commons
  - Engineering Hall
  - Greenwood Ave
  - Circle Drive Residence Halls
  - Union St. Apartments
  - Pioneer Court Apartments
  - Union and Hickory
  - Pine Street Loop



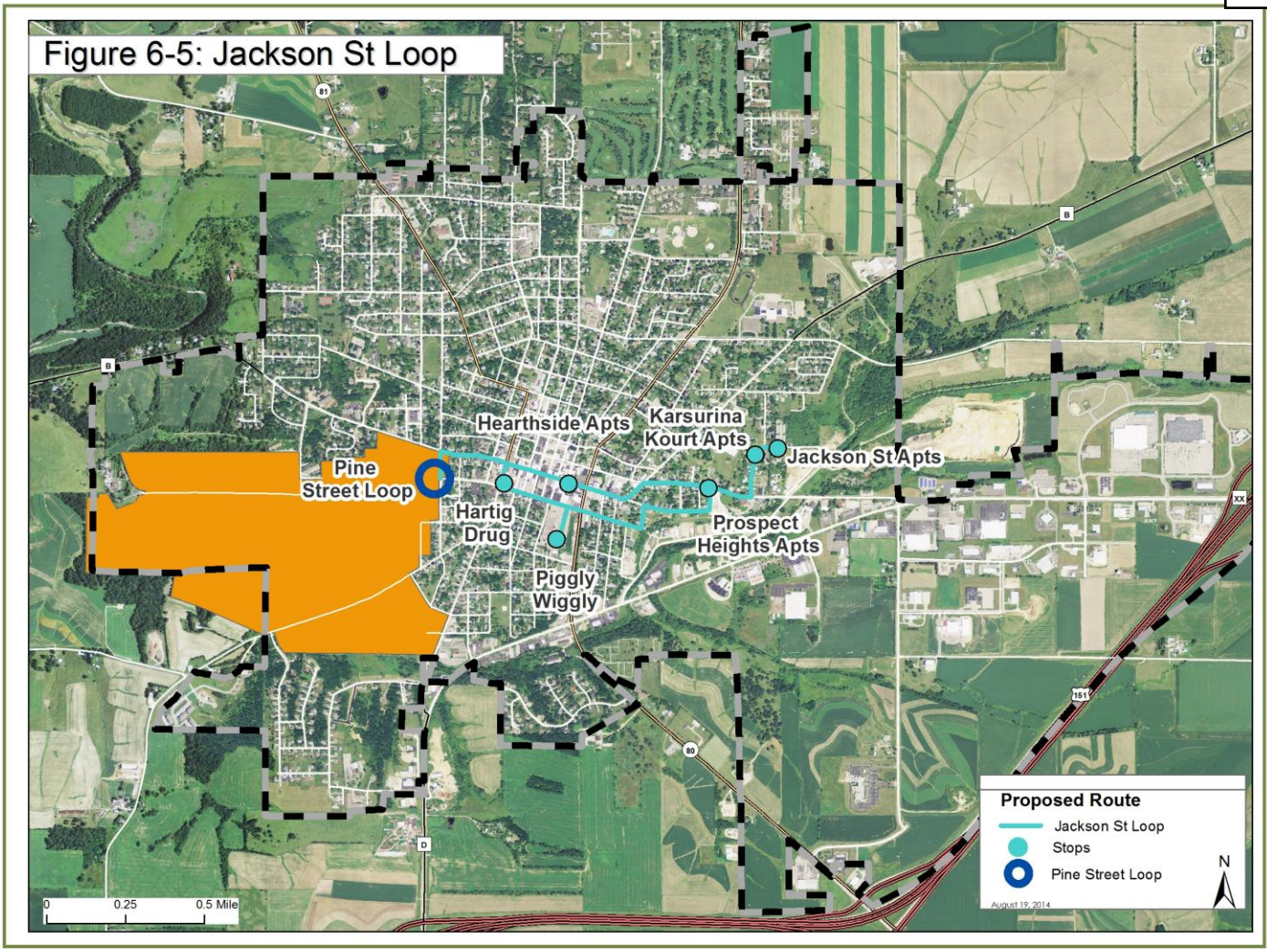
Fox Ridge Loop (Green) – 7 min

- Quick service for the Fox Ridge Apartments which house many students
- Stops include:
  - Pine St. Loop
  - Fox Ridge and Edgewood
  - Fox Ridge and Southwest
  - Pine Street Loop



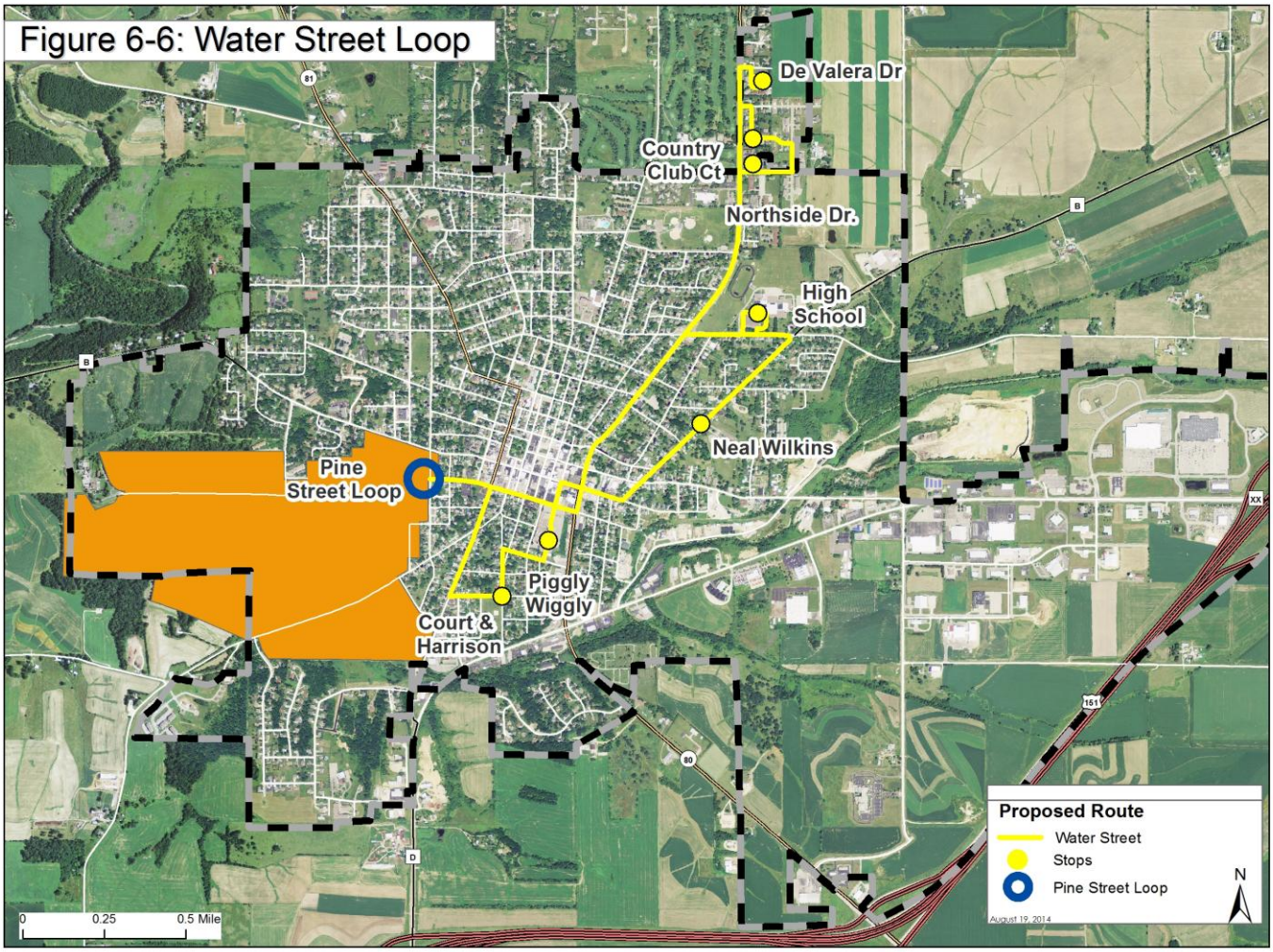
Park Loop (Pink) – 22 min

- Service to an Elderly Care Facility
- Quick Access to a grocery store and a drug store
- Stops include:
  - Pine Street Loop
  - Madison Street Apartments
  - Mason and Lancaster
  - Park Place Senior Living
  - Platteville Family Aquatic Center
  - Legion Field
  - Middle School
  - 4th and Furnace
  - Piggly Wiggly
  - Hartig Drug
  - Pine Street Loop



Jackson Street Loop (Teal) – 17 min

- Stops at many apartment buildings
- Stops at a grocery store and a drug store
- Stops include:
  - Pine Street Loop
  - Hearthside Apartments
  - Prospect Height Apartments
  - Karsurina Kourt Apartments
  - Jackson Street Apartments
  - Piggly Wiggly
  - Hartig Drug
  - Pine Street Loop



Water Street Loop (Yellow) – 26 min

- Services the East part of the city
- Stops at schools and a grocery store
- Stops include:
  - Pine Street Loop
  - De Valera Dr.
  - Country Club Ct.
  - Northside Dr.
  - High School
  - Neal Wilkins
  - Piggly Wiggly
  - Court and Harrison

Proposed Taxi Service and Shuttle Routes as related to Scenarios 1.1 - 2.3

Table 6-33 and Table 6-34 summarize Budget Scenarios 1.1-2.3 service options. This includes the number of service vehicles available, hours of service, and routing information. In Table 6-33 bold items distinguish the changes from the current system.

Table 6-33: Comparison Shared-Ride Taxi Service Options

	Academic Year		Summer Months	
	Number of Taxis Available	**Hours of Service**	**Number of Taxis Available**	**Hours of Service**
Current	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • Sunday 7am-1pm	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • Sunday 7am-1pm
Scenario 1.1 *(No service expansion)*	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • Sunday 7am-1pm	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • Sunday 7am-1pm
Scenario 1.2	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**
Scenario 1.3	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**
Scenario 2.1	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**
Scenario 2.2	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**
Scenario 2.3	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**	3 3 2	• Mon-Wed 6am-8pm • Thur-Sat 6am-3am • **Sunday 6am-8pm**

Table 6-34: Comparison of Fixed Route Service Options

	Academic Year		Summer Months	
	Number of Busses Available	**Route Description**	**Number of Busses Available**	**Route Description**
Current	2	• One shared city and campus route • Extra bus used for peak hours	0	None
Scenario 1.1 *(No service expansion, only routing changes)*	2	• One shared city and campus route • Extra bus used for peak hours – 3 Loops	0	None
Scenario 1.2	2	• "Campus Express Route" • "City Route" – 4 Loops	0	None
Scenario 1.3	2	• "Campus Express Route" • "City Route" – 4 Loops	0	None
Scenario 2.1	2	• "Campus Express Route" • "City Route" – 4 Loops	2	• "Campus Express Route" • "City Route" – 4 Loops
Scenario 2.2	2	• "Campus Express Route" • "City Route" – 4 Loops	1	• One shared city and campus route
Scenario 2.3	2	• "Campus Express Route" • "City Route" – 4 Loops	0	None

Additional Route Recommendations

Additionally, the city and the university should consider implementing faster "loops" to the university and Main St. Currently, the City Route operates four loops at 71 minutes total travel time. While each loop allows residents to get to the university or Main St. in 20-30 minutes, the amount of time it takes to get back to the original destination is 71 minutes.

The following options could be considered to diminish the total travel time for the City Route:

- Eliminate a loop
- Eliminate destinations on the outskirts of the system, such as
    - De Valera Dr. (Water St. Loop)
    - Country Club Court (Water St. Loop)
    - Jackson St. Apartments (Jackson St. Loop)
    - Karsurina Kourt Apartments (Jackson St. Loop)

The city and the university should also consider allowing users to depart the bus by requesting a stop, even if a specific bus stop is not available on the route. This way users do not have to walk an extra distance to their location. This would increase accessibility for disabled and elderly users as well as allow users to get to destinations that are not already affiliated with a stop such as parks or neighborhoods. Stop requests would only be allowed departing the bus and in one-block increments along the route.

Other Recommendations

University Student Partnership

If implemented, a substantial portion of the local match will be subsidized by student fees. UW-Platteville students should be viewed as one of the key stakeholders with the new transit program along with the City of Platteville and UW-Platteville. Other similar transit systems within the UW-System have established a working relationship with the university student government. The following are recommendations to maximize the relationship:

- Partner with UW-Platteville Student Government Associations
    - Segregated University Fee Allocation Commission (SUFAC) handles all student segregated fee allocations
    - Student Senate handles all policies affecting students at the university
- Develop a strategy to deal with yearly turnover of Student Government leadership positions
- Create a yearly service agreement with UW-Platteville outlining the student fee contribution, cost of fare to students (if applicable), and services provided
    - A copy of an agreement from Stevens Point, WI can be found in Appendix B
- Develop a system of regular contact, such as a transportation committee with the following representation:
    - Student representation
        - UW-Platteville Segregated Fee Allocation Commission
        - UW-Platteville Student Senate
    - University representation
        - Office of Sustainability
        - Other university senates
            - Faculty
            - Academic Staff
            - Classified Staff
    - City of Platteville representation
        - Public Works Department

Evaluation

There are a number of small bus systems in the State of Wisconsin that are supported by 5311 and 85.20 grant programs. These funds support capital and operating expenses for public transportation services that are operated in non-urbanized areas (population between 2,500 and 50,000). The systems included in the peer group are those in the category that provide fixed route services.

WisDOT regularly reviews these systems to determine the effectiveness and efficiency of the system. It is highly recommended that the partners evaluate the system on an annual basis. Summer months can offer the best time of year to evaluate and change routing as they tend to be the slowest time of the year for these types of systems. WisDOT uses six performance measures to determine a system's efficiency. These performance measures are ranked in relation to the mean of all systems within the peer group and whether or not the system's measures fall within one standard deviation of the peer group mean. The latest data available is 2009 operating data that was used in a similar transportation development plan by Dunn County in 2013. While the data is slightly outdated, it has been included as a base reference while WisDOT generates newer figures. Additionally, these performance standards can be used as an effective administrative tool in future years when working with system development.

Included below are the following:

- Table 6-35: 2009 DOT Performance Standards Peer Group Mean and Standard Deviation
- Table 6-36: 2009 Individual System Performance Standards Data

Table 6-35: DOT Performance Standards

2009 DOT Performance Standards for Small Bus System					
Performance Measure	**Data**	**Mean**	**Standard Deviation**	**(+) One Standard Deviation**	**(-) One Standard Deviation**
Cost/Hour	2009	$55.59	$12.27	$43.32	$67.86
Operating Ratio	2009	16.24%	16.30%	-0.06%	32.54%
Cost/Ride	2009	$12.92	$5.18	$7.74	$18.10
Rides/Hour	2009	6.02	4.03	1.99	10.05
Rides/Capita	2009	6.02	3.01	3.01	9.03
Hours/Capita	2009	1.00	0.91	0.09	1.91

Table 6-36: 2009 Comparable Peer Group Data

2009 Individual System Performance Standards Data						
Small Bus Systems	Expense/ Revenue Hour	Fare Box Recovery	Cost/ Ride	Rides/ Revenue Hour	Rides/ Capita	Revenue Hours/ Capita
Adams County	$33.30	14.65%	$30.71	1.08	0.62	0.57
BART	$40.12	12.75%	$9.44	4.25	8.21	1.93
Door County	$50.61	55.00%	$12.21	4.15	2.95	0.71
Ladysmith	$44.51	7.88%	$11.02	4.04	6.76	1.67
Manitowoc	$71.71	9.14%	$5.47	13.12	7.84	0.60
Menominee Tribe	$68.47	3.85%	$20.09	3.41	11.19	3.28
Merrill	$71.55	18.34%	$6.50	11.01	7.19	0.65
Monona*				3.87	2.05	0.53
Rusk County**						
Sawyer County	$57.74	8.02%	$15.43	3.74	4.16	1.11
Stevens Point	$62.27	16.54%	$5.41	11.50	9.24	0.80
Group Mean Avg.	$55.59	16.24%	$12.92	6.02	6.02	1.00

***Not all data was complete and available**

*** *Do not have confirmed ridership data for Rusk County in 2009, and costs are inconsistent with 2008.**

Table 6-37 includes the performance standards of the current system along will all budget scenarios. The methodology and assumptions are as follows.

- All budgetary items (revenues, cost, revenue hours etc…) are taken from the previously included budget scenarios
- City of Platteville population (11,224) is based off of 2010 Census data
- A ride is equal to a one one-way trip
- Current taxi rides are based on the 2014 City of Platteville grant application
- Current shuttle rides are based on the second operating year rides along with previously assumed Spring 2014 ride projections

- Scenario 1.1 taxi rides projections are based on 2014 City of Platteville grant application with no increa taxi service
- Base 2015 Ride projections (28,500) of the Shared-Ride Taxi are based on the 2014 City of Platteville grant application
- Scenarios 1.2-2.3 include increased taxi rides due to expansion of the taxi service. These rides are accounted for by applying a rides per hour rate from the 2014 City of Platteville Shared-Ride Budget to increased service hours.
- Total taxi rides for scenarios 1.2-2.3 are the sum of the 2015 base ride projections and the expected increase due to service expansion.
- Shuttle baseline rides are based off of the second operating year data with spring 2014 projections
- City of Platteville community rides projections of the University Shuttle (3,500 rides) were the same as fare box revenue projections previously included in the budget scenarios
- Increase in student rides are based on student outreach survey
    - Top barrier to ridership was indicated as time of travel while on shuttle indicated by 28.44% of respondents
    - Scenarios 1.1-2.3 all decreased travel time to acceptable levels 20-30minutes as indicated by survey respondents
    - With this barrier to service corrected, it is assumed that the 28.44% of respondents would use shuttle
    - 28.44% was then applied to 2013-2014 fall enrollment headcount to project 2015 increase university rides of 2,479 rides or a 4.93% increase from second operating year and spring 2014 projected rides
- Total shuttle rides is sum of the second operating year with spring 2014 projections, expected City of Platteville rides, and increase in university student rides

Table 6-37: 2015 DOT Performance Standards

Combined system 2015 DOT Performance Standards Projections				
	Population	Taxi Rides	Shuttle Rides	Total Rides
Current	11,224	28,000	50,306	78,306
Scenario 1.1	11,224	28,500	56,285	84,785
Scenarios 1.2-1.3	11,224	29,546	56,285	85,831

Each Scenario and its respective performance standards are included in Table 3-38.

Table 6-38: Performance by Budget Scenario

Budget Scenarios DOT Performance Standards						
	Cost/Hour	**Operating Ratio**	**Cost/Ride**	**Rides/ Hour**	**Ride/ Capita**	**Hours/ Capita**
Current	$29.59	17.45%	$5.49	5.39	6.98	1.29
Scenario 1.1	$29.59	18.27%	$5.07	5.84	7.55	1.29
Scenario 1.2	$31.41	15.03%	$6.30	4.99	7.65	1.53
Scenario 1.3	$32.48	13.33%	$7.10	4.57	7.65	1.67
Scenario 2.1	$33.08	12.43%	$7.62	4.34	7.65	1.76
Scenario 2.2	$33.08	12.43%	$7.62	4.34	7.65	1.76
Scenario 2.3	$33.08	12.43%	$7.62	4.34	7.65	1.76

All scenarios, including each of the current systems, perform extremely well when compared to the peer group me and standard deviation of that mean. The following is a more detailed analysis.

Cost/Hour-All systems cost per hour are below the mean and one standard deviation below mean. The proposed system should continue to contract as close to the current rate when doing a future bid.

Operating Ratio- (Fare box Recovery)-Overall all systems are within one standard deviation of the group mean but are below the mean. This is expected as the system is new and has not developed a fare generating ridership for the shuttle. Also, because students ride for free and make a majority of the ridership, it will drive the ratio down.

Cost/Ride- All scenarios are below the mean and one standard deviation below the mean. Maintaining total costs and continuing to increase riders will ensure that this continues in the future.

Rides/Hour- Rides per hour in all scenarios are within the standard deviation but below the mean. This can also be expected with a new system that has not fully developed its potential ridership.

Rides/Capita-Even with lower rides per hour, all scenarios perform above the mean and towards the higher end of the standard deviation. It is important to note, however, that the proposed system services a smaller, denser population than many of the other peer groups which can skew the statistic. This is because of two reasons. The first and most obvious is that the City of Platteville is smaller than many of the other cities in the peer group. The second is that the proposed system only services a municipality, whereas other peer systems are county-wide. Nonetheless, for a new system that is still developing a ridership, it is doing well.

Hours/Capita-All scenarios perform well with above mean and upper end standard deviation standing in this category. Once again it is important to take into consideration the service area population when analyzing this performance standard.

Grant Writing

As mentioned previously throughout the document, there are several recommendations that should be kept in mind while completing the grant application.

- Prior to the grant application process, an agreement between the City of Platteville and UW-Platteville must be formed outlining funding streams and services. See Appendix B for an example.

- Any local match funds not used should considered being used to leverage funding for capital improvements through the WisDOT 5311c grant program. Route amenities like benches and bus shelters should be purchased through this program. This program is currently funding capital improvements at 80%. The decision to apply for this grant our how much to put towards leveraging this grant is up to the partners to decide.

- While purchasing buses for the system may not be desired, a cost benefit of owning the buses should be done to assess the most cost effective system

- Even if the city and the university decide not to implement a commerce route in the first year of implementation, it should still be included in the grant application for the proposed 2015 transit system. This grant period will cover up to five years of funding, and if the DOT is expected to continue offering subsidies, they will need to know the service is being considered, even if it is still in a conceptual phase.

- Imperative that the city demonstrates need for service:

- Provide documentation, such as service agreements, for any revenue sources outside of the state, federal, or local government. (University Partnership, Business Partnership, etc…)
- Invite the DOT to any open forums to see support from the community first hand

Section 7: Conclusion

Overall, the Platteville Transportation Development Planning process has established that merging the two transportation systems is feasible. This feasibility provides the City of Platteville and UW-Platteville with a number of options to consider when planning their new transportation program. While, ultimately it's the city and the university's responsibility to decide how to merge the systems, and what level of service to provide, SWWRPC makes the following recommendations.

Formal Partnership

If the city and university decide to merge systems, a formal partnership must be immediately made. It is important to note that this partnership cannot end at the administrative level of the university as students must approve the use of the student fees to fund this system. As long as student fees are used, the appropriate student government associations should be given oversight of the partnership. This issue should be brought before the appropriate student government body at the commencement of their legislative sessions. The University Student Partnership recommendations and Appendix B: Stevens Point, WI Transportation Agreement will help when creating an inclusive working partnership.

Budgetary Decisions

Together the two partners will need to decide how the additional $218,118.57 in state and federal funding will be utilized. When deciding how to utilize this increase in funding, the partnership must determine if they wish to save money, expand service, or do a combination of both. The Budget Scenario recommendations will help aid this discussion. The city and university must also decide how to utilize any unallocated service hours or funding that comes with their decision to use the increase in funding. Referring to the Other Budget Recommendation will provide several strategies for use of these funds. Additionally, the partnership will need to look at long-term goals of the system such as acquiring route amenities through 5311c grant funding, creating a business/commerce route, and expanding services. The Other Budget Recommendations and Appendix C: Business/Commerce Route and Outreach will help aide this discussion. As stated multiple times, if a business/commerce route is considered, it must be included in the initial grant application even if not implemented during the first few years of the system.

Routing Decisions

The plan recommends that two shuttles run simultaneously on two routes during the academic year. It will be up to the partners to decide if summer service be provided and what that service will look like. The plan also recommends two routes that split the city into one Campus and one City route. Additionally, all routes should begin and end at the University with the Pine Street Loop being the transit hub. This hub should be the top priority for any route amenity updates. Ultimately all routing options and decisions will need to be made by the partners. It is strongly encouraged that these recommendations be used as blueprints or starting points if changes are to be made by the partners. Appendix D: "Ideal" Shuttle Routes, and the Current Conditions section can be helpful in changing or making routing decisions. Consistent review of route performance and changes, preferably during the slow season of summer, is also highly suggested. The Evaluation portion of the document will provide guidance into how to evaluate the program.

Other References

On a final note, Appendix A: Summary of Best Practices from Other Transit Systems and the Outreach section can be help inform decisions during the entire decision making process. The Grant Writing recommendations can be provide guidance during the grant writing process.

Section 8: Appendix

Appendix A: Summary of Best Practices from Other Transit Systems

Local communities with similar characteristics to the City of Platteville were consulted in developing a successful transportation development plan. Stevens Point, Menominee, and Whitewater, Wisconsin were all identified as similar systems being that they are home to a UW-System University and are within the DOT parameters as a small urban transit program of a population of fewer than 50,000 and greater than 2,500. Specific goals of the outreach were to look at developing successful transit development strategies. These strategies included:

- Routing
- Late night transit options
- Business partnerships
- Demonstrating need to the DOT for 5311 and 85.20 funding
- General advice

Routing

- Always include the University in a route when developing or changing existing routes to increase ridership
- Target low to medium income housing to best capture university student population
- Commerce/edge of service area routes run at 1 hour loops
- Residential and campus connect routes should be 20 to 30 minute loops
- Place top destinations in middle of route with repeat stops during loop to reduce ride times
- Drop number of routes and service hours during slower summer months
- Use the summer to analyze ridership data and improve underperforming routes
- Offer online real-time bus tracking through phone app

Late Night Transit

- Police complaints and vandalism will be reduced through implementing a Late Night Transit system
- Have all responding police departments at the table during the planning and implementation process
- All late night transit buses should be equipped with a direct line to police dispatch for immediate response times
- Focus late night transit route on high density student housing to premier late night destinations Note: this may cause different routing from regular, daytime hours
- If different, clearly mark all late night stops with different signage from daytime service stops
- Focus on student housing off-campus as on-campus residents are generally not of legal drinking age
- Discourage the idea that the late night service is a “party bus”
- While underage drinking may be a problem in many communities like Platteville, a late night transit service should not serve as a mechanism for “cracking down” on underage drinkers. Efforts to ticket passengers can potentially discourage riders from using safe transportation and may encourage more dangerous options such as driving under the influence.
- To avoid altercations with inebriated passengers provide late night service free to all patrons
- Keep loops short (15 to 30 minutes)

Demonstrating Need to DOT for 5311 and 85.20 Funding

- Provide documentation of support from community
- Invite DOT to public hearings so they can see community support firsthand and that all stakeholders at the table are on board
- Provide documentation that the university is committed with funding
- Develop a transportation agreement between the university and city

Business Partnerships

- First advertise the new transit system before soliciting businesses for advertising
- Be wary of using large advertising firms as service fees may cause advertising to be minimally profitable for a small transit system
- When developing an advertising plan, find a local business with the ability to print vinyl wraps and work with them to develop an advertisement system
- Have route information and passes available for purchase at local businesses along route
- Work with businesses to develop a commerce route completely funded by businesses
- Find a system of charging that is fair and equitable-cost to business based on a combination of business size, square footage, and likely benefit of being added to the route
- Give the business funded system a two-year trial period then review and revisit the system with the business partners

General Advice

- Work with University to use student fees to pay part of local match
- Allow students to ride for free if student fees are used to fund local match
- Partner with university student government association to help determine where students want routes
- Partnering with the student governance presents its own challenges as these positions experience high turnover on a yearly basis
- Develop a plan to account for constantly changing student leadership
- Promote fixed route system to abled-bodied and non-elderly riders
- Keep shared-ride for elderly and ADA use as fixed routes are more efficient with good ridership
- Implement a pass system available to general community that allows fare savings if purchased
- Offer summer pass to school aged children for unlimited summer ridership for a one-time fee
- Implementing an effective transit system can lead to reduced parking issues especially on university

Table 8-1 compares similar fixed-route UW shuttle systems to the current system.

Table 8-1: Comparable UW-System Fixed Route Systems

Comparison Of Similar Fixed Route Systems in UW-System				
	Platteville (Current)	Menomonie	Stevens Point	Whitewater
City Population*	11,655	16,111	27,160	14,977
Campus Population**	8,717	9,643	9,286	12,015
Student Fare	Free	Free	Free	$1.50
"Community" Fare	$1.00	$1.50	$1.00	$1.50
Passes Available	Yes	Yes	Yes	Intercity Only
Student Fee Funded	Yes	Yes	Yes	No
Late Night Bus	No	No	Yes	No
Residential/Campus Connect Loop Time	1 Hour	15 Minutes	25 minutes	30 Minutes
Shopping Route Loop Time	1 Hour	1 Hour	55 minutes	
Summer Routes	N/A	Reduced	Reduced	Full Service

***City Population based on 2013 Wisconsin Department of Administration Estimates**

**** Campus Population based on Fall 2013 UW-System Headcount Enrollment**

Appendix B: Stevens Point, WI Transportation Agreement

The following is a transportation agreement between the City of Stevens Point Transit and the University of Wisconsin Stevens Point. This contract can be used as a blueprint while developing a formal relationship between the City of Platteville and UW-Platteville.

UNIVERSITY OF WISCONSIN STEVENS POINT
U-PASS SERVICE (All inclusive)
TRANSPORTATION AGREEMENT

2014 FALL SEMESTER/ 2015 SPRING SEMESTER

THIS AGREEMENT is by and between the City of Stevens Point/Stevens Point Transit hereinafter referred to as "SPT", and the University of Wisconsin Stevens Point Student Government Association and the Board of Regents of the University of Wisconsin hereinafter referred to as the "University".

SPT is Municipal Transit System, with a principal mailing address of 2700 Week Street, Stevens Point, WI 54482; and the University is a member of the State of Wisconsin University System, with a principal mailing address of University of Wisconsin Stevens Point, 2100 Main St., Stevens Point, WI 54481.

1.) UNLIMITED ACCESS PRIVILEGES

1.1 The University agrees to establish appropriate procedures to assure that one and only one UWSP Point Card is distributed to each student enrolled at the University. If validation becomes an issue, SPT and the University will mutually agree to an alternative to the UWSP Point Card.

1.2 The UWSP Point Card shall be valid for transportation during all scheduled hours of service, on all year round fixed routes, paratransit service and campus bus routes which operate only when campus is in full session. The UWSP Point Card shall be accepted as proof of pre-paid bus fare when presented by the student to whom the card was issued. The UWSP Point Card does not need to be presented to the driver on the Late Night Transit routes.

1.3 University students with disabilities, upon review of their application and determined to be unable to utilize the SPT fixed route buses will have comparable access to Paratransit services, called Point Plus. Eligibility for this service shall be based upon the criteria established by the American's with Disabilities Act of 1990. Students presenting a valid UWSP Point Card shall not be charged a fare.

1.4 The UWSP Point Card is not transferable and not for resale. Any person violating these terms or conditions may be subject to disciplinary action as determined through a Student Conduct Hearing through the University Rights and Responsibility Dept., or prosecution by the City of Stevens Point.

2.) SERVICES

2.1 SPT shall provide its established and regularly publicized bus service and any additional bus service it may activate year round to university students.

2.2 SPT shall also operate additional, student-oriented bus service, which will be developed collaboratively between the SGA and SPT, during the following periods:

a. Fall Semester 2014: Campus route: Weekday, Weekday Evening, Saturday, Point Plus, and Late N Transit Service-(September 2, 2014 through December 19, 2014)

b. Spring Semester 2015: Campus route: Weekday, Weekday Evening, Saturday, Point Plus and Late Night Transit Service- (January 20, 2015 through May 15, 2015)

c. All routes operated by SPT are open to and available for public use.

3.) TERM OF AGREEMENT

3.1 The term of this Agreement at the fee amounts stated in Section 4, shall be September 2, 2014 through May 15, 2015. Participation in the U-Pass program for the Fall Semester of 2015 and Spring Semester of 2016 is contingent upon the annual approval of segregated fees required to pay for the service.

4.) COMPENSATION

4.1 The total amount due to SPT by UWSP will not exceed $103,020 for the 2014 Fall Semester and $ 103,020 for the 2015 Spring Semester.

4.2 The UNIVERSITY shall pay to SPT the UWSP share according to the following payment schedule.

Combined Service for: U-Pass program, Late Night Transit Program, Year Round Fixed Route Program, Paratransit services, and Capital Expenses:

a. Fall Semester CY2014:

	Payment Due Date	
1/3 UWSP Share	October 15, 2014	$34,340
1/3 UWSP Share	November 15, 2014	$34,340
1/3 UWSP Share	December 15, 2014	$34,340

b. Spring Semester CY2015:

	Payment Due Date	
1/3 UWSP Share	March 15, 2015	$34,340
1/3 UWSP Share	April 15, 2015	$34,340
1/3 UWSP Share	May 15, 2015	$34,340

4.3 Should the fee and/or expenditure authority not be approved by the University, the contract shall lapse without further obligations of either party. If the University desires to continue this program for the subsequent Fall and Spring Semesters, SPT must receive written notification to include expected levels of service by March 1, 2015.

5. RECORDS

5.1 SPT will keep ridership records of U-PASS usage. SPT will provide quarterly ridership reports to the UNIVERSITY. The quarterly reports will include ridership statistics for each university route, to include daily, weekly, monthly, and quarterly statistics. The University and SPT will work cooperatively to obtain and share any other information deemed necessary by either or both parties.

6. ADMINISTRATION

6.1 In providing and furnishing any of the aforementioned bus services, the University shall not have, and shall not exercise any control over SPTs operation in connection with providing bus service, and the University shall not have and shall not exercise any control or supervision whatsoever over drivers of the buses used in said service who shall be employed by the City of Stevens Point, shall constitute SPT employees only, shall not constitute agents or employees of the University, and shall be subject solely to the SPT supervision and control.

6.2 The administration, management, marketing and promotion of the U-PASS program are the mutual responsibility of SPT and the University. In all these aforementioned areas it is acknowledged that there will be administrative and management costs to both parties. SPT will work cooperatively with the University to develop a marketing plan to market the U-PASS program. It is understood that the University will be responsible for marketing the program to students except that the Transit Manager will approve all U-PASS marketing materials that contain, or reference, the SPT trademark images or properties.

7. INTERRUPTION OF SERVICE/NON-PERFORMANCE

7.1 SPT shall not be in default of any provisions of this Agreement for failure to perform where such failure is due to strikes, walk-outs, civil insurrections or disorders, order of civil authorities, shortages of motor fuel or equipment, significant United States or State of Wisconsin Departments of Transportation funding reductions, acts of God, or for any other cause or causes beyond the control of SPT.

8.) TERMINATION

8.1 Failure to make payment, as outlined on Section 4, shall result in termination of this Agreement, at SPT's sole and exclusive option. Termination of this Agreement for failure to make payment means that UWSP Point Cards shall not be honored by SPT on its buses. Should SPT exercise its termination option under the terms and conditions of this paragraph, SPT shall have the right to make legal claim for those monies outstanding. Should it be necessary for SPT to exercise its termination option under the terms and conditions of this paragraph, SPT shall not be liable to the University for any claimed damages, personal or property, including any consequential damages, resulting from the loss of bus services under this Agreement. Should this Agreement be terminated under the terms and conditions of this paragraph, and the University then subsequently provides payment as required, SPT may require 30 calendar days to reinstate the terms of this agreement.

8.2 If at any time during the term of this Agreement, either party shall fail to satisfactorily meet the provisions of this Agreement, or if at any time the SPT system makes or notifies the University of what the University considers to be an adverse change in any of the bus service routing covered by this Agreement, the dissatisfied party shall so advise the other party by certified mail indicating in specific detail the nature and basis of its dissatisfaction. The party to whom the complaint is addressed shall have an opportunity to correct the situation giving rise to the complaint within forty-five (45) days from its receipt; if such corrections are not made to the reasonable satisfaction of the complaining party within said period, the complaining party may terminate this Agreement upon forty-five (45) days written notice.

8.3 All accounts shall be settled on a prorated basis in the event of termination of this Agreement prior to its full term.

8.4 Should SPT or the UNIVERSITY be unable to fulfill the requirements of this agreement because of expected lack of funds, then either SPT or the UNIVERSITY may provide written notice of such expected lack of funds upon thirty (30) days prior written notice and this agreement shall be terminated.

9. AMENDMENT/SEVERABILITY

9.1 This Agreement and Exhibits contain all terms, provisions, and conditions of this Agreement. All the provisions contained herein are intended by the parties to be whole and entire and no provision is intended to be severable.

9.2 This Agreement may be amended at any time by mutual agreement of the SPT and the UNIVERSITY. Any amendment to this Agreement shall be in writing, signed by both parties, and attached to the original of this Agreement.

10. NOTICE

10.1 Any notices issued, pursuant to the terms of this Agreement, shall be in writing and delivered in person or by certified mail, return receipt requested, to the attention of the authorized representative, as stated in section 12 of this contract, and mailed to the address indicated in the execution of this Agreement, unless either party is notified, in writing, to the contrary.

11. MISCELLANEOUS

11.1 This contract shall be governed under the laws of the State of Wisconsin. The contractor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct. The State of Wisconsin reserves the right to cancel any contract with a federally debarred contractor or a contractor which is presently identified on the list of parties excluded from federal procurement and non-procurement contracts.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be signed by duly authorized representatives the day and year aforesaid.

CITY OF STEVENS POINT, STEVENS POINT TRANSIT

BY: _____ _____
Mayor City of Stevens Point Date
Andrew Halverson

BY: _____ _____
Date
University of Wisconsin Stevens Point
Director of Purchasing
Katie Schroth

Appendix C: Summary of Business-Funded Commercial Route and Business Outreach

As stated in the routing assumptions, the Business 151 district has the potential to be a business-funded route. Businesses participating in this route would supply the local match (41.6%) of the route cost. The additional 58.4% cost of the route would be funded by the state and federal government just as the other routes are funded. This business-funded route was based on a system in place between the City of Stevens Point and the Village of Plover. In this system, the Village of Plover is charged the local share associated with the specific bus route that travels to its commercial center, Crossroads Commons, from Stevens Point. Plover then charges the cost of the route to individual businesses on the commercial route. To determine how much charge each business, the Village of Plover implemented a tiered funding structure which took into account the mixture between the business's total square footage and the expected benefit of the bus route to that business.

Village of Plover

The following are the key characteristics of the Plover tiered system which were recommended by the Village Administrator, Dan Mahoney:

- Yearly cost charged to businesses by Plover is roughly $17,000 to $19,000
- Tier structures based on the following square footage
    - Tier 1- businesses that are 200,000 ft² or greater
        - Percent funding by tier 20%
    - Tier 2- businesses that are 100,000-190,000 ft²
        - Percent funding by tier 10%
    - Tier 3- businesses that are 10,000-90,000 ft²
        - Percent funding by tier 7.5%
    - Tier4- businesses that are less than 10,000 ft²
        - Percent funding by tier 2%
- Cost associated to each business varies from roughly $4,500 (tiered 1) to $500 (tiered 4)
    - The tiered 4 cost is not actually at 2%, it was set at a minimum cost of $500 after this tier's cost dropped to a few hundred dollars
- Total cost to businesses has decreased
    - Efficiency by the City of Stevens Point Transit
    - High ridership figures
    - More businesses added to the route due to development

Business Outreach

Based on outreach to other transit systems, a business outreach plan was developed to begin the conversation on how best to partner the potential transportation system with the business community along the 151 business corridor. Businesses were prioritized for outreach based on:

- Desired locations as indicated from the community outreach surveys
- Types of businesses
- Density of businesses
- Existing university shopping route

The business outreach consisted of a short interview in which several topics were covered in order to begin an informed discussion on partnering Platteville Public Transportation and the business community. These topics were:

Introduction of the feasibility study

A general explanation of the transportation feasibility study was given to explain why the business was being contacted and what feedback was needed from the business

Business Information

Businesses were asked about the number of employees, number of college students employed, and the transportation needs of their customers and employees. The transportation needs were focused on the number of customers and employees who did not have access to a personal vehicle.

Current use of Platteville Transportation Options

Next, businesses were asked about the current usage of the public transit system namely the shared-ride taxi and university shuttle by their customers and employees. Feedback on these two modes of transportation was also encouraged.

Partnership Questionnaire

The final portion of the business interview was the business partnership questionnaire. This questionnaire asked about the willingness to partner with the transit in a variety of ways such as:

- Taking out advertisement on the shuttle
- Selling shuttle passes in their business
- Having transit information available to customers at place of business
- Holding short-term promotions or discounts for customers who use the shuttle
- Accommodating flexible work schedules for employees who use the transit system
- Encouraging customers and employees to use the transit system

The final question of the partnership questionnaire dealt with the self-funded route option as adapted from the Village of Plover. Table C-1 and Table C-2 are the preliminary costs shown to each business for a self-funded commerce route with options of an academic year or calendar year commerce route with various days of week service scenarios. These figures were derived from the recommendations made by the Village of Plover and the following assumptions.

- All business tiers and funding percentages were based on the Plover model.
- State and Federal Subsidy was set at 60% based on the Plover model meaning that businesses would have to cover the remaining 40% program cost.
    - Actual state and federal funding is better represented by 58.4% based on WisDOT consultation, but to be consistent with all business interviews, the initial Plover recommendation was used throughout the interview process.
- Cost of shuttle per hour was assumed to stay at the existing rate of $44.25 per hour.
- Daily route service was assumed at 8 hrs. in an effort to balance cost to business with available service hours to users.

Table C-1: Annual Contribution for Year Round Bus Route

	Size of Business	Percent Funding by Business Tier	2 days a week (Weekend)	5 days a week (Work Week)	6 days a week (No Sunday)	7 days a week (Daily)
Tier 1	200,000+ ft	20%	$3,171.84	$7,929.60	$9,515.52	$11,101.44
Tier 2	100,000-190,000 ft²	10%	$1,585.92	$3,964.80	$4,757.76	$5,550.72
Tier 3	10,000-90,000 ft²	7.5%	$1,189.44	$2,973.60	$3,568.32	$4,163.04
Tier 4	Less than 10,000 ft²	2%	$317.18	$792.96	$951.55	$1,110.14

Table C-2: Annual Contribution for Academic Year Bus Route

	Size of Business	Percent Funding by Business Tier	2 days a week (Weekend)	5 days a week (Work Week)	6 days a week (No Sunday)	7 days a week (Daily)
Tier 1	200,000+ ft²	20%	$1,812.48	$4,531.20	$5,437.44	$6,343.68
Tier 2	100,000-190,000 ft²	10%	$906.24	$2,265.60	$2,718.72	$3,171.84
Tier 3	10,000-90,000 ft²	7.5%	$679.68	$1,699.20	$2,039.04	$2,378.88
Tier 4	Less than 10,000 ft²	2%	$181.25	$453.12	$543.74	$634.37

Initial Feedback Summary

Overall, twelve businesses along the 151 corridor were interviewed with special attention focused on the key, major businesses (Wal-Mart, Menards, Kmart, etc…). After these initial interviews, there is general interest for a commercial route with varying levels of business partnerships including the ideal business funded route. Table C-3 includes a summary of all interviews.

Table C-3: Business Funded Route Comparison Chart

Business	Contact	Number of Employees	% of Student Employees (Estimate)	Willingness to be a Route Sponsor
Benvenutos	Julie Klein-Manager Julie@plattevillebenvenutos.com	86	90%	Extremely willing-Very good potential champion of system
Berry Yo	Tim Stanton-Owner (608) 348-9511	7	Not Provided	Willing- however, willingness depends on the cost/benefit of financial investment
Country Kitchen	Tom Sigwarth-Owner (608) 348-3041	40	Not Provided	Willing-if included on route and cost/benefit is acceptable
Dairy Queen	Tom Sigwarth-Owner	60	High %	Willing- however, willingness depends on the cost/benefit of financial investment
Dollar Tree	Ed-Store Manager (608) 348-5352	10-12	Not Given	Very Unlikely-due to strict top-down corporate management with no local advertisement budget
Dunkin Donuts	Mike-Store Manager (608) 348-8040	20	High %	Possible-would have to work with owner/corporate
Kmart	Jason*-Store Manager (608)348-6554	70	80%	Possible-would have to work with corporate (Sears-Holdings)
Menards	Lee-Store Manager (608)348-4610	150	50%	Possible-would have to work with corporate planning office
Millennium Cinema	Jeremy Patnaude Jeremy@Statetheares.com	8	Not Provided	Possible-if included on route and cost/benefit is acceptable
Take Two ** **A&W**	Jeremy Patnaude Jeremy@Statetheares.com	Presently 6 will grow to 30 to 40	Not Provided	Possible- however, willingness depends on the cost/benefit of financial investment
Walmart	Carl-Assistant Manager (608) 348-4888	Not Given	High %	Possible-would need to work with manager/corporate

***Jason, the store manager of Kmart, is moving to a new store. The assistant manager, Brandon, is taking over and will be the store contact.**

****Take Two Restaurant is closing and is becoming a A&W Restaurant instead in hopes of better capturing the college student market**

Many businesses emphasized the importance of the cost/benefit of making such an investment as a stop sponsor. Many would like an initial trial period for a year or two before committing to any long-term agreement. Keeping costs as low as possible when designing the commerce route are a top priority for businesses.

Other recommendations made by businesses for a business funded route are as follows:

- Run the commerce route 7 days a week
- Run the route later in the day/evening
- Create a payment plan
- Give stop sponsors a limited number of bus passes to distribute to their employees who do not own their own vehicle

Other Business Partnerships

Responses to the other six partnership opportunities are included in table C-4. For each partnership opportunity, businesses were asked to indicate their willingness to contribute to each partnership option. Additionally, their willingness to contribute to a partnership option was also established by indicating if a shuttle stop was or was not immediately outside their location. In other words the survey asked, how likely a business would be to advertise on the shuttle if it guaranteed a stop outside their business; and again if a stop was not guaranteed.

Table C-4: Business Partnership Comparison Chart

Business		Benvenutos	Bery Yo	Country Kitchen	Dairy Queen	Dollar Tree	Dunkin Donuts	Kmart	Menards	Millenium Cinema	Take Two/ A& W	Walmart
Taking out advertisement on the shuttle	Not Immediate Location	Very Likely	Nuetral	Unlikely	Unlikely	Very Unlikely	Likely	Unable to Anwer	Unable to Anwer	Neutral	Neutral	Unable to Answer
	Immediate Location	Very Likely	Nuetral	Very Likely	Very likely	Very Unlikely	Likely	Unable to Anwer	Unable to Anwer	Likely	Likely	Unable to Answer
Selling shuttle passes	Not Immediate Location	Very Likely	Likely	Likely	Likely	Unlikely	Unlikely	Likely	Unable to Anwer	Nuetral	Nuetral	Likely
	Immediate Location	Very Likely	Likely	Likely	Likely	Unlikely	Unlikely	Likely	Unable to Anwer	Nuetral	Nuetral	Likely
Having transit information available	Not Immediate Location	Very Likely	Very Likely	Very Likely	Very likely	Unlikely	Likely	Likely	Unable to Anwer	Very Likely	Very Likely	Very Likely
	Immediate Location	Very Likely	Very Likely	Very Likely	Very likely	Unlikely	Likely	Likely	Unable to Anwer	Very Likely	Very Likely	Very Likely
Holding short-term promotions or discounts	Not Immediate Location	Very Likely	Likely	Likely	Likely	Very Unlikely	Likely	Unable to Anwer	Unable to Anwer	Likely	Likely	Unable to Answer
	Immediate Location	Very Likely	Likely	Likely	Likely	Very Unlikely	Likely	Unable to Anwer	Unable to Anwer	Very Likely	Very Likely	Unable to Answer
Accommodating work schedules for transit	Not Immediate Location	Very Likely	Likely	Likely	Likely	Likely	Likely	Very Likely	Unable to Anwer	Unlikely	Unlikely	Very Likely
	Immediate Location	Very Likely	Likely	Likely	Likely	Likely	Likely	Very Likely	Unable to Anwer	Unlikely	Unlikely	Very Likely
Encouraging customers and employees to use	Not Immediate Location	Very Likely	Likely	Likely	Likely	Very Likely	Likely	Likely	Unable to Anwer	Very Likely	Very Likely	Very Likely
	Immediate Location	Very Likely	Likely	Likely	Likely	Very Likely	Likely	Likely	Unable to Anwer	Very Likely	Very Likely	Very Likely

Key
Very Likely
Likely
Nuetral
Unlikely
Very Unlikely
Unable to Answer

Table C-5 includes businesses that were initially contacted but were unable to have a meeting scheduled with.

Table C-5: Contacted but Not Interviewed

Business	Contact	Notes
Aldi	Corporate office. Phone online	Individual stores are unable to be contacted as there is not direct line to a single store. SWWRPC was informed by corporate to go in person to set up any appointments. SWWRPC spoke with an assistant manager to set up a time, but the store failed to respond to SWWRPC's request.
Farm and Fleet	Regional Office (608) 754-2821	All store contact must be prior approved by the regional office. The regional office was unavailable at the time of the study.
Hibbit Sports	Alyssa-Store Manager (608) 348-5544	The store manager was unavailable at the time of the study.
Maurices	Chelsea-Store Manager (608) 348-5551	The store manager was unavailable at the time of the study.

Suggested Strategies for Business Funded Route

Emphasize Precedent

For larger stores who will be funding a larger percentage of the route, the buy in to the system may be more hesitant especially for large national chains such as Walmart. Indicating that these types of companies have sponsored bus routes previously will be a crucial point. The Plover/Sevens Point system has multiple national chain businesses such as Walmart, Lowe's, Kohls's, and Best Buy.

Start Small and Grow

As can be seen from the previously provided stop sponsor cost sheet, the higher the service, the higher cost is to each business. While it may be tempting to offer the maximum number service hours to transit users, it will be most beneficial to start with service hours during peak travel and shopping times in order to create the most efficient route. This can be done by referring to the travel time preferences indicated in the survey used for this study. Once a healthy commerce route ridership has been established, service can be expanded to meet ridership and budgetary needs.

Business Controls Cost

Another key talking point while developing this system is that businesses are able to lower costs associated with sponsoring a stop. This ability is twofold. The first is using route fare revenue to offset local business cost. In other words, by increasing paid ridership, the total fare-box revenue for the route is increased. This revenue can then be used to decrease the expense charged to businesses sponsoring stops. Knowing this, businesses can lower their cost by encouraging route ridership. A second cost control is that businesses can encourage other businesses along the 151 corridor to become stop sponsors. By bringing more businesses into the program, the cost is then split among more partners leading to greater savings.

Grant Writing

Even if the city and the university decide not to implement a commerce route in the first year of implementation, it should still be included in the grant application for the proposed 2015 transit system. This grant period will cover up to five years of funding, and if the DOT is expected to continue offering subsidies, they will need to know the service is being considered, even if it is still in a conceptual phase.

Appendix D: "Ideal" Shuttle Routes

These shuttle routes were generated under the assumption that funding was not a constraining issue for the City of Platteville. These ideal routing options should be considered when expanding or changing service.

Ideal Shuttle Routes

This ideal model assumes that passengers want 20 minute loops and are within two to three blocks from a bus stop at any given time. Priority was given to:

- Students
- Rental Properties
- Assisted Living Facilities (If an assisted living facility was too far out of the community, we did not include it. However, it would be good to look at the others for future routes.)
- Main Street
- Grocery Stores
- Drug Stores
- Other public amenities (Parks, pools, schools, etc.)

These routes overlap at high demand locations in the city so that there is an easy transfer point for the passengers. Those points are Pine Street Loop (Campus) and Piggly Wiggly.

This route uses six buses that would run simultaneously on each of their respective routes throughout the day to provide quick access to passengers' desired locations.

These recommendations do not account for any estimated "bus dwell time." Currently, the UW-Platteville Student Shuttle has no estimate built into their time tables, and none of the previously-identified peer transportation programs use a bus dwell time in their time tables either. Instead the estimated time is the time it take to travel between stops.

Ideal Shuttle Routes: Stop List

- *Campus Express Route (Red) – 13 min*
  - Quick service to and from campus and its most immediate neighborhoods
  - Stops include:
    - Pine Street Loop
    - Student Center
    - Rountree Commons
    - Engineering Hall
    - Greenwood Ave
    - Circle Drive Residence Halls
    - Union St. Apartments
    - Pioneer Court Apartments
    - Union and Hickory
    - Pine Street Loop

- *Fox Ridge Loop (Green) – 7 min*
  - Quick service for the Fox Ridge Apartments, which house many students
  - Stops include:
    - Pine St. Loop
    - Fox Ridge and Edgewood
    - Fox Ridge and Southwest

        - Pine Street Loop

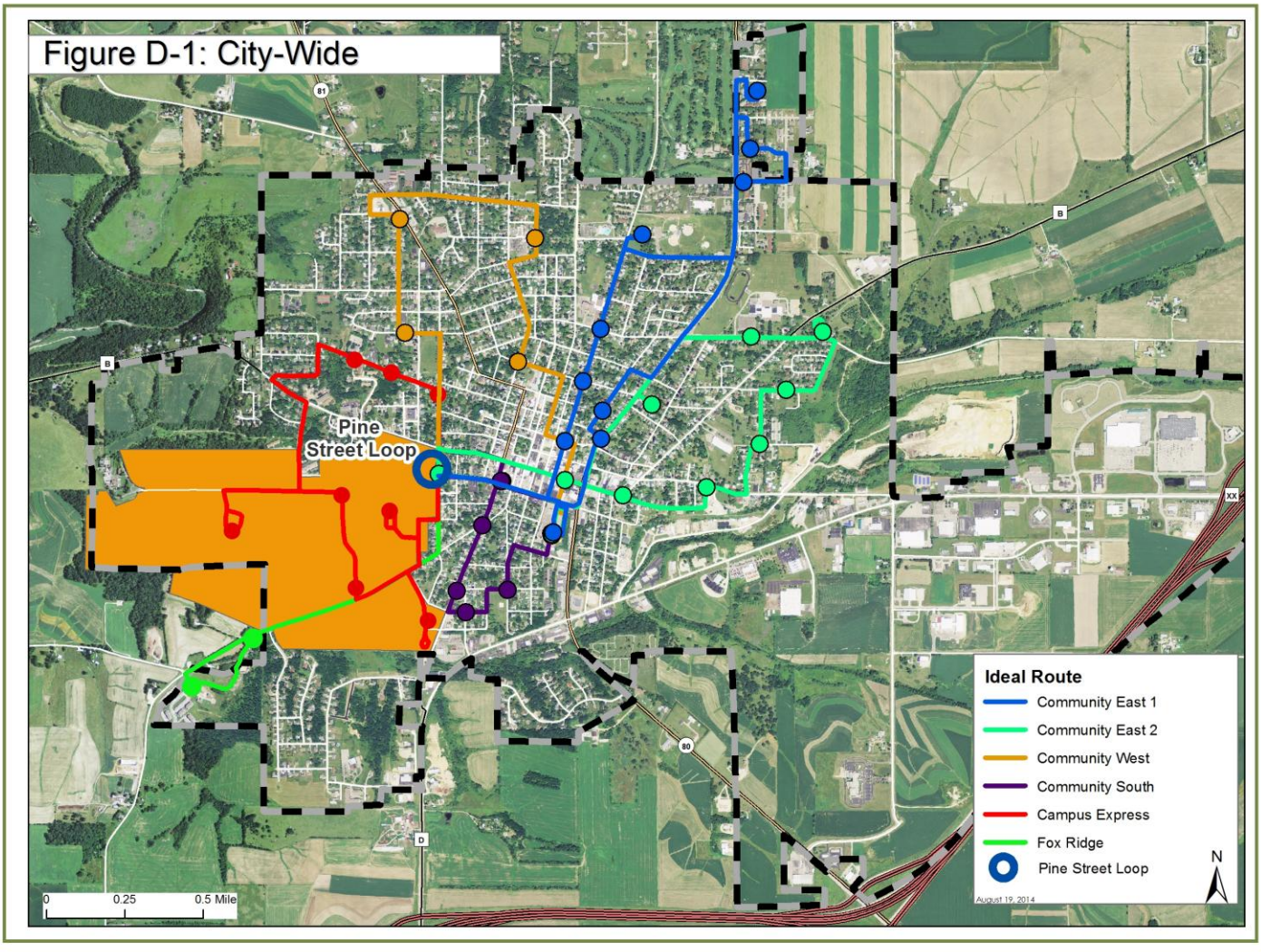
- *Community South (Purple) – 8 min*
    - Services the area just Southeast of Rountree Commons
    - Stops include:
        - Pine Street Loop
        - Hartig Drug
        - Piggly Wiggly
        - Court and Harrison
        - Staley and Gridley
        - Harrison and Chestnut
        - Pine Street Loop

- *Community West (Orange) – 19 min*
    - Services the Northwest area of Platteville
    - Stops include:
        - Pine Street Loop
        - Madison St. Apartments
        - Lancaster and Mason
        - Park Place Senior Living
        - Elm and Lewis
        - Piggly Wiggly
        - Hartig Drug
        - Pine Street Loop

- *Community East 1 (Blue) – 23 min*
    - Northeast section of Platteville was split into two sections
    - Focuses more on the middle area of Platteville
    - Longest of all the routes
    - Stops include:
        - Pine Street Loop
        - 2nd and Furnace
        - 2nd and Lewis
        - Middle School
        - Legion Field/Poolside Apartments
        - De Valera Drive
        - Country Club Court
        - Northside Drive
        - Jefferson Street
        - Water and Cedar
        - Piggly Wiggly
        - Pine Street Loop

- *Community East 2 (Teal) – 19*
    - Focuses more on the East section of Platteville
    - Stops include:
        - Pine Street Loop

- Hearthside Apartments
- Armory
- High School
- Moundview Park
- Grant Street
- May and Jackson
- Prospect Heights Apartments
- Broadway and Main
- Piggly Wiggly
- Pine Street Loop



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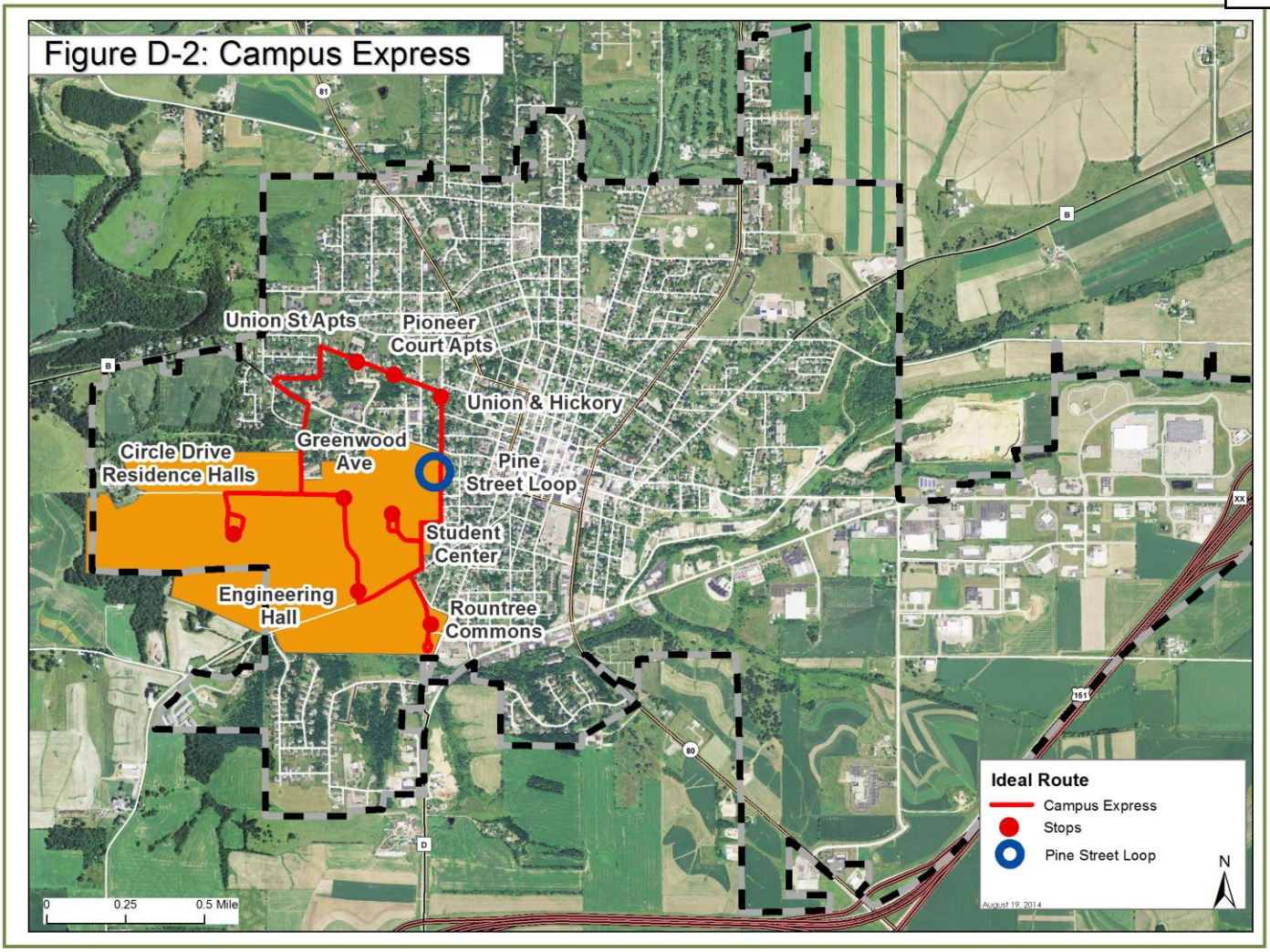
- **Fox Ridge Loop (Green) – 7 min**
- **Community South (Purple) – 8 min**
- **Community West (Orange) – 19 min**
- **Community East 1 (Blue) – 23 min**
- **Community East 2 (Teal) – 19**



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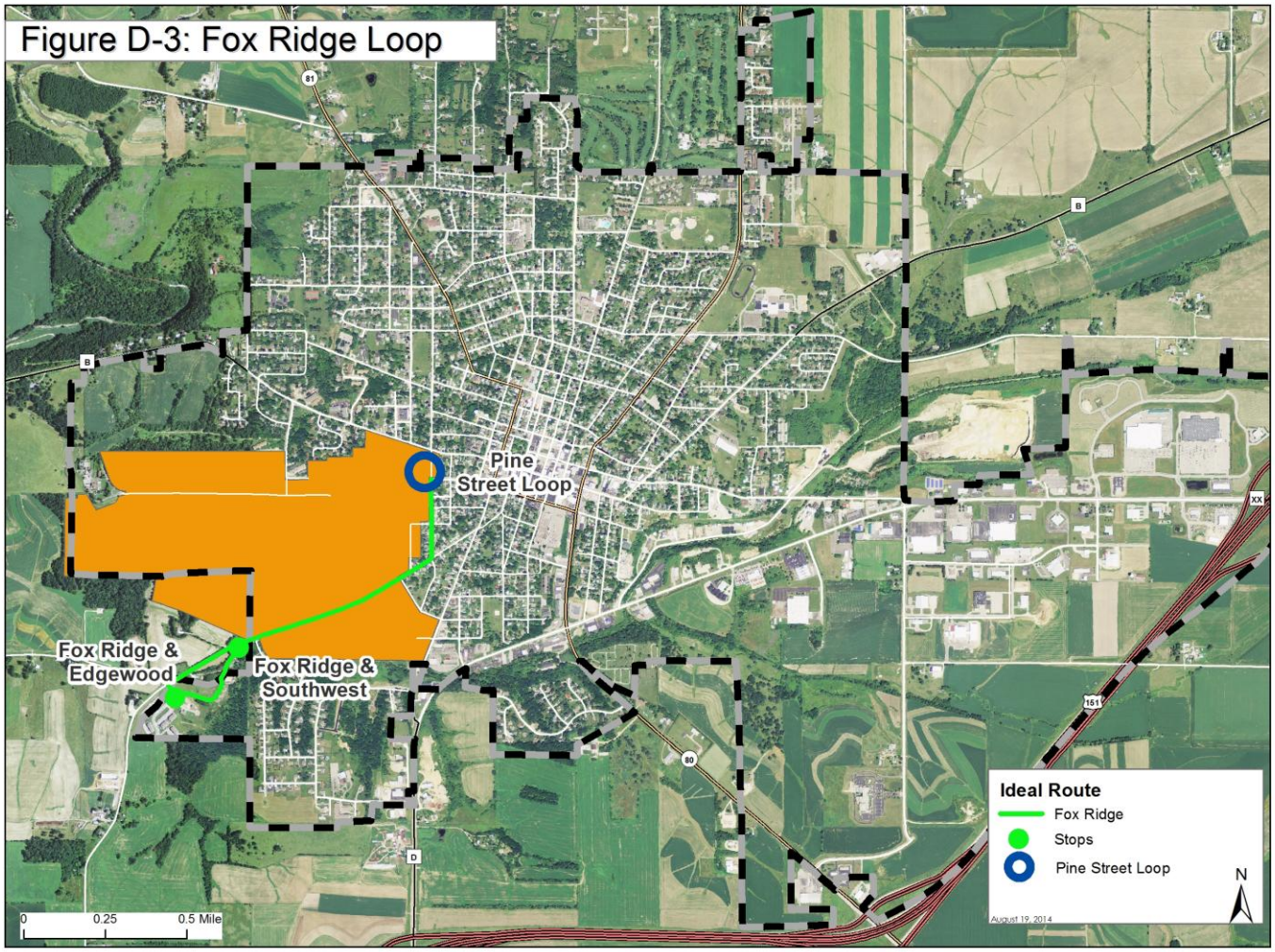
    - Pioneer Court Apartments
    - Union and Hickory
    - Pine Street Loop



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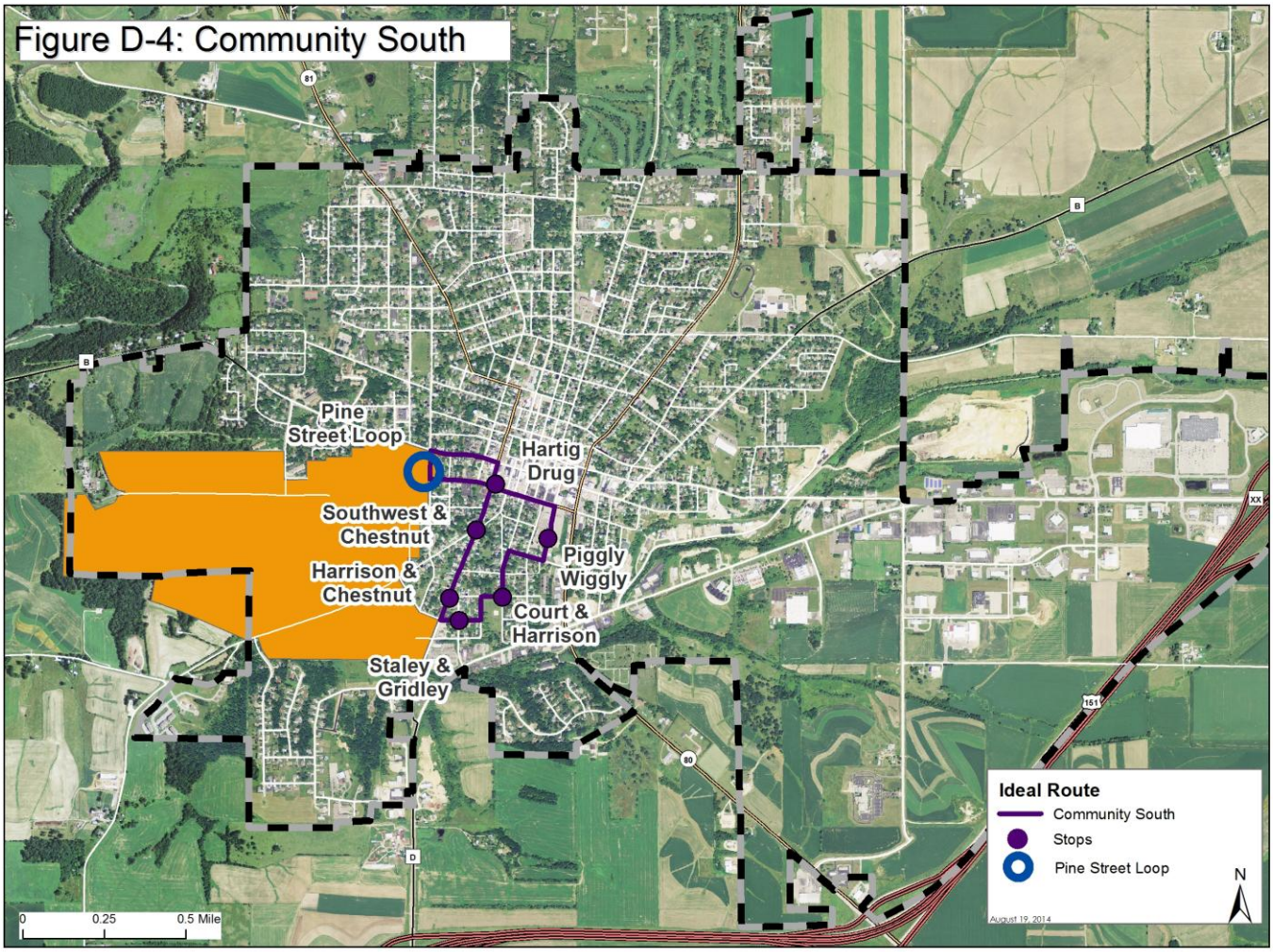

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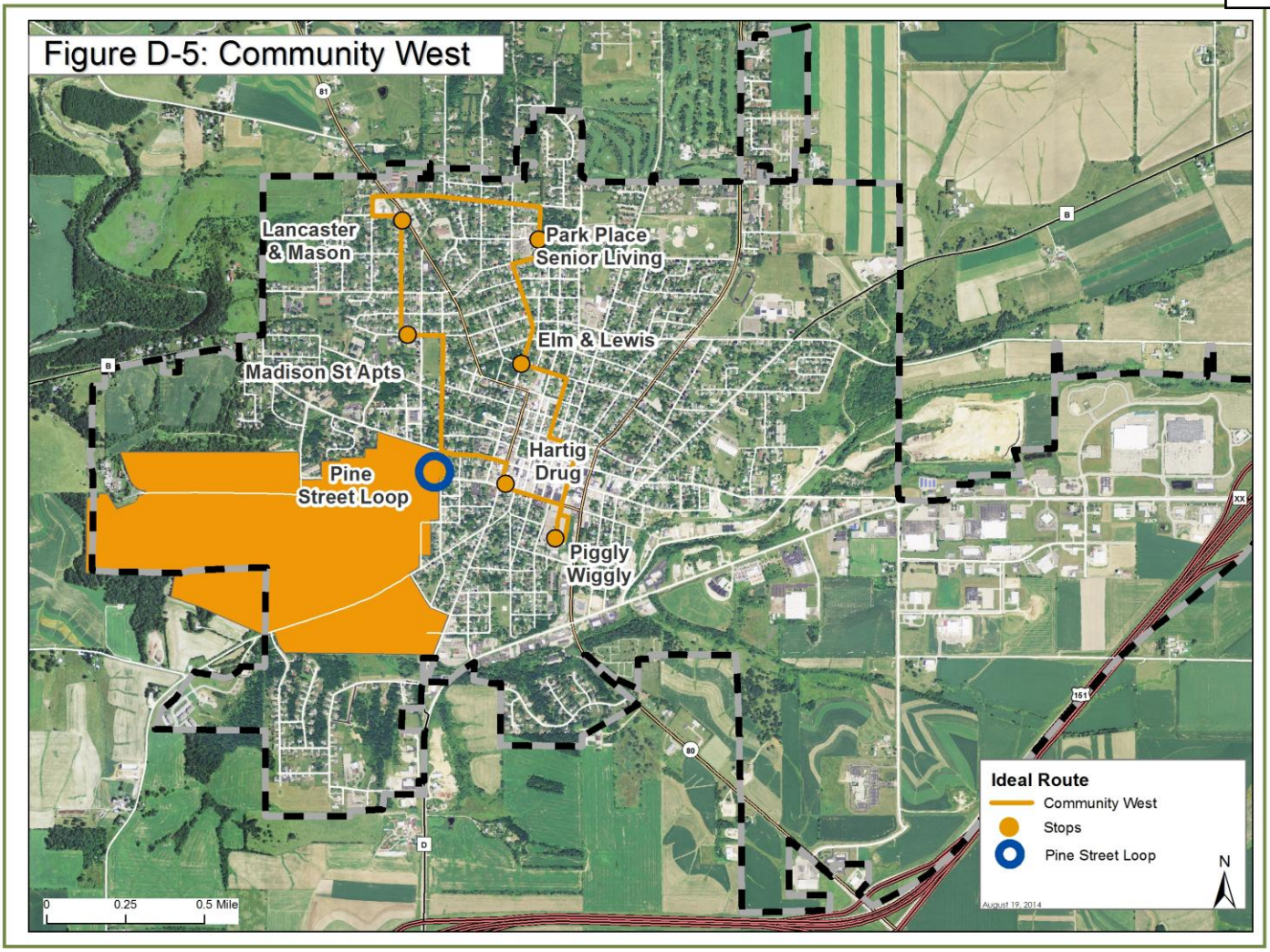

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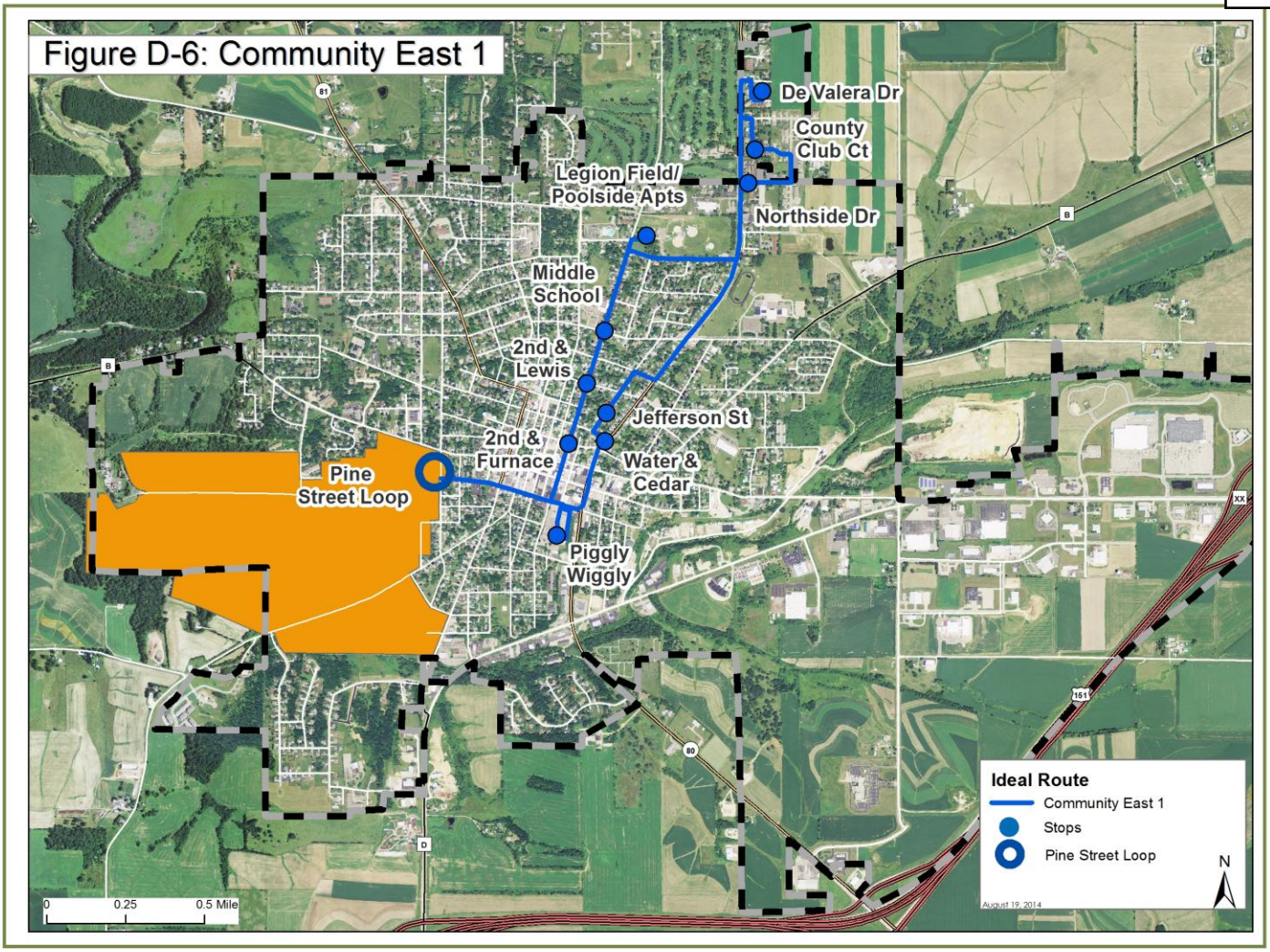

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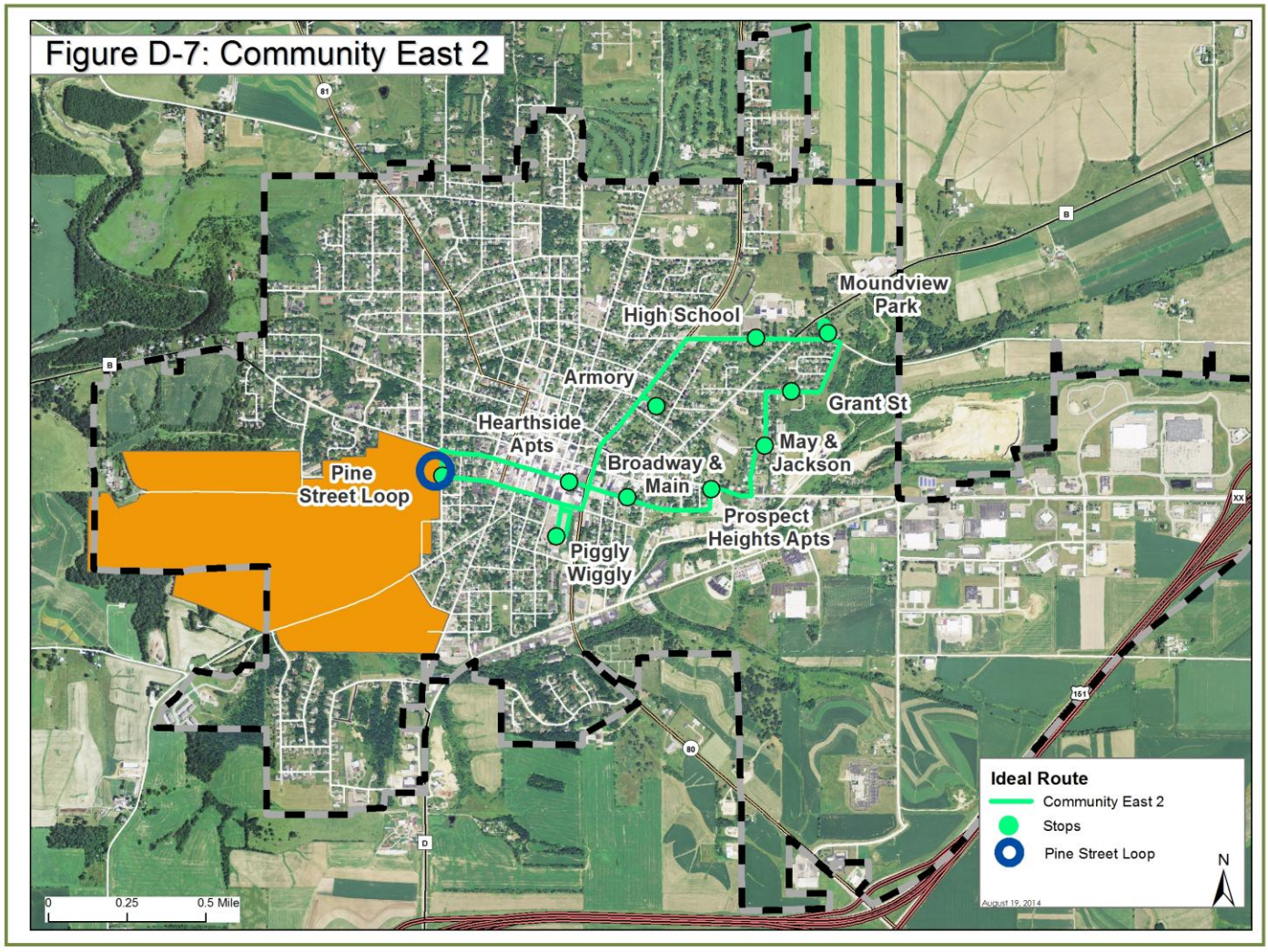

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    - High School
    - Moundview Park
    - Grant Street
    - May and Jackson
    - Prospect Heights Apartments
    - Broadway and Main
    - Piggly Wiggly
    - Pine Street Loop

Finance Committee Agenda Item

Meeting Date:	May 27, 2025
Agenda Item:	TIF Policy
Staff Contact (name, email, phone):	Rachelle Blitch, rblitch@whitewater-wi.gov , 262-473-1380

BACKGROUND
(Enter the who, what when, where, why)

This item was initially discussed at the April 22, 2025, Finance Committee meeting, where staff was directed to bring it back for further discussion and to begin development of a formal policy.

Included for the committee's consideration are a memorandum from the current Economic Development Director and policy examples from two other municipalities, provided as reference materials.

The committee is asked to consider whether the creation of a formal policy is the most appropriate course of action, or if the matter could be more effectively addressed through the development of a procedural document.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS
(Dates, committees, action taken)

FINANCIAL IMPACT
(If none, state N/A)

N/A

STAFF RECOMMENDATION

Staff recommends that the committee provide guidance on the desired content and structure of the document. Once the specific request is clearly defined, the committee can determine whether a policy or procedural document is the most appropriate approach.

ATTACHMENT(S) INCLUDED
(If none, state N/A)

1. Memo from Economic Development Director
2. River Falls TIF Policy
3. Wausau TIF application

Finance Committee Agenda Item

Meeting Date:	May 27, 2025
Agenda Item:	TIF Policy
Staff Contact (name, email, phone):	Emily McFarland, Interim Economic Development Director emcfarland@whitewater-wi. gov

BACKGROUND

(Enter the who, what when, where, why)

The topic of establishing a TIF policy is one that many municipalities the size of Whitewater consider. If you review the state you will find examples of municipalities that have one, and others that don't. My recommendation is based on my professional experience working with TIF for about 12 years in communities similar to Whitewater, as well as consulting with area municipalities to determine if they have a policy. The Cities of Watertown and Fort Atkinson and the Village of Johnson Creek all do not have a TIF policy.

My recommendation is to not create a TIF policy and it is for two primary reasons. First, TIF is a complex and nuanced topic; no two projects are ever the same and therefore the needs are varying. Whether it be unit count, geographic differences, interest rates, construction costs, on site management or not, landscaping included or not, the list could go on- every project is different and requires different items. That variety makes writing an all-encompassing policy difficult, and if written, it also immediately creates a policy that can be very difficult to consistently implement.

Second, in government when a policy is set it is difficult for a governing body to feel comfortable bypassing or adjusting that policy on a case by case basis. The very reason to create the policy is to ensure consistency. I have witnessed very few ad hoc deviations from governmental policy, and when the policy was bypassed it typically revolved around emergent circumstances or employee relations topics. In addition to the difficulty it can present for a governing body, residents expect consistent application of policy. The notion of having a policy and changing it project to project, gives the perception that a particular project is "above the rules," or getting special treatment, when in actuality the project just requires something different than the one before it. While this is not the intention, it is a natural inclination for people that don't work in development regularly to observe this and assume it is special treatment.

The City of Whitewater has goals of building more housing and encouraging more commercial/industrial development. The ability to be nimble in the means and methods of achieving those goals is, particularly at this time, necessary for success. Development costs are the same no matter where a developer builds; what does change is the rent/price a developer charges. In major markets (which Whitewater is surrounded by), developers can build the same product but charge more in other communities. Additionally, the location of Whitewater can present a challenge; not being close to a major highway can make it a less desirable location, and because of that I would also encourage not comparing policies or deals to other communities.

In order to best position Whitewater, the city needs as many resources as possible to be competitive; now is the time to grow those resources, rather than impose broad limits on them. Governing bodies will have the ultimate review and approval of developments, regardless of a policy, so the practical application of checks and balances will still occur.

City of River Falls, WI
Tax Increment Financing Policy

Updated May 22, 2018

Policy Statement

The City of River Falls intends to encourage and promote the retention, expansion, and attraction of businesses; and to remediate conditions that impair the development or redevelopment of properties within our community, thus providing greater employment opportunities and broadening the City's tax base.

One of the few tools available to the City to implement this intent is Tax Increment Financing (TIF). Wisconsin Statutes Chapter 66.1105 empowers cities with the authority to create Tax Incremental Financing Districts (TID's) for the purpose of eliminating blight, rehabilitating or conserving the area, or promoting industrial or mixed-use development. The creation of a TID may only occur after review by the Plan Commission, adoption of a resolution by the City Council, and approval by a Joint Review Board (JRB) comprised of representatives from the overlying taxing jurisdictions. In their approval the JRB must make a positive assertion that, in its judgment, the development would not occur without the creation of the TID.

The City has been and will continue to be deliberate in its use of tax increment financing and use this tool to accomplish the development and redevelopment goals of the community. All proposed uses of tax increment financing will be evaluated against the standards established in this policy and state law. Nothing in this policy prevents the City Council from authorizing the use of tax increment financing when, in its sole judgment, such use is in the public's interest and consistent with Wisconsin Statutes.

Reason for Policy

1. Use Tax Increment Financing (TIF) responsibly as a tool to encourage new development and redevelopment consistent with the Comprehensive Plan.
2. Provide a range of development incentives, when necessary, to attract new development, retain local employers, stimulate their expansion and facilitate the redevelopment and revitalization of the downtown and other older areas.
3. Provide both existing and new businesses with a consistent set of guidelines for the City's approach to incentive programs.
4. Maximize the effectiveness of the City's limited resources in stimulating new development and redevelopment projects which creates additional employment opportunities and expands the tax base.
5. Monitor the performance of active TID's to insure their financial success.

Implementation

1. The City Administrator, through City staff as designated, shall be responsible for implementing this Tax Increment Financing policy.

a. As development projects arise, the City Administrator, or designated agent, shall have the authority to negotiate the types and level of development incentives needed in accordance with the provisions of this policy.

b. The City Administrator shall regularly inform the City Council of the progress of negotiations.

2. The City Council shall have the final authority to review and approve all negotiated agreements.

Definitions

1. "Greenfield Development" means development that occurs on land that has not previously been developed where there is no need to demolish or rebuild any existing structures.

2. "Redevelopment" means development that occurs on land where development previously occurred. May involve the adaptive reuse of existing structures or the demolition of existing structures followed by some form of re-use, including new construction.

3. "Target Area" means an area identified as an area for development or redevelopment. Targeted areas for development and targeted areas for redevelopment are approved by the City Council.

4. "Redevelopment Area" means an area, project area, blighted area, or similar defined geographic region created in accordance with Wisconsin Statutes §§ 66.1301, 66.1331, 66.1333, or similar redevelopment laws as amended or added.

Tax Increment District Creation

Tax Incremental Districts (TID's) will be created to further the development and redevelopment goals of the City. The City will be proactive in creating TID's to stimulate and facilitate these efforts. The creation of new TID's will be guided by the following policies:

1. TID's will be created to further the development and redevelopment goals of the City.

2. TID's may be created within a Redevelopment Area.

3. TID's may be created within an area defined as a Target Area.

4. If the creation of a TID for a new development is initiated in a development area or by a request for development assistance, the target guaranteed assessed value of the initial project is $4 million. The target guaranteed assessed value of a Redevelopment project is $2 million.

5. The creation of all TID's must follow and meet the requirements contained in Wisconsin Statutes § 66.1105.

TID Limits

Wisconsin Statutes limit the equalized value of taxable property located in TID's to 12% of the total equalized value of taxable property in the city. In addition, Wisconsin Statutes limit the total debt of a city to 5% of equalized value. Some research has indicated that there appears to be a relationship between a community's debt burden and the failure rate for TID's.

Eligible Project Costs

Wisconsin Statutes § 66.11 05(2)(f) identify and define project costs that may be paid through the use of Tax Increment Financing. All such project costs may in the proper circumstance benefit the public and further the general welfare of the residents and taxpayers of the City. However, as guidance to the City in lawfully exercising its discretionary powers these eligible costs will be placed into the following categories:

1. Public Improvements of General Public Use.

    a. Project costs have a broad community use or application as a whole rather than a particular development or development area. Examples may include property acquisition or demolition, environmental remediation, park development, recreational trails, public parking, public facilities (as permitted by statute), neighborhood revitalization, street improvements, traffic signals, lighting, etc.

    b. Eligible in both Greenfield development and Redevelopment

2. Public Improvements of Development Specific Use.

    a. Project costs that are public in nature, but focus on a development or a development area. Examples may include property acquisition/demolition, environmental remediation, utility extensions, road construction, street lighting, traffic control devices, street landscaping, etc. These improvements will remain in public ownership or continue to benefit the public regardless of the success of the development.

    c. Eligible in both Greenfield development and Redevelopment but primarily used for redevelopment areas.

3. Cash Grants to Owners, Lessees, or Developers.

    a. Loans or other payments made directly to owners, lessees, or developers. Examples include costs for tenant build-out, modifications due to changes in building codes or building occupancy, upgraded interior or exterior building

materials or finishes, underground parking, project equity or gap financing, etc. These improvements will likely remain in private ownership.

b. Eligible in Greenfield and Redevelopment projects.

c. Cash grants may be utilized for project costs unique to greenfield and redevelopment projects (e.g. building demolition, environmental remediation, changes in building codes, etc.) or attributable to aesthetic or other considerations unique to such projects (e.g. upgraded exterior building materials, underground parking, etc.). Other proposed purposes will be considered in exceptional projects. Cash grants must be included in the development agreement, and are paid generally as a reimbursement.

Maximum Amount of Assistance

It is the policy of the City of River Falls to provide no more than the minimum assistance necessary to make a project financially feasible. Each and every project will be evaluated to determine compliance with this policy. The purpose of this section is to establish the maximum assistance amounts and in no way should be construed as establishing an entitlement or minimum.

1. Blight or Rehabilitation TID (maximum life of 27 years)

   a. Target of 7-13 years of tax increment from the incremental taxes received from development may be allocated to Public Improvements Primarily Benefitting the Development and Cash Grants to Owners, Lessees, or Developers.

   b. Maximum of 5 years of tax increment from the incremental taxes received from development may be allocated to capitalize a development fund.

2. Industrial or Mixed-use TID (maximum life of 20 years)

   a. Target of 5-10 years of tax increment from the incremental taxes received from development may be allocated to Public Improvements Primarily Benefitting the Development and Cash Grants to Owners, Lessees, or Developers.
   b. Maximum of 5 years of tax increment from the incremental taxes received from development may be allocated to capitalize a development fund.

Minimum Project Size

It is the policy of the City of River Falls to use Tax Increment Financing to attract or retain large-scale development and redevelopment projects. Projects located in an existing TID should have, at a minimum, an estimated increase in assessed value of $2 million to be considered for assistance. Projects with a lessor increase in assessed value may be considered if they further a substantial new development or redevelopment goal of the City. Projects which require the

creation of a new TID should have, at a minimum, an estimated increase in assessed value of $4 million to be considered for assistance. Projects with a lessor increase in assessed value may be considered if they further a substantial new development or redevelopment goal of the City.

Requests for Development Assistance

All requests for development assistance must be submitted in writing to the City of River Falls. Staff generally will consider the following before forwarding a recommendation to the City Council:

1. Estimated total project costs
2. Estimated assessed value of project
3. Impact on local workforce development and employment opportunities
4. Amount of requested assistance
5. Statement of Sources and Uses for construction phase of project
6. 3-5 year operating pro-forma for project
7. Plan view of proposed project

Financial Due Diligence

The City may require some, or all, of the following:

1. Owner/Developer/Tenant financial statements (as applicable)
2. Confirmation of private financing
3. Any subrogation requirements

Development Agreement

Any entity receiving financial assistance will be required to enter into a Development Agreement with the City. All Development Agreements must be approved by the City Council. Development agreements must contain, at a minimum:

1. Guarantee of Assessed Value
2. Guarantee of annual property tax payment

3. Maintenance of taxable status of PILOT agreement for greater of useful life of TID, period of assistance, or 20 years.

4. Security (e.g. mortgage on project, personal guarantees, or other collateral)

Id: 1e2b3e47-e935-4f99-b809-402de1cd31f1

Bucket: ApplicationDraft_TIF

Created: 3/26/2025 11:46:24 AM

Updated: 3/26/2025 6:46:24 AM

City of Wausau TIF Application

Getting Started

City of Wausau

TAX INCREMENTAL FINANCING APPLICATION

The City of Wausau is a proud partner in assisting investment and business development.Our Development Team welcomes consultation with prospective applicants in advance of this formal application process.

Please complete and submit the following information to the City of Wausau for a more detailed review of the feasibility of your request for Tax Incremental Financing (TIF) assistance. The application is comprised of four parts: 1) Applicant Information, 2) Project/Property Information, 3) Project Budget/Financial Information, and 4) Attachments.

Where there is not enough space for your response or additional information is requested, please use an attachment. Use attachments only when necessary and to provide clarifying or additional information.

Applicant Information

Staff Notes

Legal Name

D/B/A

Mailing Address

Primary Contact Number

Cell Phone Number

Email

Attorney

Legal Entity (check one)

Please describe

If not a Wisconsin corporation/partnership/ LLC, state where organized

Will a new entity be created for ownership?

Entity Name

Tax ID Number

Principals of existing or proposed corporation/partnership/LLC and extent of ownership interests:

Investors and extent of ownership interests:

Applicant and all principals and investors, please provide a residence list for the past 20 years. This listing will be used to further complete the background and reference check investigation process in other municipalities/states as applicable.

Is any owner, member, stockholder, partner, officer, or director of any previously identified entities, or any member of the immediate family of any such person, an employee of the City of Wausau? (check one)

Give the name and relationship of the employee

Have any of the applicants (including the principals of the corporation / partnership / LLC and any investors in the project) ever been charged or convicted of a misdemeanor or felony?

Please furnish details:

All applicants (including the principals of the corporation / partnership / LLC and any investors in the project) shall have a credit, criminal and financial investigations completed as follows at the expense of the applicants:

- Criminal Background Check through the Department of Justice. Report will be run by Wausau Police Department.
- Wisconsin Court System Circuit Court Access Search (https://wcca.wicourts.gov/index.xsl).
- Credit Bureau Report, using at least one of the available providers, shall be obtained (personal/business).
- Any other sources deemed necessary by all the parties involved in the application approval process.

Project/Property Information Project Narrative

Staff Notes

Overall Project Summary and Objectives (feel free to upload a document for your answer):

Project Summary Document

No file uploaded.

Parcel Address(es):

Proposed Parcel/Land Area: (in Acres)

Proposed Building Area: (in Square Feet)

Number of Dwelling Units:

Number of Stories

Number of Parking Spaces

Current and Proposed Uses:

Description of End Users:

Current Assessed Value:

Current Property Taxes:

Describe any zoning changes that will be needed:

Identify any other approvals, permits or licenses needed (ie. Liquor License, Health Department. etc.):

Describe briefly what the project will do for the property and/or neighborhood:

Project Timeline

Final Plan/Specification Preparation

Bidding and Contracting

Firm Financing Approval

Construction/Rehabilitation

Landscaping/Site Work

Occupancy/Lease Up

Development Team

Developer

Architect

Surveyor

Contractor

Others

Describe Development Team expertise and experience in developing similar projects:

Other current Development Team projects in development:

Past Development Team projects for references:

Provide a list of References for suppliers and trade groups you have worked on past projects with. Please note, these references will be checked to verify for past performance:

Describe the financial ability of the applicant to complete the project:

Number of full-time jobs to be created in the City of Wausau by the proposed project:

Average estimated annual salary for full-time jobs to be created by the proposed project

Number of part-time jobs to be created in the City of Wausau by the proposed project:

Average estimated annual salary for part-time jobs to be created by the proposed project

If existing business, number of current full-time employees located in the City of Wausau:

If existing business, number of current part-time employees located in the City of Wausau:

Will you or have you completed a market study related to the project?

Will you or have you obtained an appraisal on the proposed property acquisition?

Project Budget/Financial Information

Staff Notes

Describe why the project cannot occur "but for" City participation:

Identify the sources and uses of funds for the project. Typical sources include equity, lender financing, mezzanine financing, government financing, other anticipated types of public assistance, and any other types or methods of financing.

Total Uses of Funds Amount

Sources

Total Sources of Funds Amount

Loan Information

Detailed Pro Forma

Staff Notes

Pro Forma Income and Expense Schedule

Applicants whose projects involve the rental of commercial, retail, industrial, or living units must submit project pro formas that identify income and expense projections on an annual basis for a minimum five-year to a maximum eleven-year period. If you expect a reversion of the asset after a holding period please include that in your pro forma as well. Please check with city staff to determine the time period needed for the pro forma. Identify all assumptions (such as absorption, vacancies, debt service, operational costs, etc.) that serve as the basis for the pro formas. **Two sets of pro formas are to be submitted. The first set should show the project without TIF assistance and the second set with TIF assistance.**

For owner-occupied industrial and commercial projects, detailed financial information must be presented that supports the need for financial assistance (see below).

Pro Forma (One without TIF and one with TIF)

No files uploaded.

Analysis of Financial Need

Each application must include financial analyses that demonstrate the need for TIF assistance.**Two analyses must be submitted: one WITHOUT TIF assistance and one WITH TIF assistance.** The applicant must indicate the minimum return or profit the applicant needs to proceed with the project and rationale for this minimum return or profit. The analyses will necessarily differ according to the type of project that is being developed.

Rental Property: For projects involving rental of space by the developer to tenants (tenants include offices, retail stores, industrial companies, and households), an internal rate of return on equity must be computed with and without TIF assistance based on the pro forma of income and expense prepared for the Income and Expense Schedule below. The reversion at the end of the ten-year holding period must be based on the capitalized 11th year net operating income. The reversionary value is then added to the 10th year cash flow before discounting to present value. State all assumptions to the analyses.

For Sale Residential: Show profit as a percent of project cost (minus developer fee and overhead and minus sales commissions and closing costs, which should be subtracted from gross sales revenue). Other measure of profitability may be submitted, such as profit as a percent of sales revenue.

Mixed Use Commercial / For-Sale Residential: Provide either separate analyses for each component of the project or include in the revenue sources for the for-sale portion, the sale value of the commercial component based on the net operating income of the commercial space at stabilization. Indicate how the sale value was derived.

Owner-Occupied Commercial: For projects, such as "big-box" retail projects, provide copies of the analyses that the company needs to meet or exceed the company's minimum investment threshold(s) for proceeding with the project.

Analysis (One without TIF and one with TIF)

No files uploaded.

Projection Revenue

Staff Notes

This project involves:

Rental Revenue Projections

Sales Revenue Projections - Housing Units

Total Housing Sales

How many of your units meet the definition of affordable housing

Sales Revenue Projections - Commercial Space

Total Commercial Sales

Total Gross Sales Revenue

Cost of Sales

Total Cost of Sales

Total Cost Percent of Revenue

Net Sales Revenue

Additional Consideration

Staff Notes

Please Answer the Following:

Will you sign a community workforce agreement with the local Building Trades Council?

Will you agree to source all sub-contractors from within a 100-mile radius of City of Wausau?

Will you agree to not protest to the Board of Review, except in cases of material inaccuracies, your real estate assessment for the subject properties?

Will you complete the design assistance process of the Wisconsin Focus on Energy Program, which offers incentives and consultations on energy efficiency?

Will you consider using Property Assessed Clean Energy (PACE) funding which can provide financing support for construction which meets energy efficiency or alternative energy standards?

Will you provide corporate tax filing verification information for job creation reporting purposes, if requested?

Will you authorize the City to check references, run a credit report and verify criminal and financial backgrounds

Attachments

Staff Notes

Sumary Letter

Provide a summary of the project in the form of a letter addressed to the City of Wauau. The lettershould not exceed two (2) pages in length and should include only the following essential information about the project:

- Description of site or building
- Description of end users
- Profitability
- Overview of private sector financing
- Summary of increment projections
- Total development costs
- Current and proposed uses
- Project start and end dates
- Description of public benefits, including job creation
- Amount of TIF assistance requested
- Name of developer and owner
- Statement regarding why TIF is essential and why the "but for" provision will be met

Note: In the "but for" discussion, you must clearly describe why TIF is needed to help this project and why the project will not / cannot proceed without such support. Failure to clearly provide the "but for" explanation will delay action on your application.

Summary Letter

No file uploaded.

Project Narrative

Provide an in-depth overview of the project in narrative format. The narrative must include a description of the following as of the project:

- Current condition of the site and historical overview that includes the size and condition of any existing structures, environmental conditions, and past uses of the site.
- Proposed use(s) of project (e.g. industrial, commercial, retail, office, residential for sale or rental, senior housing, etc.).
- Construction information about the project including: size of any existing structure to be demolished or rehabbed; size of any new construction: types of construction materials (structural and finish); delineation of square foot allocation by use; total number and individual square footage of residential units; type of residential units (e.g. for-sale, rental, condominium, single-family, etc.); number of affordable residential units; number and type of parking spaces; and construction phasing.
- If in an existing TID or redevelopment area, confirm that this project is consistent with the goals and objectives in the Project or Redevelopment Plan.
- A summary of the proposed "green" features to be included in the project. All projects that receive TIF assistance are encouraged to include environmentally friendly features.

Project Narrative

No file uploaded.

Filing Requirements

Staff Notes

You must provide all the following items with your signed application for it to be considered complete:

1. Fee: A nonrefundable fee of $1,000 made payable to the City of Wausau.
2. Site Maps: Provide a map that shows the location of the site and a map that focuses on the project and its immediate surroundings.

Site Maps

No files uploaded.

3. Project Renderings: Provide preliminary architectural drawings, plans, and renderings for the project.

Project Renderings

No files uploaded.

4. Projections: Provide cash flow projections for the project.

Cash Flow Projections

No files uploaded.

5. Statements: Profit and loss statements for the past three (3) years (if applicable) – this may be shared in a closed session if necessary and requested.

Profit and Loss Statements

No files uploaded.

Declarations

The City requests answers to the following for any applicant, investor, developer, officer or affiliate of an entity or LLC with a

ownership or share of 20 percent or greater in the proposed project:

Involved in a previous or pending lawsuit or legal proceeding?

Involved in a previous or pending bankruptcy or insolvency proceeding?

Charged with a crime, paid or otherwise complied with civil penalties, or been the subject of a criminal or civil investigation?

Have any outstanding tax liens currently or previously?

Have any projects with a construction delay of six months or greater?

Please attach a detailed explanation of any YES responses.

No files uploaded.

Submit

Staff Notes

I, by signing this application, agree to the following:

1. I have read, and will abide by all the policies, standards and reporting requirements of the City for Tax Incremental Financing (TIF).
2. The information submitted is correct and adequately represented.
3. I understand the City reserves the right to deny approval, regardless of preliminary approval or the degree of construction completed before application for final approval.
4. I authorize the City to check references, run/obtain credit reports, verify criminal and financial backgrounds and obtain other relevant information on the applicant and parties.
5. I agree to provide additional information as may be requested by the City after filing this application.

Applicant Full Name

Date

Non-Discrimination Statement -*The City of Wausau does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.*

Approval Of Application

Staff Notes

Historic Landmarks Commission Review

Approved By

Date

Economic Development Committee Review

Approved By

Date

Begin User

smarquardt@whitewater-wi.gov

Begin Date

3/26/2025 11:46:24 AM

Submitted User

None

Submitted Date

Upload_PDFApp

No file uploaded.

Finance Committee Agenda Item

Meeting Date:	May 27, 2025
Agenda Item:	Flock Camera Contract Renewal
Staff Contact (name, email, phone):	Rachelle Blitch, rblitch@whitewater-wi.gov , 262-473-1380

BACKGROUND
(Enter the who, what when, where, why)

The Police Department currently operates a total of 13 Flock cameras throughout the city. The existing contract for cameras 1 through 3 is set to expire in October 2025. To streamline future renewals and improve administrative efficiency, staff have requested that the vendor align the contract terms for all 13 cameras under a single schedule moving forward.

The proposed agreement is a 24-month contract with no changes to the current pricing. In order to avoid any service disruption, the contract must be approved and returned by October 1st.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS
(Dates, committees, action taken)

FINANCIAL IMPACT
(If none, state N/A)

The cost to renew is $39,000 per year and it is a budgeted expense. Funds are not paid until 2026.

STAFF RECOMMENDATION

Staff recommends renewing the contract for another 24 months.

ATTACHMENT(S) INCLUDED
(If none, state N/A)

1. Flock camera quote

Flock Safety + WI - Whitewater PD

Flock Group Inc.
1170 Howell Mill Rd, Suite 210
Atlanta, GA 30318

MAIN CONTACT:
Alex Graber
alex.graber@flocksafety.com
414-881-9494

flock safety

flock safety

EXHIBIT A

ORDER FORM

Customer:	WI - Whitewater PD	Initial Term:	24 Months
Legal Entity Name:	WI - Whitewater PD	Renewal Term:	24 Months
Accounts Payable Email:	dmeyer@whitewater-wi.gov	Payment Terms:	Net 30
Address:	312 W Whitewater St Whitewater, Wisconsin 53190	Billing Frequency:	Annual
		Retention Period:	30 Days

Hardware and Software Products

Annual recurring amounts over subscription term

Item	Cost	Quantity	Total
Flock Safety Platform			**$39,000.00**
Flock Safety Flock OS			
Flock Safety Platform - Essentials	Included	1	Included
Flock Safety Platform -	Included	1	Included
Flock Safety LPR Products			
Flock Safety LPR, fka Falcon	Included	13	Included

Professional Services and One Time Purchases

Item	Cost	Quantity	Total
One Time Fees			

Subtotal Year 1:	$39,000.00
Annual Recurring Subtotal:	$39,000.00
Estimated Tax:	$0.00
Contract Total:	$78,000.00

*Taxes shown above are provided as an estimate. Actual taxes are the responsibility of the Customer. This Agreement will automatically renew for successive renewal terms of the greater of one year or the length set forth on the Order Form (each, a "**Renewal Term**") unless either Party gives the other Party notice of non-renewal at least thirty (30) days prior to the end of the then-current term.*

The Term for Flock Hardware shall commence upon first installation and validation, except that the Term for any Flock Hardware that requires self-installation shall commence upon execution of the Agreement. In the event a Customer purchases more than one type of Flock Hardware, the earliest Term start date shall control. In the event a Customer purchases software only, the Term shall commence upon execution of the Agreement.

Annual Billing Schedule	
Year 1	$39,000.00
Year 2	$39,000.00
Contract Total:	$78,000.00
Estimated Credits:	$4,175.34
Net Total:	$73,824.66
Prorated Invoice Balance Due Before 01/01/2026	
	-$2,021.92
Annual Totals	
Year 1 + Estimated Credit:	$36,846.58
Annual Recurring:	$39,000.00

All credits are estimates based on contract start of 01/01/2026

Billing Schedule

Billing Schedule	Amount (USD)
Year 1	
At Contract Signing	$39,000.00
Annual Recurring after Year 1	$39,000.00
Contract Total	$78,000.00

*Tax not included

Product and Services Description

Flock Safety Platform Items	Product Description
Flock Safety LPR, fka Falcon	Law enforcement grade infrastructure-free (solar power + LTE) license plate recognition camera with Vehicle Fingerprint ™ technology (proprietary machine learning software) and real-time alerts for unlimited users.
Flock Safety Platform -	An integrated public safety platform that detects, centralizes and decodes actionable evidence to increase safety, improve efficiency, and connect the community.
Flock Safety Platform - Essentials	An integrated public safety platform that detects, centralizes and decodes actionable evidence to increase safety, improve efficiency, and connect the community.

By executing this Order Form, Customer represents and warrants that it has read and agrees all of the terms and conditions contained in the Terms of Service located at https://www.flocksafety.com/terms-and-conditions

The Parties have executed this Agreement as of the dates set forth below.

FLOCK GROUP, INC.	**Customer: WI - Whitewater PD**
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____
	PO Number: _____

Finance Committee Agenda Item

Meeting Date:	May 27, 2025
Agenda Item:	Police Departments Vehicle Replacement Plan
Staff Contact (name, email, phone):	Rachelle Blitch, rblitch@whitewater-wi.gov , 262-473-1380

BACKGROUND
(Enter the who, what when, where, why)

The Police Department is currently managing an aging fleet. In an effort to develop a more strategic and cost-effective replacement schedule, staff engaged with Enterprise to explore the potential benefits of a vehicle lease program for the City.

Following several discussions and a thorough evaluation, staff concluded that an alternative approach would provide a more advantageous solution—both in terms of accelerating fleet turnover and meeting the Department's need for additional vehicles.

The attached documents detail the proposed vehicle replacement schedule, estimated costs, and projected cash flow impacts for your review and consideration.

In anticipation of the manufacturers' allocation requirements, and to meet the May 23rd deadline, we proactively submitted orders for two Ford Explorers. This action does not obligate the City to expend funds at this time; rather, it secures our place in the production queue. Without placing these preliminary orders, we would risk being unable to acquire these vehicles in 2026 due to limited availability.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS
(Dates, committees, action taken)

FINANCIAL IMPACT
(If none, state N/A)

The associated costs would be incorporated into the Capital Improvement Plan (CIP) section of the 2026–2027 Biennial Budget. Staff has determined that a one-time borrowing of approximately $396,000 would be sufficient to initiate the program. Ongoing support for the program is expected to be sustained for 10 or more years using the additional funding approved through the recent referendum.

STAFF RECOMMENDATION

Staff respectfully recommends approval of the proposed vehicle replacement schedule. The recommended vehicle replacement schedule offers a fiscally responsible and operationally effective approach to modernizing the Police Department's fleet. It addresses current deficiencies, ensures long-term sustainability, and leverages recent voter-approved funding to minimize future financial impact.

ATTACHMENT(S) INCLUDED
(If none, state N/A)

1. Vehicle Replacement Schedule
2. Projected Cash Flows

2025

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
1	18	2015	Ford	Taurus	Training	10	1500	Command	2
2	19	2016	Ford	Taurus	Training	9	1500	Det	3
3	17	2017	Ford	Explorer	cso	8		cso	1
4	21	2020	Ford	F150	Patrol	5		Patrol	10
5	22	2018	Ford	Explorer	Det	7	2500	Training	2
6	23	2018	Ford	Explorer	Det	7	2500		
7	24	2024	Ford	Explorer	Patrol	1			
8	25	2021	Chevy	Tahoe	Patrol	4			
9	26	2023	Chevy	Tahoe	Patrol	2			
10	27	2024	Ford	Explorer	Patrol	1			
11	28	2015	Ford	Explorer	command	10	2000		
12	29	2014	Ford	Taurus	Patrol	11			
13	30	2018	Ford	Explorer	Det	7			
14	20	2025	Ford	Explorer	Patrol	0			
15	32	2026	Chevy	Tahoe	command	-1	adding to fleet		
16	33	2026	Ford	Explorer	Patrol	-1	adding to fleet		
17	34	2026	Chevy	Tahoe	Patrol	-1	adding to fleet		
18	35	2026	Chevy	Tahoe	Patrol	-1	adding to fleet		
19	36	2026	Chevy	Tahoe	Det	-1	adding to fleet		

Sell Year 1

Resale Chart

Year	Explorer	Tahoe	150/silv
1	5,000.00	15,000.00	15,000.00
2	5,000.00	15,000.00	15,000.00
3	5,000.00	15,000.00	15,000.00
4	5,000.00	15,000.00	15,000.00
5	5,000.00	15,000.00	15,000.00
6	5,250.00	15,750.00	15,750.00
7	5,407.50	16,222.50	16,222.50
8	5,569.73	16,709.18	16,709.18
9	5,736.82	17,210.45	17,210.45
10	5,908.92	17,726.76	17,726.76
11	6,086.19	18,258.57	18,258.57
12	6,268.77	18,806.32	18,806.32
13	6,456.84	19,370.51	19,370.51
14	6,650.54	19,951.63	19,951.63
15	6,850.06	20,550.18	20,550.18
16	7,055.56	21,166.68	21,166.68
17	7,267.23	21,801.68	21,801.68
18	7,485.24	22,455.73	22,455.73
19	7,709.80	23,129.41	23,129.41
20	7,941.10	23,824.29	23,824.29

Yr 1 2026

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
13	30	2018	Ford	Explorer	Det	8		Command	2
4	21	2020	Ford	F150	Patrol	6		Det	4
8	25	2021	Chevy	Tahoe	Patrol	5	5000	cso	1
9	26	2023	Chevy	Tahoe	Patrol	3		Patrol	9
7	24	2024	Ford	Explorer	Patrol	2		Training	2
10	27	2024	Ford	Explorer	Patrol	2			
14	20	2025	Ford	Explorer	Patrol	1			
11	28	2026	Chevy	Tahoe	command	0			
15	32	2026	Chevy	Tahoe	command	0			
3	17	2020	Ford	F150	cso	6			
5	22	2026	Chevy	Tahoe	Det	0			
6	23	2026	Chevy	Tahoe	Det	0			
19	36	2026	Chevy	Tahoe	Det	0			
16	33	2026	Ford	Explorer	Patrol	0			
17	34	2026	Ford	Explorer	Patrol	0			
18	35	2026	Chevy	Tahoe	Patrol	0			
1	18	2026	Toyota	Rav4	Training	0			
2	19	2026	Toyota	Rav4	Training	0			

Sell Year 2

Yr 2 2027

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
13	30	2018	Ford	Explorer	Det	9	2500	Command	2
9	26	2023	Chevy	Tahoe	Patrol	4	10000	Det	4
7	24	2024	Ford	Explorer	Patrol	3		cso	1
10	27	2024	Ford	Explorer	Patrol	3		Patrol	9
14	20	2025	Ford	Explorer	Patrol	2		Training	2
11	28	2026	Chevy	Tahoe	command	1			
15	32	2026	Chevy	Tahoe	command	1			
3	17	2020	Ford	F150	cso	7			
5	22	2026	Chevy	Tahoe	Det	1			
6	23	2026	Chevy	Tahoe	Det	1			
19	36	2026	Chevy	Tahoe	Det	1			
16	33	2026	Ford	Explorer	Patrol	1			
17	34	2026	Chevy	Tahoe	Patrol	1			
18	35	2026	Chevy	Tahoe	Patrol	1			
1	18	2026	Toyota	Rav4	Training	1			
2	19	2026	Toyota	Rav4	Training	1			
4	21	2027	Chevy	silver	Patrol	0			
8	25	2027	Chevy	Tahoe	Patrol	0			

Sell Year 3

Yr 3 2028

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
7	24	2024	Ford	Explorer	Patrol	4	5000	Command	2
10	27	2024	Ford	Explorer	Patrol	4	5000	Det	4
14	20	2025	Ford	Explorer	Patrol	3		cso	1
11	28	2026	Chevy	Tahoe	command	2		Patrol	9
15	32	2026	Chevy	Tahoe	command	2		Training	2
3	17	2020	Ford	F150	cso	8			
5	22	2026	Chevy	Tahoe	Det	2			
6	23	2026	Chevy	Tahoe	Det	2			
19	36	2026	Chevy	Tahoe	Det	2			
16	33	2026	Ford	Explorer	Patrol	2			
17	34	2026	Chevy	Tahoe	Patrol	2			
18	35	2026	Chevy	Tahoe	Patrol	2			
1	18	2026	Toyota	Rav4	Training	2			
2	19	2026	Toyota	Rav4	Training	2			
4	21	2027	Chevy	silver	Patrol	1			
8	25	2027	Chevy	Tahoe	Patrol	1			
13	30	2028	Chevy	Tahoe	Det	0			
9	26	2028	Chevy	Tahoe	Patrol	0			

Sell Year 4

Yr 4 2029

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
14	20	2025	Ford	Explorer	Patrol	4	5000	Command	2
11	28	2026	Chevy	Tahoe	command	3		Det	4
15	32	2026	Chevy	Tahoe	command	3		cso	1
3	17	2020	Ford	F150	cso	9		Patrol	9
5	22	2026	Chevy	Tahoe	Det	3		Training	2
6	23	2026	Chevy	Tahoe	Det	3			
19	36	2026	Chevy	Tahoe	Det	3			
16	33	2026	Ford	Explorer	Patrol	3			
17	34	2026	Chevy	Tahoe	Patrol	3			
18	35	2026	Chevy	Tahoe	Patrol	3			
1	18	2026	Toyota	Rav4	Training	3			
2	19	2026	Toyota	Rav4	Training	3			
4	21	2027	Chevy	silver	Patrol	2			
8	25	2027	Chevy	Tahoe	Patrol	2			

Sell Year 5

13	30	2028	Chevy	Tahoe	Det	1
9	26	2028	Chevy	Tahoe	Patrol	1
7	24	2029	Ford	Explorer	Patrol	0
10	27	2029	Ford	Explorer	Patrol	0

Yr 5 2030

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
11	28	2026	Chevy	Tahoe	command	4		Command	2
15	32	2026	Chevy	Tahoe	command	4		Det	4
3	17	2020	Ford	F150	cso	10		cso	1
5	22	2026	Chevy	Tahoe	Det	4		Patrol	9
6	23	2026	Chevy	Tahoe	Det	4		Training	2
19	36	2026	Chevy	Tahoe	Det	4			
16	33	2026	Ford	Explorer	Patrol	4	5000		
17	34	2026	Chevy	Tahoe	Patrol	4	15000		
18	35	2026	Chevy	Tahoe	Patrol	4	15000		
1	18	2026	Toyota	Rav4	Training	4			
2	19	2026	Toyota	Rav4	Training	4			
4	21	2027	Chevy	silver	Patrol	3			
8	25	2027	Chevy	Tahoe	Patrol	3			
13	30	2028	Chevy	Tahoe	Det	2			
9	26	2028	Chevy	Tahoe	Patrol	2			
7	24	2029	Ford	Explorer	Patrol	1			
10	27	2029	Ford	Explorer	Patrol	1			
14	20	2030	Ford	Explorer	Patrol	0			

Sell Year 6

Yr 6 2031

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
11	28	2026	Chevy	Tahoe	command	5		Command	2
15	32	2026	Chevy	Tahoe	command	5		Det	4
3	17	2020	Ford	F150	cso	11		cso	1
5	22	2026	Chevy	Tahoe	Det	5		Patrol	9
6	23	2026	Chevy	Tahoe	Det	5		Training	2
19	36	2026	Chevy	Tahoe	Det	5			
1	18	2026	Toyota	Rav4	Training	5			
2	19	2026	Toyota	Rav4	Training	5			
4	21	2027	Chevy	silver	Patrol	4	15000		
8	25	2027	Chevy	Tahoe	Patrol	4	15000		
13	30	2028	Chevy	Tahoe	Det	3			
9	26	2028	Chevy	Tahoe	Patrol	3			
7	24	2029	Ford	Explorer	Patrol	2			
10	27	2029	Ford	Explorer	Patrol	2			
14	20	2030	Ford	Explorer	Patrol	1			
16	33	2031	Ford	Explorer	Patrol	0			
17	34	2031	Chevy	Tahoe	Patrol	0			
18	35	2031	Chevy	Tahoe	Patrol	0			

Sell Year 7

Yr 7 2032

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
11	28	2026	Chevy	Tahoe	command	6		Command	2
15	32	2026	Chevy	Tahoe	command	6		Det	4
3	17	2020	Ford	F150	cso	12		cso	1
5	22	2026	Chevy	Tahoe	Det	6		Patrol	9
6	23	2026	Chevy	Tahoe	Det	6		Training	2
19	36	2026	Chevy	Tahoe	Det	6			
1	18	2026	Toyota	Rav4	Training	6			
2	19	2026	Toyota	Rav4	Training	6			
13	30	2028	Chevy	Tahoe	Det	4			
9	26	2028	Chevy	Tahoe	Patrol	4	15000		
7	24	2029	Ford	Explorer	Patrol	3			
10	27	2029	Ford	Explorer	Patrol	3			
14	20	2030	Ford	Explorer	Patrol	2			
16	33	2031	Ford	Explorer	Patrol	1			
17	34	2031	Chevy	Tahoe	Patrol	1			
18	35	2031	Chevy	Tahoe	Patrol	1			
4	21	2032	Chevy	silver	Patrol	0			
8	25	2032	Chevy	Tahoe	Patrol	0			

Sell Year 8

Yr 8 2033

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
11	28	2026	Chevy	Tahoe	command	7	15000	Command	2
15	32	2026	Chevy	Tahoe	command	7	15000	Det	4
3	17	2020	Ford	F150	cso	13	2000	cso	1
5	22	2026	Chevy	Tahoe	Det	7	15000	Patrol	9
6	23	2026	Chevy	Tahoe	Det	7	15000	Training	2
19	36	2026	Chevy	Tahoe	Det	7	15000		
1	18	2026	Toyota	Rav4	Training	7	5000		
2	19	2026	Toyota	Rav4	Training	7	5000		
13	30	2028	Chevy	Tahoe	Det	5			
7	24	2029	Ford	Explorer	Patrol	4	5000		
10	27	2029	Ford	Explorer	Patrol	4	5000		
14	20	2030	Ford	Explorer	Patrol	3			
16	33	2031	Ford	Explorer	Patrol	2			
17	34	2031	Chevy	Tahoe	Patrol	2			
18	35	2031	Chevy	Tahoe	Patrol	2			
4	21	2032	Chevy	Tahoe	Patrol	1			
8	25	2032	Chevy	Tahoe	Patrol	1			
9	26	2033	Chevy	Tahoe	Patrol	0			

Sell Year 9

Yr 9 2034

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
13	30	2028	Chevy	Tahoe	Det	6	15000	Command	2
14	20	2030	Ford	Explorer	Patrol	4	5000	Det	4
16	33	2031	Ford	Explorer	Patrol	3		cso	1
17	34	2031	Chevy	Tahoe	Patrol	3		Patrol	9
18	35	2031	Chevy	Tahoe	Patrol	3		Training	2
4	21	2032	Chevy	Tahoe	Patrol	2			
8	25	2032	Chevy	Tahoe	Patrol	2			
9	26	2033	Chevy	Tahoe	Patrol	1			
11	28	2034	Chevy	Tahoe	command	0			
15	32	2034	Chevy	Tahoe	command	0			

Sell Year 10

3	17	2034	Ford	Mavrick	cso	0
5	22	2034	Ford	Explorer	Det	0
6	23	2034	Ford	Explorer	Det	0
19	36	2034	Ford	Explorer	Det	0
7	24	2034	Ford	Explorer	Patrol	0
10	27	2034	Ford	Explorer	Patrol	0
1	18	2034	Toyota	Rav4	Training	0
2	19	2034	Toyota	Rav4	Training	0

Yr 10 2035

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
16	33	2031	Ford	Explorer	Patrol	4	5000	Command	2
17	34	2031	Chevy	Tahoe	Patrol	4	15000	Det	4
18	35	2031	Chevy	Tahoe	Patrol	4	15000	cso	1
4	21	2032	Chevy	Tahoe	Patrol	3		Patrol	9
8	25	2032	Chevy	Tahoe	Patrol	3		Training	2
9	26	2033	Chevy	Tahoe	Patrol	2			
11	28	2034	Ford	F150	command	1			
15	32	2034	Ford	F150	command	1			
3	17	2034	Ford	Mavrick	cso	1			
5	22	2034	Ford	Explorer	Det	1			
6	23	2034	Ford	Explorer	Det	1			
19	36	2034	Ford	Explorer	Det	1			
7	24	2034	Ford	Explorer	Patrol	1			
10	27	2034	Ford	Explorer	Patrol	1			
1	18	2034	Toyota	Rav4	Training	1			
2	19	2034	Toyota	Rav4	Training	1			
13	30	2035	Chevy	Tahoe	Det	0			
14	20	2035	Ford	Explorer	Patrol	0			

Sell Year 11

Yr 11 2036

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
4	21	2032	Chevy	Tahoe	Patrol	4	15000	Command	2
8	25	2032	Chevy	Tahoe	Patrol	4	15000	Det	4
9	26	2033	Chevy	Tahoe	Patrol	3		cso	1
11	28	2034	Ford	F150	command	2		Patrol	9
15	32	2034	Ford	F150	command	2		Training	2
3	17	2034	Ford	Mavrick	cso	2			
5	22	2034	Ford	Explorer	Det	2			
6	23	2034	Ford	Explorer	Det	2			
19	36	2034	Ford	Explorer	Det	2			
7	24	2034	Ford	Explorer	Patrol	2			
10	27	2034	Ford	Explorer	Patrol	2			
1	18	2034	Toyota	Rav4	Training	2			
2	19	2034	Toyota	Rav4	Training	2			
13	30	2035	Chevy	Tahoe	Det	1			
14	20	2035	Ford	Explorer	Patrol	1			
16	33	2036	Ford	Explorer	Patrol	0			
17	34	2036	Chevy	Tahoe	Patrol	0			
18	35	2036	Chevy	Tahoe	Patrol	0			

Sell Year 12

Yr 12 2037

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
9	26	2033	Chevy	Tahoe	Patrol	4	15000	Command	2
11	28	2034	Ford	F150	command	3		Det	4
15	32	2034	Ford	F150	command	3		cso	1
3	17	2034	Ford	Mavrick	cso	3		Patrol	9
5	22	2034	Ford	Explorer	Det	3		Training	2
6	23	2034	Ford	Explorer	Det	3			
19	36	2034	Ford	Explorer	Det	3			
7	24	2034	Ford	Explorer	Patrol	3			
10	27	2034	Ford	Explorer	Patrol	3			
1	18	2034	Toyota	Rav4	Training	3			
2	19	2034	Toyota	Rav4	Training	3			
13	30	2035	Chevy	Tahoe	Det	2			
14	20	2035	Ford	Explorer	Patrol	2			
16	33	2036	Ford	Explorer	Patrol	1			
17	34	2036	Chevy	Tahoe	Patrol	1			
18	35	2036	Chevy	Tahoe	Patrol	1			
4	21	2037	Chevy	Tahoe	Patrol	0			
8	25	2037	Chevy	Tahoe	Patrol	0			

Sell Year 13

Yr 13 2038

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
11	28	2034	Ford	F150	command	4		Command	2
15	32	2034	Ford	F150	command	4		Det	4
3	17	2034	Ford	Mavrick	cso	4		cso	1
5	22	2034	Ford	Explorer	Det	4		Patrol	9
6	23	2034	Ford	Explorer	Det	4		Training	2
19	36	2034	Ford	Explorer	Det	4			
7	24	2034	Ford	Explorer	Patrol	4	5000		
10	27	2034	Ford	Explorer	Patrol	4	5000		
1	18	2034	Toyota	Rav4	Training	4			
2	19	2034	Toyota	Rav4	Training	4			
13	30	2035	Chevy	Tahoe	Det	3			
14	20	2035	Ford	Explorer	Patrol	3			
16	33	2036	Ford	Explorer	Patrol	2			
17	34	2036	Chevy	Tahoe	Patrol	2			
18	35	2036	Chevy	Tahoe	Patrol	2			
4	21	2037	Chevy	Tahoe	Patrol	1			
8	25	2037	Chevy	Tahoe	Patrol	1			
9	26	2038	Chevy	Tahoe	Patrol	0			

Sell Year 14

Yr 14 2039

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
11	28	2034	Ford	F150	command	5		Command	2
15	32	2034	Ford	F150	command	5		Det	4
3	17	2034	Ford	Mavrick	cso	5		cso	1
5	22	2034	Ford	Explorer	Det	5		Patrol	9
6	23	2034	Ford	Explorer	Det	5		Training	2
19	36	2034	Ford	Explorer	Det	5			

Sell Year 15

1	18	2034	Toyota	Rav4	Training	5	
2	19	2034	Toyota	Rav4	Training	5	
13	30	2035	Chevy	Tahoe	Det	4	
14	20	2035	Ford	Explorer	Patrol	4	5000
16	33	2036	Ford	Explorer	Patrol	3	
17	34	2036	Chevy	Tahoe	Patrol	3	
18	35	2036	Chevy	Tahoe	Patrol	3	
4	21	2037	Chevy	Tahoe	Patrol	2	
8	25	2037	Chevy	Tahoe	Patrol	2	
9	26	2038	Chevy	Tahoe	Patrol	1	
7	24	2039	Ford	Explorer	Patrol	0	
10	27	2039	Ford	Explorer	Patrol	0	

Yr 15 2040

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
11	28	2034	Ford	F150	command	6		Command	2
15	32	2034	Ford	F150	command	6		Det	4
3	17	2034	Ford	Mavrick	cso	6		cso	1
5	22	2034	Ford	Explorer	Det	6		Patrol	9
6	23	2034	Ford	Explorer	Det	6		Training	2
19	36	2034	Ford	Explorer	Det	6			
1	18	2034	Toyota	Rav4	Training	6			
2	19	2034	Toyota	Rav4	Training	6			
13	30	2035	Chevy	Tahoe	Det	5			
16	33	2036	Ford	Explorer	Patrol	4	5000		
17	34	2036	Chevy	Tahoe	Patrol	4	15000		
18	35	2036	Chevy	Tahoe	Patrol	4	15000		
4	21	2037	Chevy	Tahoe	Patrol	3			
8	25	2037	Chevy	Tahoe	Patrol	3			
9	26	2038	Chevy	Tahoe	Patrol	2			
7	24	2039	Ford	Explorer	Patrol	1			
10	27	2039	Ford	Explorer	Patrol	1			
14	20	2040	Ford	Explorer	Patrol	0			

Sell Year 16

Yr 16 2041

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
11	28	2034	Ford	F150	command	7	15000	Command	2
15	32	2034	Ford	F150	command	7	15000	Det	4
3	17	2034	Ford	Mavrick	cso	7	5000	cso	1
5	22	2034	Ford	Explorer	Det	7	5000	Patrol	9
6	23	2034	Ford	Explorer	Det	7	5000	Training	2
19	36	2034	Ford	Explorer	Det	7	5000		
1	18	2034	Toyota	Rav4	Training	7	10000		
2	19	2034	Toyota	Rav4	Training	7	10000		
13	30	2035	Chevy	Tahoe	Det	6			
4	21	2037	Chevy	Tahoe	Patrol	4	15000		
8	25	2037	Chevy	Tahoe	Patrol	4	15000		
9	26	2038	Chevy	Tahoe	Patrol	3			
7	24	2039	Ford	Explorer	Patrol	2			
10	27	2039	Ford	Explorer	Patrol	2			
14	20	2040	Ford	Explorer	Patrol	1			
16	33	2041	Ford	Explorer	Patrol	0			
17	34	2041	Chevy	Tahoe	Patrol	0			
18	35	2041	Chevy	Tahoe	Patrol	0			

Sell Year 17

Yr 17 2042

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
13	30	2035	Chevy	Tahoe	Det	7		Command	2
9	26	2038	Chevy	Tahoe	Patrol	4	15000	Det	4
7	24	2039	Ford	Explorer	Patrol	3		cso	1
10	27	2039	Ford	Explorer	Patrol	3		Patrol	9
14	20	2040	Ford	Explorer	Patrol	2		Training	2
16	33	2041	Ford	Explorer	Patrol	1			
17	34	2041	Chevy	Tahoe	Patrol	1			
18	35	2041	Chevy	Tahoe	Patrol	1			
11	28	2042	Ford	F150	command	0			
15	32	2042	Ford	F150	command	0			
3	17	2042	Ford	Mavrick	cso	0			
5	22	2042	Ford	Explorer	Det	0			
6	23	2042	Ford	Explorer	Det	0			
19	36	2042	Ford	Explorer	Det	0			
1	18	2042	Toyota	Rav4	Training	0			
2	19	2042	Toyota	Rav4	Training	0			
4	21	2042	Chevy	Tahoe	Patrol	0			
8	25	2042	Chevy	Tahoe	Patrol	0			

Sell Year 18

Yr 18 2043

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
13	30	2035	Chevy	Tahoe	Det	8	15000	Command	2
7	24	2039	Ford	Explorer	Patrol	4	5000	Det	4
10	27	2039	Ford	Explorer	Patrol	4	5000	cso	1
14	20	2040	Ford	Explorer	Patrol	3		Patrol	9
16	33	2041	Ford	Explorer	Patrol	2		Training	2
17	34	2041	Chevy	Tahoe	Patrol	2			
18	35	2041	Chevy	Tahoe	Patrol	2			
11	28	2042	Ford	F150	command	1			
15	32	2042	Ford	F150	command	1			
3	17	2042	Ford	Mavrick	cso	1			
5	22	2042	Ford	Explorer	Det	1			
6	23	2042	Ford	Explorer	Det	1			
19	36	2042	Ford	Explorer	Det	1			
1	18	2042	Toyota	Rav4	Training	1			
2	19	2042	Toyota	Rav4	Training	1			
4	21	2042	Chevy	Tahoe	Patrol	1			
8	25	2042	Chevy	Tahoe	Patrol	1			
9	26	2043	Chevy	Tahoe	Patrol	0			

Sell Year 19

Yr 19 2044

#	Fleet #	Year	Make	Model	Dept	Age	Resale Est	Count	Numer
14	20	2040	Ford	Explorer	Patrol	4	5000	Command	2
16	33	2041	Ford	Explorer	Patrol	3		Det	4

Sell Year 20

17	34	2041	Chevy	Tahoe	Patrol	3	cso	1
18	35	2041	Chevy	Tahoe	Patrol	3	Patrol	9
11	28	2042	Ford	F150	command	2	Training	2
15	32	2042	Ford	F150	command	2		
3	17	2042	Ford	Mavrick	cso	2		
5	22	2042	Ford	Explorer	Det	2		
6	23	2042	Ford	Explorer	Det	2		
19	36	2042	Ford	Explorer	Det	2		
1	18	2042	Toyota	Rav4	Training	2		
2	19	2042	Toyota	Rav4	Training	2		
4	21	2042	Chevy	Tahoe	Patrol	2		
8	25	2042	Chevy	Tahoe	Patrol	2		
9	26	2043	Chevy	Tahoe	Patrol	1		
13	30	2044	Chevy	Tahoe	Det	0		
7	24	2044	Ford	Explorer	Patrol	0		
10	27	2044	Ford	Explorer	Patrol	0		

					Yr 20	2045			
#	**Fleet #**	**Year**	**Make**	**Model**	**Dept**	**Age**	**Resale Est**	**Count**	**Numer**
16	33	2041	Ford	Explorer	Patrol	4	5000	Command	2
17	34	2041	Chevy	Tahoe	Patrol	4	15000	Det	4
18	35	2041	Chevy	Tahoe	Patrol	4	15000	cso	1
11	28	2042	Ford	F150	command	3		Patrol	9
15	32	2042	Ford	F150	command	3		Training	2
3	17	2042	Ford	Mavrick	cso	3			
5	22	2042	Ford	Explorer	Det	3			
6	23	2042	Ford	Explorer	Det	3			
19	36	2042	Ford	Explorer	Det	3			
1	18	2042	Toyota	Rav4	Training	3			
2	19	2042	Toyota	Rav4	Training	3			
4	21	2042	Chevy	Tahoe	Patrol	3			
8	25	2042	Chevy	Tahoe	Patrol	3			
9	26	2043	Chevy	Tahoe	Patrol	2			
13	30	2044	Chevy	Tahoe	Det	1			
7	24	2044	Ford	Explorer	Patrol	1			
10	27	2044	Ford	Explorer	Patrol	1			
14	20	2045	Ford	Explorer	Patrol	0			

Sell Year 21

	Years	Replacement costs	Cash on hand	Fund 219 Current 2025 fund balance	Surplus/(borrow or Fund 216 Balance applied)	Projected Fund 216 balance	Int earned
2026	1	(638,000.00)	210,000.00	32,000.00	(396,000.00)	-	
2027	2	(146,800.00)	214,200.00		67,400.00	67,400.00	1,348.00
2028	3	(140,391.00)	218,484.00		78,093.00	146,841.00	2,936.82
2029	4	(142,708.25)	222,853.68		80,145.43	229,923.25	4,598.47
2030	5	(74,421.83)	227,310.75		152,888.92	387,410.64	7,748.21
2031	6	(223,941.58)	231,856.97		7,915.38	403,074.23	8,061.48
2032	7	(152,951.09)	236,494.11		83,543.01	494,678.73	9,893.57
2033	8	(79,861.82)	241,223.99		161,362.17	665,934.47	13,318.69
2034	9	(682,840.44)	246,048.47		(436,791.97)	242,461.19	4,849.22
2035	10	(172,197.43)	250,969.44		78,772.01	326,082.42	6,521.65
2036	11	(285,283.19)	255,988.83		(29,294.36)	303,309.70	6,066.19
2037	12	(185,399.37)	261,108.60		75,709.24	385,085.14	7,701.70
2038	13	(99,659.67)	266,330.78		166,671.11	559,457.95	11,189.16
2039	14	(214,878.81)	271,657.39		56,778.58	627,425.69	12,548.51
2040	15	(112,936.37)	277,090.54		164,154.17	804,128.37	16,082.57
2041	16	(346,338.86)	282,632.35		(63,706.51)	756,504.43	15,130.09
2042	17	(993,351.67)	288,285.00		(705,066.67)	66,567.85	1,331.36
2043	18	(125,437.06)	294,050.70		168,613.64	236,512.84	4,730.26
2044	19	(418,685.55)	299,931.71		(118,753.84)	122,489.25	2,449.79
2045	20	(140,928.36)	305,930.35		165,001.99	289,941.03	5,798.82

Assumptions:

1 Vehicle costs year over year rise by 5% per year
2 Conservative disposal revenue of not more than $5000 for patrol vehicles, and $7500 for command vehicles
3 Outfitting costs in year 2 and beyond are $15000 per vehicle due to ability to move some equipment forward to new vehicle