



Finance/Personnel Committee

335 South Broadway
De Pere, WI 54115
www.deperewi.gov

Regular Meeting

Agenda

Tuesday, June 9, 2026

7:30 PM

Council Chambers and Virtual

Pursuant to Wisconsin Statute 19.84, Notice is hereby given to the public that a meeting of the **Finance/Personnel Committee** of the City of De Pere will be held on **June 9, 2026 at 7:30 PM(* Or immediately after the conclusion of the Sustainability Commission Meeting)** in the **COUNCIL CHAMBERS, 2ND FLOOR CITY HALL, 335 S. BROADWAY STREET, DE PERE.**

Electronic Meeting Access:

<https://www.gotomeet.me/DePere>

Telephonic Meeting Access:

1 (866) 899 4679 -or- 1 (312) 757-3117

Access Code: 154-883-285

1. Call to Order

A. **Roll Call**

B. **Approval of the minutes of the May 12, 2026 Regular Meeting of the Finance/Personnel Committee.**

2. Public Comments

Comments made during the public comment period shall pertain only to matters under the jurisdiction of the Finance/Personnel Committee. §6-3(f) DPMC

3. New Business

A. For consideration and possible action on copier lease for City Hall first floor.*

B. For Consideration and Possible Action on approval of Preliminary 2026 Borrowing.

C. Investments Summary as of April 30, 2026.

D. For consideration and possible action to approve a four-year contract with Polimorphic, Inc. for AI Voice, Text Chat and Web Chat services.*

E. Consideration and Possible Action on 2025 SAFER Grant Application for Fire Department.*

F. Consideration and Possible Action on Sale and Development Agreement Terms with Jim Cornell Plumbing LLC for a new facility at 700 Millennium Court (Parcel ED-2311). *

G. Consideration and Possible Action on Amendments to De Pere Municipal Code Chapters, 26, 78, 82, and 94.*

4. Future Agenda Items

5. Adjournment

Any person wishing to attend this meeting who, because of disability, requires special accommodations should contact the Legal Department at 920-339-4042 by noon on the previous day so that arrangements can be made.

The Public or Members of the Finance/Personnel Committee, which may count toward an official quorum, may attend the meeting either in person in the Council Chambers or telephonically or electronically via video conferencing or other appropriate technological means.

This meeting may also be rebroadcast on TV throughout the week and available on demand at <https://deperewi.portal.civicclerk.com/>.



City of De Pere, Wisconsin

1.B

**Request for Finance/Personnel
Committee Action**

Meeting Date: June 9, 2026
Department: Administration
From: Amy Darnick, Administrative Assistant
Subject: Approval of the minutes of the May 12, 2026 Regular Meeting of the Finance/Personnel Committee.
Recommendation: Motion to approve.

Minutes

Attachments:
May 12, 2026 Minutes



Finance/Personnel Committee

Regular Meeting

Minutes

335 South Broadway
De Pere, WI 54115
www.deperewi.gov

Tuesday, May 12, 2026

7:30 PM

335 S. Broadway, De Pere, WI 54115

1. CALL TO ORDER

A. Roll Call

Also present: Human Resources Generalist Tracy Hood, Finance Director Pam Manley, City Clerk Carey Danen, City Attorney Joanne Bungert, City Manager Kim FLOm, Development Services Director Dan Lindstrom, and Administrative Assistant Amy Darnick.
Human Resources Director Shannon Metzler is remote.

B. Election of the Vice Chair of the Finance/Personnel Committee.

Mayor Boyd opened the floor

Nomination for Alderperson Kunding from Alderperson Perock, Alderperson Nelson seconded.

Alderperson Kunding is the VP Chair

RESULT:	Passed
MOVER:	Devin Perock
SECONDER:	Casey Nelson
AYES:	James Boyd, Pamela Gantz, Amy Kunding, Casey Nelson, Devin Perock
NAYS:	None

2. PUBLIC COMMENTS

Comments made during the public comment period shall pertain only to matters under the jurisdiction of the Finance/Personnel Committee. §6-3(f) DPMC

None

3. NEW BUSINESS

A. Approval of the Minutes of the April 14, 2026 Regular Meeting of the Finance/Personnel Committee.

RESULT:	Passed
MOVER:	James Boyd
SECONDER:	Devin Perock
AYES:	James Boyd, Pamela Gantz, Amy Kunding, Casey Nelson, Devin Perock
NAYS:	None

B. For consideration and possible action on 2026 Non-Benefit Eligible Employees Wage Scale.*

Human Generalist Tracy Hood was present to talk about this agenda item.

The department was reviewing the Flag football program and thought it would be beneficial to add a new position, site supervisor. They would oversee, mediate, backup if someone isn't able to come in or calls in. We would have a supervisor at each of the 2 sites. In the past, if something came up, they would have to call one of the full-time employees. Staff recommends this to be a level 6 position, same as the basketball supervisor. The cost would be about \$46 for the season.

RESULT:	Passed
MOVER:	James Boyd
SECONDER:	Pamela Gantz
AYES:	James Boyd, Pamela Gantz, Amy Kunding, Casey Nelson, Devin Perock
NAYS:	None

C. For consideration and possible action on revisions to the criteria and structure of the Community Service Grant Program.*

City Clerk Carey Danen was present to speak about this agenda item.

Conversation regarding potential changes to the Community Service Grant program. We did look to see if there were others that we could model our policy after and didn't hear back. Staff met and talked about the basic information and set some guidelines for the policy. We are suggesting these changes:

- Applications must be submitted by a De Pere based individual or group or the project must happen within the municipal boundaries of the city.
- Give preference to first time applicants
- Shift to an annual once per year award instead of twice per year

If we were to switch to an annual award, the council could do up to (5) \$600 grants with the amount that we currently have budgeted.

Clerk Danen asked if we should do this now (still in 2026) or would we move the once per calendar year to 2027.

Aldersperson Kunding suggested to keep as it is for 2026 and then switch to 2027. We have that amount budgeted right now

Aldersperson Gantz thanked Danen for her work on this. She agrees to keep the same this year and then switch to once a year in 2027.

Aldersperson Nelson mentioned that we are trying to be more selective and wanted to know if we could change the wording a bit on the first change stating the eligibility that they must be a De Pere resident and the project must benefit the City of De Pere.

Manager Flom mentioned that having the "or" mentioned in the statement expands your pool. We'd like to know if we cut the pool by having the "and" mentioned in the statement.

Clerk Danen mentioned it is a little tricky to keep it within the City (resident and work in De Pere).

We could mention that applications could have better chance to get the grant if they are a first-time

applicant and De Pere resident.

Approve the changes and have the one-year application to 2027.

RESULT:	Passed
MOVER:	Casey Nelson
SECONDER:	Pamela Gantz
AYES:	James Boyd, Pamela Gantz, Amy Kundinger, Casey Nelson, Devin Perock
NAYS:	None

- D. For consideration and possible action to select and award a contract to BerryDunn for Enterprise Resource Planning (ERP) Consulting Services.*

Finance Director Pam Manley was present to speak on this item.

Looking at a new ERP system for Financial & HR payroll programming software. We budgeted for this in 2024. Received an estimate of \$60,000 in 2024 and carried over that amount to 2025,2026. We went out for an RFP for the consulting and had 13 different companies respond. We narrowed it to 4 applicants and will be interviewing those 4 services. The interview team unanimously liked what Berry Dunn has to offer. One phase is a needs assessment (what we currently have for our software and where the gaps are) and the second phase would be taking those needs that we need in the ERP and building the RFP to have companies bid on it. Looking for demonstrations with companies that might work for us and then to select the new ERP. The \$60,000 amount was low. We are looking to approve Berry Dunn and approve to use unassigned reserves for the rest of the amount; a one-time request to increase on \$56,000. One of the optional items they gave was being able to negotiate a contract with the chosen vendor. Once we know who we will move forward with, we can negotiate our contract.

Aldersperson Nelson asked if the money is for a 3rd person contracting service that would help us with our RFP. He asked about implementation pricing and Director Manley said they weren't sure yet, but the company will be able to help us narrow that down.

Staff is recommending approval of Berry Dunn for Enterprise Resource Planning (ERP) Consulting Services with the addition of unassigned reserves of \$56,000.

RESULT:	Passed
MOVER:	James Boyd
SECONDER:	Amy Kundinger
AYES:	James Boyd, Pamela Gantz, Amy Kundinger, Casey Nelson, Devin Perock
NAYS:	None

- E. Cash and Investments Report for March 31, 2026.

RESULT:	Passed
MOVER:	James Boyd
SECONDER:	Pamela Gantz
AYES:	James Boyd, Pamela Gantz, Amy Kundinger, Casey Nelson, Devin Perock
NAYS:	None

- F. For consideration and possible action to retain Stafford Rosenbaum LLP as outside counsel to provide representation before the Public Service Commission for the extension of utilities to the southeast area of De Pere.*

The Committee may convene in closed session pursuant to Section 19.85(1) (g), Wis. Stats., for the purpose of conferring with legal counsel for the governmental body who is rendering oral or written advice concerning strategy to be adopted by the body with respect to litigation in which it is or is likely to become involved. The Committee will thereafter reconvene in open session pursuant to Section 19.85(2), Wis. Stats., to take action on items discussed in closed session, if appropriate, and to consider the remainder of the agenda.

City Attorney Joanne Bungert was present to speak on this item.

The statutory process for extending utility infrastructure over a certain dollar threshold requires a filing of an application and a hearing before the Public Service Commission, and a petition process. Looking for outside counsel to provide representation before the Public Service Commission for the extension of the utilities to the Southeast area of De Pere. Recommending Stafford Rosenbaum LLP.

RESULT:	Passed
MOVER:	James Boyd
SECONDER:	Pamela Gantz
AYES:	James Boyd, Pamela Gantz, Amy Kundinger, Casey Nelson, Devin Perock
NAYS:	None

4. FUTURE AGENDA ITEMS

None

5. ADJOURNMENT

Mayor Boyd made a motion to adjourn. Alderperson Perock seconded the motion.
Adjourned at 8:01 pm.

Respectfully submitted,
Amy Darnick



City of De Pere, Wisconsin

3.A

**Request for Finance/Personnel
Committee Action**

Meeting Date: June 9, 2026
Department: City Clerk
From: Carey Danen, City Clerk
Subject: For consideration and possible action on copier lease for City Hall first floor.*
Recommendation: Motion to approve.

Attachments:

Memo to Finance - Copier Lease for City Hall First Floor, Copy of CH F1 Copier Proposal Matrix - C4510, COW - IMC4510 quote bundle 5-21-26, GF - Proposal IMC4510 - City of De Pere - 48month.Quarterly.HichCapFinisher - 052126, MSI - City of De Pere C4510

CITY OF DE PERE MEMO



To: Mayor James Boyd
Members of the Finance/Personnel Committee
From: Carey Danen, Clerk
Steve Massey, IT Director
Date: June 1, 2026
RE: **Copier Lease for City Hall First Floor**

The current lease for the City Hall first-floor copier expires in June. Three quotes were obtained for a new 48-month lease. The quoted quarterly lease totals, including estimated print costs, are as follows:

Vendor	Total Per Quarter
Complete Office of Wisconsin	\$988
Gordon Flesch	\$1,043
Metro Sales Inc.	\$1,122

A spreadsheet summarizing the vendor quotes in more detail is attached, along with the individual proposals.

Staff recommends signing a 4-year copier lease with Complete Office of Wisconsin because they offer the most competitive pricing and currently provide the lease for the copiers at City Hall (second floor), the Community Center, Fire Station 1, and the Municipal Services Center.

Proposed Lease					
Vendor	Proposed Device	Avg. Prints B/W Qtr.	Avg. Prints Color Qtr.	Cost B/W	Cost Color
Complete Office of Wisconsin	Ricoh IM C4510	23,754	3,405	0.0055	0.0424
Gorden Flesch	Ricoh IM C4510	23,754	3,405	0.0045	0.045
Metro Sales Inc.	Ricoh IM C4510	23,754	3,405	0.0069	0.039

Estimated Print Cost Qtr.	Proposed Lease Qtr.	Total Qtr.	One Time Fees	4 Year TCO
\$275	\$713	\$988	\$125	\$15,927
\$260	\$783	\$1,043	\$0	\$16,690
\$297	\$825	\$1,122	\$0	\$17,945

AGREEMENT

GREATAMERICA FINANCIAL SERVICES CORPORATION
PAYMENT ADDRESS:
PO BOX 660831, DALLAS TX 75266-0831



AGREEMENT NO.: 3271480

CUSTOMER ("YOU" OR "YOUR")

FULL LEGAL NAME: De Pere, City Of FEDERAL TAX ID #:

ADDRESS: 335 S Broadway De Pere, WI 54115-2526

A/P CONTACT NAME: A/P CONTACT EMAIL: A/P CONTACT PHONE:

VENDOR (VENDOR IS NOT OUR AGENT AND IS NOT AUTHORIZED BY US TO ACT ON OUR BEHALF OR TO WAIVE OR ALTER ANY PROVISION OF THIS AGREEMENT)

Complete Office of WI Germantown, WI

EQUIPMENT AND PAYMENT TERMS

TYPE, MAKE, MODEL NUMBER, SERIAL NUMBER, AND INCLUDED ACCESSORIES SEE ATTACHED SCHEDULE

1 Ricoh IMC4510 Copier

EQUIPMENT LOCATION: As Stated Above (PLUS TAX)

TERM IN MONTHS: 48 QUARTERLY PAYMENT AMOUNT*: \$712.59 PURCHASE OPTION*: Fair Market Value

TERMS AND CONDITIONS

CONTRACT. THIS AGREEMENT IS IRREVOCABLE AND NON-CANCELABLE FOR THE ENTIRE AGREEMENT TERM. IT CANNOT BE TERMINATED. PLEASE READ CAREFULLY BEFORE SIGNING. THIS AGREEMENT AND ANY CLAIM RELATED TO THIS AGREEMENT SHALL BE GOVERNED BY THE LAWS OF THE STATE OF IOWA. ANY DISPUTE WILL BE ADJUDICATED IN A FEDERAL OR STATE COURT IN LINN COUNTY, IOWA. YOU HEREBY CONSENT TO PERSONAL JURISDICTION AND VENUE IN SUCH COURTS AND WAIVE TRANSFER OF VENUE. EACH PARTY WAIVES ANY RIGHT TO A JURY TRIAL.

NET AGREEMENT. YOU UNDERSTAND WE ARE PAYING FOR THE EQUIPMENT BASED ON YOUR UNCONDITIONAL ACCEPTANCE OF IT AND YOUR PROMISE TO PAY US UNDER THE TERMS OF THIS AGREEMENT, WITHOUT SET-OFFS FOR ANY REASON, EVEN IF THE EQUIPMENT DOES NOT WORK OR IS DAMAGED, EVEN IF IT IS NOT YOUR FAULT.

NO WARRANTY. WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. YOU HAVE ACCEPTED THE EQUIPMENT "AS-IS". YOU CHOSE THE EQUIPMENT, THE VENDOR AND ANY/ALL SERVICE PROVIDER(S) BASED ON YOUR JUDGMENT. YOU MAY CONTACT YOUR VENDOR FOR A STATEMENT OF THE WARRANTIES, IF ANY, THAT THE MANUFACTURER OR VENDOR IS PROVIDING. WE ASSIGN TO YOU ANY WARRANTIES GIVEN TO US.

APPLICABLE TO GOVERNMENTAL ENTITIES ONLY

You hereby represent and warrant to us that as of the date of the Agreement: (a) the individual who executed the Agreement had full power and authority to execute the Agreement on your behalf; (b) all required procedures necessary to make the Agreement a legal and binding obligation against you have been followed; (c) the Equipment will be operated and controlled by you and will be used for essential government purposes for the entire term of the Agreement; (d) that all payments due and payable for the current fiscal year are within the current budget and are within an available, unexhausted, and unencumbered appropriation; (e) you intend to pay all amounts payable under the terms of the Agreement when due, if funds are legally available to do so; (f) your obligations to remit amounts under the Agreement constitute a current expense and not a debt under applicable state law; (g) no provision of the Agreement constitutes a pledge of your tax or general revenues; and (h) you will comply with any applicable information reporting requirements of the tax code, which may include 8038-G or 8038-GC Information Returns. If funds are not appropriated to pay amounts due under the Agreement for any future fiscal period, you shall have the right to return the Equipment and terminate the Agreement on the last day of the fiscal period for which funds were available, without penalty or additional expense to you (other than the expense of returning the Equipment to the location designated by us), provided that at least thirty (30) days prior to the start of the fiscal period for which funds were not appropriated, your Chief Executive Officer (or Legal Counsel) delivers to us a certificate (or opinion) certifying that (a) you are a state or a fully constituted political subdivision or agency of the state in which you are located; (b) funds have not been appropriated for the applicable fiscal period to pay amounts due under the Agreement; (c) such non-appropriation did not result from any act or failure to act by you; and (d) you have exhausted all funds legally available for the payment of amounts due under the Agreement. You agree that this paragraph shall only apply if, and to the extent that, state law precludes you from entering into the Agreement if the Agreement constitutes a multi-year unconditional payment obligation.

CUSTOMER'S AUTHORIZED SIGNATURE

BY SIGNING THIS PAGE, YOU REPRESENT TO US THAT YOU HAVE RECEIVED AND READ THE ADDITIONAL TERMS AND CONDITIONS APPEARING ON THE SECOND PAGE OF THIS TWO-PAGE AGREEMENT. THIS AGREEMENT IS BINDING WHEN WE EXECUTE THIS AGREEMENT AND PAY FOR THE EQUIPMENT.

(As Stated Above) X CUSTOMER SIGNATURE PRINT NAME & TITLE DATE

OWNER ("WE", "US", "OUR") GreatAmerica Financial Services Corporation X OWNER SIGNATURE PRINT NAME & TITLE DATE

CERTIFICATE OF DELIVERY AND ACCEPTANCE

The Customer hereby certifies that all the Equipment: 1) has been received, installed, and inspected, and 2) is fully operational and unconditionally accepted.

SIGNATURE: X NAME AND TITLE: DATE:

ADDITIONAL TERMS AND CONDITIONS

AGREEMENT. You want us to now pay your Vendor for the equipment and/or software referenced herein ("Equipment") and the amounts your Vendor Included on the Invoice to us for the Equipment for related installation, training, and/or implementation costs, and you unconditionally agree to pay us the amounts payable under the terms of this agreement ("Agreement") each period by the due date. This Agreement will begin on the date the Equipment is delivered to you or any later date we designate. We may charge you a one-time origination fee of \$125.00. If we do not receive by the due date, at the remittance address indicated on your Invoice, any amount payable to us, you will pay a late charge equal to: 1) the greater of ten (10) cents for each dollar overdue or thirty-nine dollars (\$39.00); or 2) the highest lawful charge, if less.

EQUIPMENT USE. You will keep the Equipment in good working order, use it for business purposes only, not modify or move it from its initial location without our consent, and bear the risk of its non-compliance with applicable laws. You agree that you will not take the Equipment out of service and have a third party pay (or provide funds to pay) the amounts due hereunder. You must resolve any dispute you may have concerning the Equipment with the manufacturer or Vendor. You will comply with all laws, ordinances, regulations, requirements and rules relating to the use and operation of the Equipment.

VENDOR SERVICES. Payments under this Agreement may include amounts you owe your Vendor under a separate arrangement (for maintenance, service, supplies, etc.), which amounts may be invoiced by us on your Vendor's behalf for your convenience. You will look solely to your Vendor for performance under any such arrangement or to address any disputes arising thereunder.

SOFTWARE/DATA. Except as provided in this paragraph, references to "Equipment" include any software referenced above or installed on the Equipment. We do not own the software and cannot transfer any interest in it to you. We are not responsible for the software or the obligations of you or the licensor under any license agreement. You are solely responsible for protecting and removing any confidential data/images stored on the Equipment prior to its return for any reason.

ASSIGNMENT. You may not sell, assign or sublease the Equipment or this Agreement without our written consent. We may sell or assign this Agreement or our rights in the Equipment, in whole or in part, to a third party without notice to you. You agree that if we do so, the assignee will have our rights but will not be subject to any claim, defense, or set-off assertable against us or anyone else.

LOSS OR DAMAGE. You are responsible for any damage to or loss of the Equipment. No such loss or damage will relieve you from your payment obligations hereunder. We are not responsible for, and you will indemnify us against, any claims, losses or damages, including attorney fees, in any way relating to the Equipment or data stored on it. This indemnity will survive the expiration of this Agreement. In no event will we be liable for any consequential or indirect damages. We may, at reasonable times and with prior notice, inspect the Equipment and any documents relating to its use, maintenance and repair.

INSURANCE. You agree to maintain commercial general liability insurance acceptable to us and to name us as an additional insured on the policy. You also agree to: 1) keep the Equipment fully insured against loss at its replacement cost, with us named as lender's loss payee; and 2) provide proof of insurance satisfactory to us no later than 30 days following the commencement of this Agreement, and thereafter upon our written request. If you fail to maintain property loss insurance satisfactory to us and/or you fail to timely provide proof of such insurance, we have the option, but not the obligation, to secure property loss insurance on the Equipment from a carrier of our choosing in such forms and amounts as we deem reasonable to protect our interests. If we secure insurance on the Equipment, we will not name you as an insured party, your interests may not be fully protected, we may charge you an insurance fee, and you will reimburse us the premium which may be higher than the premium you would pay if you obtained insurance, both of which may result in a profit to us. If you are current in all of your obligations under the Agreement at the time of loss, any insurance proceeds received will be applied, at our option, to repair or replace the Equipment, or to pay us the remaining payments due or to become due under this Agreement, plus our booked residual, both discounted at 3% per annum.

TAXES. We own the Equipment. You will pay when due, either directly or by reimbursing us, all taxes and fees relating to the Equipment and this Agreement. Sales or use tax due upfront will be payable over the term with a finance charge.

END OF TERM. At the end of the term of this Agreement (or any renewal term) (the "End Date"), this Agreement will renew month to month unless a) we receive written notice from you, at least 30 days prior to the End Date, of your intent to return the Equipment, and b) you timely return the Equipment to the location designated by us, at your expense. If a Purchase Option is indicated above and you are not in default on the End Date, you may purchase the Equipment from us "AS IS" for the Purchase Option price. If the returned Equipment is not immediately available for use by another without need of repair, you will reimburse us for all repair costs. You cannot pay off this Agreement or return the Equipment prior to the End Date without our consent. If we consent, we may charge you, in addition to other amounts owed, an early termination fee equal to 5% of the amount we paid for the Equipment.

DEFAULT/REMEDIES. You will be in default hereunder if a) a payment becomes 10+ days past due; b) you become insolvent or there has been a material adverse change in your or any guarantor's financial, business or operating condition since commencement hereof; c) you made false or misleading representations to us herein or in another document; d) you have defaulted under any other agreement in effect between us and you; e) you, your owners, or your guarantors are or become listed on a U.S. or foreign government sanctions list or are subject to sanctions therefrom; or f) you otherwise breach this Agreement. In the event of your default, you waive notices of our intent to accelerate the payments, the acceleration of the payments and of the enforcement of our rights under this Agreement; and we may require that you return the Equipment to us at your expense and pay us: 1) all past due amounts and 2) all remaining payments for the unexpired term, plus our booked residual, discounted to present value at 3% per annum; and we may disable or repossess the Equipment and use all other legal remedies available to us. You agree to pay all costs and expenses (including reasonable attorney fees) we incur in any dispute with you related to this Agreement. You agree to pay us interest on all past due amounts at the rate of 1.5% per month, or at the highest rate allowed by applicable law, if less.

UCC. You agree that this Agreement is (and/or shall be treated as) a "Finance Lease" as that term is defined in Article 2A of the Uniform Commercial Code ("UCC"). You agree to forgo the rights and remedies provided under sections 507-522 of Article 2A of the UCC.

MISCELLANEOUS. This Agreement is the entire agreement between you and us relating to the Equipment and supersedes any prior representations or agreements, including any purchase orders, requests for proposals (and any responses thereto) or any other bid documents. Any reference to a request for proposal or other bid document in this Agreement is solely for your administrative convenience and is not intended to incorporate any of the terms appearing in such document herein. If you issue a purchase order ("PO"), any additional or conflicting terms appearing in a PO shall not amend this Agreement. Upon request, we may reference the PO number on Invoices (solely for administrative convenience). Any terms and conditions separately introduced as a part of your vendor onboarding or invoice payment process shall not amend this Agreement even if agreed to by us as a convenience to you, and you will reimburse us for any costs incurred by us as a result. Amounts payable under this Agreement may include a profit to us. The original hereof for perfection purposes, and the sole "authoritative copy" of the "record" evidencing "chattel paper" under the UCC, is the record hereof in our possession or controlled by us (or our assignee or custodian) as chattel paper under the UCC, bearing (i) the original or a copy of your manual signature (whether wet ink or electronic), and (ii) our original wet ink or electronic signature. Upon execution, the parties agree to be bound to the terms hereof regardless of the medium or format in which this Agreement is maintained or controlled. If any provision of this Agreement is unenforceable, the other provisions herein shall remain in full force and effect to the fullest extent permitted by law. Within 30 days after our request, you will deliver all requested information (including financial statements and tax returns) which we deem reasonably necessary to determine your then current financial condition. To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each customer who opens an account. When you enter into a transaction with us, we ask for your business name, address and other information that will allow us to identify you. We may also ask to see other documents that substantiate your business identity. You consent to receive communications, including calls, text messages, and emails related to this Agreement, which may be sent using automated systems. You authorize us to either insert or correct the Agreement number, serial numbers, model numbers, beginning date, and signature date and acknowledge that if your Vendor filled in any blanks above, they did so on your behalf. All other modifications to the Agreement must be in writing signed by each party.

Order Details

New Account: Account App Purchase Order Number

Bill To: <u>City of De Pere</u> Dept: <u>Health</u>	Ship To: <u>Same</u> Dept: <u></u>
Address: <u>335 S Broadway</u>	Address: <u></u>
City: <u>De Pere</u> State: <u>WI</u> Zip Code: <u>54115</u>	City: <u></u> State: <u></u> Zip Code: <u></u>
Contact: <u>Steve Massey</u>	Contact: <u>Same</u>
Phone: <u>920-339-4072</u> Ext. <u>1255</u>	Phone: <u></u> Ext. <u></u>
Email: <u>smassey@deperewi.gov</u>	Email: <u></u>

Quantity	Part Number	Description	ID #	Sub #	Serial Number	Price
1	419331	Ricoh IMC4510 (45 ppm color walkup)				\$9,695.00
1	419374	LCIT PB3330 (3rd large capacity tray)				Included
1	423954	Finisher SR3340 (3,000 sheet)				Included
1	419381	Bridge Unit BU3100				Included
1	419438	Punch Unit PU3110 NA				Included
1	006428MIU	Surge Protector				Included
1	842526	Black Set Up Toner				Included
1	842527	Yellow Set Up Toner				Included
1	842528	Magenta Set Up Toner				Included
1	842529	Cyan Set Up Toner				Included

Lease Details

Lease GA DLL
 Other

Payment Amount

Type FMV \$1 Purchase Option

Term 12 Months 48 Months
 24 Months 60 Months
 36 Months 63 Months
 39 Months Other

Purchase Details

Sub-Total \$9,695.00
Tax Exempt
Shipping Included
Total Investment \$9,695.00

Terms: Net 10 days, Invoice to follow

Customer Signature Date

Printed Name Date

Sales Rep Signature Date

Maintenance Details

Maintenance Program Requested Yes, with Supplies Yes, w/o Supplies Declined

Maintenance Billing Frequency

Base + Overage Contract*
Base Rates are billed in advance with overage billed when incurred.
 Monthly Quarterly Yearly

Black Copies Included Black Overage CPC
Color Copies Included Color Overage CPC

Cost Per Copy Contract*
Billed Monthly ONLY
Black CPC rate 0.0055
Color CPC rate 0.0424
rates locked for 4 years per Elliot Shaw

* Minimum \$25.00 monthly charge (per machine) applies to ALL contracts.

Delivery Information/Details

IT Contact Name: Phone: E-mail:

Computer Program: MAC Windows Windows OS:

Delivery Contact: Phone: E-mail:

Delivery Date: Delivery Time:

Machine Location: First Floor

Make	Model	Serial Number	ID#

MFP SET TO BLACK AUTO COLOR COLOR

Acceptance of Delivery: Title: Date:

Order Details

New Account: Account App Purchase Order Number

Bill To: <u>City of De Pere</u> Dept: <u>Health</u>	Ship To: <u>Same</u> Dept: <u></u>
Address: <u>335 S Broadway</u>	Address: <u></u>
City: <u>De Pere</u> State: <u>WI</u> Zip Code: <u>54115</u>	City: <u></u> State: <u></u> Zip Code: <u></u>
Contact: <u>Steve Massey</u>	Contact: <u>Same</u>
Phone: <u>920-339-4072</u> Ext. <u>1255</u>	Phone: <u></u> Ext. <u></u>
Email: <u>smassey@deperewi.gov</u>	Email: <u></u>

Quantity	Part Number	Description	ID #	Sub #	Serial Number	Price
1	419331	Ricoh IMC4510 (45 ppm color walkup)				Leased
1	419374	LCIT PB3330 (3rd large capacity tray)				Leased
1	423954	Finisher SR3340 (3,000 sheet)				Leased
1	419381	Bridge Unit BU3100				Leased
1	419438	Punch Unit PU3110 NA				Leased
1	006428MIU	Surge Protector				Leased
1	842526	Black Set Up Toner				Leased
1	842527	Yellow Set Up Toner				Leased
1	842528	Magenta Set Up Toner				Leased
1	842529	Cyan Set Up Toner				Leased

Lease Details

Purchase Details

Lease <input checked="" type="checkbox"/> GA <input type="checkbox"/> Other <input type="checkbox"/> DLL	Sub-Total <u>Leased</u>
Payment Amount <u>\$712.59 (quarterly)</u>	Tax <u>Exempt</u>
Type <input checked="" type="checkbox"/> FMV <input type="checkbox"/> \$1 Purchase Option	Shipping <u>Included</u>
Term <input type="checkbox"/> 12 Months <input checked="" type="checkbox"/> 48 Months <input type="checkbox"/> 60 Months <input type="checkbox"/> 63 Months <input type="checkbox"/> Other	Total Investment <u>See Lease Payment Info To Left</u>
	Terms: <u>Net 10 days, Invoice to follow</u>
	Customer Signature Date
	Printed Name Date
	Sales Rep Signature <u></u> Date <u></u>

Maintenance Details

Maintenance Program Requested Yes, with Supplies Yes, w/o Supplies Declined

Maintenance Billing Frequency

Base + Overage Contract*	Cost Per Copy Contract*
Base Rates are billed in advance with overage billed when incurred.	Billed Monthly ONLY
<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Yearly	Black CPC rate <u>0.0055</u>
Black Copies Included <u></u> Black Overage CPC <u></u>	Color CPC rate <u>0.0424</u>
Color Copies Included <u></u> Color Overage CPC <u></u>	rates locked for 4 years per Elliot Shaw

* Minimum \$25.00 monthly charge (per machine) applies to ALL contracts.

Delivery Information/Details

IT Contact Name: Phone: E-mail:

Computer Program: MAC Windows Windows OS:

Delivery Contact: Phone: E-mail:

Delivery Date: Delivery Time: Trade-In / Pick-up Information

Machine Location:	Make	Model	Serial Number	ID#
<u>First Floor</u>				
Delivery Notes: <u></u>				

MFP SET TO BLACK AUTO COLOR COLOR

Acceptance of Delivery: Title: Date:

Location: First Floor, IMC4510

Customer Maintenance Contract Agreement

This agreement ("Agreement") made 5/21/2026 by and between City of De Pere (Customer), having a principal place of business at 335 S Broadway, De Pere, WI 54115 and Badger Office City ("Provider"), sets forth the terms and conditions under which Provider agrees to provide specified maintenance services for Customer under the terms of this Agreement.

WHEREAS, Customer desires to obtain maintenance services ("Services") from Provider; and

WHEREAS, Provider desires to be a supplier of Services to Customer; and

WHEREAS, both Customer and Provider desire a mutually beneficial relationship between the companies regarding such Services.

NOW, THEREFORE, in consideration of the mutual promises made herein, Customer and Provider agree as follows:

1. **TERM.** This Agreement shall be effective as of the date stated in the opening paragraph and shall continue in effect for 1 year(s) (the "Term") until terminated by either party in accordance with the termination provisions in Section 6. In the event of any conflict or inconsistency between the provisions of this Agreement and the General Terms and Conditions, the parties hereto agree that the provisions of this Section 1 on Term and Section 6 on termination shall govern and control.

2. **RENEWAL.** At the end of the Term, this Agreement shall automatically be extended for successive one (1) year periods ("Renewal Terms") unless either party gives at least sixty (60) days prior written notice of its intention to terminate the Agreement. Rates are subject to change at the date of the Renewal.

3. **RESPONSIBILITIES OF CUSTOMER.** Customer shall provide Provider with full access and availability to the Equipment to perform Services. Customer shall also provide adequate working space and facilities, including heat, light, ventilation, electric current, outlets and the like for use by Provider personnel in providing Services. All such space and facilities shall be within a reasonable distance of the Equipment to be serviced and shall be provided at Customer's expense. Customer is responsible to remove, or implement other safeguards to protect all programming, programs, data, removable storage media, documentation, supplies and all options, alterations and attachments before any Equipment is presented for Service.

4. **INCLUDED IN THIS AGREEMENT IS.** Parts, labor, toner, travel time, drums, & developer under normal machine wear/use and @ Remote*.

a. **Excess toner charge.** Applicable toner will be provided based on the manufacturer's current estimated yield (copies/prints) per bottle/cartridge. Any deviation from this yield may result in an additional charge and will be invoiced to the customer at the then current published company price for toner. Consumable prices subject to change without notice.

Yield per bottle/cartridge: Black 42,000 Cyan 28,000 Yellow 28,000 Magenta 28,000
Initial Here: 

5. **EXCLUSIONS FROM SERVICE.** Provider will not be responsible for providing Services for damaged or failing Equipment if the damage or failure is caused by:

- a. Paper, staples, professional services*, repairs due to the misuse/damage of the machine, and any repair that results in an insurance claim.
- b. Customer's failure to continually maintain a suitable environment prescribed by the applicable manufacturer;
- c. Accidents, Acts of God, disaster, transportation, vandalism, negligence, misuse or abuse;
- d. All items considered consumables by manufacturer.
- e. Any items broken due to physical abuse.
- f. Any cracked plastics or cosmetics.
- g. Service of the Equipment by anyone other than Provider.
- h. Customer's inadequate use, or failure to use supplies.
- i. Other than normal wear or use beyond the normal or engineered life cycle of the Equipment, or Provider's inability to maintain the Equipment in good operating condition using standard field replaceable parts and accessories

* **Professional services fees** include, but are not limited to the retraining of operators, software updates, firmware

updates, installing print drivers, programming of templates, department codes, scan paths and address books. Upgrades/changes made by the customer to their computers, network operating systems or solution providers that result in the dispatch of a service technician to your location may result in Professional Service Fee charges. Should a dealer technician arrive on site to diagnose a copier related network/print/fax/scan problem, and that technician determines that he can successfully print/fax/scan to the copier with a crossover cable connected directly to his laptop, thereby eliminating the local network, further Professional Services may be billable. Professional Services fees are billed at a minimum of \$105.00 and at \$105.00 /hr thereafter.

6. **TERMINATION.**

(A.) **NORMAL TERMINATION.** Either party may terminate this Agreement after the Initial Term by providing sixty (60) days prior written notice. Termination pursuant to this clause shall not relieve the parties of their mutual responsibilities and obligations under Services being performed under any active Purchase Orders unless and to the extent that such Services are terminated by mutual agreement. If a new machine is purchased from another vendor, it is the Customer's responsibility to ensure Badger Office City has the final meter reading for the machine to do the final billing. If this is not given to Badger Office City, the final meter reading will be estimated according to past usage, and any service, parts, and/or supplies installed since the expiration of the previous contract will be billed to the Customer's account and any uninstalled supplies provided under the maintenance contract will need to be returned to Badger Office City.

(B.) **TERMINATION FOR DEFAULT.** Either party may terminate this Agreement if the other party breaches or is in default of any obligation hereunder, which default is incapable of cure or which, being capable of cure, has not been cured within the thirty (30) days after notice of such default (or such additional cure period as the non-defaulting party may authorize.)

(C.) **ACTS OF INSOLVENCY OR BANKRUPTCY.** Either party may terminate this Agreement by written notice to the other party and may regard the other party as in default of this Agreement, if the other party becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, or becomes subject to any proceeding under any bankruptcy or insolvency law, whether domestic or foreign, or has wound up or liquidates, voluntarily or otherwise. In the event that any of the above events occur, the party so affected shall provide ten (10) days prior written notice to the other party of such occurrences.

(D.) **RESOLUTION OF CONFLICTS BETWEEN THIS AGREEMENT AND GENERAL TERMS AND CONDITIONS.** In the event of any conflict or inconsistency between the provisions of this Agreement and the General Terms and Conditions, the parties hereto agree that the provisions of Section 1 on Term and this Section 6 on termination shall govern and control.

7. **GENERAL.** This Agreement shall be governed by the laws of the State of Wisconsin. This Agreement may not be modified or changed except by a writing signed by an authorized representative of each party. Except as expressly permitted herein, neither this agreement nor any of each party's rights herein may be transferred or assigned without the other party's express written consent. This Agreement shall be binding upon and inure to the benefit of each party, its permitted successors and assigns. No delay in notice of a party's default hereunder or in exercising any right permitted herein or under law shall constitute a waiver by the other party. No waiver of any provision or right herein shall constitute a waiver of any other provision or right in the future. Customer's service or purchase requisitions or purchase orders provided to Provider will be subject to and controlled by this Agreement, including the terms and conditions, if any, contained in any Customer service or purchase requisition or purchase order.

8. **SOLE AND ENTIRE AGREEMENT.** It is further agreed that, together with the General Terms and Conditions, this Agreement constitutes the complete and entire agreement of the parties with respect to the Services to be provided hereunder and supersedes and oral or written communication, prior agreement or understanding, proposal, advertisement or representation with respect to its subject matter.

9. **MAINTENANCE CONTRACT RATE.** The maintenance contract rate is attached under Schedule A.
Initial Here

10. **SUBSTITUTION OF PERFORMANCE.** Customer agrees that (i) Provider may assign or transfer its rights and obligations under this Agreement to another provider.

In Witness Whereof, the parties hereto have executed this Agreement as of the day and year first above written.

CUSTOMER AUTHORIZATION OF EQUIPMENT MAINTENANCE AGREEMENT

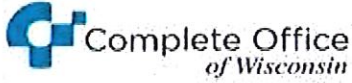
By: (Authorized Signature) _____ Date _____

Printed Name _____ Title _____

Jon P. Arel

APPROVED BY COMPLETE OFFICE OF WISCONSIN

By: (Authorized Signature) _____ Date _____



N115W18500 Edison Dr
 Germantown, WI 53022
 www.badgerofficecity.com

P: (920) 684-3671
 TFP: (800) 684-3671
 F: (920) 684-3699

Location: First Floor, IMC4510

SCHEDULE A

Our services provide you with:

- * Emergency service calls during **regular** business hours.
- * Factory trained technicians to give quality service.
- * Quick & effective service.

Customer Name: City of De Pere
 Customer Address: 335 S Broadway
 City: De Pere State: WI Zip Code: 54115

Model # IMC4510 Machine ID # TBD Serial # TBD

Initial Contract Period: Intall Date to 4 Years After

Meter Type	Copies Included	Base Charge	Copy Overage	Billing Frequency
Black	0	\$0.00	\$0.00550	Monthly
Color	0	\$0.00	\$0.04240	Monthly

* Minimum \$25.00 monthly charge (per machine) applies to ALL contracts.

Please enter the current meter reading(s) below

Meter Type	Current Meter(s)
Black	0
Color	0

Obtaining Meter Readings: Please indicate how you would like Badger Office City to obtain the meter readings for your machine based on the billing frequency chosen. Select option A or B and complete.

A) Remote Tracking Software: The machine MUST be connected to the network for this option.

This is a value added service, which will allow for meter readings and software updates, if necessary. By choosing this option for the meter read plan, you are authorizing Badger Office City to set up a remote tracking device and meter reading system on your (the customer's) product.

Contact Name _____
 Contact Phone _____
 Contact E-mail _____

B) Non-Networked Machine

Contact Name _____
 E-mail Reminder _____

DE PERE CITY HALL

Proposed Solution

Prepared by
Tyler Nugent
05/20/2026

REVISED - 05.21.26

**48 month lease
Quarterly payment
High capacity staple finisher (3,000 sheet)**



**GORDON
FLESCH**
COMPANY

Letter of Introduction

We appreciate your interest in partnering with Gordon Flesch Company (GFC). It is our passion to empower your people through technology to meet and exceed your goals and objectives, while providing you with the highest level of customer service.

GFC will assess your current technology objectives and develop strategies to decrease costs and increase efficiencies. This approach emphasizes the importance of aligning your technology investments with your business goals. Working in a systematic, phased approach, we will close the gap between where you are today to where you would like to be. This process can also include right-sizing your fleet, removing inefficient devices, current invoice/contract analysis, technology enhancements, process optimization and total cost of ownership considerations.

We are an independent, privately-owned technology solutions provider **with over 69 years of experience**. We are not limited to any one manufacturer nor restricted to that manufacturer's solution offerings. Our independence allows us to develop solutions that are customized to your needs. We look forward to building upon this partnership and implementing reliable solutions for your company, ensuring the success of our solutions with our unmatched service and support.

Please do not hesitate to contact me if you have any questions or desire any additional information.

Sincerely,

Tyler Nugent
Account Executive
o: (920) 757-2703
tnugent@gflesch.com

Your Local Partner

- Headquarters in Madison, WI
- 29 offices throughout the Midwest
- Live and work in the communities we serve

Wisconsin - Madison (2), Milwaukee (2) and Appleton

Illinois - Geneva, Chicago, Lake Zurich, Rockford and Woodstock

Indiana - Indianapolis, Columbus and Terre Haute

Iowa - Cedar Falls, Cedar Rapids, Davenport, Dubuque, Fairfield, Fort Dodge, Mason City and Spencer

Ohio - Columbus, Chillicothe, Findlay, Lancaster, Mansfield, Newark and Wooster

South Dakota - Sioux Falls

Technology Solutions Provider

One Vendor

From multi-function and single-function output devices to Managed Voice Services, Managed IT Services and Onsite Services, we simply make it easy do business with GFC. **We worry about Print, Voice and IT so you don't have to!**

In-House Leasing

GFC Leasing was formed to provide a personalized, flexible way for our clients to lease business equipment and services. We offer flexible terms and straightforward end-of lease options and best of all, GFC Leasing will hold the lease for the duration of the contract.

- Flexible leasing terms and no end of term surprises
- Change equipment as business needs change
- Dedicated and personalized team of experts
- Stay up-to-date with the latest technology
- True "Technology as a Service" solutions

Our Products and Services



MANAGED PRINT SOLUTIONS



MANAGED VOICE SERVICES



MANAGED IT SERVICES



OUTPUT MANAGEMENT SOLUTIONS



ONSITE SERVICES

imageCARE⁺ Managed Print Services

GFC can remove the stress of updating, maintaining or repairing your printers so your team can get back to doing what they do best. An imageCARE+ MPS program is designed to:

- Improve print workflow efficiency and security
- Optimize the placement and number of print devices on the network
- Improve supply management and reduce supply waste
- Improve decisions making with clear, informative Business Reviews using PowerBI
- Include powerful data-driven analytics



elevity[®] Managed IT Services

Our **Managed IT** Services team helps clients strategically align technology with their organizational and business goals, empowering them to operate more effectively, efficiently and securely. Our experienced consultants will provide risk analysis, cutting-edge tools and expertise to guard your business against the threat of a cyberattack. When you partner with GFC, you work with a dedicated **Virtual CIO (vCIO)** who serves as your trusted advisor to strategically address your technology challenges. Our Managed IT team will minimize downtime and keep your business hardware and software running at peak efficiency.

Security



Strategy



Solutions



Support



ELEVATE Managed Voice Services

Free your employees to work from anywhere with Elevate, the cloud-based business communications platform that goes wherever you go.

- Business Phones
- Desktop App
- Mobile Devices
- Video Conferencing
- Team Chat
- File Management



Ongoing Service, Support and Security

GFC Service

The GFC name is synonymous with customer service. We do not have a “fix it and run” mentality.

- 178 Service Professionals
- 17.9 Years Tenure
- First Call Effectiveness



GFC Support

Since 1997, the Technology and Logistics Center (TLC) has been a key component of our customer service offering. Based out of our Wisconsin facility. The TLC is a modern laboratory equipped with a representative array of our hardware and software solutions.



The center is staffed with trained Systems Engineers each specialized in computer operating systems, print graphics, color correction and data capture. Their combined expertise covers our complete product and solution suite; ensuring you will receive qualified dedicated support when you need it.

With over 40,000 annual calls to the TLC, 98.6% are answered live by a System Engineer and resolved during the first 24 hours.

GFC Security

No matter the size of your business, a Print Security Strategy is critical to every organization. The security experts at GFC can keep you on the right course by conducting an initial security assessment of your print environment and working with you to determine the most practical plan of action. Some of the action items include:

- Perform Configuration Compliance Check
- Create Custom Security Settings
- Hard Drive Encryption
- Hard Drive Erasure
- Trusted Platform Module
- Output Management Software
- Device Management Tools
- Print Job Encryption

GORDON FLESCH COMPANY Security Checklist	
Set-Up Measures <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Upgrade Firmware to Most Recent Version <input checked="" type="checkbox"/> Change Manufacturer Default Admin Password <input checked="" type="checkbox"/> Disable Unused Protocols <input checked="" type="checkbox"/> Disable Unused Services <input checked="" type="checkbox"/> Disable Weak Cipher Levels 	End-of-Life Measures <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reset to Factory Default <input checked="" type="checkbox"/> Hard Drive Overwrite <ul style="list-style-type: none"> • Certificate of Completion Available Upon Request
Manufacturer Security-by-Design <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Proprietary Operation System <input checked="" type="checkbox"/> Hard Drive Protection <input checked="" type="checkbox"/> Event Log Monitoring <input checked="" type="checkbox"/> Anti-Virus 	Firmware Management Options <ul style="list-style-type: none"> <input type="checkbox"/> Always Up-to-Date <ul style="list-style-type: none"> • Requires compatible devices and access to manufacturers updates • Firmware updates have the potential to temporarily impact performance and functionality <input type="checkbox"/> On Your Own <ul style="list-style-type: none"> • We provide you Centralized Management Tools to update your devices on your own schedules • GFC's Service Technicians will still need to update the firmware when performing most service calls <input type="checkbox"/> Update As-We-Go <ul style="list-style-type: none"> • As Service Technicians are onsite and deems necessary, firmware is updated
Optional Measures <ul style="list-style-type: none"> <input type="checkbox"/> Disabling Thumb Drives <input type="checkbox"/> Hard Drive Destruction* <input type="checkbox"/> Locking Paper Trays* <input type="checkbox"/> Real Time Hard Drive Overwrite/Erasure* <input type="checkbox"/> Centralized Fleet Management Tools* <input type="checkbox"/> Print Job Encryption* <input type="checkbox"/> Trusted Platform Module <input type="checkbox"/> Custom Security Measures* <input type="checkbox"/> Secure Release* <input type="checkbox"/> Statistical User Tracking* <input type="checkbox"/> Rules Based Routing* <input type="checkbox"/> Mobile Print Management <p><small>*May require additional configurations and/or costs</small></p>	Staying Secure <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Service Technicians Identification for Service Calls Through GFC App or Client Portal <input checked="" type="checkbox"/> GFC Security Council <ul style="list-style-type: none"> • Meets quarterly to discuss any threats that could impact the devices and solutions we manage <input checked="" type="checkbox"/> Security Blogs & Whitepapers Released Periodically Throughout the Year <p>Email _____</p> <input checked="" type="checkbox"/> imageCARE Business Reviews <ul style="list-style-type: none"> • Review security measures taken to ensure GFC is aligned with your organizational Attitude Toward Security
Company _____	Name _____ Date _____

This Security Checklist is for informational and planning purposes only, and should not be construed as a promise to perform by either GFC or the client.

GFC Client Portal and eInvoice Pay Portal

The **GFC Client Portal** places important technology data at your fingertips. This online portal allows you to do the following:

- Access to account information
- Place a service request
- Monitor service in real time
- View service history
- Order supplies
- Make payments and monitor status
- Manage MFP fleets
- Submit and view meter readings
- View equipment information
- Manage user settings
- Set admin permissions
- QR access from printer

While the **eInvoice Pay Portal** is a simple way to manage your account and pay invoices faster. Within the portal you can pay your GFC bills online, review payment history and easily manage your preferred payment method.

Client Portal	eINVOICE Portal
<p>If You Need To Do These Things:</p> <ul style="list-style-type: none"> ▪ Order Supplies ▪ Place a Service Request ▪ Monitor Service in Real Time ▪ Submit and View Meter Readings ▪ Manage User Settings <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input type="text" value="User name"/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input type="password" value="Password"/> </div> <div style="background-color: #002060; color: white; padding: 5px; display: inline-block;"> Log In ➔ </div>	<p>If You Need To Do These Things:</p> <ul style="list-style-type: none"> ▪ Make Fast & Secure Payments Online ▪ Schedule Future Payments ▪ Search & View Invoices 24/7 ▪ Check Account Status & Billing History <div style="background-color: white; color: #002060; padding: 5px; display: inline-block; margin-top: 10px;"> Click Here ➔ </div>

myGFC App

The **myGFC** app makes it easy to manage your business technology needs. Some of the features include:

- Schedule and track a service call
- See what technician is assigned to your service call
- Rate the quality of the service after its completed
- Constant communication with the GFC support team

Download the **myGFC** app from the App Store



Award Winning Industry Leader

- 2025 Ricoh ProVision Dealer Partner
- 2024 Canon Top Dollar Volume Award 10 Consecutive Years
- 2024 Canon Advanced Partner Program
- 2024 Lexmark Largest Independent Dealer Award
- 2023 Lexmark Advisory Council Dealer
- 2024 EFI Platinum Partner
- 2024 ENX Magazine Elite Dealer
- 2023 Intermedia Champions Dealer Program, Platinum Status





Discovery Research

What You Told Us

- Current lease for a Ricoh IM C6000 is coming to term and the City is looking to upgrade/replace it.
- No need for fax as the City moved to an eFAX solution.
- Configured with a high capacity paper tray, staple finisher and hole punch.
- Would like to see the 60 ppm and 45 ppm pricing options.

GFC Recommended Solution

45 pages per minute option

Ricoh IM C4510

Machine Features

- **45 Images Per Minute - Black & Color**
- Energy Star & EPEAT Gold Certified
- First Out Time: As fast as 3.2 Seconds
- **(2) 550 Sheet Standard Paper Drawers**
 - Up to 12? x 18" Size Paper and 16 lb. to 80 lb. Bond (300gsm)
- 100 Sheet Stack Bypass (up to 11" x 49.6")
- **10.1" Android Smart Operation Panel Touch Screen**
- With Always Current Technology & Smart Scalability
- Multiple Screen Configurations (Including Classic UI)
- **220 Sheet Single Pass Duplexing Document Feeder (up to 300 ipm)**
- Advanced Color Network Scanning Features:
 - Network Color Scanning to File Folder, E-mail, & FTP
 - Scan as PDF Compact - Decreases File Size of Color Scans
 - Scan to USB & SD Drive
 - Blank-page Removal
 - Scan to Application (Scan & Copy, Basic Scan-to-SharePoint/O365/Docuware, ID Card Scanning, etc?)
- Network Printing - PCL & Post Script
- Secure Print Via Document Server (Mailbox) and Print Driver
- Mobile Device Printing (thru Smart Device Connector App)
- Apple AirPrint
- Direct Print via USB & SD Drive
- 4GB Standard RAM + 256GB SSD
- 1,200 x 1,200 dpi Resolution
- Intelligent Support - How-to-Videos, Remote Panel Support, Automatic Remote Firmware Updates (if desired)
- Enhanced Security Features: Data Overwrite Security Systems (DOSS), Digital Signature Authorization, HDD Encryption, & Device Firewall between Smart Operation Panel and Device HDD.
- **Bridge Unit BU3100**
- **Finisher SR3340 (3000 sheet)**
- **LCIT PB3330 (high capacity paper tray)**
- **Punch Unit PU3080 NA**

REVISED - 48 month, quarterly pmt, high capacity staple finisher



GFC Solution Investment

Qty	Manufacturer	Model	Description
1	Ricoh	IM C4510	IM C4510 (45 pages per minute)
			LCIT PB3330
			Bridge Unit BU3100
			Finisher SR3340 (3000 sheet)
			Punch Unit PU3080 NA

imageCARE Agreement

Black images billed at \$0.0045

Color images billed at \$0.045

The imageCARE Agreement includes toner, all parts, all labor, travel time, technical updates, preventative maintenance, access to the GFC Help Desk for remote resolution, and firmware updates through GFC's Quality Assurance Program. GFC's imageCARE also provides an automatic meter reading application and 24/7 access to your private customer portal with information and tools. Network connected installations include the services of a Digital Support Specialist to manage system integration and training. Delivery, installation and start-up supplies is included. *Pricing does not include sales tax.*

	<u>48 Month</u>
Monthly Lease Investment - QUARTERLY payment	\$783.00

Network Consultation, Installation and Support

Network connected installations include the services of a Digital Support Specialist to manage system integration, training & unlimited access to our Technology and Logistics Center (TLC).

Delivery, equipment installation, start-up supplies and training included.

Pricing does not include applicable sales tax. Pricing valid for 30 days.

05/20/2026

Information herein is proprietary and confidential and shall not be used or disclosed without prior written consent of the Gordon Flesch Co.

GFC Recommended Solution

60 pages per minute option

Ricoh IM C6010

Machine Features

- **60 Images Per Minute - Black & Color**
- Energy Star & EPEAT Gold Certified
- First Out Time: As fast as 2.4 Seconds
- **(2) 550 Sheet Standard Paper Drawers**
 - Up to 12? x 18" Size Paper and 16 lb. to 80 lb. Bond (300gsm)
- 100 Sheet Stack Bypass (up to 11" x 49.6")
- 10.1" Android Smart Operation Panel Touch Screen
- With Always Current Technology & Smart Scalability
- Multiple Screen Configurations (Including Classic UI)
- **220 Sheet Single Pass Duplexing Document Feeder (up to 300 ipm)**
- Advanced Color Network Scanning Features:
 - Network Color Scanning to File Folder, E-mail, & FTP
 - Scan as PDF Compact - Decreases File Size of Color Scans
 - Scan to USB & SD Drive
 - Blank-page Removal
 - Scan to Application (Scan & Copy, Basic Scan-to-SharePoint/O365/Docuware, ID Card Scanning, etc?)
- Network Printing - PCL & Post Script
- Secure Print Via Document Server (Mailbox) and Print Driver
- Mobile Device Printing (thru Smart Device Connector App)
- Apple AirPrint
- Direct Print via USB & SD Drive
- 4GB Standard RAM + 256GB SSD
- 1,200 x 1,200 dpi Resolution
- Intelligent Support - How-to-Videos, Remote Panel Support, Automatic Remote Firmware Updates (if desired)
- Enhanced Security Features: Data Overwrite Security Systems (DOSS), Digital Signature Authorization, HDD Encryption, & Device Firewall between Smart Operation Panel and Device HDD.
- **Bridge Unit BU3100**
- **Finisher SR3340 (3000 sheet)**
- **LCIT PB3330 (high capacity paper tray)**
- **Punch Unit PU3080 NA**

REVISED - 48 month, quarterly pmt, high capacity staple finisher



GFC Solution Investment

Qty	Manufacturer	Model	Description
1	Ricoh	IM C6010	IM C6010 (60 pages per minute)
			Punch Unit PU3080 NA
			Finisher SR3340 (3000 sheet)
			LCIT PB3330
			Bridge Unit BU3100

imageCARE Agreement

Black images billed at \$0.0045

Color images billed at \$0.045

The imageCARE Agreement includes toner, all parts, all labor, travel time, technical updates, preventative maintenance, access to the GFC Help Desk for remote resolution, and firmware updates through GFC's Quality Assurance Program. GFC's imageCARE also provides an automatic meter reading application and 24/7 access to your private customer portal with information and tools. Network connected installations include the services of a Digital Support Specialist to manage system integration and training. Delivery, installation and start-up supplies is included. *Pricing does not include sales tax.*

	<u>48 Month</u>
Monthly Lease Investment - QUARTERLY payment	\$936.67

Network Consultation, Installation and Support

Network connected installations include the services of a Digital Support Specialist to manage system integration, training & unlimited access to our Technology and Logistics Center (TLC).

Delivery, equipment installation, start-up supplies and training included.

Pricing does not include applicable sales tax. Pricing valid for 30 days.

05/20/2026

Information herein is proprietary and confidential and shall not be used or disclosed without prior written consent of the Gordon Flesch Co.



City Of De Pere

May 22, 2026

Mitchell Zambon

Metro Sales Inc.
1245 W Main Ave
De Pere, WI 54115

(920) 332-3313
mzambon@metrosales.com



Managed
IT



Office Imaging
Equipment



Workflow
Automation



Managed Print
Services



Print
Services



Document
Scanning

Ricoh

IMC4510-RS



The Ricoh IM C4510 is an A3 color multifunction device with the ability to print, copy, scan, and fax. This innovative new design accommodates hybrid working offices with Android OS 10 for enhanced security and usability. Cloud software solutions are readily available and easy to integrate with existing IT infrastructure, allowing users to enhance the capabilities of their print device. Users may also securely connect mobile devices to carry out tasks from a phone or tablet. The printer easily handles high volumes of special paper and card types. Multiple professional finishing options are available.

Features

- Up to 45 ppm in monochrome or color
- Up to 1200 X 1200 dpi resolution ensures detailed and high-quality prints
- Easily manage tasks with the 10.1-inch third generation smart operation panel
- Standard connectivity: standard Ethernet 10 base-T/100 base-TX/1000 base-T, USB Host I/F Type A, USB Device I/F Type B
- 220-sheet single pass document feeder for effortless two-sided prints
- Base model dimensions: 23W X 28D X 38H inches

Included Accessories

- Bridge Unit BU3100
- Finisher SR3340 (3000 sheet)
- LCIT PB3330
- Punch Unit PU3110 NA
- Toner Bottle Lock Type M52

Phone:
1.800.862.7414

MSI METRO
SALES INC

www.metrosales.com

Proposed Solution

Qty	Manufacturer	Model	Description
1	Ricoh	IMC4510-RS	IM C4510
			Bridge Unit BU3100
			Finisher SR3340 (3000 sheet)
			Punch Unit PU3110 NA
			LCIT PB3330
			Toner Bottle Lock Type M52

Service Agreement

	B/W Images		Color Images	
	Volume	Overage	Volume	Overage
Bundled				
IMC4510-RS	7,000	0.00690	1,000	0.03900
				48 Month
Monthly Lease Investment				\$274.96
Monthly Click Allowance (7,000 B/W, 1,000 Color)				\$87.30
Rates Locked for 48 months				
Outright Purchase Price				
Service Agreement billed Quarterly				\$261.90 + overages

Service Plan Term

- MSI full service and supply agreement includes:
 - All service, preventive maintenance calls, parts and labor
 - EKM Insights (no cost) included for auto meters and auto toner shipment
 - No charge for standard toner freight
 - No charge for telephone help desk support
 - 0-4 Hour Onsite Service Response Time Guarantee
 - Local Certified Training/Metro full parts inventory/Company owned service vehicles

Notes

- Delivery, Installation and Training included
- Quarterly business reviews included

Phone:
1.800.862.7414

MSI METRO
SALES INC

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Thank you
for partnering with



Phone:
1.800.862.7414

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City of De Pere, Wisconsin

3.B

Request for Finance/Personnel Committee Action

Meeting Date: June 9, 2026
Department: Finance
From: Pamela Manley, Finance Director
Subject: For Consideration and Possible Action on approval of Preliminary 2026 Borrowing.
Recommendation: .Motion to approve.

Attached is the 2026 project list for the development of an initial resolution to authorize the 2026 borrowing. The projected borrowing includes \$9,596,284 for non-TID equipment and projects, \$10,895,000 for various TID items, and \$1,500,000 for Water Utility. I have included a listing of what was originally approved as well as the updated requested amounts. The City's borrowing consulting firm of RW Baird will review the list and provide their recommendations regarding note or bond sizing and repayment terms. Pending Finance Committee approval, parameter resolutions for these projects will go to Finance on July 14th and City Council July 21st for preliminary approval. The notes would be tentatively sold around August 5th with a settlement date in the weeks to follow. If you have any questions, please feel free to reach out to myself or the department with the requested project.

Attachments:
2026 Updated Borrowing Request-6.4.26

City of De Pere, Wisconsin

ORIGINAL REQUEST

UPDATED REQUEST

Projects	GO Notes- General Fund	GO Notes- Other Funding	GO Notes- General Fund	GO Notes- Other Funding	Comments
General Government					
Finance - Replace ERP Software System	500,000		0		Move project to 2027, pending ERP Consulting
City Hall - Replace Rooftop HVAC Unit	200,000		170,000		Per Tom B.
Total General Government	700,000	0	170,000	0	
Public Safety					
Police - Replace Patrol Squad Vehicles (4)	234,000		234,000		Per Xong
Police - Replace SRO (2) and CPO Squads (1)	217,259		217,259		Per Xong
Police - Replace Portable (6) and Patrol Squad (6) Radios	60,108		60,108		Per Xong
Police - Garage Repair and Enhancement	7,741		7,741		Per Xong
Fire - Boat Emergency Fire Pump	16,000		16,000		Per Brett
Fire - Replace PPE	50,000		50,000		Per Brett
Total Public Safety	585,108	0	585,108	0	
Public Works					
Public Works Administration - Replace Public Works Director Car #55	15,000		10,000		Per Tom B.
Engineering - Replace Assistant City Engineer Car #39	15,000		10,000		Per Tom B.
MSC - MSC Expansion	10,000,000		4,500,000		Per Kim/Scott
Snow & Ice - Replace Tailgate Spreader on Truck #69	25,000		20,000		Per Tom B.
Snow & Ice - Replace SnoGo Snow Blower	250,000		205,000		Per Tom B.
Street Maintenance - Replace Skidsteer #100	100,000		65,000		Per Tom B.
Street Maintenance - Replace Truck #59	125,000		80,000		Per Tom B.
Street Lighting - Replace Light Poles	50,000		50,000		Per Tom
Recycling - Mill Alley Dumpster Enclosure	75,000		40,000		Per Eric R.
Planning - Southbridge Interchange Segment 5	993,300		0		Per Dan
Planning - TID 7 Development Rebate		30,000		0	Per Dan, use Fund Balance
Planning - TID 9 Development Rebate		810,000		0	Per Dan
Planning - TID 10 Development Rebate		200,000		0	Per Dan
Planning - TID 11 Development Rebate		300,000		0	Per Dan, use Fund Balance
Planning - TID 11 West Industrial Park Railroad Spur Inspection & Maintenance		22,500		0	Per Dan, use Fund Balance
Planning - TID 11 Southbridge Interchange Segment 2		400,000		0	Per Dan, use Fund Balance
Planning - TID 11 Southbridge Interchange Segment 3		485,000		0	Per Dan, use Fund Balance
Planning - TID 12 Development Rebate		300,000		0	Per Dan, use Fund Balance
Planning - TID 12 SW Neighborhood Phase 1		1,500,000		0	Per Dan, use Fund Balance
Planning - TID 12 Southbridge Interchange Segment 2		1,200,000		0	Per Dan, use Fund Balance
Planning - TID 12 West Industrial Park Railroad Spur Inspection & Maintenance		22,500		0	Per Dan, use Fund Balance
Planning - TID 13 Development Rebate		350,000		0	Per Dan, use Fund Balance
Planning - TID 14 Development Rebate		215,000		0	Per Dan, use Fund Balance
Planning - TID 15 Southbridge Interchange Segment 1		2,009,075		0	Per Dan, use Fund Balance
Planning - TID 15 Employers Blvd Residential Infrastructure		1,200,000		0	Per Dan, use Fund Balance
Planning - TID 15 Development Rebate		1,525,000		0	Per Dan, use Fund Balance
Planning - TID 17 Development Rebate		3,000,000		2,145,000	Per Dan
Planning - TID 17 Southbridge Interchange Segment 3		515,000		200,000	Per Dan
Planning - TID 18 Development Rebate		3,850,000		4,050,000	Per Dan

City of De Pere, Wisconsin

ORIGINAL REQUEST

UPDATED REQUEST

Projects	GO Notes- General Fund	GO Notes- Other Funding	GO Notes- General Fund	GO Notes- Other Funding	Comments
Planning - TID 18 Parking Ramp Phase 2		3,500,000		3,500,000	Per Dan
Planning - TID 18 Wisconsin and William Street Reconstruction		500,000		1,000,000	Per Dan
Total Public Works	11,648,300	21,934,075	4,980,000	10,895,000	
Parks & Recreation					
Community Center - Replace Sprinkler System Wet/Dry Valves	30,000		30,000		Per Marty
Community Center - Replace VAV Boxes Phase I	10,000		10,000		Per Marty
Parks & Public Lands - ADA Sidewalk and Hard Surface Replacement	30,000		30,000		Per Marty
Parks & Public Lands - Crackfilling and Sealcoating	25,000		25,000		Per Marty
Parks & Public Lands - Voyageur Park Poured in Place & Merry Go Round Repair	25,000		12,560		Per Marty
Parks & Public Lands - Dog Park Culvert Replacement	20,000		20,000		Per Marty
Parks & Public Lands - Kelly Danen Sewer Line Slip Lining	15,000		15,000		Per Marty
Parks & Public Lands - Wilson Park Renovation	100,000		100,000		Per Marty
Parks & Public Lands - Kelly Danen Bleacher Replacement	20,000		9,898		Per Marty
Parks & Public Lands - Carney Park Playground Replacement	125,000		125,000		Per Marty
Parks & Public Lands - Legion Open Shelter Roof Replacement	12,000		4,348		Per Marty
Parks & Public Lands - VFW Octagon Building Door Replacement	12,000		12,000		Per Marty
Parks & Public Lands - Preserve Trail Improvements	50,000		28,000		Per Marty
Parks & Public Lands - Waterview Heights Neighborhood Park Development	200,000		200,000		Per Marty
Parks & Public Lands - Nelson Pavillion ADA Ramp and Lower Patio Connection	50,000		63,000		Per Marty
Parks & Public Lands - Nelson Pavilion Octagon Picnic Tables	6,000		5,396		Per Marty
Boat Ramps - Voyageur Park Dock Replacement	185,000		185,000		Per Marty
Parks Equip/Veh Maintenance - Truck #308 Replacement	60,000		55,000		Per Tom B.
Parks Equip/Veh Maintenance - Diamond Groomer Replacement	40,000		39,997		Per Marty
Parks Equip/Veh Maintenance - Salter for 1 Ton Truck	12,000		8,827		Per Marty
Parks Equip/Veh Maintenance - Robotic Mower Purchase	10,000		10,000		Per Marty
Total Parks & Recreation	1,037,000	0	989,026	0	
Street Management					
Crackfilling/Patching - Various	270,000		270,000		Per Eric R.
Sidewalks	115,000		115,000		Per Eric R.
Concrete Street Rehabilitation	400,000		400,000		Per Eric R.
Asphalt Street Reconstruction	1,203,000		1,203,000		Per Eric R.
Sixth Street Reconstruction	275,000		275,000		Per Eric R.
Main Avenue and Reid Street Pavement Replacement	50,000		50,000		Per Eric R.
Broadway Pavement Resurface	9,150		9,150		Per Eric R.
I41 Southbridge Road-GV Interchange	5,000		5,000		Per Eric R.
Alley Reconstruction	160,000		160,000		Per Eric R.
Mill Alley Reconstruction	200,000		385,000		Per Eric R.
Total Street Management	2,687,150	0	2,872,150	0	

City of De Pere, Wisconsin

ORIGINAL REQUEST

UPDATED REQUEST

Projects	ORIGINAL REQUEST		UPDATED REQUEST		Comments
	GO Notes- General Fund	GO Notes- Other Funding	GO Notes- General Fund	GO Notes- Other Funding	
Water Utility					
Water Main Relay - Misc		1,500,000		1,500,000	
Total Water Utility	0	1,500,000	0	1,500,000	
TOTALS - CAPITAL PROJECTS	\$ 16,657,558	\$ 23,434,075	\$ 9,596,284	\$ 12,395,000	

Total

\$ 40,091,633

\$ 21,991,284



City of De Pere, Wisconsin

3.C

Request for Finance/Personnel Committee Action

Meeting Date: June 9, 2026
Department: Finance
From: Pamela Manley, Finance Director
Subject: Investments Summary as of April 30, 2026.
Recommendation:

I have attached a summary of the City's Cash and Investments for your information and review as of April 30th, 2026. I have also attached last year's monthly summary of the accounts, so you can see comparable activity throughout the course of the year for all accounts. The City's interest revenue for April was \$1,015,569.01. During the month of April, in our LGIP account we received the 2nd Qtr. transportation aids from the state, \$445,001.62. Both the Associated Bank Trust and Charles Schwab Investment accounts saw overall increases for the month due to interest and dividend payments exceeding the slight decreases due to market depreciation. Feel free to contact me should you have any questions about this item.

Attachments:
Investment Summary-April 2026, Yearly Summary-April 2026, Yearly Summary-2025

DE PERE CASH AND INVESTMENTS SUMMARY

APRIL 30, 2026

CASH ACCOUNTS

CHECKING ACCOUNTS	BALANCE
GENERAL CHECKING**	\$ 6,737.67
TAX COLLECTION CHECKING**	\$ -
TOTAL CASH	\$ 6,737.67

INVESTMENTS

	JAN 1 BALANCE	APRIL 30 BALANCE	INTEREST AND APPRECIATION	ANNUALIZED RATE OF RETURN
LGIP	\$ 11,880,035.71	\$ 14,126,642.24	\$ 156,041.52	3.69%
ASSOCIATED BANK TRUST	\$ 5,580,146.36	\$ 5,615,014.49	\$ 34,868.13	1.87%
CHARLES SCHWAB INVESTMENTS	\$ 7,002,013.64	\$ 7,043,647.24	\$ 41,633.60	1.78%
INTRAFI CASH SERVICE (ICS)**	\$ 48,885,340.00	\$ 55,409,625.35	\$ 688,629.58	3.60%
ICS - TAX ACCOUNT**	\$ 20,453,558.83	\$ 6.01	\$ 94,396.18	3.60%
TOTAL INVESTMENTS	\$ 93,801,094.54	\$ 82,194,935.33	\$ 1,015,569.01	
TOTAL CASH AND INVESTMENTS	\$ 82,201,673.00			

**General & Tax Collection Checking balances sweep and transfer daily to Intrafi Cash Service (ICS) accounts.

Monthly bank fees are netted against the interest.

NOTE: The 2026 Budget included \$2,000,000 in the general fund for interest revenues.

DE PERE CASH AND INVESTMENT YEARLY SUMMARY
APRIL 30, 2026

	31-Jan-2026	28-Feb-2026	31-Mar-2026	30-Apr-2026	31-May-2026	30-Jun-2026
CHECKING ACCOUNTS						
GENERAL CHECKING	58,644.51	21,238.58	9,177.27	6,737.67	-	-
TAX COLLECTION CHECKING	1,271,397.12	-	-	-	-	-
TOTAL CASH	\$ 1,330,041.63	\$ 21,238.58	\$ 9,177.27	\$ 6,737.67	\$ -	\$ -
INVESTMENTS						
LGIP	12,363,607.46	12,398,620.15	13,639,179.35	14,126,642.24	-	-
ASSOCIATED BANK TRUST	5,591,454.52	5,622,980.31	5,602,930.94	5,615,014.49	-	-
CHARLES SCHWAB INVESTMENTS	7,012,704.99	7,037,657.48	7,034,913.31	7,043,647.24	-	-
INTRAFI CASH SERVICE (ICS)	59,179,443.60	43,657,679.11	59,455,061.78	55,409,625.35	-	-
ICS - TAX ACCOUNT	14,962,426.53	19,352,100.48	7,655.28	6.01	-	-
TOTAL INVESTMENTS	\$ 99,109,637.10	\$ 88,069,037.53	\$ 85,739,740.66	\$ 82,194,935.33	\$ -	\$ -
TOTAL CASH AND INVESTMENTS	\$ 100,439,678.73	\$ 88,090,276.11	\$ 85,748,917.93	\$ 82,201,673.00	\$ -	\$ -

	31-Jul-2026	31-Aug-2026	30-Sep-2026	31-Oct-2026	30-Nov-2026	31-Dec-2026
CHECKING ACCOUNTS						
GENERAL CHECKING	-	-	-	-	-	-
TAX COLLECTION CHECKING	-	-	-	-	-	-
HEALTH CHECKING	-	-	-	-	-	-
DENTAL CHECKING	-	-	-	-	-	-
TOTAL CASH	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
INVESTMENTS						
LGIP	-	-	-	-	-	-
ASSOCIATED BANK TRUST	-	-	-	-	-	-
CHARLES SCHWAB INVESTMENTS	-	-	-	-	-	-
INTRAFI CASH SERVICE (ICS)	-	-	-	-	-	-
ICS - TAX ACCOUNT	-	-	-	-	-	-
TOTAL INVESTMENTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL CASH AND INVESTMENTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**DE PERE CASH AND INVESTMENT YEARLY SUMMARY
DECEMBER 31, 2025**

	31-Jan-2025	28-Feb-2025	31-Mar-2025	30-Apr-2025	31-May-2025	30-Jun-2025
CHECKING ACCOUNTS						
GENERAL CHECKING	8,755,035.10	6,920,951.59	9,302,479.39	8,078,173.90	5,309,622.47	2,137,719.43
REAL & PPT TAX CHECKING	27,032,373.51	12,616,784.81	1,000.00	1,000.00	1,000.00	1,000.00
HEALTH CHECKING	474,815.36	536,579.01	422,196.54	365,583.23	397,111.37	180,410.37
DENTAL CHECKING	87,718.73	83,340.12	85,387.36	84,083.67	87,018.03	91,711.87
TOTAL CASH	\$ 36,349,942.70	\$ 20,157,655.53	\$ 9,811,063.29	\$ 8,528,840.80	\$ 5,794,751.87	\$ 2,410,841.67
INVESTMENTS						
LGIP	11,684,103.57	11,390,123.60	12,812,453.30	13,286,611.84	15,263,762.16	15,280,455.03
ASSOCIATED BANK TRUST	5,342,673.83	5,377,179.54	5,399,549.84	5,433,406.27	5,433,495.49	5,465,004.19
CHARLES SCHWAB INVESTMENTS	6,707,443.35	6,739,321.78	6,768,723.53	6,806,423.44	6,802,158.53	6,853,862.45
MONEY MARKET	3,923,499.08	3,936,621.86	12,972,700.64	13,019,189.17	13,067,399.46	13,114,213.03
TOTAL INVESTMENTS	\$ 27,657,719.83	\$ 27,443,246.78	\$ 37,953,427.31	\$ 38,545,630.72	\$ 40,566,815.64	\$ 40,713,534.70
TOTAL CASH AND INVESTMENTS	\$ 64,007,662.53	\$ 47,600,902.31	\$ 47,764,490.60	\$ 47,074,471.52	\$ 46,361,567.51	\$ 43,124,376.37

	31-Jul-2025	31-Aug-2025	30-Sep-2025	31-Oct-2025	30-Nov-2025	31-Dec-2025
CHECKING ACCOUNTS						
GENERAL CHECKING	1,030,579.89	977,621.96	45,295,158.37	39,402,332.57	38,235,745.62	14,193.44
TAX COLLECTION CHECKING	1,000.00	1,000.00	1,000.00	1,000.00	-	1,969,387.53
HEALTH CHECKING	201,715.26	281,295.76	330,566.54	211,438.27	-	-
DENTAL CHECKING	92,823.92	91,335.28	96,951.47	94,912.78	-	-
TOTAL CASH	\$ 1,326,119.07	\$ 1,351,253.00	\$ 45,723,676.38	\$ 39,709,683.62	\$ 38,235,745.62	\$ 1,983,580.97
INVESTMENTS						
LGIP	20,437,619.26	9,494,068.12	9,528,034.25	9,890,909.95	11,712,549.80	11,880,035.71
ASSOCIATED BANK TRUST	5,468,873.73	5,510,457.63	5,527,356.59	5,543,850.67	5,567,701.52	5,580,146.36
CHARLES SCHWAB INVESTMENTS	6,870,468.23	6,907,507.96	6,930,841.60	6,948,630.82	6,965,813.61	7,002,013.64
MONEY MARKET	12,162,306.27		-	-	-	
ICS - TAX ACCOUNT					1,000.73	20,453,558.83
INTRAFLI CASH SERVICE (ICS)		12,205,863.49	12,248,798.69	12,291,523.10	12,331,646.90	48,885,340.00
TOTAL INVESTMENTS	\$ 44,939,267.49	\$ 34,117,897.20	\$ 34,235,031.13	\$ 34,674,914.54	\$ 36,578,712.56	\$ 93,801,094.54
TOTAL CASH AND INVESTMENTS	\$ 46,265,386.56	\$ 35,469,150.20	\$ 79,958,707.51	\$ 74,384,598.16	\$ 74,814,458.18	\$ 95,784,675.51



City of De Pere, Wisconsin

3.D

**Request for Finance/Personnel
Committee Action**

Meeting Date: June 9, 2026
Department: Information Technology
From: Steve Massey, IT Director
Subject: For consideration and possible action to approve a four-year contract with Polimorphic, Inc. for AI Voice, Text Chat and Web Chat services.*
Recommendation: Staff recommends approval.

For consideration and possible action to approve a four-year contract with Polimorphic, Inc. for AI Voice, Text Chat and Web Chat services.*

Attachments:

Memo to Finance - AI Voice, Text Chat and Web Chat SMv1, AI Voice and Chatbot Cost Matrix, Polimorphic Proposal, Polimorphic SOW, Polimorphic Executive Summary, Polimorphic ROI, Polimorphic Online Terms of Service - Aug 9 2024, Citibot Proposal, Citibot Brochure, Citibot ROI Handout

CITY OF DE PERE MEMO



To: Mayor James Boyd
Members of the Finance/Personnel Committee

From: Steve Massey, IT Director

Date: June 9, 2026

RE: **Consideration and Possible Action to approve a four-year contract with Polimorphic, Inc. for AI Voice, Text Chat and Web Chat services***

During the 2026 budget cycle, funds in the amount of \$13,344 were approved to implement website AI search/chatbot integration and an AI phone system auto-attendant to reduce demand on staff and minimize delays in service delivery. The goal of this initiative is to provide residents with instant answers and 24/7 support through a multi-channel AI assistant available in 30+ languages.

AI voice refers to an automated phone agent that listens, understands, and responds to callers using natural-sounding synthesized speech, allowing residents to get answers or complete tasks without waiting for a live person. AI text chat provides instant, conversational responses through SMS or messaging channels, helping users ask questions or receive updates from their mobile device. AI web chat is an interactive chatbot embedded on a website that guides users, answers questions, and routes service requests in real time.

De Pere's growing and increasingly diverse population means residents expect fast, accessible answers without needing to navigate complex websites or call during business hours. AI voice, text, and web chat provide round-the-clock support, lower call volume, and allow staff to focus on other tasks while residents get immediate, accurate information. The ability to communicate in multiple languages is essential for promoting inclusivity, ensuring that the city can provide equitable services to residents who do not speak English and fulfill accessibility standards. By adopting these tools, De Pere demonstrates its commitment to improving resident experience, promoting transparency, and delivering services efficiently as a progressive community.

Staff received quotes from the two vendors that provide AI voice, Text Chat, and Web Chat services tailored for government agencies. A spreadsheet summarizing vendor quotes in more detail is attached, along with the individual proposals and vendor supplied literature. Staff recommends signing a four-year agreement with Polimorphic, Inc. at a cost of \$12,485 per year for years 1-4 with the option to cancel the agreement annually. Polimorphic was chosen for their competitive pricing, no annual uplift for years 1-4, fast implementation, unlimited usage and proven success in nearby communities like Suamico and Wrightstown.

AI Voice, Text Chat and Web Chat Cost Matrix

Vendor	Year 1	Year 2	Year 3	Year 4	4 Year TCO
Citibot	\$12,500	\$12,750	\$13,000	\$13,520	\$51,770
Polimorphic	\$12,485	\$12,485	\$12,485	\$12,485	\$49,940

Created By Jayme Miller Contact Email jmiller@polimorphic.com	Order Number — Order Date Jun 2, 2026 Valid If Signed By Jun 30, 2026
--	---

CUSTOMER INFORMATION

Customer Name **City of De Pere, WI** POC Name **Steve Massey**
 Billing Contact — POC Email **smassey@deperewi.gov**
 Billing Email — POC Phone **(920) 339-4072 x 1255**
 Bill-To Address —

SUBSCRIPTION

Description	Annual Cost
Connect Platform — Communication Automation Population: 20,000 residents	\$12,485
Total Annual Subscription Cost	\$12,485

BILLING SCHEDULE

Description	Start	End	Amount Due	Billing Date
Initial Service Period	Jul 1, 2026	Jul 1, 2027	\$12,485	Jul 1, 2026
Year 1 Renewal	Jul 2, 2027	Jul 1, 2028	\$12,485	Jul 2, 2027
Year 2 Renewal	Jul 2, 2028	Jul 1, 2029	\$12,485	Jul 2, 2028
Year 3 Renewal	Jul 2, 2029	Jul 1, 2030	\$12,485	Jul 2, 2029

BILLING TERMS

Valid Until	Jun 30, 2026
Payment	Net 30
Rate Increase	4% per annum after Year 3

GENERAL TERMS

TAXES The Service Fees and Billing amounts set forth above in this Polimorphic Order Form DO NOT include applicable taxes. In accordance with the laws of the applicable state, in the event that sales, use or other taxes apply to this transaction, Polimorphic shall include such taxes on applicable invoices and Customer is solely responsible for such taxes, unless documentation is provided to Polimorphic demonstrating Customer's exemption from such taxes.

TERM & TERMINATION Subject to the termination rights and obligations set forth in the Polimorphic Terms of Service, this Polimorphic Order Form commences on the Order Date stated above and shall continue until the completion of the Service Period(s) for the Service(s) described above. Customer shall have the option to terminate this Order Form on an annual basis by providing notice at least sixty (60) days prior to the end of the then current Annual Term.

AUTO-RENEWAL After the initial Service Period subscriptions automatically renew for successive annual periods (each an "Annual Term"), unless either Party provides written notice of its desire not to renew at least sixty (60) days prior to the end of the then current Annual Term. Written notice to Polimorphic should be sent to accounting@polimorphic.com.

AGREEMENT The signature below affirms your commitment to pay for the Service(s) ordered in accordance with the terms set forth in this Polimorphic Order Form and also acknowledges that you have read and agree to the terms and conditions set forth in the Polimorphic Terms of Service found at <https://www.polimorphic.ai/terms-of-service>, which are hereby incorporated into this Order Form.

Customer: City of De Pere, WI

Polimorphic, Inc.

SIGNATURE

NAME

TITLE

DATE

SIGNATURE

NAME: PARTH SHAH

TITLE: CEO

DATE

Polimorphic Scope of Work (SOW)

City of De Pere, Wisconsin — Connect Platform

The City of De Pere, Wisconsin (population 25,605) is pursuing technology based improvements to resident service delivery as a direct response to Wisconsin's levy limit environment and growing service demand. City Manager Kim Flom has identified an opportunity to extend resident access beyond the City's published office hours (Monday–Thursday 7:30 AM–5:00 PM, Friday through 11:30 AM) and recover staff time currently diverted to routine inquiries. Polimorphic's Connect platform is purpose built for this need: multi channel AI assisted resident service that goes live in a matter of weeks.

Proposed Solution & Scope

Connect is Polimorphic's most widely deployed tier and is designed for municipalities that need to meet residents wherever they are — phone, chat, SMS, and web — while recovering front desk capacity and extending service hours without adding headcount. Given De Pere's limited office hours (37 hours per week), active growth trajectory, and the documented burden on Police Administrative Services, Connect closes the gap between resident expectations and available staff coverage.

AI Voice — Inbound and After-Hours Call Handling

Polimorphic's AI Voice assistant answers inbound calls to the City's main line, resolves routine questions in plain language, and routes calls that genuinely require a human to the correct department. For De Pere, this directly addresses two problems: Police Administrative Assistants currently fielding non-public-safety inquiries during their shifts, and the 75+ hours per week when City Hall is closed and residents have no way to reach anyone. The AI voice assistant can be configured with pre-transfer messages to set expectations, supports multilingual interactions, and logs every call for staff review. After-hours calls are handled automatically without requiring staff to be on-call.

AI Chat and Search — Resident-Facing Website Assistant

A chat and search widget deployed on deperewi.gov gives residents instant, accurate answers to questions about taxes, parking, recreation programs, permits, and more — at any hour. Polimorphic indexes only approved content sources (City website domains and uploaded documents) on a configurable refresh schedule, ensuring answers are current and agency-approved. FAQs can be added directly for high-volume topics. Multilingual support ensures De Pere's growing and diverse resident base can access information in their preferred

language. The analytics dashboard shows the City Manager exactly which questions are being asked, at what time of day, and from which channel — data that does not currently exist and will directly inform the FY27 budget narrative.

AI SMS (Inbound and Outbound)

Residents can text the City with questions and receive immediate AI-powered responses. Outbound SMS enables proactive resident communications — service notifications, event reminders, or infrastructure alerts — without requiring staff to individually contact residents. For De Pere, this supports the City Manager’s goal of extending resident communication beyond traditional office hours on a channel most residents already use daily.

Analytics and Reporting Dashboard

Every interaction across voice, chat, SMS, and email is logged and surfaced through a real-time dashboard. The City Manager can see resident demand by topic, channel, time of day, and department. This is the quantified demand data referenced in De Pere’s 2026 budget as a future service planning input and directly supports the City’s 2040 Comprehensive Plan engagement narrative.

Objectives

1. Extend resident service coverage from 37 hours per week to 168 hours per week by deploying AI-assisted voice and chat across all channels.
2. Stop routing non-public-safety inquiries through Police Administrative Services by ensuring residents can self-serve on tax, parking, and recreation questions.
3. Recover an estimated 6–10 hours per week of front-desk and department staff time currently absorbed by repeat routine inquiries.
4. Give the City Manager quantified data on resident demand by topic, time, and channel — for use in FY27 budget planning and service level reporting.
5. Improve resident satisfaction and digital accessibility in alignment with De Pere’s 2040 Comprehensive Plan engagement objectives.
6. Support the City’s stated 2026 budget priority of implementing “technology-based business solutions for customer service and document management” without requiring additional FTE.

Metrics & Expected Outcomes

Key Metric	Current State	Target Outcome
Resident Service Hours Available	~37 hrs/week (M–F limited hours)	168 hrs/week (24/7 AI-assisted)
Estimated Weekly Staff Time Recovered	Unquantified (absorbed across departments)	6–10 hrs/week recovered
Resident Demand Data Available to City Manager	None (demand not currently tracked)	Real-time dashboard, cited in FY27 budget memo

At \$12,485 per year, the Connect platform costs less than 10% of a single full-time municipal employee. At 8 hours recovered per week across departments, the City would recoup roughly 416 staff hours annually — equivalent to more than 10 weeks of a full-time position — at a cost of approximately \$30 per recovered hour.

Implementation Timeline

At Polimorphic, we are committed to delivering high quality implementations quickly and reliably. Our team has a strong track record of success when engagements are built on shared accountability, with both parties aligned on goals, timelines, and responsibilities.

The following timeline outlines estimated durations for each included product area. We ask that the City of De Pere identify key points of contact and commit to the specific inputs and reviews noted in the “Key Customer Commitments” column. These commitments are essential to maintaining momentum and achieving an efficient, impactful rollout. We see this as a collaborative process and are excited to move forward together in delivering results as rapidly as possible to the residents of De Pere.

Product	Phase	Est. Duration	Key Customer Commitments
AI Chat & Search	Configuration	1–2 weeks	Provide all deperewi.gov domains and any offline docs to index; assign a web/IT POC
	UAT	2–4 weeks	Test group provides feedback within 48 hours per round; staff available to update content

	Go-Live	1 day	IT/web team posts widget on deperewi.gov; approve go-live
AI Voice/SMS	Configuration	1–2 weeks	Provide call transfer numbers for all City departments; confirm after-hours routing instructions
	Testing	2–4 weeks	Designated call testers; feedback within 48 hours per round; staff briefing on new system
	Go-Live	1 day	Configure phone system to forward after-hours calls to Polimorphic

Deliverables

7. AI Voice assistant configured for De Pere’s main phone line, with department routing and after-hours handling
8. AI Chat and Search widget deployed on deperewi.gov, indexed to approved content sources
9. SMS channel (inbound and outbound) configured for resident communications
10. Analytics dashboard with real-time data on resident inquiries by topic, channel, and time of day
11. Staff training session and internal communications support for go-live
12. Quarterly performance reporting from Polimorphic Customer Success
13. Ongoing platform updates and content refresh on a configurable schedule

Pricing

Item	Annual Cost
Connect Platform Annual License — City of De Pere	\$12,485/year
SeeClickFix Integration	<i>Not included in current scope (see note below)</i>

SeeClickFix Integration — Future Consideration

Polimorphic has explored a potential integration with SeeClickFix that would allow residents to submit service requests through the AI assistant and have those requests automatically routed into the SeeClickFix system. However, this integration has not yet been completed with any live customers. As a result, it is not included in the pricing scope of this proposal.

Integrations are possible via an Open API and through our Universal Integration browser based integration capability.

Polimorphic can scope this integration with your team at any time to establish timeline deliverable and pricing estimates.

Security & Compliance

14. SOC 2 and HIPAA compliant
15. Zero data retention partnership with OpenAI
16. U.S.-based AWS infrastructure with full redundancy
17. VPAT-certified ADA compliance (WCAG 2.1 AA)
18. Data encrypted at rest and in transit

Polimorphic Midwest Presence

Polimorphic's platform is proven at over 120 municipalities across the country, including comparable Midwest cities with similar service delivery challenges and levy limit environments.

City of De Pere, Wisconsin

Recovering Staff Capacity and Extending Service Coverage Without Adding Headcount

A proposal to deploy 24/7 multilingual AI-assisted resident service

The City of De Pere should deploy a 24/7 AI-assisted resident service to recover an estimated 6–10 staff hours per week currently absorbed by routine inquiries, extend service coverage across the 75+ hours per week the City is closed, and deliver measurable resident satisfaction data and demand analytics to the City Manager’s office, all for less than the salary of a part time front desk hire. This directly supports five city funded initiatives already adopted in the 2026 budget.

The Problem

De Pere’s FY2026 budget states that “the ability to maintain or increase municipal service levels in subsequent years will continue to require modifications in service delivery techniques.” Three structural factors make this urgent:

1. **Levy limits cap revenue growth.** Wisconsin’s state-imposed levy limits restrict tax growth to net new construction, flat at 1.37 -- 1.68% over the last two years — well below the rate service demand and operating costs are growing.
2. **Over 75 hours per week of zero coverage.** City Hall is open Monday–Thursday 7:30 AM–5:00 PM and Friday morning only. Every Friday afternoon, all weekend, and every evening, residents who need help cannot reach anyone.
3. **Police Admin is the de facto City Hall front desk.** Police Administrative Services currently absorb routine non-public-safety inquiries — tax, parking, recreation — pulling sworn-department resources away from their core mission.

Already Funded by De Pere’s 2026 Budget

The City’s Information Management budget already includes line item 219 (Data / Other Contractual Services), which explicitly budgets “\$13,344 annually for website AI search/chatbot integration and AI phone system auto-attendant effectively reducing demand on staff and minimizing delays in service delivery.” Five other 2026 city initiatives align directly:



<p>Operating Budget Highlight #9 “Improved technology-based business solutions for customer service and document management”</p>	<p>Polimorphic is the AI-powered resident service layer explicitly identified in the Information Management budget (line 219c: “\$13,344 annually for website AI search/chatbot integration and AI phone system auto-attendant”). This line item is already adopted.</p>
<p>Operating Budget Highlight #10 “City Facilities ADA improvements” (+ \$94,000 in State ADA Grant funding being pursued)</p>	<p>Polimorphic is built to WCAG 2.1 AA standards and delivers multilingual service, directly extending ADA-compliant resident access beyond physical facilities to digital and phone channels — 24 hours a day.</p>
<p>City Mission: Inclusive Culture “Harness opportunities to promote...an inclusive culture in City operations and within the community” (2026 Budget, Manager’s Message)</p>	<p>Automatic multilingual detection and response removes the language barrier from city services — Spanish, Hmong, and other languages — without requiring staff translation. Every resident gets equal access to information regardless of English proficiency.</p>
<p>City Mission: Reinvent Service Delivery “An opportunity to reinvent how services are provided and funded” (listed as a City of De Pere goal in the 2026 Budget)</p>	<p>Recovering 6–10 staff hours/week through AI-handled routine inquiries is the textbook definition of reinventing service delivery — same resident outcome, lower operational cost.</p>
<p>IT Mission: Citizens Can Do Business Without Being On-Site “Citizens can do business without having to be on-site” — stated as an Important Output of the Information Management program (2026 Budget, pg. 48)</p>	<p>Polimorphic extends digital self-service to 168 hours/week via web, phone, and SMS — so residents get answers at 10pm on a Saturday without staff present.</p>

Recommended Approach

Deploy a purpose-built government AI assistant that:

4. Answers routine resident questions on the City website, by phone and SMS, and outside business hours — in plain language and multiple languages
5. Routes only questions that genuinely require a human to the correct department
6. Captures resident satisfaction scores (CSAT) after every interaction — a first for De Pere
7. Reports analytics by topic, time, channel, and language — data the City Manager can cite in the FY27 budget memo

The approach is proven at comparable Midwest cities, purpose-built for the public sector (agency-approved content, WCAG 2.1 AA conformance), and deployed in weeks, important given De Pere's parallel ERP procurement underway in 2026.

Analytics and Resident Satisfaction: Built In, Not Bolted On

De Pere currently has no systematic way to measure what residents ask for, when they ask, or whether they left satisfied. That changes on day one. Polimorphic's analytics dashboard gives the City Manager's office real-time and historical visibility into:

8. **Top inquiry categories by volume** — know whether residents are asking about taxes, trash pickup, permits, or parks, and adjust staffing and communications accordingly
9. **Peak demand times** — see exactly when residents need help outside office hours, with data to support FY27 budget decisions
10. **Self-service resolution rate** — quantify capacity recovered vs. escalated to staff
11. **Resident satisfaction scores** — post-interaction CSAT ratings collected automatically, giving Kim Flom a live satisfaction metric tied directly to service delivery
12. **Analytics by language** — see which non-English languages are in use and what those residents are asking, advancing De Pere's inclusive culture goals

All data is exportable for use in budget memos, council presentations, and the City's 2040 Comprehensive Plan engagement narrative.

A Payoff That Matters

For staff (daily users):

13. Police Administrative Assistants stop fielding tax, parking, and recreation questions during their shift
14. City Hall front-desk staff regain capacity for in-person residents who actually need to be there
15. Department staff stop answering the same five questions on repeat each week

For executive metrics:

16. 24/7 self-service availability — coverage extended from ~37 hours/week to 168 hours/week
17. Live CSAT scores from every resident interaction — a real satisfaction metric tied to service delivery
18. Demand analytics by topic, time, channel, and language — cited in the FY27 budget memo and council presentations
19. Estimated 6–10 hours/week of staff time recovered across departments
20. Multilingual service delivery data — supporting inclusive culture goals and 2040 Comprehensive Plan engagement

Time to impact: Within 90 days of go-live, the City should expect measurable reduction in routine inquiries reaching Police Admin Services, visible after-hours engagement on the resident portal, and the first resident satisfaction data in De Pere's history.

Required Investment

Annual platform investment: \$13,334

This matches exactly the \$13,344 already budgeted in the 2026 Information Management budget (line 219c). It is less than 7% of the annual cost of one full-time front-desk equivalent at De Pere salary bands, and materially less than extending service hours via overtime or staffing.

Financial Justification & ROI Analysis: AI-Assisted Resident Services — Polimorphic Connect Platform

Investment Summary

Item	Amount
Annual Platform License (Connect)	\$12,485
Cost Per Resident (pop. 25,605)	\$0.49/resident/year

Cost of Inaction

Without implementing Polimorphic, the City continues to absorb real, quantifiable costs:

- Misallocated sworn department labor.** Police Administrative Assistants are budgeted in the public safety fund at full sworn-support rates. Every minute they spend answering questions about tax bills or park hours is a minute of the public safety budget being spent on general government inquiries. The 2026 Police budget totals \$12,642,481. Even if this misdirection accounts for just 1% of administrative time, that is \$126,000+ in public safety funding absorbed by general resident service.
- Hidden overtime and after-hours coverage exposure.** Any expansion of service hours through staffing means overtime or new FTE. A single part time customer service position (20 hrs/week at \$18–\$22/hr) costs \$18,720–\$22,880 per year in wages alone, before benefits, training, or management overhead. That exceeds the Polimorphic annual license for a fraction of the coverage provided.
- Unquantified staff time absorbed by repeat inquiries.** Routine questions about taxes, parking, recreation programs, and permits are handled manually every day across multiple departments. At a conservative 8 hours per week of combined staff time across departments, at an average loaded cost of \$35/hr, De Pere absorbs approximately \$14,560/year in staff cost answering questions that an AI can resolve in seconds — a cost that exceeds the platform license itself.

4. **Worsening levy-limit gap.** Net new construction — the only lever available to grow the levy — grew just 1.37% in 2024 and 1.68% in 2025. Operating expenditures grew 2.44% in 2026. Each year this gap goes unaddressed through service innovation, the City moves closer to having to choose between cutting services, increasing fees, or requesting referendum authority.

Reallocation Analysis

Value Driver	Assumption	Annual Value	Type
Staff time recovered (routine inquiries)	8 hrs/wk @ \$35 loaded	\$14,560	Hard cost avoided
Avoided part-time staffing for extended hours	20 hrs/wk @ \$20/hr + benefits	\$25,000+	Hard cost avoided
Police Admin call diversion (non-public-safety inquiries)	Reclassifies misallocated public safety labor	Qualitative	Operational efficiency
Resident demand data for FY27 budget planning	Real-time analytics dashboard (currently zero data)	Qualitative	Strategic planning
Quantifiable Annual Value (Conservative)	—	\$39,560+	vs. \$12,485 investment

ROI Summary

On quantifiable line items alone — staff time recovered and staffing cost avoided — the Connect platform generates an estimated **\$39,560 in annual value** against a **\$12,485 annual license** — a **3.2x return** in year one. Payback on the investment is achieved in under four months. This calculation does not include the strategic value of 131 additional resident service hours per week, the reclassification of Police Administrative time, or the resident demand data provided to the City Manager for FY27 planning.

Budget Classification

The Polimorphic Connect platform is a software-as-a-service (SaaS) subscription and should be classified as an operating expenditure under the General Fund. It aligns directly with the 2026 budget's stated priority of "technology-based business solutions for customer service" and requires no capital outlay, no hardware procurement, and no infrastructure changes.

POLIMORPHIC SYSTEMS

TERMS OF SERVICE

These Terms of Service (the “**Terms**”) form a binding agreement between you (“**you**” or “**Subscriber**”) and Polimorphic, Inc. (“**Polimorphic**”, “**We**”, or “**Company**”). Please carefully read the Terms before registering an account or using the Services (defined below). By signing a service order, statement of work, or other ordering document (each an “**Order Form**”) or using the Polimorphic Service you agree to be bound by these Terms and our Privacy Policy found at www.polimorphic.com/privacy-policy (the “**Privacy Policy**”), which is incorporated into these Terms and forms a legally binding agreement between you and Polimorphic (collectively, the “**Agreement**”).

In order to use the Polimorphic Service, you must first agree to these Terms. If you are registering for or using the Polimorphic Service on behalf of an organization or government entity, you are agreeing to these Terms for that entity and promising that you have the authority to bind that entity to these Terms. In that case, “Subscriber”, “you” and “your” will also refer to that entity, wherever possible. Your use of the Polimorphic Service shall be deemed to constitute your consent to be bound by these Terms and shall be enforceable in the same way as if you had signed an agreement. If you do not agree to be bound by these Terms, please do not place an order and do not use any of the Polimorphic Services.

These Terms may be updated by us from time to time without notice. You can review the most current version of the Terms at any time at www.polimorphic.ai/terms-of-use. The Terms govern your access to and use of any Polimorphic website, platform, integration tool, mobile application, any order you place, and you use or attempted use of the Polimorphic Service.

These Terms are effective as of the date you first click “Agree” (or similar button or checkbox), sign an applicable Order Form, or use or access the Polimorphic Service, whichever is earlier (the “**Effective Date**”). These Terms do not have to be signed in order to be binding.

1. DEFINITIONS. As used in these Terms:

- 1.1. “**Connected Account**” means any third-party platform connected to, or integrated with, the Polimorphic Service by or on behalf of Subscriber.
- 1.2. “**Connected Account Data**” means any data collected from, or provided by, any Connected Account.
- 1.3. “**Constituent**” means any non-governmental natural person or entity that resides within or interacts with the municipality, city, township or village that Subscriber represents.
- 1.4. “**Constituent Data**” means any information uploaded or transmitted to the Polimorphic Service by a Constituent.
- 1.5. “**Documentation**” means any user manuals, handbooks, and online materials provided by Polimorphic to Subscriber that describe the features, functionality, or operation of the Polimorphic Platform.
- 1.6. “**Integration Tools**” means any coding, programming or design techniques, architecture, methodology, APIs, functions, software code, applications, scripts, templates, knowledge, experience, and know how developed by Polimorphic in the performance of any Professional Services related to the integration, implementation, connection and/or onboarding of any Connected Account. For clarity, Integration Tools do not include Connected Accounts or any confidential information of Subscriber.
- 1.7. “**Order Form**” means any order form for Polimorphic Service executed by both parties that references these Terms.
- 1.8. “**Performance Data**” means any log files, metadata, telemetry data and other technical performance data automatically generated by the Service relating to the use, performance, efficacy, reliability and/or accuracy of the Polimorphic Service, which does not contain any personally identifiable information or Subscriber Data or Constituent Data.
- 1.9. “**Professional Services**” means any integration, onboarding or other professional services

that may be performed by Polimorphic hereunder.

1.10. “Polimorphic Platform” means the technology, including AI and machine learning algorithms, used by Polimorphic to deliver the Polimorphic Service to Subscriber.

1.11. “Polimorphic Service” means the on-line service delivered by Polimorphic to Subscriber using the Polimorphic Platform as described in an applicable Order Form.

1.12. “Statement of Work” means any mutually agreed upon work order or statement of work that specifies the Professional Services to be made available by Polimorphic hereunder.

1.13. “Subscriber Data” means Connected Account Data, and any other data uploaded or transmitted to the Polimorphic Service by Subscriber. Subscriber Data does not include Constituent Data.

1.14. “Users” means Subscriber’s employees, representatives, consultants, contractors, or agents authorized by Subscriber to access the Polimorphic Service for which applicable fees have been paid.

2. POLIMORPHIC SERVICE.

2.1. Subscription to the Polimorphic Service. Subject to your compliance with these Terms, commencing as of the Effective Date, Polimorphic hereby grants to Subscriber a non-sublicensable, non-transferable (except as provided in Section 12), non-exclusive subscription to access and use the Polimorphic Service solely for Subscriber’s internal business purposes.

2.2 Support. Subject to your compliance with these Terms, Polimorphic shall use commercially reasonable efforts to (a) maintain the security of the Polimorphic Service; and (b) provide 9am – 5pm (EST) email support, excluding federal holidays.

3. ONBOARDING AND CONNECTED ACCOUNTS.

3.1. Connected Accounts. In order to access many of the features and functions of the Polimorphic, Service, Subscriber will need to link its Connected Accounts to the Polimorphic Service. By granting Polimorphic access to any Connected Account, (i) Subscriber represents and warrants that it is entitled to disclose any log-in information provided by Subscriber in connection therewith and/or to grant Polimorphic access to such Connected Accounts, (ii) Subscriber represents and warrants that it is in good standing with respect to such Connected Accounts, and (iii) Subscriber acknowledges that Polimorphic may access Connected Account Data so that it may be used in accordance with these Terms. Subscriber further acknowledges and agrees that each Connected Account, including access to and use thereof and uptimes related thereto, is solely determined by the applicable provider of the relevant Connected Account. Polimorphic will have no liability for any unavailability of any Connected Account, or any third party provider’s decision to discontinue, suspend or terminate any Connected Account.

3.2. Integrating Connected Accounts. Subscriber acknowledges and agrees that in order to properly onboard to the Polimorphic Service and make full use of features and functions of the Polimorphic Service, Subscriber will need to integrate or connect to Connected Accounts with the Polimorphic Service. The Polimorphic Platform has certain prebuilt integrations readily available. In the event any integrations are required to be developed, Polimorphic may create such integrations in accordance with a mutually agreed upon Statement of Work. In the event of any conflict between these Terms and any Statement of Work, these Terms will control, unless the terms of the Statement of Work specifically identify those section(s) of the Terms to be superseded by the Statement of Work, in which case the Statement of Work will control solely with respect to such section(s).

4. SUBSCRIBER’S USE OF THE POLIMORPHIC SERVICE.

4.1. Access and Security Guidelines. Each User will be provided access to and use of the Polimorphic Service through confidential account credentials. Subscriber will be responsible for all uses of its account. Subscriber will promptly notify Polimorphic of any unauthorized use or access to its account. User seats may not be shared amongst other Users.

4.2. Restrictions. Subscriber will not, and will not permit any User or other party to: (a) reverse engineer, disassemble or decompile any component of the Polimorphic Platform; (b) interfere in any manner with the operation of the Polimorphic Service, or the Polimorphic Platform or the hardware and network used to operate the Polimorphic Service; (c) sublicense any of Subscriber’s

rights under these Terms, or otherwise use the Polimorphic Service for the benefit of a third party or to operate a service bureau; (d) modify, copy or make derivative works based on any part of the Polimorphic Platform; or (e) otherwise use the Polimorphic Service in any manner that exceeds the scope of use permitted under **Section 2.1**.

5. FEES, PAYMENT AND SUSPENSION OF SERVICES. Subscriber will pay Polimorphic all applicable fees for use of the Polimorphic Service (“*Fees*”). All Fees are exclusive of, and Subscriber shall pay, all sales, use, excise and other taxes and applicable export and import fees, customs duties and similar charges that may be levied upon Subscriber. Polimorphic reserves the right (in addition to any other rights or remedies Polimorphic may have) to discontinue the Polimorphic Service and suspend Subscriber’s access to the Polimorphic Service if any Fees are overdue until such amounts are paid in full. Subscriber is responsible for providing complete, accurate and up to-date billing and contact information.

6. CONFIDENTIAL INFORMATION.

6.1. “Confidential Information” means all information regarding a party’s business, including, without limitation, technical, marketing, financial, employee, planning, and other confidential or proprietary information, disclosed to a party, that is clearly identified as confidential or proprietary at the time of disclosure or that the receiving party knew or should have known, under the circumstances, was considered confidential or proprietary. Subscriber Data is the Confidential Information of Subscriber. Confidential Information of Polimorphic includes information derived from or concerning the Polimorphic Service, the Polimorphic Platform, and the Documentation.

6.2. The receiving party agrees that it will not use or disclose to any third party any Confidential Information of the disclosing party, except as expressly permitted under these Terms. The receiving party will limit access to the Confidential Information to those who have a need to know such information to use or provide the Polimorphic Service. The receiving party will protect the disclosing party’s Confidential Information from unauthorized use, access, or disclosure in a reasonable manner. The restrictions on use and disclosure of Confidential Information set forth above will not apply to any Confidential Information which (a) is or becomes a part of the public domain through no act or omission of the receiving party, (b) was in the receiving party’s lawful possession prior to the disclosure, as shown by the receiving party’s competent written records, or (c) is independently developed by the receiving party. The receiving party may disclose Confidential Information to the extent that such disclosure is required by law or by the order of a court or similar judicial or administrative body.

7. OWNERSHIP AND DATA.

7.1. Polimorphic Platform and Technology. Subscriber acknowledges that Polimorphic retains all right, title and interest in and to the Polimorphic Platform, Integration Tools and all software and all Polimorphic proprietary information and technology used by Polimorphic or provided to Subscriber in connection with the Polimorphic Service (the “*Polimorphic Technology*”), and that the Polimorphic Technology is protected by intellectual property rights owned by or licensed to Polimorphic. Other than as expressly set forth in these Terms, no license or other rights in the Polimorphic Technology are granted to the Subscriber. Subscriber hereby grants Polimorphic a royalty-free, worldwide, transferable, sub-licensable, irrevocable, perpetual license to use or incorporate into the Polimorphic Service any suggestions, enhancement requests, recommendations or other feedback provided by Subscriber, including Users, relating to the Polimorphic Service. Polimorphic shall not identify Subscriber as the source of any such feedback.

7.2. Subscriber Data. Subscriber retains all right, title and interest in and to the Subscriber Data. Subscriber hereby grants to Polimorphic a non-exclusive, worldwide, royalty-free and fully paid-up license to: (a) access and use Subscriber Data to provide the Polimorphic Services to Subscriber; and (b) use Subscriber Data on an aggregated and anonymized basis to improve the Polimorphic Services; *provided, that*, the license grant in subpart (b) shall be perpetual and irrevocable. Subscriber represents and warrants that it has all necessary rights to grant Polimorphic the foregoing licenses.

7.3. Constituent Data. Subscriber acknowledges that Polimorphic’s collection, use and disclosure of Constituent Data is and shall be governed by Polimorphic’s privacy policy available at: <https://www.polimorphic.com/privacy-policy>, as may be updated by Polimorphic from time to

time.

7.4. Data Security. In the event Polimorphic becomes aware of any loss or unauthorized access, disclosure or use of any Subscriber Data (“**Security Breach**”), Polimorphic will (i) promptly notify Subscriber in writing of such Security Breach, and (ii) take reasonable steps to identify the cause of such Security Breach, minimize the harm associated therewith and prevent reoccurrence thereof. Any notification of any Security Breach will describe, to the extent known, details of the Security Breach, including steps taken to mitigate the potential risks.

7.5. Performance Data. Polimorphic retains all right, title and interest in and to the Performance Data, and may use Performance Data for any lawful purpose.

8. TERM AND TERMINATION.

8.1. Term. These Terms are binding as of the Effective Date and shall continue until all Order Forms have expired, unless terminated earlier in accordance with these Terms. Unless otherwise set forth in an Order Form, each Order Form will have an initial term of one (1) year (the “**Initial Order Term**”) and will automatically renew for successive one (1) year periods (each, a “**Renewal Order Term**”) and collectively with the Initial Order Term, the “**Order Term**”), unless either party provides no less than sixty (60) days’ written notice of its intent to terminate as of the end of the then-current Order Term. Unless otherwise stated in the Order Form, the pricing for the Initial Order Term and each subsequent Renewal Order Term, will be based on the total number of Constituents who are natural persons within Subscriber’s municipality, city, township or village at the commencement of the then-current Order Term. The number of Constituents will be determined by Polimorphic, and Polimorphic will provide notice to Subscriber thereof, no less than sixty (60) days prior to the commencement of any Renewal Order Term using publicly available U.S. Census Bureau data available at <http://census.gov/data.html>.

8.2. Termination. Either party may terminate these Terms upon written notice if the other party materially breaches these Terms and does not cure such breach (if curable) within thirty (30) days after written notice of such breach. Upon the expiration or termination of these Terms for any reason, (a) any amounts owed to Polimorphic will become immediately due and payable; and (b) each party will return to the other all property (including any Confidential Information) of the other party. Polimorphic agrees that upon expiration or termination of these Terms, Polimorphic will remove all Subscriber Data from the Polimorphic Platform and all Subscriber access to the Polimorphic Service will cease. Provisions that by their nature are intended to survive termination, including without limitation **Sections 1, 5, 6, 7, 8.2, 9.2, 9.3, 10-12** will survive the termination of these Terms.

9. WARRANTY; DISCLAIMER.

9.1. Limited Warranty. During the Term, Polimorphic warrants that the Polimorphic Service, when used as permitted by Polimorphic and in accordance with the Documentation, will operate as described in the Documentation in all material respects. If Subscriber notifies Polimorphic of any breach of the foregoing warranty, as Subscriber’s sole and exclusive remedy, Polimorphic shall use commercially reasonable efforts to repair and fix the non-conforming functionality.

9.2. Disclaimer. EXCEPT AS EXPRESSLY PROVIDED IN SECTION 9.1, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW: (A) THE POLIMORPHIC SERVICE, POLIMORPHIC PLATFORM AND DOCUMENTATION ARE PROVIDED “*AS IS*” AND “*AS AVAILABLE*” AND (B) POLIMORPHIC AND ITS SUPPLIERS MAKE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

9.3. CONNECTED ACCOUNTS. Subscriber acknowledges that Polimorphic has no control over, or other ability or obligation with respect to the maintenance, upkeep, status or support of any Connected Accounts or other component thereof, including the accuracy, timeliness, reliability, or completeness of any Connected Account Data. Subscriber further acknowledges that, as a result, Polimorphic will not be liable for any inaccuracies, losses or other claims arising from or related to any notifications, results, records or other outputs created or provided by the Polimorphic Service (collectively, “**Outputs**”) that are based on the Connected Account Data. Accordingly, Polimorphic makes no representations or warranties with respect to the accuracy, timeliness, reliability or completeness of any Outputs. Polimorphic will have no liability with respect to any Outputs, any

acts, omissions, reliance, delays, errors or other liabilities arising from or related to any Outputs, or any downtime, unavailability, inaccuracies or failures of any Connected Accounts. Subscriber represents and warrants that it has all necessary rights and authority to disclose any account credentials and passwords provided by Subscriber to Polimorphic related to any Connected Accounts, and that Polimorphic's access to and use of any Connected Accounts will not require Polimorphic to pay any amounts to any third party.

10. INDEMNITY.

10.1. By Polimorphic. If any action is instituted by a third party against Subscriber based upon a claim that the Polimorphic Service or Polimorphic Platform, as delivered, infringes any third party's intellectual property rights, Polimorphic shall defend such action at its own expense on behalf of Subscriber and shall pay all damages attributable to such claim which are finally awarded against Subscriber or paid in settlement. If the Polimorphic Service or Polimorphic Platform is enjoined or, in Polimorphic's determination is likely to be enjoined, Polimorphic shall, at its option and expense (a) procure for Subscriber the right to continue using the Polimorphic Service, (b) replace or modify the Polimorphic Platform or Polimorphic Service so that it is no longer infringing but continues to provide comparable functionality, or (c) terminate these Terms and Subscriber's access to the Polimorphic Service and refund any amounts previously paid for the Polimorphic Service attributable to the remainder of the then-current term. This Section sets forth the entire obligation of Polimorphic and the exclusive remedy of Subscriber against Polimorphic for any claim that the Polimorphic Service infringes a third party's intellectual property rights.

10.2. By Subscriber. To the extent permitted under applicable State law of the Subscriber, if any action is instituted by a third party against Polimorphic relating to (a) any claims or disputes between Subscriber and any provider of any Connected Account or any Constituent, (b) Subscriber's breach or alleged breach of Section 2.1, or (c) Subscriber's breach of these Terms or use of the Polimorphic Services in violation of any applicable laws, rules or regulations, Subscriber will defend such action at its own expense on behalf of Polimorphic and shall pay all damages attributable to such claim which are finally awarded against Polimorphic or paid in settlement of such claim.

10.3. Procedure. Any party that is seeking to be indemnified under the provision of this **Section 10** must (a) promptly notify the other party (the "**Indemnifying Party**") of any third-party claim, suit, or action for which it is seeking an indemnity hereunder (a "**Claim**"), and (b) give the Indemnifying Party the sole control over the defense of such Claim.

11. LIMITATION OF LIABILITY. TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL POLIMORPHIC OR SUBSCRIBER BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OR LOST PROFITS IN ANY WAY RELATING TO THESE TERMS. IN NO EVENT SHALL POLIMORPHIC'S AGGREGATE, CUMULATIVE LIABILITY IN ANY WAY RELATING TO THESE TERMS EXCEED THE AMOUNT OF FEES ACTUALLY RECEIVED BY POLIMORPHIC FROM SUBSCRIBER PURSUANT TO THE APPLICABLE ORDER FORM OR STATEMENT OF WORK DURING THE TWELVE (12) MONTHS PRECEDING THE CLAIM. THE FOREGOING LIMITATIONS SHALL NOT APPLY TO SUBSCRIBER'S PAYMENT AND INDEMNITY OBLIGATIONS. THE PARTIES WOULD NOT HAVE ENTERED INTO THESE TERMS BUT FOR SUCH LIMITATIONS.

12. GENERAL PROVISIONS.

Polimorphic may use Subscriber's name and logo on Polimorphic's website and identify Subscriber as a Subscriber of Polimorphic. Neither party may assign any rights or obligations arising under these Terms, without the prior written consent of the other; *except* that Polimorphic may assign these Terms without consent of the other party in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets. Any attempted assignment or transfer in violation of the foregoing will be null and void. Subscriber agrees that Polimorphic may subcontract certain aspects of the Polimorphic Service to qualified third parties, *provided that* any such subcontracting arrangement will not relieve Polimorphic of any of its obligations hereunder. These Terms will be governed by and construed in accordance with the laws of the State of New York without regard to its conflicts of laws principles. If a lawsuit or court proceeding is permitted under this Agreement, the parties will be subject to the exclusive jurisdiction of the state and federal courts located in the City of New York. Any notice under these Terms must be given in writing to the other party at the address set forth above. Notices will be deemed to have been given upon receipt (or when delivery is refused) and may be (a) delivered personally, (b) sent by recognized courier service, or (c) sent by electronic mail to the addresses indicated on the Order Form. These Terms (as modified by Polimorphic from time to time)

together with any executed Order Forms or Statements of Work represent the entire understanding and agreement of the parties, and supersedes any and all previous and contemporaneous understandings. Except as set forth in these Terms, only a writing signed by both parties may modify these Terms. In the event that any provision of these Terms is held to be invalid or unenforceable, the valid or enforceable portion thereof and the remaining provisions of these Terms will remain in full force and effect. Any waiver or failure to enforce any provision of these Terms on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion. All waivers must be in writing. The parties to these Terms are independent contractors, and no agency, partnership, franchise, joint venture or employee employer relationship is intended or created by these Terms. Except for the obligation to pay money, neither party will be liable for any failure or delay in its performance under these Terms due to any cause beyond its reasonable control, including without limitation an act of war, terrorism, act of God, earthquake, flood, embargo, riot, sabotage, labor shortage or dispute, governmental act, epidemic, pandemic, or failure or degradation of the Internet. Polimorphic is not responsible or liable for any delay or failure of performance caused in whole or in part by Subscriber's delay in performing, or failure to perform any of its obligations under these Terms.

Citibot Subscription Agreement

This Agreement is made by and between DePere, WI (“City”) and Citibot, Inc. (“Citibot”), hereinafter referred to collectively as (the “Parties”), for the services outlined herein. This agreement is dated _____.

1. **Definitions.** Capitalized terms used but not otherwise defined herein shall include the meanings ascribed thereto in the Terms of Service below, as applicable.

“**Service**” collectively refers to the Citibot Text Chat, AI Voice, and City website chatbot customer service platform, software and/ or services made available to City. The features include (1) questions and result answers; (2) direct message pathway.

“**Content**” collectively refers to any and all information, including any text, graphics, and and/ or other materials, submitted to or made available through the Service. Content submitted to the Service by City or any Authorized User is referred to as “**User Content**,” and all other Content of the Service is referred to as “**Citibot Content**.”

“**Subscription**” refers to the right granted by Citibot to City to access and use the Service and the Content, subject to the terms and conditions of the Subscription Agreement.

“**Authorized User**” refers to each employee of Subscriber, resident of DePere, agents and/ or contractor of City authorized to access and use the Service and the Content.

2. **Term; Termination.**

- a. **Term.** The initial term of the Subscription Agreement shall commence on the date of this Agreement’s execution by the Parties or as outlined in the pricing table and continue in effect for one year at rates as specified in the post installation maintenance, hosting, support, and software as a service section as described below.

- b. **Effect of Termination.** Upon the termination of this Agreement, the subscription and all rights granted to the City and the Authorized User(s) in the Subscription Agreement are immediately revoked, including, without limitation, all rights to use the Service, any portion thereof, and any Citibot Content obtained through the Service.

3. **Installation Fee; Subscription Fee; Payment.** City is responsible for payment of the Installation and Subscription Fees as described in this Section. Payment shall be due to

Citibot within thirty (30) days upon receipt of the Invoice, and the rates are presented in this table below.

LAUNCH/YEAR 1		YEAR 2	
<i>Custom implementation fees for Citibot platform for De Pere, WI</i>		Annual Subscription: Web Chat w/Multilanguage, Text Chat, AI Voice (10k mins)	\$12,750
<i>Waived implementation fee for signed agreement of PO by July 31, 2026</i>	\$6,000		
	\$0		
Annual Subscription: Web Chat w/Multilanguage, Text Chat, AI Voice (10k mins)	\$17,000		
	\$12,500		
Year 3			
		Annual Subscription: Web Chat w/Multilanguage, Text Chat, AI Voice (10k mins)	\$13,000

Year 1

The pricing is reflected in the table above.

Implementation Fee: Upfront development and installation cost should consider the software cost as well as initial configuration and setup costs, initial license costs, training and implementation. Breakdown: This Cost considers installation fees as well as all costs associated with training and implementation with the City staff.

1. Text Chat Annual Subscription: *Post Installation maintenance, hosting, support, and software as a service cost*: Citibot will invoice this payment upon execution by the Parties.
2. Multi-Language Translation API: *Post Installation maintenance, hosting, support, and software as a service costs*.
3. Web Chat Annual Subscription: *Post Installation maintenance, hosting, support, and software as a service costs*.
4. AI Voice Annual Subscription: *Post Installation maintenance, hosting, support, and software as a service costs. Subscription includes 10,000 minutes annually. If usage exceeds the included allotment, service will remain active and an additional package of 2,000 minutes will be added at a cost of \$1,600.*

Year 2 and 3

Should the City choose to renew for additional years beyond the term, pricing for Years 2 and 3 is reflected on the table above and is defined by the language in the Year 1 description above for each service category.

4. **Representation and Warranty**. Each party represents and warrants to the other party that it has the full power to enter into the Subscription Agreement and to perform its obligations thereunder.
5. **Software as a Service**. Citibot is selling its software as a service. Thus, none of Citibot's employees shall be deemed employees of the City.
6. **Venue/Jurisdiction**. This Agreement is governed by the laws of Wisconsin.
7. **Public Records**. Citibot acknowledges that it is acting on behalf of a Public agency and that this Agreement is subject to the provisions of Wisconsin Freedom of Information regulations, and that Citibot must comply with the public records laws of the State of Wisconsin.

DePere, WI

Citibot, Inc.

Signed

CEO, W. Bratton Riley

Date

Date

Save Time.
Cut Costs.
Serve Better.



Schedule a
Demo with us!

CITIBOT

www.citibot.io

CITIBOT






The Resident-First, AI-Powered Government
Communications Platform

Empowering
Government.
Serving
Residents.



Resident-First AI Platform

Built specifically for the government, Citibot blends enterprise-grade AI with human-centered design to ensure equity, trust, and accessibility. Residents receive verified, accurate information across every channel, supported by our closed-system AI that prioritizes compliance, privacy, and security.

-  **Multi-Channel Access:** 24/7, multilingual support across web, text, and social.
-  **ADA & Accessibility Compliance:** AI governance that supports ADA compliance and WCAG alignment.
-  **Reduce routine call volume** by 30–60% in 30 days.
-  **Accurate & Up-to-Date Content:** Ensure residents always receive accurate, reliable information.
-  **Integrations & Data Intelligence:** Fast, accurate answers from connected systems.



Real Results for Modern Government



Roseville, CA answered questions in **14 languages** in the **first two months**.



City & County of Denver, CO **saved \$500K** in the first **18 months**.



Saved 1 Month of staff time in the first 6 months.

Citibot helps governments modernize service delivery, reduce operational strain, and improve resident satisfaction — all while maintaining compliance, accessibility, and security.

- Save 1 month of staff time per year
- Increase resident services without adding staff
- Support 70+ languages automatically
- Ensure accurate, ADA-compliant website content
- Increase resident trust with faster response times

AI Assistant for Government

Provide residents with instant answers and 24/7 support via a multi-channel AI Assistant.

Build Trust Through High-Quality Digital Experiences

24/7 Availability

Provides residents with instant support — day or night.

Service Requests

Allows residents to submit service requests directly for faster follow-up.

Automated Answers

Automatically responds to commonly asked questions using your approved website content.

Multi-Channel

Meet residents on their preferred platform — with one cohesive experience.

Multilingual

Support 70+ languages with AI that recognizes and responds in each user's native language.

Save Resources

Reduces call volume and repetitive tasks so staff can focus on higher-priority work.

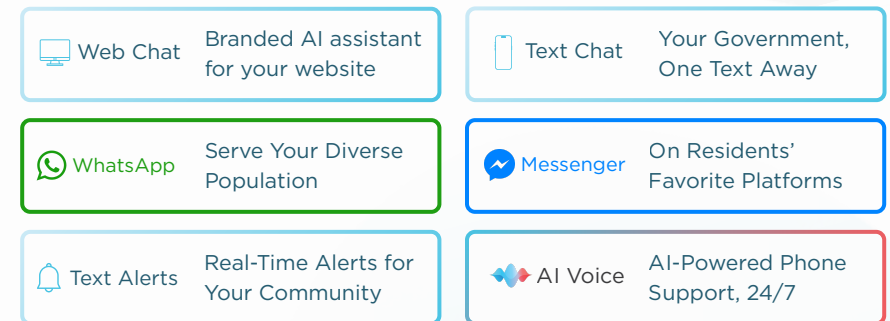
Our platform unifies your website content and trusted data sources into one reliable AI experience.

How it Works

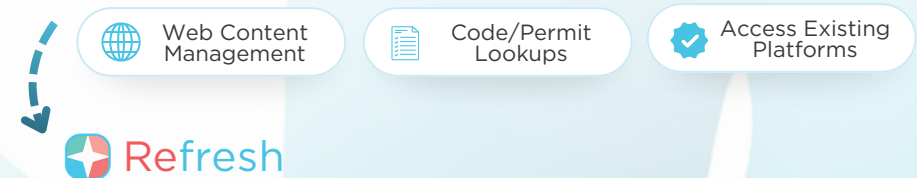
Our AI-powered platform can be set up for either residents or internal staff. Residents can easily submit questions or requests, while internal staff efficiently locate and manage information.



Available on your Residents Preferred Channel



Answer resident questions using trusted sources like document repositories, websites, and municipal records. Manage service requests and work orders through seamless integrations with existing municipal systems.



Refresh leverages the data captured across interactions to retrain and optimize municipal websites, keeping your knowledge base up-to-date and relevant.

AI Voice

Set a New Standard for Resident Phone Experiences.
Easily add best-in-class AI Voice Agents into your agency's phone system.

Trusted by



How AI Voice works



Answers calls 24/7 with **natural, human-like voices**—including localized accents.



Supports the most commonly spoken languages in your community for inclusive service.



Enables **instant answers, service requests,** and **smart routing** to the right department.



Sends **automatic text follow-ups** with call details and helpful resources.

Refresh

Refresh Your Website in Hours — Not Months

Keep your content accurate, accessible, and aligned, without overwhelming your team.

What Refresh Evaluates

Accuracy

AI scans every page to ensure content is correct, consistent, and free of duplication — so residents always get reliable information.

Current

Flags pages that haven't been updated recently, prompting staff to refresh content and guarantee human oversight where it's needed most.

Persona

Refresh makes your web content speak with one consistent voice across your website.

Accessibility

Flags common accessibility issues (e.g., missing alt text) and helps support ADA compliance and WCAG 2.1 alignment.

How Refresh works



Scan - Identifies web and PDF issues across accuracy, outdated content, tone, accessibility, and clarity.



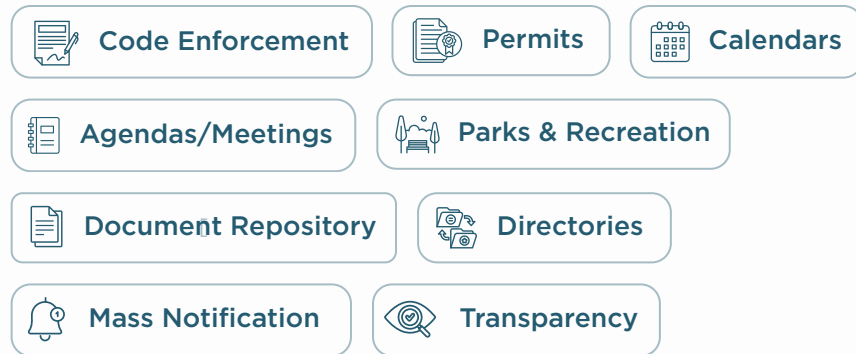
Recommend - Provides clear, specific updates so teams know exactly what to change.



Explain Why - Outlines why each change matters — so you always understand how it improves trust, clarity, and accessibility.

Deep Integrations & Data Intelligence

Citibot doesn't only use web and PDF content to build its chat knowledge base for external and internal chatbots. We unify data from existing systems and platforms that cities use every day. This fusion of verified data sources produces cohesive, context-aware answers - simplifying resident experiences and enabling governments to deliver faster, more informed answers to questions.



Fully Managed. Fully Branded.

Citibot manages everything from implementation to launch, making it easy for your team to get started. We deliver custom branding, seamless integration, and hands-on support—ensuring your AI assistant reflects your community while meeting the highest standards for accessibility, security, and performance.

Insights & Reporting

Citibot overlays sentiment, topic, and time critical information, in real-time, to inform the city on what residents are really asking.

Know the critical data points to serve your community better

-  Total Interactions with Chat History
-  Top Resident Inquiry Topics
-  Average Sentiment by Topic
-  Response & Engagement Rate
-  Keyword Performance Tracking

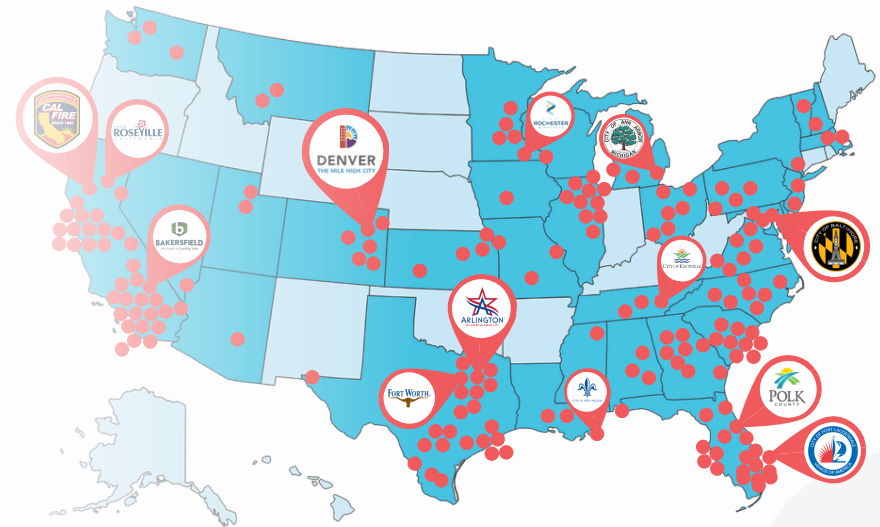
ABOUT CITIBOT

WHO WE ARE




Founded by Bratton Riley—whose passion for civic innovation was inspired by his father’s 40 years as Mayor of Charleston—Citibot was built on a simple belief: local government should be accessible, responsive, and give everyone a voice.

We help governments deliver accessible, unified digital experiences that make it easier for residents to get answers and engage with their community — **because better digital experiences build stronger trust with your residents.**

Powering AI-Driven Service for 200+ Governments Across the U.S.



WHO WE SERVE

- 
Local Government
- 
311's & Call-Centers
- 
Government Agencies

Citibot has been empowering municipalities for the past decade, but our reach extends far beyond cities and counties. We serve a wide variety of government agencies—from appraisal districts to mosquito control, public safety departments, and specialty service authorities. No matter your role, if you’re helping residents, we’re here to help you.

Impact That Grows With You

Real results for cities of every size



Ask Ezra's First 120 Days

Puyallup, WA - Pop. 40,000

Products Web Chat

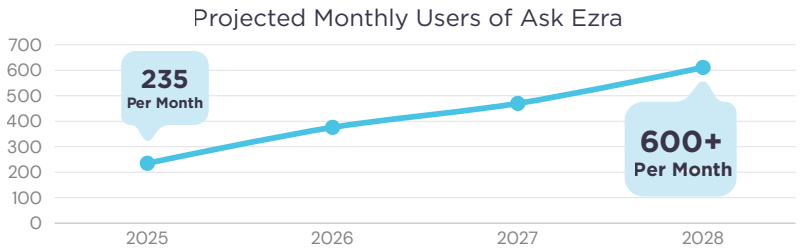
Ask Ezra has saved **\$5,600** in the **first 120 days** with an AI Website Assistant.

Residents Engaged **1,000+**

Messages **1,400+**

Estimated Cost Savings 2026 - 2028

2026	2027	2028
\$18,000~	\$22,560~	\$29,328~
Average of 376 Users per month	Average of 470 Users per month	Average of 600+ Users per month



Ask Andy's First 120 Days

Lancaster, CA - Pop. 170,000

Products Multilingual Web Chat

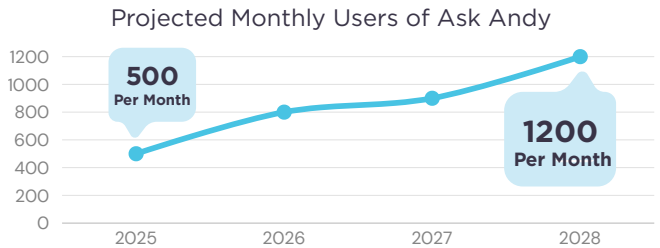
Ask Andy has saved **\$8,000** in the **first 120 days** with a Multilingual AI web Assistant.

Residents Engaged **2,000+**

Messages **3,200+**

Estimated Cost Savings 2026 - 2028

2026	2027	2028
\$38,400~	\$43,200~	\$57,600~
Average of 800 Users per month	Average of 900 Users per month	Average of 1200 Users per month



Questions asked in **5** Languages



Sunny's First 18 Months

Denver, CO, Pop. 700,000

Products Multilingual Web Chat Text Chat WhatsApp

\$546,280

Saved

Sunny has saved **\$546,280** in the **first 18 months** with Multilingual Text chat, Whatsapp, and Website AI Assistants.

Residents Engaged **111,394**

Questions **149,666**

Languages Recognized **47**

Service Requests **5,570**

Text "hello" to 439311 (HEY311) anytime or click the Sunny icon at the bottom right of www.denvergov.org





City of De Pere, Wisconsin

3.E

**Request for Finance/Personnel
Committee Action**

Meeting Date: June 9, 2026
Department: Fire
From: Lea Taylor, Executive Assistant
Subject: Consideration and Possible Action on 2025 SAFER Grant Application for Fire Department.*
Recommendation: Approval for 2025 SAFER Grant Application.

Consideration and Possible Action on 2025 SAFER Grant Application for Fire Department.

Attachments:
20260604145610876

Memo



To: Honorable Mayor James Boyd,
Members of the Common Council
From: Brett Jansen, Fire Chief *BJJ*
Date: June 9, 2026
Re: Request to Apply for 2025 Safer Grant

Summary

De Pere Fire Rescue respectfully requests authorization to apply for the Federal Emergency Management Agency (FEMA) Staffing for Adequate Fire and Emergency Response (SAFER) Grant Program for Fiscal Year 2025. Approximately \$324 million in federal funding has been appropriated nationally for this grant program. Successful applicants would receive funding for new personnel beginning after award announcements anticipated in September 2026.

Background

De Pere Fire Rescue is an all-hazards department that provides fire suppression, emergency medical services, hazardous materials response, technical rescue, and other emergency services to residents and visitors of the City of De Pere.

Over the past 20 years, the City has experienced consistent residential, commercial, and downtown growth, with development accelerating significantly during the last decade. As the community has grown, the demand for emergency services has increased substantially.

Since 1987, the department has experienced:

- A 250% increase in emergency responses.
- A 220% increase in fire inspections.
- Significant changes in firefighting technology, emergency medical services, training requirements, and regulatory compliance.
- Despite these increases in workload, staffing levels have remained relatively unchanged.

Currently, De Pere Fire Rescue operates with one shift staffed at nine-line firefighters and two shifts staffed at eight-line firefighters. In 1980, the City approved staffing increases that resulted in all three shifts operating with nine-line firefighters by 1981. In 1984, a vacancy occurred, and the position was not refilled. The department remained below its historical staffing level until 2021, when all three shifts once again reached nine-line firefighters.

In 2021, the department reorganized operations by converting three firefighter positions—one from each shift—into Battalion Chief positions to provide daily shift supervision. As a result, staffing returned to eight-line firefighters per shift.

As part of the 2026 City budget, one Firefighter/Paramedic position was approved with a start date of July 1, 2026. This position will increase one shift to nine-line firefighters. The department's long-term staffing goal is to restore all three shifts to nine-line firefighters by adding one Firefighter/Paramedic position in 2027 and another in 2028.

If awarded, the SAFER Grant would allow the department to add two Firefighter/Paramedic positions in 2027, restoring all three shifts to equal staffing levels of nine-line firefighters.

Current Environment and Need

The City of De Pere continues to experience population growth, development, and rising service expectations. Maintaining adequate staffing at two fire stations while providing Advanced Life Support ambulance service and fire suppression capabilities remains an ongoing challenge.

The SAFER Grant program requires applicants to demonstrate staffing deficiencies based on recognized national standards. National Fire Protection Association (NFPA) Standard 1710 recommends:

- A minimum of four firefighters arriving at a structure fire within four minutes of alarm receipt.
- A total effective response force of 17 firefighters arriving within eight minutes of alarm receipt.
- Achievement of these benchmarks 90% of the time.

Following a review of operational data and staffing analyses, De Pere Fire Rescue has determined that it qualifies for consideration under the SAFER Grant program. The request is supported by the department's strategic ten-year staffing roadmap and operational data demonstrating the need for additional personnel to meet the increasing demands.

How the Grant Works

The SAFER Grant provides funding for firefighter salaries, benefits, and personal protective equipment (PPE) for a three-year period.

While municipalities are not required to retain grant-funded employees after the grant period ends, FEMA strongly encourages communities to develop long-term financial plans to sustain the positions.

The grant requires a local cost share as follows:

- Year 1: City pays 25% of salary and benefits.
- Year 2: City pays 25% of salary and benefits.
- Year 3: City pays 65% of salary and benefits.

Example

A single firefighter position including salary and benefits is budgeted at \$122,293 annually.

City Cost Share

- Year 1: \$30,573
- Year 2: \$30,573
- Year 3: \$79,490

Financial Impacts

Current staffing plans anticipate a request for one additional firefighter in 2027 and another in 2028 to achieve 9 members per shift through the budget process. Here is a comparison showing the cost savings of the SAFER grant in context with that plan. Note that Firefighter A was approved as part of the 2026 budget with a mid-year hire.

No Safer Grant			Safer Grant	
2027	Firefighter B	122,293.00	Firefighter B & C	\$61,146.00
2028	Firefighter C	122,293.00	Firefighter B & C	\$61,146.00
2029	2 Firefighters	244,586.00	2 Firefighters	\$122,292.00

**All hires and grants subject to Council approval through budget process.*

Safer Grant Cost Savings: \$244,534.00

Being awarded the SAFER grant does not require the City to immediately implement the hiring of two firefighters. If awarded, the City will plan for the grant and future staffing needs through the budget process. Additionally, once awarded, the City has flexibility with hiring dates in order to be in line with future budget needs.

The SAFER grant process is not set up in a way to support annual awards and applications. Therefore, it makes more sense to apply for both firefighter/paramedic positions in one cycle than to apply for one in 2027 and then submit another application in 2028.

Recommendation

I respectfully request that the Common Council authorize De Pere Fire Rescue to apply for the 2026 SAFER Grant to support the addition two additional Firefighter/Paramedic positions. Approval of this grant application would increase line staffing from 25 to 27 firefighters and restore all three shifts to nine-line firefighters, consistent with the department's historical staffing model and strategic staffing plan. Receiving the grant does not obligate the City to hire the positions, but rather provides an additional funding source for consideration during the budget process.

Should the Common Council determine that the positions will not be permanently funded following the expiration of the grant period, the positions could be eliminated at that time or potentially utilized to fill vacancies created through retirements or other attrition.

Thank you for considering this request. I would welcome the opportunity to discuss the benefits of pursuing this grant and answer any questions regarding the application process or long-term staffing strategy.



City of De Pere, Wisconsin

3.F

**Request for Finance/Personnel
Committee Action**

Meeting Date: June 9, 2026
Department: Development Services
From: Daniel Lindstrom, Development Services Director
Subject: Consideration and Possible Action on Sale and Development Agreement Terms with Jim Cornell Plumbing LLC for a new facility at 700 Millennium Court (Parcel ED-2311). *
Recommendation: Approve staff recommendation

Sale and Development agreement with Jim Cornell Plumbing LLC for a new facility at 700 Millennium CT

Attachments:
Jim Cornell Plumbing Revised Term Sheet FP Memo 06092026

CITY OF DE PERE MEMO



To: Mayor James Boyd
Finance and Personnel Committee
From: Daniel Lindstrom, Development Services Director
Date: June 9, 2026

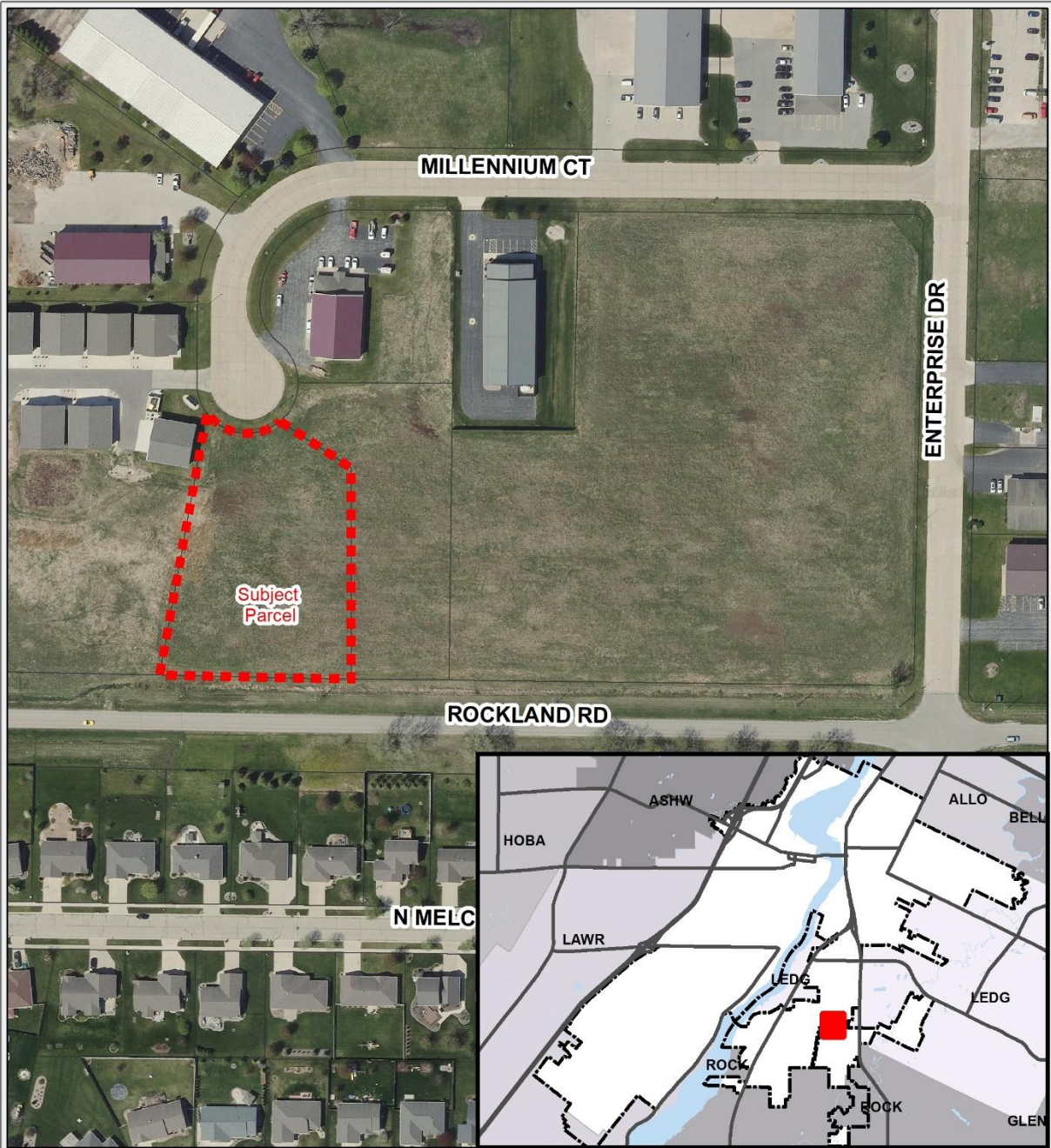
RE: **Consideration and possible action on Sale and Development Agreement Terms with Jim Cornell Plumbing LLC for a new facility at 700 Millennium Court (Parcel ED-2311)*.**

Jim Cornell Plumbing LLC (Developer) has requested revisions to the previously approved Planning Option terms and change to be a sale and development agreement. Following bids for their development proposal. The Developer is requesting Tax Increment Financing (TIF) assistance related to the proposed development of a new plumbing shop and office complex in the City of De Pere. The purpose of this request is to seek a land grant, or equivalent TIF assistance, to offset the cost or value of the property utilized for the project and allow the project to proceed as planned under the prior option terms. Jim Cornell Plumbing LLC proposes to construct a new approximately 12,750 square foot shop and office complex to support the relocation and continued operation of its plumbing business. The project is intended to provide a long-term, purpose-built facility for the company's operations, including office, shop, storage, service, and support functions associated with the plumbing business.

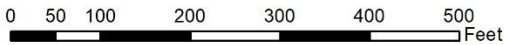
The project will include construction of an approximately 12,750 square foot, one-story commercial / industrial shop and office building on an approximately 70,000 square foot parcel. The site plan includes approximately 38 parking spaces and related site improvements necessary to support the proposed business operation. The project is intended to provide space for office functions, shop operations, vehicle / equipment support, storage, employee parking, customer / visitor access, and related site circulation. The site plan has been conditionally approved by the Planning and Zoning Division and select pages are attached to this memo. The building plans are underway at this time.

SITE SUMMARY:

Address(es):	700 Millennium Ct
Parcel IDs:	ED-2311
TID(s):	10
Acres:	1.545 Acres
Land Value:	\$72,250 (1.525 acres x \$50,000 an acre)
Proposed Use:	Relocated office and shop space
Future Land Use:	Business Park
Zoning:	Business Park 1 (BP-1)
Proposed Zoning:	Unchanged
Current Total Assessed Value (full value):	\$0
Potential Addition Building Value (full):	\$1,100,000
<i>Office:</i>	<i>\$247,500 (rounded 1,650 sq ft x \$150 per square foot)</i>
<i>Shop:</i>	<i>\$776,300 (rounded 11,090 sq ft x \$70 per square foot)</i>
Mezzanine:	<i>\$75,600 (rounded 840 sq ft x \$90 per square foot)</i>



700 Millennium Ct
City of De Pere



This map was produced utilizing a variety of sources the City of De Pere reasonably believes are reliable, including GIS data, some of which was under development at the time this map was produced. The City of De Pere makes no warranty, either expressed or implied, including no warranty as to fitness for a particular use, of the information contained in or comprising this map.

File Path:

Data Source: City of De Pere, Brown County

Proposed Incentives:

The Developer has requested a site Assemble Grant for the property. The listed price for the property is \$50,000 an acre. Therefore, the parcel is valued at \$72,250

Impact Analysis:

The \$72,250 Site Assembly Grant represents approximately 7.02 % of the estimated initial assessed values. The percentage is similar to other recent projects in TID 10.

Developer Obligations:

1. **Developer Name:** Jim Cornell Plumbing LLC

2. **Timelines:**
 - a. Secure zoning and site plan approvals by July 1, 2026.
 - b. Submit development budget by July 1, 2026
 - c. Submit proof of equity & proof of financing by July 1, 2026
 - d. Commence construction by August 1, 2026.
 - e. Complete Construction by December 31, 2026.
 - f. Final assessed value by January 1, 2027.

3. **Proposed Development:** The developer shall construct a minimum 12,750-square-foot office and manufacturing facility.

4. **Assessed Value and Tax Revenue:** Developer guarantees minimum annual tax increment revenue payment (tax payment) of \$15,720. The city shall assess the development project in accordance with the real estate valuation requirements for similar commercial or industrial projects under Wis. Stats, §70.32. The total project grant is premised upon the completed redevelopment project having an Assessed Value equal to the Guaranteed Value for real property tax purposes of not less than \$1,100,000; however, in no case shall the annual tax payment be less than \$15,720. The Developer shall make a Payment In Lieu Of Tax to city (the "Deficit Payment") equal to the difference in taxes to be collected due to the shortfall in the annual tax increment revenue. The city shall be responsible for conducting the annual evaluation. Developer shall also submit a personal guarantee on the value for the remaining life of the district or until 2033 whichever occurs first.

City Obligations (City of De Pere):

1. **Site Assembly Grant.** The City shall provide the Developer with a Site Assembly Grant of \$72,250 at the close of the purchase of the subject property.

Recommendation:

Staff recommends approval of the term sheet and if the Finance and Personnel Committee approves the proposed terms, the City will draft a Developer's Agreement that will be reviewed by the Common Council at a future meeting.



City of De Pere, Wisconsin

3.G

Request for Finance/Personnel Committee Action

Meeting Date: June 9, 2026
Department: City Attorney
From: Eric Erdman, Assistant City Attorney
Subject: Consideration and Possible Action on Amendments to De Pere Municipal Code Chapters, 26, 78, 82, and 94.*
Recommendation: Motion to Approve.

Revised ordinance draft sections are attached regarding applying the Chapter 94 Property Maintenance inspection service fee concept to Chapters 26 (Water and Sewer Service), 78 (Nuisances), and 82 (Solid Waste and Recycling). The revisions include an expansion of this concept to include an ability to assess a service fee at a first inspection when a property is not available to be inspected at the time of the scheduled inspection.

Attachments:

Building Property Maintenance Code Update Memo (revised),
Sec. 94_13. ___ Inspection_service_fees, Sec. 26_5. ___ Storm_drainage.,
Sec. 78_9. ___ Inspection Service Fees, Sec. 82_10. ___ Enforcement_provisions.

CITY OF DE PERE

Building Inspection

335 South Broadway, De Pere, WI 54115 | 920-339-4053 | www.deperewi.gov



City of De Pere Building Inspection Division

Memo

To: Finance/Personnel Committee
From: Dennis Jensen, Building Inspection Manager
Date: June 9, 2026
Subject: Municipal Code Revisions from Chapter 94 Building and Property Maintenance Code -adding and revising Section 94-13, Service fees to other Municipal Code Sections.

The revised Chapter 94-13 Inspection Service Fees section located in the Building and Property Maintenance Code would be added to Chapter 26 Water and Sewer Service under newly created subsections within section 26-5. This section would be added to Chapter 78 Nuisances under a newly created section, 78-9 Inspection Service Fees. This service fee section would also be added to Chapter 82 Solid Waste and Recycling under section 82-10 Enforcement Provisions. The impetus of the service fee is structured as an inspection fee to defray administration time and recurring field inspections tied to all applicable Municipal codes. The Building Inspection Division receives over two hundred complaints annually requiring a substantial amount of staff time from receiving the complaint, administrative tasks, inspections, written orders, and re-inspections to gain compliance. Often there are consecutive inspections and violation orders that require staff time with no compensation. The Service fee is another added layer for municipal code compliance, which may serve other departments in their enforcement where frequent violations to a property exists. A service fee could be issued to the property owner: at a first inspection when a property is not available to be inspected at the time of the scheduled inspection and upon a second inspection and consecutive inspections. If the fee goes unpaid after thirty days, the service fee will be charged as a special impost to the property. It is in the best interest of the City and the Building Inspection Division to have a robust Building and Property Maintenance Code and Nuisance Code system in place and to be compensated for repetitive inspections or unexpected property owner no shows and violation orders.

Sec. 94-13. Inspection service fees.

- (a) Definition. "Inspection service fee" means a special charge that may be assessed against a property owner by the city in order to defray the administrative cost of exercising jurisdiction over this chapter and conducting related inspections within the city.
- (b) When assessed. An inspector may assess an inspection service fee if a property is not available to be inspected at the time of a scheduled inspection and/or if all of the following conditions are met:
- 1) The inspector has found that the owner's parcel is not in compliance with a provision of this chapter;
 - 2) The inspector has informed the property owner of the changes necessary to gain compliance; and
 - 3) Upon subsequent investigation or inspection, the inspector finds that the same violation persists.
- (c) ~~The owner may be assessed a separate inspection service fee for any violation of this section if the violation continues to exist after the first inspection and any written order.~~ This inspection service fee shall be in addition to any other fees or special charges authorized by this Code. A separate inspection service fee may be assessed each time the conditions under subsection (b) of this section exist. Inspection service fees may be placed as a special charge against the property as allowed by statute without further notice if they remain unpaid 30 days after an invoice is mailed to the owner's last-known address.
- (~~b~~) The fee and subsequent fees referred to in this section shall be established by the common council and may from time to time be modified by resolution. A schedule of the fees established by the common council shall be available for review in the administering authority office, City Hall, 335 South Broadway Street, De Pere, Wisconsin.

(Ord. No. 17-24, § 1, 12-5-2017; Ord. No. 22-14, § 2, 12-20-2022)

Sec. 26-5. Storm drainage.

- (a) *Clear water.* Clear water shall include water from roof drains, surface drains, foundation water drains, cistern overflows, refrigerator cooling waters and water from air conditioning equipment.
- (b) *Discharge to sanitary sewers.* No person shall discharge any clear water by means of foundation drain, sump pump, or roof drains into any sanitary sewer, and no person shall permit rainwater or surface water to drain directly into any sanitary sewer.
- (c) *Discharge to storm sewer.* All clear water shall discharge directly into a storm sewer where such sewer is available, and the director of public works may direct such connection if he or she deems it necessary and in the public interest.
 - (1) *Permit required.* No person shall open any street, alley or other public place for the purpose of connecting to a storm sewer or other terminal without first obtaining from the director of public works a written permit to open such street, alley or public place.
 - (2) *Inspection.* Any person receiving a permit to connect to a storm sewer shall notify the director of public works whenever the work is ready for inspection. All work shall be left uncovered until examined and approved by him or her.
- (d) *Discharge to public streets.* No person shall discharge any clear water directly into a public street or alley from November 1 to March 31, inclusive. No person shall discharge any clear water directly into a public street or alley from April 1 to October 31, inclusive, without first obtaining from the director of public works, a written permit to do so.
- (e) *Discharge onto sidewalks.* No person shall permit the drainage of water directly onto any sidewalk or other public area.
- (f) *Other discharges.* Where a storm sewer is not available, the discharge of clear water shall be either:
 - (1) Into an underground conduit leading into a drainage ditch or dry well;
 - (2) Onto the ground surface at least one foot from the building foundation and directed toward the front or rear lot line.

Such discharge shall not be directed so as to flow into the sanitary sewer, on adjacent property, nor shall the discharge be allowed to accumulate and create ponds of standing water or other public nuisance. Nothing contained in this subsection shall act to relieve a person from complying with the other provisions of this section.

- (g) *Correction; penalty.* Any person who is the owner of any building or land wherein there is a violation of the provisions of this section, shall cause the violation to be corrected within a maximum of 60 days after being notified in writing by the director of public works or sewer inspector, whose duty it shall be to enforce this section. Any person who shall thereafter continue to violate the provisions of this section shall be subject to the forfeiture provided for violation of this chapter. Nothing in this section shall preclude the city from maintaining any other appropriate action to prevent or remove a violation of this section.
- (h) *Inspection Service Fee Definition.* “Inspection service fee” means a special charge that may be assessed against a property owner by the city in order to defray the administrative cost of exercising jurisdiction over this chapter and conducting related inspections within the city.
- (i) *When assessed.* An inspector may assess an inspection service fee if a property is not available to be inspected at the time of a scheduled inspection and/or if all of the following conditions are met:
 - 1) The inspector has found that the owner’s parcel is not in compliance with a provision of this chapter;
 - 2) The inspector has informed the property owner of the changes necessary to gain compliance; and

3) Upon subsequent investigation or inspection, the inspector finds that the same violation persists.

- (j) This inspection service fee shall be in addition to any other fees or special charges authorized by this Code. A separate inspection service fee may be assessed each time the conditions under subsection (i) of this section exist. Inspection service fees may be placed as a special charge against the property as allowed by statute without further notice if they remain unpaid 30 days after an invoice is mailed to the owner's last-known address.
- (k) The fee and subsequent fees referred to in this section shall be established by the common council and may from time to time be modified by resolution. A schedule of the fees established by the common council shall be available for review in the administering authority office, City Hall, 335 South Broadway Street, De Pere, Wisconsin.

(Code 1974, § 8.09; Code 2001, § 26-5; Ord. No. 13-17, §§ 13, 14, 8-20-2013; Ord. No. 24-12, § 1, 6-18-2024)

Sec. 78-9. Inspection service fees.

- (a) Definition. "Inspection service fee" means a special charge that may be assessed against a property owner by the city in order to defray the administrative cost of exercising jurisdiction over this chapter and conducting related inspections within the city.
- (b) When assessed. An inspector may assess an inspection service fee if a property is not available to be inspected at the time of a scheduled inspection and/or if all of the following conditions are met:
- 1) The inspector has found that the owner's parcel is not in compliance with a provision of this chapter;
 - 2) The inspector has informed the property owner of the changes necessary to gain compliance; and
 - 3) Upon subsequent investigation or inspection, the inspector finds that the same violation persists.
- (c) This inspection service fee shall be in addition to any other fees or special charges authorized by this Code. A separate inspection service fee may be assessed each time the conditions under subsection (b) of this section exist. Inspection service fees may be placed as a special charge against the property as allowed by statute without further notice if they remain unpaid 30 days after an invoice is mailed to the owner's last-known address.
- (d) The fee and subsequent fees referred to in this section shall be established by the common council and may from time to time be modified by resolution. A schedule of the fees established by the common council shall be available for review in the administering authority office, City Hall, 335 South Broadway Street, De Pere, Wisconsin.

Sec. 82-10. Enforcement provisions.

- (a) *Enforcement by department of public works.* For the purpose of ascertaining compliance with the provisions of this chapter in regard to recyclables, any authorized officer, employee or representative of the department of public works may inspect recyclable materials separated for recycling, garbage intended for disposal, recycling collection sites and facilities, collection vehicles, and any records relating to recycling activities which shall be kept confidential when necessary to protect proprietary information. No person may refuse access to any authorized officer, employee or authorized representative of the department of public works who requests access for the purposes of inspection and who presents appropriate credentials. No person may obstruct, hamper or interfere with any such inspection.
- (b) *Enforcement by building inspector.* For the purpose of ascertaining compliance with the provisions of section 82-3 (b) of this chapter in regard to storage of solid waste between collections, the building inspector or his/her designee may inspect enclosures for private collection receptacles. No person may refuse access to any authorized officer, employee or authorized representative of the department of public works who requests access for the purposes of inspection and who presents appropriate credentials. No person may obstruct, hamper or interfere with any such inspection.
- (c) *Penalty.* Any person who violates the provisions of this chapter or who refuses to obey any order issued under this chapter shall be subject to a forfeiture collected by municipal citation. The issuance of the citation shall not preclude proceeding under any other ordinance or law relating to the same matter. Proceeding under any other ordinance or law relating to the same matter shall not preclude the issuance of a citation under this subsection. Penalties for violating this chapter shall be as determined by resolution of the common council. Each 24-hour period of violation, disobedience, omission, neglect or refusal to obey this chapter or any order in accordance therewith shall be deemed a separate offense.
- (d) *Definition.* "Inspection service fee" means a special charge that may be assessed against a property owner by the city in order to defray the administrative cost of exercising jurisdiction over this chapter and conducting related inspections within the city.
- (e) *When assessed.* An inspector may assess an inspection service fee if a property is not available to be inspected at the time of a scheduled inspection and/or if all of the following conditions are met:
- 1) The inspector has found that the owner's parcel is not in compliance with a provision of this chapter;
 - 2) The inspector has informed the property owner of the changes necessary to gain compliance; and
 - 3) Upon subsequent investigation or inspection, the inspector finds that the same violation persists.
- (f) This inspection service fee shall be in addition to any other fees or special charges authorized by this Code. A separate inspection service fee may be assessed each time the conditions under subsection (e) of this section exist. Inspection service fees may be placed as a special charge against the property as allowed by statute without further notice if they remain unpaid 30 days after an invoice is mailed to the owner's last-known address.
- (g) The fee and subsequent fees referred to in this section shall be established by the common council and may from time to time be modified by resolution. A schedule of the fees established by the common council shall be available for review in the administering authority office, City Hall, 335 South Broadway Street, De Pere, Wisconsin.

(Code 2001, § 82-10; Ord. No. 16-12, 7-19-2016)