



VILLAGE OF TWIN LAKES

105 East Main Street P O Box 1024 Twin Lakes, Wisconsin 53181
Phone (262) 877-2858 Fax (262) 877-4019

VILLAGE BOARD COMMITTEE OF THE WHOLE MEETING

Monday, October 3, 2022 – 6:30 p.m.

Village Hall, 105 E. Main Street, Twin Lakes, WI

AGENDA

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. ROLL CALL: TRUSTEES ANDRES, BOWER, FITZGERALD, KAROW, KASKIN, PERL, PRESIDENT SKINNER
4. PUBLIC COMMENTS AND QUESTIONS
5. PRESIDENT AND TRUSTEE REPORTS
 - A. TRUSTEE SHARON BOWER - ADMINISTRATION, FINANCE, JUDICIARY, LICENSING
 1. Discussion regarding two proposals for new financial software.
 2. Discussion regarding purchasing two kiosks for boat launch fees at Lance Park and Lake Elizabeth Marina.
 3. Discussion regarding the renewal of a Short-Term Rental Application received from Jill Regan for 1763 E. Lakeshore Dr.
 4. A Budget Workshop for the 2023 Budget is scheduled for Monday October 17th after the Regular Board meeting.
 5. Other?
 - B. TRUSTEE KEVIN FITZGERALD - STREETS & ROADS, EQUIPMENT, STREET LIGHTS, WEEDS, LAKE PLANNING AND PROTECTION
 1. Discussion regarding the placement of a TDS Telecom pole in Village right of way.
 2. Other?
 - C. TRUSTEE BILL KASKIN - CEMETERY, SANITATION, RECYCLING, SENIORS
 1. Other?
 - D. TRUSTEE AARON KAROW - BUILDING AND ZONING, PLAN COMMISSION, AND PUBLIC BUILDINGS
 1. Discussion regarding a contract with Blue Stone Inspections LLC for Building Inspection services.
 2. Discussion regarding a contract with Schaeffer Municipal Services LLC for Zoning Administration services.
 3. Discussion regarding an invoice from Premier Flooring Inc. for the new Village Hall.
 4. Other?

- E. TRUSTEE KEN PERL - POLICE, FIRE, LAKE CONTROL, PARKS AND BEACHES
 - 1. Discussion regarding a request by Twin Lakes Fire & Rescue to cover the costs of the Annual Fire Department Turkey Dinner.
 - 2. Other?

- F. TRUSTEE BARB ANDRES - SEWER, HEALTH AND ENVIRONMENT, YOUTH, LIBRARY
 - 1. Other?

- G. VILLAGE PRESIDENT HOWARD SKINNER
 - 1. Trick or Treat is scheduled for 4:00pm to 7:00pm on Halloween, Monday, October 31, 2022.
 - 2. Discussion regarding an Event Permit application from the Twin Lakes Chamber for Trees on Parade on December 2nd and 3rd.
 - 3. Other?

- 6. ADJOURN

MATTERS MAY BE TAKEN IN ORDER OTHER THAN LISTED

Requests from persons with disabilities, who need assistance to participate in this meeting or hearing, should be made to the Clerk Treasurer's office in advance so the appropriate accommodations can be made.

A. Introduction



BS&A Cloud

Request for Proposal for:

Village of Twin Lakes, Kenosha County WI

Utility and Administrative System Software and Implementation

Submitted by:

BS&A Software
14965 Abbey Lane
Bath, MI 48808
(855) 272-7638

Dan J. Burns, CPA
Account Executive
dburns@bsasoftware.com

Closing Date:
August 15, 2022
3:00 pm (Central)



14965 Abbey Lane
Bath, MI 48808
Toll Free: (855) BSA-SOFT
P: (517) 641-8900
F: (517) 641-8960
www.bsasoftware.com

August 15, 2022

Village of Twin Lakes
105 East Main Street
Twin Lakes, WI 53181

We are pleased to respond to the Village of Twin Lakes request for Utility and Administrative System Software and Implementation with BS&A Cloud, our new cloud-based ERP system.

The following details outline our solution including:

- Software Modules
- Project Management and Implementation Services
- Training
- Ongoing Support and Maintenance

For over 30 years, BS&A Software has provided software solutions for local and county government. Governmental software is and has always been our sole focus. With over 2,000 clients, 200 employees and \$30 million in annual revenue, BS&A is a proven leader in the governmental ERP market.

We have reviewed the Village's RFP and have a clear understanding of the goals, objectives and requirements. We are confident in our ability to deliver solutions that consistently exceed our client's expectations. Our success is evidenced with a greater than 99% retention rate.

Please do not hesitate to contact us with any questions you may have following the review of this proposal. I will be pleased to assist you, and can be reached at 855-BSA-SOFT.

Sincerely,

Dan J. Burns, CPA
Account Executive
PH: 517.641.8900
FX: 517.641.8960
dburns@bsasoftware.com



Executive Summary

Headquarters:

BS&A Software, Inc.
14965 Abbey Lane
Bath, MI 48808
(855) 272-7638

Primary Contact:

Dan J. Burns, CPA
Account Executive
PH: 517-641-8900
dburns@bsasoftware.com

Secondary Contact:

Jason Hafner, CPA
Director of Implementation
PH: 517-641-8900
JHafner@bsasoftware.com

Overview

BS&A Software is proposing our fully integrated ERP solution in response to the Village of Twin Lakes RFP for Enterprise Resource Planning (ERP) Software and Implementation. Our response demonstrates our understanding of the Village's requirements and our ability to provide comprehensive yet easy-to-use solution along with professional services ensuring a successful implementation. We have over 2,000 clients using our software, all within the public sector. Our clients range from small to large municipalities, special districts and county governments. We obtain and retain our clients by continually refining both our software and our processes, ensuring we meet and exceed all expectations, while delivering unparalleled support. Our Software is built with the latest web development tools available. BS&A Software utilizes Microsoft SQL as its database engine and is provided as a site license with unlimited concurrent users.

BS&A Software Benefits

Since 1987, our trademark has been to provide great software and world-class customer service. BS&A has prospered in the competitive public sector market; by doing business the right way. We believe in 100% controlled organic growth opposed to growth through mergers and acquisitions. As a private company we are able to focus on our clients and employees, without having to make sacrifices to satisfy shareholders.

- **Customer Support & Satisfaction** – BS&A believes that customer satisfaction is the single most critical factor to the long-term success of any company. We are so confident that we deliver the highest level of customer service and support that we have provided a complete client list as part of our proposal, in addition this list is also available on our company website. We encourage you to contact any of our existing clients, as they are our strongest advocates.
- **Money Back Guarantee:** If you are not satisfied with a BS&A product at any time during the first year, simply return it and we will refund 100% of the price of the software.
- **Site License:** As a standard process, BS&A provides each municipality with a site license, whereby they can run our software with an unlimited number of concurrent users. This makes it practical to provide access to BS&A software to as many users and departments as desired without incurring any additional license costs.
- **Data Conversion:** BS&A sets the bar in terms of data conversion efficiency, and minimizes efforts on the Village's part. Instead of placing the burden of data conversion on you, we take the bulk of the responsibility for this process. We will not force you to provide data in a predefined BS&A format. Whether you choose to convert all of your data or just the critical components, BS&A conversion fees will not change, unless changes to the scope of the conversions are requested.
- **Integrations:** BS&A provides out of the box and user configurable integrations for a large number of required systems (Banks, State Government, IRS, Benefit Providers, Purchasing Cards, etc.) We do not charge any extra fees for these integrations and, in most cases, we will create similar integrations at no cost.
- **Professional Services:** BS&A representatives will deliver the implementation services for all of the proposed Modules, without the use of a third-party. Our Project Managers, along with our Implementation & Training team, have been involved in hundreds of successful projects similar to the Village's.

Market Focus & Local Presence

BS&A Software has been successfully delivering solutions in the State of Wisconsin for over 7 years. We have over 20 clients in the State including, Village of Brown Deer, Village of Salem Lakes, and City of Glendale. BS&A has demonstrated a proven understanding of the Wisconsin-specific requirements and has an unblemished track record with numerous successful projects in Wisconsin.

Mission Statement

BS&A Software is driven to excellence in all areas of our business. We focus our efforts on building lasting customer relationships through unparalleled support, and pursuing continued improvement in our solutions through innovation and customer feedback.

Company History

Bellefeuille, Szur & Associates, Inc. was incorporated in the State of Michigan in 1991 with a vision of providing public sector software exclusively for local and county governments in the State of Michigan. Our solution set has since grown to a full municipal ERP offering including Financial Management, Human Resource Management, Community Development, Utilities and Public Works, and Assessing and Property Tax solutions. With the growth in products, our customer base has expanded to include municipalities throughout the United States. We exclusively serve the public sector – all 2,000+ of our clients are local, county and other government entities. BS&A employs over 175 team members involved in development, sales, project management, implementation, training, and technical support. The majority of our staff are dedicated to the development and support of the proposed Modules. We are a privately held company, focusing on consistent controlled organic growth. We pride ourselves on having developed our solution in-house, allowing us to be responsive to customer and market feedback.

BS&A Software is an equal opportunity employer. BS&A Software prohibits discrimination based on a person's race, color, creed, national origin, age, sex, height, weight, religion, marital status, disability, pregnancy, genetic information, or any other characteristic.

Strategic Plan

BS&A Software has grown to become a well-recognized and successful software company for the public sector. Our continued growth is dependent upon implementing the following:

- 1) Providing best in class municipal ERP solutions using leading edge technology at a value price.
- 2) Forging a company philosophy that challenges and rewards BS&A team members to consistently "go the extra mile" to solve client issues.
- 3) Creating a "closed loop" feedback system between our clients, technical support, and developers leading to prompt issue resolution.
- 4) Continued investment in the development of our ERP solution by keeping a close eye on the needs of our clients.
- 5) Industry leading data conversion process to make the software transition as smooth as possible.
- 6) Integrity, honesty, and a strong desire to be "extremely easy to do business with."

Client Retention

Our superior software and service have not gone unnoticed in our market. Our track record speaks for itself. Over 2,000 government entities have successful implementations of one or more BS&A Software products. BS&A Software has enjoyed unprecedented 99% client retention over our entire product line for 25 years. Moreover, we have never lost a Financial Management client to any competitor.

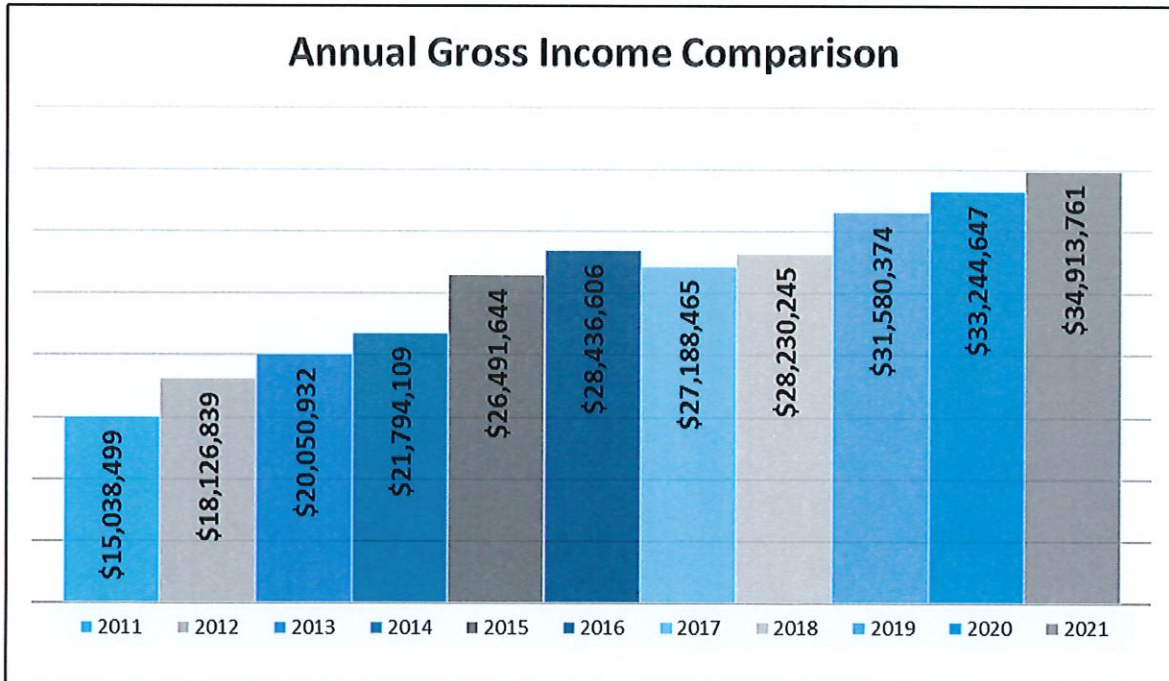
Keys to Success

All of our team members are expected to deliver the highest level of customer service. In order to ensure a successful system and implementation, we have identified the following objectives and strategies:

1. **Implement Operational Improvements:** BS&A strongly believes that while implementing a new system, numerous opportunities will arise to increase operational efficiencies. Our experienced implementation consultants will collaborate with your team to identify and incorporate best practices and process improvements that will tighten internal controls and increase productivity.
2. **Focus on Training:** A major contributor to the success of a new system is effective training. BS&A will customize a training plan specific to this project and your needs.
3. **Implementation Experience:** BS&A has successfully completed over a thousand implementations, and provides highly experienced project management resources to guide the project from start to finish.
4. **Support:** Delivering the highest quality customer care is the foundation upon which we have built our organization.

Continued Growth

Our gross sales have increased an average of 20% per year over the last several years. We are a consistently profitable organization that averages 20+% profit margins. We are managed very conservatively and carry no long-term corporate debt. Our gross income was \$31.5 Million in 2019, Over \$33 Million in 2020 and nearly \$35 Million last year.



C. Implementation Plan

Our goal with every project is to have clients who are completely satisfied with their selection of BS&A. We utilize our extensive experience to accomplish this in an efficient, accurate, and timely manner, making the transition from your current system as smooth and painless as possible. In the majority of our implementations we are able to have our clients live in less than one year.

BS&A's project management team will work with you to develop an implementation plan. Our approach is to jointly craft a plan that leverages our experience and considers the needs of the project, the availability of BS&A resources and key dates/activities for the Village. For example, many municipalities believe the best time to convert is at the start of a fiscal year. Our experience has shown that this is often the busiest time of year – not the optimal time to transition to new software.

Implementation meetings are held to discuss and review information about key topics and processes. This might include such things as: workflow processes, approval routing, banking information, reporting requirements, etc. As part of these meetings, key team members from the municipality are identified and included, ensuring that risks are identified and potential issues are addressed.

Implementation Approach

BS&A has developed a five phase approach to implementation.

Initiation: In the first phase of your implementation BS&A will assign a project manager that will lead you through your implementation. Once the project manager has been assigned our next step will be to schedule the project kickoff meeting. In this meeting we will introduce our project team to the key stakeholders on your end. BS&A will define and review the roles and responsibilities for each party. Your project manager will assess the scope of your project and create an implementation plan for your review. The next key event will be the extraction of your data so that our team may begin working on your preliminary data conversion.

Consultation: The consultation phase is one of the most critical to your implementation. Here is where we



Implementation Testimonials

"As far as service goes, BS&A went overboard when it came to implementation. They went above and beyond making sure there were no inaccuracies after we left. Their support staff is exactly what they advertise it to be and more."

Tom Kloss, Hutchinson MN

"I considered the BS&A implementation team (to be) the expert in the implementation process and relied on their assurance (that) the transition would be as smooth as possible, and it was."

Melissa Burton, Overland MO

"Despite the COVID-19 Pandemic, we were not in a position to delay our ERP implementation. Based on our experience, BS&A was extraordinary and so customer-oriented. We score them a perfect 10! Do nothing different!"

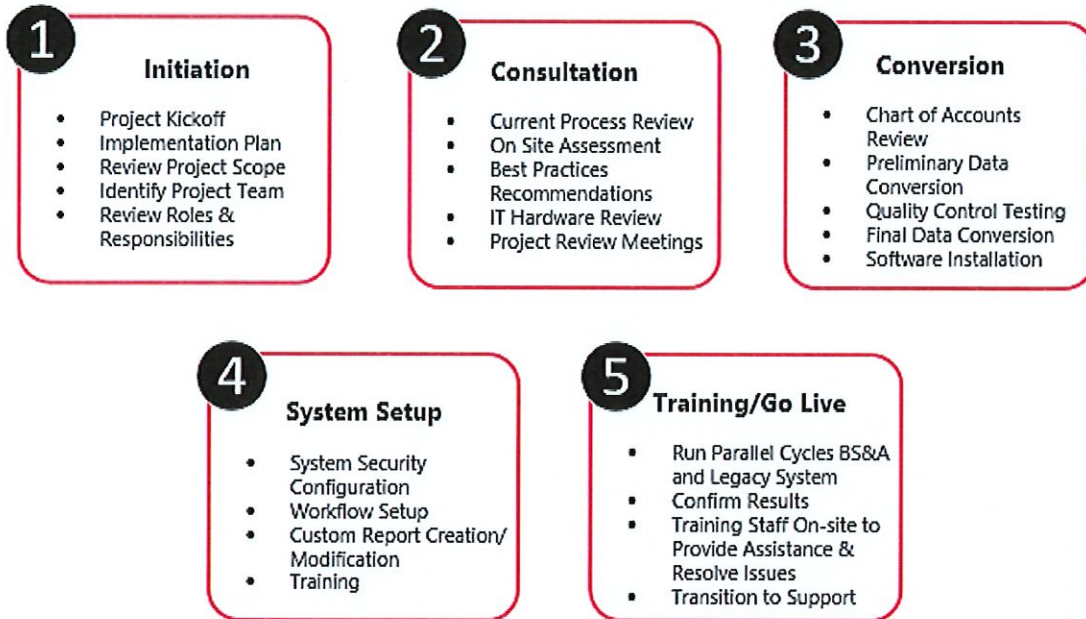
John DeLeo, SR, Cape Canaveral FL

will be gathering information on your current and future processes as part of our business process review. BS&A will make recommendations based upon our own experiences as well as industry best practices. Our goal is to work with you in the redesign of your business processes to create a more efficient environment with greater internal controls. During this phase we will review your chart of accounts, to ensure it is optimized to take advantage of the efficiencies new software brings.

Conversion: A key aspect of the data conversion process is to review your preliminary data conversion with you. In a typical implementation, BS&A will convert your data no less than three times: the preliminary which we will review with you, a second conversion to provide up to date account information prior to training, and the final data conversion just before the cutover to BS&A.

System Setup: As we enter this phase, your implementation specialist will be working with you to make any final configuration changes. They will set up roles, users and security rights, configure and test system workflows and integrations, and set up your custom forms.

Training/Go-Live: Our training team will be working with you and your team as we run parallel cycles in BS&A and confirm the results with your legacy system. We will ensure things are configured correctly prior to Go-Live. BS&A implementation team will be onsite to assist with your first payroll, billings, and check and report runs. They will review the new processes with you and transition you to the BS&A support team.



Proposed Implementation Schedule

Dates are estimated based on the expected Go-Live date and are subject to change.

Timetable	Scope of Work
1 Month Post Signing	Kick-Off Meeting – This meeting will assemble all project stakeholders to discuss expectations and concerns. BS&A Software will lead the discussion and review: project scope, team, roles & responsibilities, project management processes and timing.

	<p>Assemble Project Team – The respective Project Managers will administer the day-to-day operations of the project.</p> <p>Establish a timeline for project components such as conversions, customizations, program training.</p>
5 Months Pre Go-Live	<p>Meet with the Village IT team to identify possible network issues and review existing system configurations.</p> <p>Village reviews hardware requirements and begin the process of purchasing/installing new server(s) and workstations if necessary.</p>
4-5 Months Pre Go-Live	<p>Preliminary Data Conversion & Data Review – Begin process of converting Village’s existing data into BS&A, following the agreed upon conversion plan.</p> <p>Village sends preliminary data to BS&A for analysis and first run of data conversions. Upon completion of initial conversion, BS&A meets with key stakeholders to review conversion output. If necessary, the conversion will be updated and the process will be completed again until we have successfully converted all data. During this process, we will also gather requirements for any required program customizations.</p>
4 Months Pre Go-Live	<p>Install programs in test environment for learning and evaluation purposes. This allows time for staff to become familiar with the Modules, execute test cases and review tutorials prior to formal training. Final converted data to be installed at a later date.</p>
0-2 Months Pre Go-Live	<p>Implementation/Training</p> <p>The converted data will go through a Quality Control test. BS&A will first review/test the data, and then pass it to the Village for their review and critique.</p> <p>BS&A begins Program Training. This will familiarize staff with the new software and processes.</p>
1 Month Post Go-Live	<p>Evaluation</p> <p>After you are up and running we don’t disappear. We will conduct a post project review meeting to tie up any loose ends and evaluate the entire process. We want your feedback to make sure you’re completely satisfied and learn of anything that could be done to make our process better.</p>

Sample – High Level Work Plan

The following Sample Implementation Schedule details the overall implementation timeframe and schedule of events. The dates, times and order of events are subject to change based on availability of the Village and BS&A teams. This will be determined at the kick-off meeting should BS&A be the selected vendor. BS&A guarantees that the system will be fully functional according to the completion document once finalized at the commencement of the project.

Sample Implementation Schedule
[Below Template will be updated to fit your needs]

Task	Responsible Parties (Bold is Primary)	Start	Duration
Initiation Activities			
Conduct Kick-off Meeting	BS&A and Village	1 month post signing	1 day
Review Project Scope and Project Management Process	BS&A	1 month post signing	1 day

Establish Project Meeting Schedule	BS&A and Village	1 month post signing	1 day
Assemble BS&A Project Team	BS&A	1.5 months post signing	1 day
Assemble Village Project Team	Village	1.5 months post signing	1 day
Create Initial Project Timeline	BS&A & Village	1.5 months post signing	1 day
IT and Data Conversion Activities			
Meet with Village IT Staff to review Hardware Configurations	BS&A and Village	5 months pre go-live	1 day
Extract Preliminary Data from current System	BS&A and Village	5 months pre go-live	1 week
Conduct Data Mapping and Develop Data Conversion Routines	BS&A	5 months pre go-live	1 month
Conduct Review of Converted Data with Village	BS&A and Village	4 months pre go-live	Approx. 1 day
Install Programs	BS&A	4 months pre go-live	1 day
Knowledge Transfer			
Conduct On-site Process Review Meeting	BS&A and Village	3 months pre go-live	2 days
Conduct Analysis of Current Forms	BS&A and Village	3 months pre go-live	1 day
Conduct Review of Required Reports	BS&A and Village	3 months pre go-live	1 day
Conduct Analysis of System Interface Requirements	BS&A and Village	3 months pre go-live	1 day
Develop Best Practices Recommendation	BS&A	3 months pre go-live	1 day
Approve Recommendations	Village	3 months pre go-live	1 day
Provide Consulting and Assistance with Chart of Account Redesign	BS&A	3 months pre go-live	1 day
Create System Specification Document	BS&A	3 months pre go-live	3 days
Implementation			
Create Forms	BS&A	0-2 months pre go-live	2 days
Create Reports	BS&A	0-2 months pre go-live	2 days
Conduct Acceptance Testing	Village	0-2 months pre go-live	2 days
Conduct Final Data Extraction	Village	1 week pre go-live	2 days
Convert Final Data	BS&A	1 week pre go-live	2 days
On-site Set-up for Users & Configuration Items	BS&A	0-1 month pre go-live	4 days
Training			
On-site Training	BS&A and Village	0-2 months pre go-live	Varies
Post-Project Activities			
Conduct Post Project Review & Assessment	BS&A and Village	1 month post go-live	Varies
Conduct Post Implementation Follow Up Training	BS&A and Village	TBD	TBD

BS&A has developed a Project Management approach that leverages our extensive experience and skilled personnel. Our goal is to deliver every project on time and within budget. We combine our years of experience in governmental software with industry standard project management concepts and processes. Using these practices, we are confident in our ability to successfully deliver a project that will exceed the expectations for the Village of Twin Lakes.

As part of this process, a member of our Project Management and Implementation Planning team will be assigned to coordinate your project. Our consultant will remain with you throughout the project and oversee the implementation process, schedule all necessary meetings, facilitate data transfer and conversion, and develop a detailed implementation plan. Coordination, documentation, and communication will be provided throughout the project by way of Microsoft SharePoint.

An overview of our planned method which follows a standard five-phased project management approach is detailed below.

Initiation: One of the first major activities of the project is the Kick -Off meeting with Project Stakeholders. The initial goals are to introduce team members, confirm and agree on project scope and initiate discussions on target timeline.

Planning: Comprehensive planning is the next major step in the process. Planning is completed and is put in place through a formal Implementation Plan. The plan specifically outlines dates, timelines, tasks, responsible persons, and schedule of events.

Execution: Execution is an extension of the planning process. It puts the Implementation Plan in motion and begins the key processes of data conversion and system configuration.

Control: Project control is a series of processes and steps that the project manager and other team members carry out to monitor the project in terms of progress, quality, changes, action items and issues. The ultimate purpose of project control is to manage work during each stage of the project and prepare for the next stage. One of the primary tools used to share information and to assist in project control will be a SharePoint site where project information is



Project Management Testimonials

"BS&A has gone massively above and beyond any sort of reasonable expectation – they always stand up and say 'we can solve that problem for you.'"

Steve Milford, Gulf Breeze FL

"I was impressed from the very beginning. We had worked very hard to identify our needs, so we already had an idea of how any software needed to function. The 'Discovery' process was fantastic. It helped users in the different departments understand the changes that were coming well in advance of training and go-live by letting them see the applications. The scheduling and meticulous thought that went into the timeline was great and it allowed me to show the department how things would flow."

Karen Scott, North Little Rock AR

"Speaking for the City, the entire process was an amazingly smooth one, and employees, management, and City Council are very pleased with the new software. Working with the BS&A project management folks, IT Team, and each implementation and training specialist was a pleasure. When things didn't work quite right, which was rare, it just provided comic relief!"

Melody N. Marlowe, Dahlonega GA

shared. A dedicated SharePoint site will be created to facilitate all project communication between BS&A and the Village.

Closure: In this phase the project is completed and activities transition from implementation to our regular support processes. BS&A will remain onsite for the first several Go-Live dates, for each Module if necessary. Additionally, follow-up visits may be scheduled to assess progress and answer questions. Of course, the BS&A support team is always here for you.

Change Management

In every software implementation, change management is a critical piece of a successful project. Every organization can experience challenges when implementing new technology, business processes and procedures that come with a new ERP system. Based upon our experiences we have learned that new technologies, strategic visions, and even perfect planning can only take you part of the way. To ensure success, change management is essential in every project.

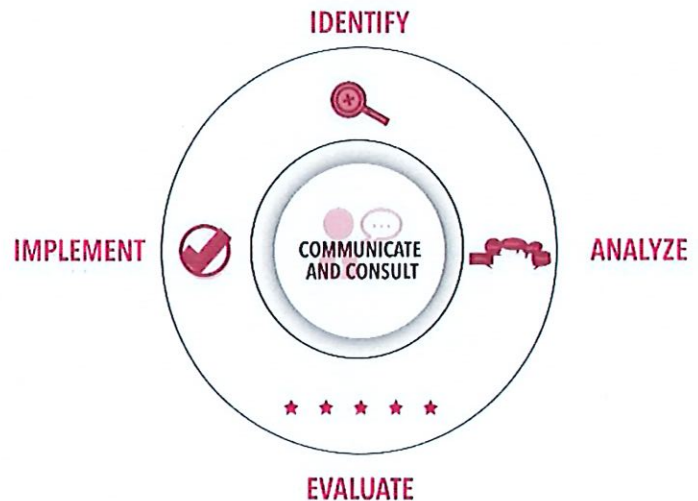
- Assess your processes. Your project team will collaborate with your organization to assess your business processes from both a management standpoint as well as an end user's standpoint, ensuring any changes are delivering the expected results as well as acceptance from the end users. BS&A's team will leverage their experience and knowledge of the software and combine it with your goals and personnel. Early in the project it is important to identify if there is organizational buy-in or potential issues, as this will guide us in tailoring the project plan to ensure success.
- Engaging the users. Throughout the project our team will work closely with your staff, starting with process review and discovery, continuing with onsite implementation, and concluding with end user training and go-live assistance. Involving your staff early in this process empowers them and creates a sense of ownership.
- Supporting and reinforcing the change. As we begin to deploy the change in the form of on-site training BS&A team members will be present to assist your staff, and we will work alongside your key stakeholders to reinforce and deliver lasting change.

Project Risk Management

Any successful implementation project requires an assessment of the risks and developing strategies to mitigate them. At the outset of the project, your project manager will identify and analyze project risk. As needed, they will implement strategies to minimize or eliminate those risks. Then, as the project progresses, they will continually monitor risks and discuss any changes during the regular project status meetings and/or calls.

The project risk management model that we follow is:

1. Identify
2. Analyze
3. Evaluate
4. Implement



Final Phase and Cut-Over

In the final phase of the project, you will be running BS&A as your primary system. For some modules this will simply involve transitioning from your current system to BS&A. For other modules, this may involve a short period of time where you are running both systems in parallel. For payroll and billing cycles, we will run at least one cycle in parallel where paychecks or utility bills are created in both systems. We will make the cutover to BS&A, only after validating that both system achieve similar results. No matter which approach is used, BS&A will be onsite during these Go-Live periods to help quickly resolve any problems that may arise. At the conclusion of this phase, we will transition you to our support team.

Assumptions and Resource Management

We expect that Village employees will require a different level of involvement throughout the implementation process. For example, early on we will need heavy IT related involvement to assure the network and hardware are set up and configured properly, and legacy data is extracted. During the planning stage we will need a small group to assist in putting together the final implementation schedule. During the training period, all users are expected to participate. Heavy users, responsible for the day-to-day accounting function, will require the most training. The occasional users will require much less formal training. When we do classroom style training we try and limit the number of attendees to 10 or less. In all cases, we utilize your data, which has the most relevance for your users and leads to best retention of training.

An expected commitment of Village employee time would be approximately 350 hours, including time necessary for implementation, conversion discussions and assistance and training time. This also considers that multiple employees will attend some training sessions. Some factors that might adversely impact the required time commitment of Village employees would include the following:

1. The estimate above assumes 1 person involved in training per application. If 5 employees were to spend 3 days in work order training, this would obviously increase the total number of hours by including 5 employee's time, rather than one. This number can only be determined by knowing the number of employees involved in each training session.
2. Significant changes/modifications of data as part of the conversion process. In some cases, customers have completely revamped their chart of accounts as part of the conversion process. Items such as this may require a significantly greater time investment for certain Village employees.
3. In many cases, BS&A is able to retrieve data from legacy systems used by our new customers with relatively little involvement from customers, other than some time spent verifying data layouts and information. Until the quality of the data and the method of data extraction can be known, however, it is difficult to determine the amount of time with great precision.

Resource Management

We will ask for the Village involvement in the following areas:

Preparation – Review of your requirements and expectations with your staff. Our staff will meet with your Directors to set timelines and deliverables.

Data Conversion – Extract the data from your current system so we can convert the data.

Report/Forms Development – Assist in the development.

Installation/Implementation – Assist in installing the programs and configuring the Network; assist in overall implementation process (reviewing converted data, setting up training rooms, etc.).

Training – See the “training” section of this proposal for the estimated number of days. Additional Technical Support personnel are available to assist your staff with the proposed applications and are included in the chart below.

Having a number of implementation specialists and trainers covering various areas of the project allows for the assigned team member to be scheduled exclusively to the Village implementation from beginning to end.

BS&A assumes the following skills/competencies in regards to Village staff:

- IT resources will have the knowledge and expertise to communicate effectively with BS&A IT staff, with regards to workstation/server/network specifications, and will be able to carry out the agreed upon plans. Village IT staff will also be able to assist with the extraction of data from the legacy system.
- Village will have at least one staff member to serve as a subject matter expert, for each individual application, or functional area. This person will be able to answer questions relating to process, workflow, and system requirements, as it relates to their area of expertise.
- Individual staff members will have working knowledge of using a windows based computer, as well as a working knowledge of the job duties relating to the job duties directly relating to the application.

Beyond the time directly invested in training activities, BS&A makes the following time related staffing assumptions:

- Village subject matter expert(s) - .25 FTE for the duration of the project.
- Village IT staffing - .1 FTE for the duration of the project.
- Individual staff members – minimal involvement, beyond training, as required for testing purposes, or as needed by the Village’s subject matter expert.

Attachment 11 - Cost

Schedule 1: Summary

Vendor: **BS&A Software**

Cost Categories	Total Costs	Explanation/Notes (if necessary)
Project Costs		
Software Fees (Schedule 2)		
Initial Costs	\$ 25,830	
Maintenance Costs	\$ 108,064	
SaaS/Hosting Costs (5 Years)	\$ 18,000	
Professional Services (Schedules 3):	\$ 112,075	
Other Fees (Schedule 4)	\$ 35,945	
Total Cost	\$ 299,914	

Attachment 11 - Cost

Schedule 2: Software Fees

Vendor: BS&A Software

PRODUCT NAME (Only list software products that would be required in addition to those listed in the IRFP)	FUNCTION	ACCESS LIMITATIONS (CONCURRENT LICENSE, NAMED USERS, CPU, ENTERPRISE)	QUANTITY PROPOSED	INITIAL COST	MAINTENANCE COSTS (5 YEARS)	HOSTING /SAAS/ MANAGED SERVICES (5 YEARS)	Comments
General Ledger							
Accounts Payable							
Purchase Order							
Cash Receipting							
Utility Billing							
Accounts Receivable							
Fixed Assets							
Payroll							
Human Resources							
Timesheets							
Building Department							
Business License							
BS&A Online - Public Records Search							
BS&A Online - Building Department							
Microsoft Azure Hosting Fee (\$3,600/year)							
Total			14.00	\$ 25,830	\$ 108,064	\$ 18,000	

Cost Summary

Software is licensed for use only by municipality identified on the cover page. If used for additional entities or agencies, please contact BS&A for appropriate pricing. Prices subject to change if the actual count is significantly different than the estimated count.

Modules

Financial Management

General Ledger	\$1,935
Accounts Payable	\$1,640
Cash Receipting	\$1,640
Accounts Receivable	\$1,640
Fixed Assets	\$1,640
Purchase Order	\$1,640
Utility Billing (<i>based on 3,000 utility customers</i>)	\$2,700

Personnel Management

Payroll	\$2,670
Human Resources	\$1,935
Timesheets	\$1,190

Community Development

Building Department	\$2,540
Business License	\$1,640

BS&A Online

Public Records Search + Online Bill Pay <i>With use of integrated Credit Card Processor</i>	\$1,500
Building Department	\$1,520

Subtotal \$25,830

Data Conversions

Conversion scope and price are estimates, pending review of preliminary data.

Convert existing Harris MSI data to BS&A format:

General Ledger (COA, Balances, Budget, Up to 10 Years Journal Transaction history)	\$2,150
Accounts Payable (Vendors, Up to 10 Year Invoices and Check History)	\$1,820
Cash Receipting (Receipt items, Up to 10 years receipt history)	\$1,820
Fixed Assets (Asset Information)	\$1,820
Purchase Orders (Historical completed purchase orders)	\$2,215
Payroll (Database Setup, Employee detail and YTD, Up to 10 years check history)	\$4,460
Utility Billing (Accounts, Services, Deposits, Rates, Meters, Unlimited Years of Service, billing and Payment History)	\$5,100
Building Department (per database)	\$4,825
Business License (per database)	\$3,115

Database Setup:

Human Resources (Setup of Licenses, Certifications, Benefit Plans, Positions. Not assigned to Employees)	\$3,000
Accounts Receivable (Setup of Billing Items, Penalties)	\$1,500

Subtotal **\$31,825**

No conversion or database setup to be performed for:
Timesheets

Custom Import

Custom import from third-party software to populate Building Department database with parcels, properties, and current owners.	\$1,500
--	---------

Project Management and Implementation Planning

Services include:

- Analyzing customer processes to ensure all critical components are addressed.
- Creating and managing the project schedule in accordance with the customer's existing processes and needs.
- Planning and scheduling training around any planned process changes included in the project plan.
- Modifying the project schedule as needed to accommodate any changes to the scope and requirements of the project that are discovered.
- Providing a central contact between the customer's project leaders, developers, trainers, IT staff, conversion staff, and other resources required throughout the transition period.
- Installing the software and providing IT consultation for network, server, and workstation configuration and requirements.
- Reviewing and addressing the specifications for needed customizations to meet customer needs (when applicable).

\$23,750

Implementation and Training

- \$1,000/day
- Days quoted are estimates; you are billed for actual days used

Services include:

- Setting up users and user security rights for each module
- Performing final process and procedure review
- Configuring custom settings in each module to fit the needs of the customer
- Setting up module integration and workflow methods
- Onsite verification of converted data for balancing and auditing purposes
- Training and Go-Live

Software Setup	Days:	6		\$6,000
Financial Management Modules	Days:	22		\$22,000
Personnel Management Modules	Days:	12		\$12,000
Community Development Modules	Days:	11		\$11,000
	Total:	51	Subtotal	\$51,000

Post-Go Live Assistance

- *Review and consult on streamlining day-to-day activities as they relate to the processes within the BS&A modules*
- *Assist customers with more detailed and advanced report options available within the BS&A modules*
- *Revisit commonly-used procedures discussed during training*
- *As needs arise, provide assistance with bank reconciliations*
- *\$1,000/day*
- *Days quoted are estimates; you are billed for actual days used*

Post-Go Live for all modules for which training was performed Days: 4 **\$4,000**

Cost Totals

Not including Annual Service Fees

Modules	\$25,830
Data Conversions	\$31,825
Custom Import	\$1,500
Project Management and Implementation Planning	\$23,750
Implementation and Training	\$51,000
Post-Go Live Assistance	\$4,000
Total Proposed	\$137,905
<i>Travel Expenses</i>	<i>\$35,945</i>
<i>Hosting Fees</i>	<i>\$3,600</i>

Payment Schedule

1st Payment: **\$55,575** to be invoiced upon execution of this agreement.

2nd Payment: **\$29,430** to be invoiced at activation of customer's site.

3rd Payment: **\$92,445** to be invoiced upon completion of training.

Cloud Annual Service Fees

Unlimited support is included in your Annual Service Fee. Service Fees are billed annually. After two (2) years, BS&A Software reserves the right to increase the Annual Service Fee by no more than the yearly Consumers Price Index for All Urban Consumers U.S. city average (CPI-U).

	Year 1	Year 2	Year 3	Year 4	Year 5
Financial Management					
General Ledger	\$0	\$1,935	\$1,993	\$2,053	\$2,115
Accounts Payable	\$0	\$1,640	\$1,689	\$1,740	\$1,792
Cash Receipting	\$0	\$1,640	\$1,689	\$1,740	\$1,792
Accounts Receivable	\$0	\$1,640	\$1,689	\$1,740	\$1,792
Fixed Assets	\$0	\$1,640	\$1,689	\$1,740	\$1,792
Purchase Order	\$0	\$1,640	\$1,689	\$1,740	\$1,792
Utility Billing	\$0	\$2,700	\$2,781	\$2,864	\$2,950
Personnel Management					
Payroll	\$0	\$2,670	\$2,750	\$2,833	\$2,918
Human Resources	\$0	\$1,935	\$1,993	\$2,053	\$2,115
Timesheets	\$0	\$1,190	\$1,226	\$1,263	\$1,301
Community Development					
Building Department	\$0	\$2,540	\$2,616	\$2,694	\$2,775
Business License	\$0	\$1,640	\$1,689	\$1,740	\$1,792
BS&A Online					
Public Records Search	\$0	\$1,500	\$1,545	\$1,591	\$1,639
Building Department	\$0	\$1,520	\$1,566	\$1,613	\$1,661
Total Annual Service Fees	\$0	\$25,830	\$26,604	\$27,404	\$28,226

Hosting Fees

Fees relating to the hosting and storage of data through Microsoft Azure are to be billed annually, for all modules included above.

\$3,600

S.A.I.



ORIGINAL

Village of Twin Lakes

Municipal Financial, Utility, and administrative System Software and Implementation

Monday, August 15, 2022

Scott Isaacs - Senior Account Executive
5519 53rd Street, Lubbock, TX 79414
Phone: 806.791.8200 ext: 798117
Email: Scott.Isaacs@tylertech.com





Monday, August 15, 2022

Village of Twin Lakes
Laura Roesslein
105 East Main Street
Twin Lakes, WI 53181

5519 53rd Street
Lubbock, TX 79414
P: 800.646.2633
F: 806.797.4849
www.tylertech.com

Dear Laura Roesslein,

Tyler Technologies, Inc. (Tyler) is pleased to submit the enclosed proposal for your evaluation and consideration in response to the Village of Twin Lakes's RFP for Municipal Financial, Utility and administrative System Software and Implementation.

The attached proposal details our complete offering. It includes:

- The ERP Pro powered by Incode software solution
- Business Process assessment & consulting
- Implementation of software & services
- Technical and functional staff training
- Ongoing maintenance & support

Tyler has carefully reviewed the project goals, stated objectives, and requirements defined within the RFP, and we are excited about the opportunity to work with the VTL on this project. We are confident that Tyler's solution brings the right mix of resources, experience, and technology to foster an environment for success.

Tyler provides:

- **Strength** – Tyler's strong financial position and solid business plan ensures that your software is safe from economic downturns. As a publicly traded company, the financial strength of Tyler is transparent. Tyler's proven track record and long-term business strategy protects your office from the hardship you may have experienced of other vendors that sell unproven solutions. Tyler expects to be your vendor for life.
- **Experience** – Tyler knows WI - Our Business Analysts actively track legislative changes and provide proactive solutions to clients. We make certain that your software is compliant with state statutes and best practices.
- **Responsiveness** – Tyler positions our product lines to run as independent, responsive business units. We have a team of professionals dedicated exclusively to the Tyler solution. Our team is not pulled in multiple directions like other vendors whose staff must develop, support, and implement multiple products with different missions. Tyler responds to your needs.
- **Continuity** – Tyler's employee longevity helps ensure that your implementation comes from experienced and knowledgeable personnel. More than 60% of employees who were with Tyler a decade ago are still with Tyler today.
- **Tyler Community** – Tyler connects your office to an extensive user community through Tyler Community. Tyler Community is where users share and learn best-practices within a network of hundreds of other users. Users take part in quarterly design nominations and vote for design changes

as the Tyler team coordinates ideas from the knowledge base and practical experience of our user community. Your voice matters, and we listen.

- **Protection** – Tyler’s Evergreen philosophy gives clients the latest technology for the life of the product. Evergreen ensures that your software is always up-to-date with current statutes and new technologies. Our development team delivers four quarterly software updates annually to ensure that the VTL’s office and citizens have a superior experience using the software.
- **Risk Avoidance** – Tyler is the largest government sector software provider in the United States, with more than 37,000 successful installations across 12,000 sites, 6,600+ employees, 4 million cloud users, and over 1 billion in annual revenue. Our commitment and investment in the government technology market is our sole focus and strategy.

This proposal and cost schedule is valid and binding for 180 days following the RFP due date. Except as set forth in this proposal, this proposal can be released in part or in total as public information in accordance with the requirements of the laws covering same.

Tyler continually seeks out business partners to share in our success rather than just customers. Our partners, like you, understand the difference between value and cost and want what is best for their communities. If you have any questions, please contact Scott Isaacs, your Senior Account Executive at 806.791.8200 ext: 798117 or via email at Scott.Isaacs@tylertech.com for more information.

Tyler Technologies authorizes the signatory of this letter to negotiate and bind Tyler Technologies to this response.

Respectfully submitted,



Dane Womble
President – Local Government Division, Tyler Technologies, Inc.
Tax ID # 75-2303920

A. Introduction

A. Introduction

Please see Tyler's responses to Attachments 1, 2 and 3 below in this section of the RFP Response.

In response to the Village of Twin Lakes's RFP, Tyler is proposing its ERP Pro powered by Incode solution. Our response reflects our understanding of your requirements and our ability to deliver the quality products and services you need for a successful project. Tyler's solution represents the pinnacle of public sector software offering an integrated solution of comprehensive applications designed to resolve the VTL's complex needs.

Choice

Though the Village of Twin Lakes will review many choices during this evaluation process, our goal is to make your choice an easy one. With Tyler, there is no need to move from vendor to vendor, solution to solution, technology to technology. Tyler's solution is an integral part of a community of employees, customers, and partners who all share a passion for serving the public.

As part of that community, the VTL will have access to all the tools needed to efficiently manage your operations. With the goal of being the last software company you ever choose; Tyler will work for and with you to consistently provide you with the broadest and most advanced public sector solutions available.

Tyler's ERP Pro Solution

The ERP Pro solution consists of more than fifty integrated modules. These software applications are specifically designed to enable governments to be more efficient, more accessible, and more responsive to the needs of their citizens. The modular design of the software allows customers the benefit of growing into Tyler's applications by adding modules when the time is right.

Consistent integration among Tyler applications has always been a priority and a key benefit to organizations looking to improve their business practices. Consequently, all products in this proposal are designed and supported by Tyler or one of our Business Partners with seamless integration between applications.

Benefits:

- Strength and stability: we've been providing ERP Pro to local governments throughout the US since 1981
- Upgrade when it makes sense for you, at no additional cost
- Pick-and-choose the modules that fit your needs and budget
- Efficient workflow capabilities are user-defined and customized
- User-friendly workspaces that are customizable based on individual roles

Objectives & Scope

At Tyler, we are uniquely qualified to meet the needs of the VTL through our experience, our software, and our absolute commitment to customer satisfaction. Our customers have a direct impact on the evolution of the software and the processes involved in implementing and supporting it. Each of the products and services listed in the response are represented as a description and a list of activities and assumptions. Tyler products will be implemented "off the shelf" without customization or modification, except as detailed in the response.

A. Introduction

Tyler's proposed suite offers integrated applications that are specifically designed to enable governments to be more efficient, more accessible, and more responsive to the needs of their citizens. Consistent integration among applications has always been a priority and a key benefit to organizations looking to improve their business practices. The key benefits to the system include, but are not limited to:

- Providing a single, comprehensive, and integrated solution to manage the VTL's business functions
- Streamlining business processes through automation, integration, and workflows
- Providing a user-friendly user interface to promote system use, productivity, and minimize the need for training
- Eliminating redundant data entry
- Providing many standard reports directly from the software with access to data through inquiry and drill down capabilities
- Providing multiple interfaces to commonly used 3rd party systems

Comprehensive Software & Services

Tyler's solution is intended to upgrade Village of Twin Lakes's departments to the latest system available in today's marketplace. Tyler's platform is distinguished from the competitive landscape by the fact that we develop and support 100% of our products in-house. All software development, implementation, and support services are provided solely by our in-house personnel. This has enabled us to build and evolve a software platform and ecosystem that infuses employee passion for industry-specific software automation with the front-line experiences our leading customers have provided. The result of this commitment is the industry's most powerful, seamless, efficient, user-intuitive, and scalable platform for local government automation. Our group of seasoned consultants, trainers, product experts, and programmers bring years of local government software experience to make your transition a smooth success.

Tyler handles the following aspects of your project under a single contract:

- System Delivery
- Implementation
- Training
- Support and Maintenance
- Software Updates and Upgrades

What Sets Tyler Apart

There are a number of key differentiators of Tyler that should be viewed as significantly advantageous to the VTL.

First and foremost, all of Tyler's efforts are focused on providing technology solutions to the public sector. Our attention is not diluted by providing solutions to other industries and our staff are industry experts in the public sector arena.

Secondly, Tyler has consciously decided to implement its own projects. We don't outsource our implementation efforts to 3rd party integrators. We feel this allows us to provide better service to our customers at a much lower cost. Furthermore, due to our expertise in the public sector, we're able to more

A. Introduction

clearly identify to our customers the best business practices of the public sector. Our approach to implementation will inevitably result in a project with a greater definition of both cost and timeframe.

Third, Tyler adheres to a philosophy called “Evergreen Development.” Under this approach, Tyler will provide all future enhancements including platform changes to the Tyler solution to the VTL as part of its annual maintenance agreement without additional re-licensing fees. This is a significant divergence from the typical business practices of traditional vendors.

Fourth, we offer Software as a Service model. While others may offer this service they typically outsource the data center to a 3rd party. Tyler owns and operates its own datacenters located in Yarmouth, ME and Plano, TX.

Fifth, if there are modifications to be delivered through the implementation process, it is important to note that these modifications for the VTL would become part of the generally-released system available to all clients going forward. This allows our clients on annual maintenance to receive additional functionality from new clients as well as our support team does not have to worry that you have modifications when either supporting or upgrading you. Most vendors today still maintain modifications by individual clients which places more stress on their support teams and cost to the client when upgrading.

Commitment

At Tyler, we are uniquely qualified to meet the needs of the VTL through our experience, our software, and our absolute commitment to customer satisfaction. That commitment, along with the consistent evolution of technology and software features, has resulted in a retention rate of more than 98 percent and long-term relationships with our users. With more than 37,000 customers, this partnership is an integral part of who we are and what we do. Our customers have a direct impact on the evolution of the software and the processes involved in implementing and supporting it.

Protecting Your Investment for Years to Come

Tyler’s “Evergreen” Development Philosophy ensures that the VTL will always have industry-leading functionality that utilizes current technology. As part of our annual support fee, all enhancements to our software are provided at no additional charge. This allows our users to continue to take advantage of new advances without having to relicense the software. Additionally, these enhancements are delivered in manageable upgrades that do not require a complete reimplementation of the software.

Partnership

We want to thank the Village of Twin Lakes for the opportunity to respond to your Request for Proposal and for your time and consideration during the review process. At Tyler, we feel the evaluation and selection of new software should be as much about people as it is product, with the ultimate decision resulting in a partnership between the customer and their chosen software provider. It is our firm belief that Tyler is uniquely qualified to be that partner and more than meets the needs outlined by the Village of Twin Lakes in this document. Should you agree, we look forward to progressing to the next stage in your evaluation process.

Section 2.0 - Company Background

B. Proposer Information

Please see Tyler's responses to Attachments 4, 5, 6, and 7 below in this section of the RFP Response.

Company Information

Tyler Technologies is the largest and most established provider of integrated software and technology services focused on the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 12,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.



Visualize



Analyze



Understand



Engage

Our Products

With decades of exclusive public sector experience, Tyler is the market leader providing integrated software and services. Subject matter experts and in-depth products result in a sustainable client partnership that delivers the industry's most comprehensive solution. We provide the industry's broadest line of software products and offer clients a single source for all their information technology needs in several major areas: Property & Recording, ERP, Civic Services, Land & Official Records, Courts & Justice, Public Safety, Data & Insights, and Schools.

We are known for long-standing client relationships, functional and feature-rich products, and the latest technology. In addition to software products, Tyler provides related professional services including installation, data conversion, consulting, training, customization, support, disaster recovery, and application and data hosting.

About Tyler Technologies

- Empowering government and schools to create safer, smarter, and more vibrant communities
- Solutions include Property & Recording, ERP, Civic Services, Health & Human Services, Courts & Justice, Public Safety, Data & Insights, and Schools
- Headquartered in Plano, Texas, with 68 office locations across the U.S., Manila, and Canada
- Tyler was incorporated in Delaware in November 1989
- Tyler is a publicly traded corporation on the NYSE (TYL)
- Founded in 1966

Section 2.0 - Company Background

- Exclusively focused on local government since 1997
- More than 37,000 successful installations across 12,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations
- Client retention rate of 98%
- 6,600+ employees
- Annual revenues of \$1.59 billion (2021)
- Reinvestment of \$120M into Research & Development
- Scalable products with the smallest jurisdiction (Loving County, Texas, with a population of 82) to the largest (Los Angeles County, California, with a population of 10.1M)

Public Sector Focus

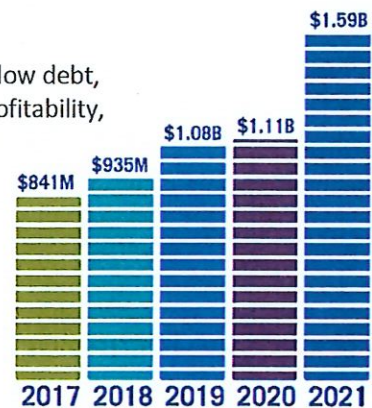
Tyler's business units have provided software and services to clients for more than 50 years and have long-standing reputations in the local government market for quality products and customer service. Tyler is the largest company in the United States focused solely on providing software solutions to the public sector. While many of our competitors compete in multiple vertical markets, Tyler is singularly focused on the public sector. It is 100 percent of our business.

Tyler recognizes that the public sector is generally stable and risk-averse, and craves community accessibility, security, and transparency. That is why local government and school entities seek reliable and efficient software and services from Tyler – a vendor who is professional, reputable, dedicated, and achieves results. Tyler has the experience to understand the unique requirements of the public sector, the necessary resources to invest in its products, and the ability to deliver quality services.

Financial Stability

Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 37 consecutive quarters of profitability, and a total revenue for 2021 of \$1.59 billion. While experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and new technology will accelerate this growth substantially in the future. We believe a low-debt balance sheet, substantial cash reserves, and a committed customer base put Tyler in a great position in our industry to weather any unexpected turbulence in the economy.

For additional revenue information please visit www.tylertech.com



Industry Leadership

Tyler strives to provide the best client services in the industry. Our products undergo testing by trained quality assurance and certified usability analysts; therefore, our clients benefit from products that work logically based upon user experience and input. We also focus our implementation and support professionals on specific groups of applications so they can offer more specialized services.

Section 2.0 - Company Background

Our commitment at Tyler is to ensure the highest level of client satisfaction through the efforts of Tyler’s most valued resource: its people. We challenge our employees to pursue new initiatives aggressively and become industry leaders in their respective fields. Tyler employs 6,600+ individuals, many of whom are seasoned professionals with unique and proprietary skills and years of industry experience. In fact, our employee turnover rate is very low – in recent years, about half of the industry average.

Company Recognition

Tyler Technologies has earned the reputation as an industry leader based on our products and commitment to our clients. These factors, along with our financial strength and industry partnerships, have resulted in numerous accolades. "The recognition emphasizes Tyler's consistently strong growth, which is a direct result of our commitment to supporting our more than 27,000 clients and the development of best-in-class software and services to serve the needs of the public sector" said John S. Marr Jr., Chairman of the Board of Tyler Technologies.

Tyler has been named to the following prestigious lists alongside some of the most innovative and influential companies in the United States.

Innovative and Strong

- Dallas Business Journal ranked Tyler’s Plano office #8 in its “North Texas Fastest-Growing Public Companies” list (2017)
- Forbes’ “Most Innovative Growth Companies” list (2016, 2017)
- Forbes’ “America’s Best Small Companies” list (nine times)
- Barron’s 400 Index ranking, a measure of the most promising companies in America (six times)
- Software Magazine’s “Software 500” ranking of the world’s largest software and service suppliers (seven times)
- Audit Integrity’s “America’s Most Trustworthy Companies” list (2007)

Our Experience

Tyler Technologies’ solutions offer the widest breadth of products in the industry, the latest technology available, and an integrated system that can operate in diverse offices throughout a jurisdiction. More importantly, Tyler’s vision and skill in executing that vision is what ultimately leads to a successful implementation and long-term solution for our clients. Our experienced team consists of industry leaders that keep our team moving and making sure we can give you the tools to succeed.

Mergers & Acquisitions

Tyler is a corporation that has grown and expanded over the years through the acquisition of various companies. The following timeline depicts the history of Tyler’s mergers and acquisitions:

Year Acquired	Company Name	Year Founded
1998	Business Resources Corporation	1982
	The Software Group (TSG)	1981
	Interactive Computer Design (Incode)	1981
	Computer Management Services	1975

Section 2.0 - Company Background

	Eagle Computer Systems	1978
	Micro Arizala Systems (FundBalance)	1984
1999	Gemini Systems	1987
	Process Inc. Computer Center Software (MUNIS)	1978
	Cole Layer Trumble Company	1938
2003	Eden Systems, Inc.	1981
2006	MazikUSA, Inc. (TEMS)	2003
	TACS, Inc.	1986
	Advanced Data Systems (ProFund)	1980
2007	EDP Enterprises, Inc.	1981
	Chandler Information Systems	1987
	Versatrans	1981
2008	School Information Systems, Inc.	1983
	Olympia Computing Company, Inc.	1979
	PulseMark, LLC	2007
2009	Assessment Evaluation Services, Inc.	1994
	Parker-Lowe & Associates	1994
2010	Wiznet.Inc.	1995
2011	The Windsor Management Group (Infinite Visions)	1980
	Yotta MVS, Inc.	1986
	UniFund	1988
2012	Computer Software Associates	1982
	Akanda Innovation, Inc.	1997
	EnerGov	2002
2014	SoftCode	1991
2015	Brazos Technology	2000
	New World Systems	1981
2016	ExecuTime Software	2007
	New World Systems	1981
	Modria	2011
2017	Digital Health Department (DHD)	2002
	Radio 10-33	2009
	Socrata	2007
	Sage Data Security, Inc.	2002
2018	CaseloadPRO	2009
	SceneDoc	2011
	MobileEyes	2002
	MicroPact	2005
2019	MyCivic Apps	2011
	Courthouse Technologies	2009
	NIC	1992
2021	DataSpec	2007
	ReadySub	2013
2022	US eDirect	1999

I. Project Cost

I. Project Cost

Notes

The following I. Project Cost is based on the stated requirements provided by Village of Twin Lakes in this RFP. It includes Tyler software license fees, estimated services, project management, conversion.

Any stated conversion prices may vary depending on cooperation of previous vendor and/or the complexity of converting the data.

The license fees listed in this Cost Summary do not include any tax or other governmental impositions including, without limitation, sales, use, or excise tax. All applicable sales tax, use tax, or excise tax shall be paid by client and shall be paid over to the proper authorities by client or reimbursed by client to Tyler Technology on demand in the event that Tyler Technology is responsible or demand is made on Tyler Technology for the payment thereof. If tax-exempt, client must provide Tyler Technology with client's tax-exempt number or form.

Optional Pricing

Tyler has provided additional modules and/or services within this response. These are items that Tyler believes would benefit the VTL, and will add to the overall functionality of the proposed system. These items are not included in the standard pricing, and can be removed at the VTL's request. If you have any questions about the optional modules or services outlined in this proposal, please contact your Senior Account Executive, Scott Isaacs via email at Scott.Isaacs@tylertech.com, or call at 806.791.8200 ext: 798117 for complete details.

Tyler SaaS

With the Tyler Software as a Service (SaaS) solution, we will host and manage the Tyler software applications from our facilities. All of your Tyler applications are hosted, maintained, supported and administered on a private cloud by Tyler personnel at our Yarmouth, Maine, and Dallas, Texas, facilities. We manage all regular administrative tasks — including installation, upgrades, support and file maintenance — and ensure all your databases, database servers, operating system, application files and image files are up to date and secure. Users simply access comprehensive Tyler applications and data through a secure Web interface that transmits encrypted data between each client workstation and our dedicated servers. Local governments and schools of all sizes can easily employ this streamlined system, taking advantage of a proven product and doing more with less. No heavy up-front fees, no dedicated IT staff, no maintenance required. It's safe, reliable, affordable and easy to use.

Escrow-Source Code

Tyler has established a relationship with a third party escrow company, Iron Mountain Escrow Services, who can store, maintain, and update the Tyler source code. Under specific conditions or triggers spelled out in the source-code agreement, the escrow company can provide the Tyler source-code directly to the Village of Twin Lakes. The cost for this *optional service* is a \$1500 fee, plus \$1500 annual maintenance.

Clients have the ability to enroll in this program at any time (This is an optional service and is not included in our Investment Summary.)

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Attachment 11 - Cost

Schedule 1: Summary

Vendor: Tyler ERP Pro SaaS

Cost Categories	Total Costs	Explanation/Notes (if necessary)
Project Costs		
Software Fees (Schedule 2)		
Initial Costs	\$ -	
Maintenance Costs	\$ -	
SaaS/Hosting Costs (5 Years)	\$ 49,547	
Professional Services (Schedules 3):	\$ 149,685	
Other Fees (Schedule 4)	\$ -	
Total Cost	\$ 199,232	

Attachment 11 - Cost

Schedule 2: Software Fees

Vendor: 0

PRODUCT NAME (Only list software products that would be required in addition to those listed in the IRFP)	FUNCTION	ACCESS LIMITATIONS (CONCURRENT USERS, NAMED USERS, CPU, ENTERPRISE)	QUANTITY PROPOSED	INITIAL COST	MAINTENANCE COSTS (5 YEARS)	HOSTING /SAAS / MANAGED SERVICES (5 YEARS)	Comments
Core Financials	GL, budgeting	Enterprise				7714	A/P bank rec, COA, GL, budgeting
Fixed Assets		Enterprise				808	
Grants Management		Enterprise				772	
Inventory Control		Enterprise				1459	
Project Accounting		Enterprise				1734	
Purchasing		Enterprise				2307	
Accounts Receivable		Enterprise				2359	Included AR & AR Access - on line payments
Human Resource Management	HR & Payroll	Enterprise				5302	Included is Employee Access
Benefits Enrollment		Enterprise				1237	
Employess Access Pro Time & Attendance		Enterprise				932	
ERP Pro Customer Relationship - Utility Billing		Enterprise				9999	This includes UB, Cashingering, Online Access Service Order
ERP Pro Community Development		Enterprise				10710	This includes Permits, Licesing, Code Enforcements, inspections, on line access
Tyler Content Manager	Document Management	Enterprise				2626	
Tyler University	Computer base Training	Enterprise				1588	
		Enterprise					
		Enterprise					
Total				\$ -	\$ -	\$ 49,547	



Sales Quotation For:
Village of Twin Lakes
105 East Main St
Twin Lakes WI 53181-1024
Laura Roesslein
+1 (262) 877-2858
roesslein@twinlakeswi.net

Quoted By: Scott Isaacs
Quote Expiration: 01/17/23
Quote Name: Twin Lakes RFP Investment Summary

Tyler Annual Software – SaaS

Description	List Price	Discount	Annual
ERP Pro powered by Incode			
ERP Pro 10 Financial Management Suite			
Core Financials	\$ 10,285	\$ 2,571	\$ 7,714
Benefits Enrollment	\$ 1,650	\$ 413	\$ 1,237
Fixed Assets	\$ 1,077	\$ 269	\$ 808
Grants Management	\$ 1,029	\$ 257	\$ 772
Inventory Control	\$ 1,945	\$ 486	\$ 1,459
Human Resources Management (Includes Position Budgeting)	\$ 7,070	\$ 1,768	\$ 5,302

2022-334606-M4Y5D4

Employee Access Pro	\$ 0	\$ 0	\$ 0
Project Accounting	\$ 2,312	\$ 578	\$ 1,734
Employee Access Pro Time & Attendance	\$ 1,243	\$ 311	\$ 932
Purchasing	\$ 3,076	\$ 769	\$ 2,307
Accounts Receivable Access	\$ 1,200	\$ 300	\$ 900
Accounts Receivable	\$ 1,945	\$ 486	\$ 1,459
ERP Pro 10 Customer Relationship Management Suite			
Utility Billing Water/Gas	\$ 8,356	\$ 2,089	\$ 6,267
Cashiering	\$ 2,894	\$ 724	\$ 2,170
Utility Access	\$ 1,440	\$ 360	\$ 1,080
Service Orders Mobile	\$ 643	\$ 161	\$ 482
ERP Pro Community Development Suite			
Permitting Access	\$ 1,200	\$ 300	\$ 900
Licensing Access	\$ 1,200	\$ 300	\$ 900
Code Enforcement Access	\$ 1,200	\$ 300	\$ 900
Code Enforcement	\$ 2,894	\$ 724	\$ 2,170
Licensing	\$ 2,894	\$ 724	\$ 2,170
Permitting	\$ 2,894	\$ 724	\$ 2,170
Code Enforcement Mobile	\$ 1,000	\$ 250	\$ 750
Inspections Mobile	\$ 1,000	\$ 250	\$ 750
Tyler One			
Content Manager Suite			
Core	\$ 3,501	\$ 875	\$ 2,626

TOTAL: \$ 63,948 \$ 15,989 \$ 47,959
Term # of Years: 5

Tyler Annual Services

Description	List Price	Discount	Annual
ERP			
Other Services			
Tyler University	\$ 2,118	\$ 530	\$ 1,588
	\$ 2,118	530	\$ 1,588

TOTAL:

Tyler Fees per Transaction

Description	Net Unit Price
ERP Pro powered by Incode Notify	
Notifications for Utilities	\$ 0.10
ERP Pro 10 Customer Relationship Management Suite	
Miscellaneous Payments	\$ 1.25
Tyler One Payments	
ERP Pro Payments	\$ 0.00
Utility Access Payments Bundle	\$ 0.00

Third Party Software & Hardware

Description	Quantity	Unit Price	Extended Price	Annual
Tyler One				

Payments				
Lane 3000 Terminal Purchase	1	\$ 419	\$ 419	\$ 0
PCI Service Fee (Per Device)	1	\$ 0	\$ 0	\$ 180
TOTAL:			\$ 419	\$ 180

Services				
Description	Hours/Units	Extended Price	Maintenance	
ERP Pro 10 Financial Management Suite				
Professional Services	451	\$ 65,395		\$ 0
Accounts Payable OT Data Conversion	1	\$ 1,200		\$ 0
Financials Project Management	1	\$ 1,800		\$ 0
General Ledger Data Conversion	1	\$ 1,200		\$ 0
Human Resources Management	1	\$ 2,400		\$ 0

ERP Pro 10 Customer Relationship Management Suite				
Professional Services	239	\$ 34,655		\$ 0
Project Management	1	\$ 1,800		\$ 0
Utilities Data Conversion	1	\$ 7,200		\$ 0

ERP Pro Community Development Suite				
Professional Services	145	\$ 21,025		\$ 0
Building Projects Data Conversion	1	\$ 2,700		\$ 0
Business License Data Conversion	1	\$ 3,000		\$ 0
Project Management	1	\$ 1,800		\$ 0

Content Manager Suite				
Professional Services	38	\$ 5,510		\$ 0
TOTAL:		\$ 149,685		\$ 0

Summary	One Time Fees	Recurring Fees
Total SaaS		\$ 47,959
Total Third Party Hardware, Software, Services	\$ 419	\$ 180
Total Tyler Services	\$ 149,685	\$ 1,588
Summary Total	\$ 150,104	\$ 49,727
Contract Total	\$ 199,831	

Detailed Breakdown of Professional Services (Included in Summary Total)

Description	Hours	Extended Price	Maintenance
ERP Pro powered by Incode			
ERP Pro 10 Financial Management Suite			
Accounts Payable OT Data Analysis	5	\$ 725	\$ 0
Accounts Receivable	14	\$ 2,030	\$ 0
Benefits Enrollment	14	\$ 2,030	\$ 0
Core Financials	140	\$ 20,300	\$ 0
Employee Access Pro Time & Attendance	34	\$ 4,930	\$ 0
Employee Self Service - Employee Portal	19	\$ 2,755	\$ 0
Fixed Assets	14	\$ 2,030	\$ 0
General Ledger Data Analysis	10	\$ 1,450	\$ 0
Grants Management	10	\$ 1,450	\$ 0
Human Resources Management	5	\$ 725	\$ 0
Human Resources Management	110	\$ 15,950	\$ 0

Inventory Control	38	\$ 5,510	\$ 0
Project Accounting	14	\$ 2,030	\$ 0
Purchasing	24	\$ 3,480	\$ 0
Sub-Total	451	\$ 65,395	\$ 0

ERP Pro 10 Customer Relationship Management Suite

Cashiering	38	\$ 5,510	\$ 0
Service Orders Mobile	5	\$ 725	\$ 0
Utilities Data Analysis	14	\$ 2,030	\$ 0
Utility Billing Water/Gas	182	\$ 26,390	\$ 0
Sub-Total	239	\$ 34,655	\$ 0

ERP Pro Community Development Suite

Building Project Data Analysis	10	\$ 1,450	\$ 0
Business License Data Analysis	10	\$ 1,450	\$ 0
Code Enforcement	29	\$ 4,205	\$ 0
Licensing	38	\$ 5,510	\$ 0
Permitting	48	\$ 6,960	\$ 0
Code Enforcement App	5	\$ 725	\$ 0
Inspections Mobile	5	\$ 725	\$ 0
Sub-Total	145	\$ 21,025	\$ 0

Tyler One

Content Manager Suite

Core	38	\$ 5,510	\$ 0
Sub-Total	38	\$ 5,510	\$ 0

TOTAL:

\$ 126,585

\$ 0

Optional Tyler Annual Software – SaaS

Description	List Price	Discount	Annual
ERP Pro powered by Incode			
ERP Pro 10 Financial Management Suite			
Applicant Tracking	\$ 1,060	\$ 265	\$ 795
ePurchasing	\$ 2,000	\$ 500	\$ 1,500
Tyler One			
My Civic Suite			
My Civic & Service Requests Pro	\$ 4,000	\$ 1,000	\$ 3,000
Service Requests Pro	\$ 2,500	\$ 625	\$ 1,875
My Civic Utility Access Interface	\$ 0	\$ 0	\$ 0
Content Manager Suite			
Employee Onboarding	\$ 2,894	\$ 724	\$ 2,170
TOTAL:	\$ 12,454	3,114	\$ 9,340
Term # of Years:			5

Optional Services

Description	Hours/Units	Extended Price	Maintenance
ERP Pro 10 Financial Management Suite			

Professional Services	18	\$ 2,610	\$ 0
My Civic Suite			
My Civic & Service Requests Pro	2	\$ 4,500	\$ 0
Project Management	2	\$ 500	\$ 0
Service Requests Pro	2	\$ 3,000	\$ 0
Content Manager Suite			
Professional Services	8	\$ 1,160	\$ 0
		\$ 11,770	\$ 0

Service total - TOTAL:

Comments

Your use of Tyler Payments and any related items included on this order is subject to the terms found at: <https://www.tylerpay.com/terms/payment-card-processing-agreement>. By signing this order or the agreement in which it is included, you agree you have read, understand, and agree to such terms. Please see attached Tyler Payments fee schedule.

- Accounts Payable conversion includes Vendor Master records, current fiscal year transactions, and unlimited history.
- Accounts Receivable Access Component displays account status, accounts for payment, has Security-(Secure Socket Layer), and payment processing via credit cards. Payment packet is created to be imported to accounts receivable system.
- Building Project Conversion includes Current Projects, Properties and Contacts - no history
- Business License Conversion includes Current Licenses, Properties and Contacts - no history
- Cashiering supports credit/debit cards via ETS, includes PCI Compliant, a cash collection interface, a cashiering receipt import)
- Core Financials includes general ledger, budget prep, bank recon, AP, CellSense, a standard forms pkg, output director, positive pay, secure signatures.

General Ledger conversion includes Chart of Accounts, current fiscal year transactions, and unlimited history.

Human Resources Management conversion includes employee master, deductions/taxes, retirement, current leave totals, current direct deposit, current calendar year transactions, and unlimited history.

Licensing Access displays the license detail, which includes license number, license type, issued to, alternate contact, property, status, effective date, and expiration date. It displays the balance detail, such as fees, penalties, interest, and tax. Payment packet is. It also allows the user to request renewals, as well as pay or apply for a license. Note that the customer pays the \$1.25 fee per transaction for payment online.

Notification for Utility Access (\$0.10 per call) includes Customer notification by phone (call late notices and general notifications). Call lists are automatically generated and the account is updated after the call. It includes a custom message for each call type and the call message can be in English or Spanish. It generates reports based on call results. Note: The Utility will be billed at the rate specified above for all the calls made. The Utility will be billed quarterly by Tyler Technologies for calls conducted.

Permitting Access displays the project detail, which includes permit number, status, address, owner name, expiration date, and issued date. It also displays the segment detail, which includes the fees, balance, payments, and any pending payments. It displays any inspection history. Payment packet is created to be imported to the permitting system. It also allows the user to request inspections, as well as pay or apply for a permit. Note that the customer pays the \$1.25 fee per transaction for payment online.

Utility Billing conversion includes contacts/properties/accounts, meters, transaction/consumption/read history, metered services, non-metered service. Balanced transactions converted from current calendar year plus prior 2 years. Unlimited history imported upon request.

Utility Access Component displays the current status (late, cut off etc), the action needed to avoid penalty, current balance, deposits on file (optional), last payment date, last payment amount, payment arrangements on file, last bill amount, last bill date, bill due date, contracts on file and status, transaction history (online payments). Payment packet is created to be imported to utility system. Address information includes legal description, precinct, school district, and services at address(subject to data availability). Includes consumption history by service (including graphs), request for service (optional), information change request (optional), security -SSL (secure socket layer).

Utility CIS System includes collections, tax lien process and import, a standard forms pkg, output director and one Utility handheld meter-reader interface.

Miscellaneous Payments Component allows clients to setup payment forms for misc. payments with a fixed, calculated or open payment amount. The payments are sent from the website to the cash collection/Cashiering application and then posted to the GL application. NOTE: There is a \$1.25 per transaction fee associated with the Miscellaneous Payments that will be paid by client unless Tyler is instructed by the client to pass along to the user at time of payment.

The Utility Access Payments Bundle includes: ERP Pro Payments and IVR (an automated phone system which securely allows for the collection of utility payments and the checking of balances and due dates).

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms, subject to payment terms in an agreement, amendment, or similar document in which this sales quotation is included:

- License fees for Tyler and third-party software are invoiced upon the earlier of (i) delivery of the license key or (ii) when Tyler makes such software available accessible.
- Fees for hardware are invoiced upon delivery.
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware.
- Annual Maintenance and Support fees, SaaS fees, Hosting fees, and Subscription fees are first payable when Tyler makes the software accessible to the Client (for Maintenance) or on the first day of the month following the date this quotation was signed (for SaaS, Hosting, and Subscription), and any such fees are prorated to align with the applicable term under the agreement, with renewals invoiced annually thereafter in accord with the Agreement.
- Fees for services included in this sales quotation shall be invoiced as indicated below.
 - o Implementation and other professional services fees shall be invoiced as delivered.
 - o Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
 - o Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, Tyler will invoice Client the actual services delivered on a time and materials basis.
 - o Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
 - o If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
 - o Notwithstanding anything to the contrary stated above, the following payment terms shall apply to fees specifically for migrations: Tyler will invoice Client 50% of any Migration Services Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite. Annual SaaS Fees will be invoiced upon availability of the hosted environment.

Any SaaS or hosted solutions added to an agreement containing Client-hosted Tyler solutions are subject to Tyler's SaaS Services terms found here: <https://www.tylertech.com/terms/tyler-saas-services>.

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: _____

Print Name: _____ P.O.#: _____

Tyler Payments Fee Schedule

Payer Electronic Payment Costs (Service Fee Model)

If passing transaction costs to the payer

Payer Card Cost – per card transaction with Visa, MasterCard, Discover, and American Express

Applies to:

- Misc Receipts: In Person
- EasyPay: Online
- Business Licenses: Online and In Person
- Permitting: Online and In Person

3.75%
\$2.50 minimum

Client Electronic Payment Costs (Cost Plus Fee Model)

If absorbing the transaction costs

Utility Access Payments Bundle

Client Card Cost – per card transaction with Visa, MasterCard, Discover, and American Express on top of bank and card brand fees for utility transactions as part of the bundled model.

Applies to:

- Utilities (Bundle): Online and In Person

2.00%
\$0.50 minimum

Client eCheck Cost – per electronic check transaction

Applies to:

- Utilities: Online

\$1.95

Miscellaneous Costs

Credit Card Chargebacks – if a card payer disputes a transaction at the card issuing bank (e.g. stolen card)

\$15.00

eCheck Rejects – when an eCheck transaction comes back as declined (e.g. bounced check)

\$5.00

Monthly Gateway Fee – Per merchant account

\$10.00

Annual PCI Compliance Fee – Per merchant account

\$99 annually

Card Terminal Purchase – per device, per month. Covers cost of PCI compliance, service, maintenance, real-time integration and support

Lane 3000: \$419 (one-time fee per device)
Plus \$180 annual per device PCI service fee

* Utility Billing Online per transaction fee is bundled into Tyler Payments rate. In the event Client elects a different processor, Client will be subject to the then-current UBO per transaction fee.

J. Functional Requirements

J. Functional Requirements

Attachment 12 – Functional Requirements

The following requirements and features have been identified by the Village of Twin Lakes for inclusion in the desired system(s). Please answer each question as completely as necessary. Be sure to include if the function is a part of your current operating system, if the function is under development, or the software would need to modify to meet the specification.

Using the following response codes, indicate Y, Y-ND or N next to each requirement.

Response	Description
Y	Requirement Met and Proposed (Standard features in the generally available product.)
Y-ND	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development.)
N	Requirement Not Met with Proposal

A. General

1. Single Input: Information should be entered into the system one time. Duplicate entry of data should be eliminated. This should provide greater efficiency, timely information, and eliminate errors introduced through data re-entry. **Yes**
2. Client/Server: Solution proposed must allow for access by remote departments and “out of Office” access by Village Management. **Yes**
3. Ease of Use: The system must be easy to use and learn. A Windows environment is required. Specify which version(s) of Windows on which your system will run. **Yes, Please see Tyler’s version requirements located in Section F of this Response.**

4. Real Time Information: Is the system real time or batch?
The Incode solution offers the benefits of both real time and batch processing by utilizing a packet concept for handling transactions to ensure data integrity while also tracking pending transactions that have not been updated in the system and making them immediately available for quick access by users. Packet processing is designed to create a system level audit trail of input, edit, approval, and update of data. And, a footprint is associated with each packet reflecting the operator ID, date and time the packet was created, edited, updated and posted. With this concept, not only is data integrity achieved, but simultaneous data entry by multiple users is improved, potentially skipped functions or steps in data processing are prevented and permanent audit trails are created for effective activity monitoring. Changes to table data through maintenance functions are handled in real time.

S.)A.)2.

VenTek Proposal for Twin Lakes Wisconsin - 2 Boat Launches

Victoria Iacovetto <victoria@ventek-intl.com>

Thu 8/18/2022 7:37 PM

To: Julie Harms <deputyclerk@twinlakeswi.gov>

Cc: Erika Anderson <erikaa@ventek-intl.com>

 5 attachments (8 MB)

Twin Lakes Wisconsin.pdf; M600 Product Brief.pdf; venVUE.pdf; M600 Install 2020.pdf; Wraps m600 2022.ppsx;

Hi Julie,

Attached is the quote we discussed as well as product briefs, an installation drawing and some pictures of the wraps we have done.

Anticipating your new AFMs:

VenTek International works with you to ensure a seamless implementation of your new Automated Fee Machine. We provide forms allowing you to designate your fees and the different options offered to your clients. With this information your custom rate structure is programmed, tested, and installed in each machine. Final programming changes (if any) are performed onsite to ensure satisfactory operation. Should any rate or programming changes be necessary in the future they can be easily be done by you through venVUE[®] or by VenTek's Client Services or a combination of both.

VenTek will deliver and install your pay station at a mutually determined date. Final testing and programming is completed during installation to ensure the system is online, accepting payments and issuing receipts and/or media exactly as expected. Training begins once installation and final testing is complete. VenTek offers a complete training program to assist you with all aspects of successfully running and operating your new system. Our goal is for you to be comfortable maintaining and servicing your new VenTek Pay Stations. Our factory-trained, support staff will provide complete training for as many people as you like on machine construction, functions, components, programming options, routine maintenance, and troubleshooting. We also provide user manuals which cover operation, routine maintenance, and proper cash collection procedures. Training is also provided for venVUE[®], our web based, revenue collection management system. This is generally done remotely at a later date via WebEx.

venVUE[®], VenTek's complete software management system for revenue collection networks is a web-based platform that provides real-time machine statistics, passive monitoring, remote machine configuration and reporting. All transaction detail is automatically uploaded to your individual database hosted by Amazon Web Services and is instantly available for viewing or through several standard reports utilizing venVUE[®] from any internet connected device. The VenTek system comes standard with a variety of reports that provide detailed information regarding revenue, enforcement, Pay Station details, statistics and sales transactions. venVUE[®] generates all reports in PDF format and can also export any of the existing report data fields into a variety of other file formats (tab delimited, Excel, etc.) to allow the user to import data into other applications. Custom reports are available on request

VenTek International works with our customers to ensure a seamless implementation to the new VenTek Pay Stations. We provide forms which allow you to designate your fees and the different options offered to your clients. With this information your custom rate structure is programmed, tested, and installed in each machine. Final programming changes (if any) are performed onsite to ensure satisfactory operation. Should any rate programming changes be necessary in the future they can be easily be done by you through venVUE[®] or by VenTek's Client Services or a combination of both. The system will automatically adjust for daylight savings and free periods such as weekends and holidays.

All aspects of the VenTek System can be remotely maintained, monitored, and modified right from the comfort of your desk. With the assistance of automated service alerts, and VenTek's Client Services (if necessary) issues can be quickly assessed and corrected. Should an actual mechanical need arise (issue with a part), VenTek will work with your staff to isolate the problem, which is usually simply the replacement of a "Plug & Play" part. All parts are componentized and plug and play so they are incredibly easy to remove and replace a part with standard "off the shelf" tools. It would be extremely rare for a technical issue to require a VenTek Trained Technician to come on site. The Picture below shows all 5 components that could ever fail. They illustrate how easy it would be to replace



You will have a dedicated team at VenTek International to help with all aspects of your new system implementation; through the build and prep process, during the onsite installation, and for ongoing service once your new system is operating. Our goal is having a self-sufficient, satisfied partner, in each customer we service, which only comes by earning your full satisfaction.

Our focus is you, our customer. We realize that world class service is paramount to our customer's success and provide experienced and knowledgeable local support personal (USA) instead of an offshore call center. Service calls are personal, easy to initiate and always taken seriously. Your urgency and priority is ours. Issues are quickly understood by factory technicians with access to the development engineers providing expedient resolution. With your purchase you become a partner and have our commitment to keep your machines operating smoothly with little to no down time.

Call, email, or text me if you have any questions, need any additional information or would like to discuss any of this information.

Best number is 415-246-3138

Respectfully,
Victoria Iacovetto, BSEE

Director National Sales

1260 Holm Road, Suite A | Petaluma, CA 94954

M: (415) 246-3138

W: (707) 773-3373 x 128



Engineering the future of automated payment systems

From: Ventek International <wordpress@ventek-intl.com>
Reply-To: "DEPUTYCLERK@TWINLAKESWI.GOV" <DEPUTYCLERK@TWINLAKESWI.GOV>
Date: Thursday, August 18, 2022 at 11:21 AM
To: Victoria Iacovetto <victoria@ventek-intl.com>, Info <info@ventek-intl.com>
Subject: New message from Website Contact Form

Contact Us Form:

Name: JULIE HARMS

Email: DEPUTYCLERK@TWINLAKESWI.GOV

Phone: 2628772858 x3

--

Looking to get information on adding 2 stand-alone payment processors for our boat launch ramps.

--

This e-mail was sent from a contact form on Ventek International (<https://ventek-intl.com>)

AC Power at Location, Cellular good.

Credit Card Only

Provide Solar as Option



Quotation



Project Village of Twin Lakes Wisconsin
 Client Julie Harns
 Address
 Contact Victoria Iacovetto
 Email victoria@ventek-intl.com

Date 18-Aug-2022
 Client Phone 262-877-2858 x3
 Client Email DEPUTYCLERK@TWINLAKESWI.GOV
 Validity 90 days
 Phone 415-246-3138

Thank You for Choosing VenTek

Part I - Capital Costs - Hardware, Installation, Setup & Services

AUTOMATED FEE MACHINE				
Item	Description	Quantity	Unit Price	Extended Price
E1	M600 Pay and Display or Pay in Lane Includes 1 year Warranty Power Configuration: Solar Connectivity: Cellular Payment Mode: Credit Card Acceptance	2	\$8,990	\$17,980
OPT1	EMV All in One Payment Device - Provides Contactless Credit Card Read (Tap and Pay) Chip Read and Swipe Future Mobile Payments like Apple and Samsung	per unit	\$1,500	
OPT2	Solar Power Charging System 20 Watt w/40 AHR Battery	per unit	\$995	
	Custom Wrap - Door Only	2	\$275	Included
	Heater for AC Systems only	2	\$350	Included
	Pedestal - 12", 18", 24", 30", 35" options	2	Varies	Included
	Shipping ¹	2	\$600	\$1,200
AFM REVENUE COLLECTION EQUIPMENT				\$19,180

INSTALLATION & TRAINING				
Item	Description	Quantity	Unit Price	Extended Price
INSTS1	Installation & Training - Base Fee for 1st day Installation & training - based on a standard installation. Training Conducted on site and unlimited while technician is available onsite	1		\$2,500
INSTALLATION & TRAINING				\$2,500

Part II - Operating Costs - Software Subscription Fees

ANNUAL SOFTWARE SUBSCRIPTION FEES				
Item	Description	Quantity	Unit Price	Extended Price
SW	Cloud Based System Management - User credential for venVUE®, VenTek's web based management system, Secure PCI Level 1 Certified Server on Amazon Cloud for Data Storage & Payment Gateway, and Cellular Connectivity.	2	\$1,140	\$2,280
ANNUAL SOFTWARE SUBSCRIPTION FEES				\$2,280

Automated Fee Machine - Revenue Collection Equipment \$19,180.00
 Installation and Training \$2,500.00
 Annual Recurring Software Subscription \$2,280.00
Total \$23,960.00

Notes:

- 1 Shipping is an Estimate Only - Actual Costs will be billed upon shipment
- 2 Payment Gateway - As a Level 1 PCI Service Provider VenTek offers a Secure Electronic Gateway. This allow VenTek's customers to establish a direct connection between the VenTek System and their Payment Card Processor. VenTek warrants that our Payment Gateway will remain PCI-compliant for the duration of service delivery and that our pricing will be lower than comparable products. Includes Cyber Insurance.
- 3 VenVUE System Management, venSTATION Data Hosting and CDMA Cellular Connectivity are billed Annually
- 4 (1) year factory warranty included
- 5 Installation Includes securing the unit to a surface prepared per installation drawing, connecting existing electrical inside the unit, installing software, network programming and configuration, and installation of all parts and peripherals necessary for unit operation.
- 5a Installation Quote does not include Site Prep: Concrete or Conduit Work, Pulling Electrical or Communication Cables or Removal of Existing Equipment
- 5b Installation Quote is an estimate based on standard installation. Additional fees billed at time and Material +10%
- 6 Onsite Training is conducted during and/or after installation. If VenTek must come back onsite, time will be billed at \$150/hr Including travel and expenses.
- 6a venVUE System Management training conducted remotely via WebEx
- 7 ADA Compliant for height, control and reach
- 8 All funds due are in U.S. dollars. Terms Net 30 from date of delivery. 1.25% finance charge (15% per annum) applied to balances over 30 days past

Model 600

secure and reliable

ENTRY/ANNUAL PASSES

CAMPSITE RESERVATION

BOAT/INSPECTION FEES

REAL-TIME PAYMENT PROCESSING & CENTRALIZED SYSTEM MANAGEMENT

- PCI-DSS Level 1 & PA-DSS Data Security Certifications
- Real Time Payment Authorization & Automated Settlement
- Relational System Database
- Central Communications Facility

PARKS AND RECREATION FEES

- Entry & Annual Pass
- Campsite Fees
- RV Storage & Dump Fees
- Boat Launch Fees
- Inspection Fees
- Electrical Metering

MULTIPLE PAYMENT METHODS

- Coins & Bills
- SmartCards & Value Cards
- Validations: Cards & Remote
- Credit Cards
- Debit Cards
- Electronic Coupons

MULTIPLE VENDING MODES

- Permit Only
- Campsite Reservation with website integration
- Permit & Receipt
- Payment/Credential Gate Access
- Turnstile Access

NETWORK SUPPORT FOR 2 TO 200+

- DSL, Cable, Frame Relay
- Wi-Fi 802.11 (WPA/WPA2)
- Satellite and Dial-up for Remote Locations
- Digital Cellular Wireless (GPRS/CDMA)

REMOTE RATE MANAGEMENT PROGRAMMABLE BY...

- Price & Time Availability
- Informational Screens
- Multiple Choices
- Variable Time Durations
- Times of Day
- Days of Week
- Specific Dates (Special Events)

REAL-TIME LOCAL/ REMOTE REPORTING & NOTIFICATION

- Audit Reports
- Sales Reports
- Cash Collection Reports
- Service Alerts
- Intrusion Detection
- Sales by Product Based Reports



Interface

Large, easy to read LCD display
ATM-style menu driven interface
Custom graphics & colors available

Payment Processing

US & Canadian & International Currency
Customer-controlled electronic pay cards
PCI Compliant Credit Card Processing
VISA, Mastercard, AMEX and Discover
Tokens: Programmable value

Change Giving (Optional)

All Coin Denominations
Programmable Coin Acceptor
600 Coin Capacity Coin Hopper

Ticket Printer

Low maintenance thermal printer
In excess of 5,000 tickets per paper roll

Security

10 Gauge steel with 1/4" steel reinforcement
Maximum security Medeco lock
Audible & remote alarm capability
Sealed cash system
High-strength, Double-locking Coin bag
1,000 Note Double-locking Bill Cassette
Audit reports & Complete Transaction Log History

Dimensions

Approximately 24.5" w x 35" h x 17" d
Full ADA with max keypad height of 54"

Power Sources

110v A/C (w/optional Battery Backup)
Solar - Battery

 **VenTek International**
engineering the future of automated payment systems
www.ventek-intl.com

For more information please contact us today
(707) 773-3373 info@ventek-intl.com

Proudly built in the USA

1260 -A Holm Rd, Petaluma, CA 94954

venVUE®

Your Secure, Web-Based Software
For Sales Revenue Management

WEB-BASED ACCESS ANYWHERE

COMPLETE CLOUD BASED REVENUE CONTROL

PCI CERTIFIED NETWORK

CONNECT

- The power of the Cloud; no software or applications to install.
- Access venVUE from any web-enabled PC, laptop or Smartphone.

For Pay Station Networks

- Visualize real-time device status, transaction counts and operation details for each location independently.
- Create, update or alter rates remotely and have changes download automatically.
- Generate instant device status alerts to staff via email and/or text messaging.

PROCESS

- Authorize web or pay station-based credit/debit card sales transactions in real-time on a PCI-Certified payment platform.
- Efficiently process electronic payment refunds.

REPORT

- Quickly view, print, and/or export data from your revenue system using a full suite of report forms.
- Sales reports based on transaction type, location, date, permit value, and/or product type.
- Electronic payment transactions; pending or settled by date of sale or date of settlement.

For Pay Station Networks

- Cash Transactions showing details on bills/coins inserted and change dispensed for each transaction.
- Event reports showing operational history of each device.
- Interim and Final Cash Audit reporting for each device.

CUSTOMIZE

- Electronic coupons providing up to 100% discount for permit purchases.
- Use your web-based mobile device for enforcement, permit issuance and to monitor space occupancy through space sensors.
- Accept alternate electronic payments such as Annual Pass, value or campus cards.

For Pay Station Networks

- Remote validation for pay-by-space settings - add time from web based devices.
- Allow customers to add time using Pay-by-Cell.
- Multiple Custom Permits based on pick selection.



www.ventek-intl.com

(707) 773-3373 info@ventek-intl.com

We proudly build our products in the USA

1260 -A Holm Rd, Petaluma, CA 94954



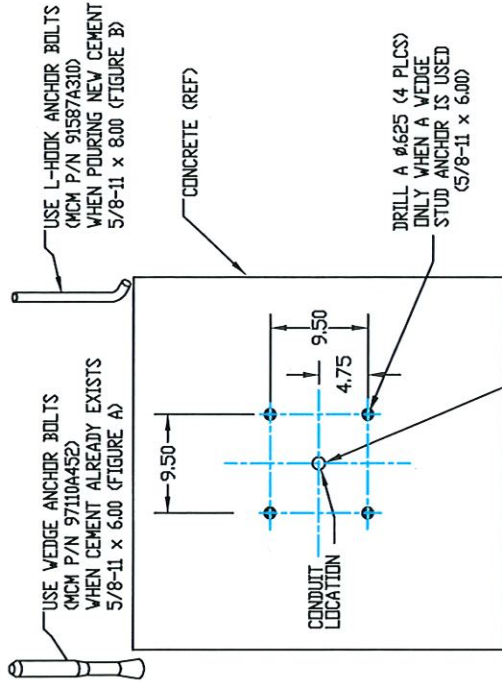
*venVUE® Controlled
User Access*

*Remote Access &
Configuration
to Information
& Settings*

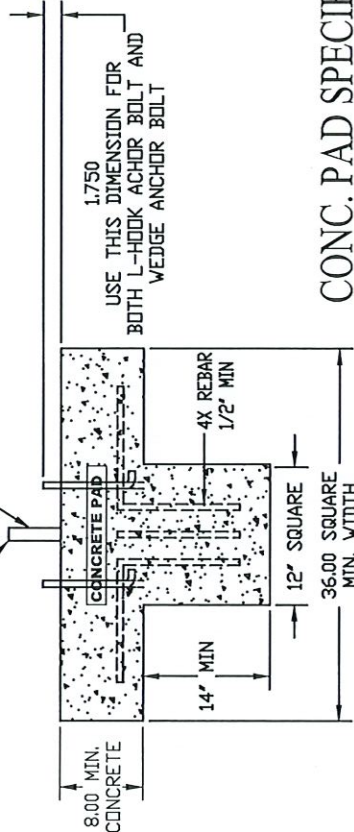
*PCI Credit Card
Processing
& Refund
Capability*

*Real Time Sales Data
& Device Status*

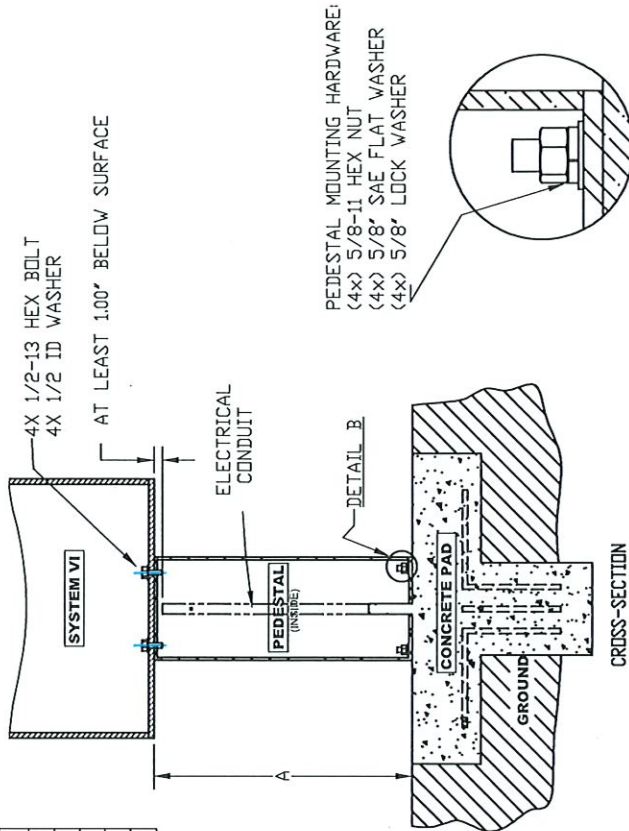
DIM A	P/N	DESCRIPTION
12"	04-370-01	ADA W/ CURB
18"	04-370-02	ADA W/O CURB
24"	04-370-03	WALK UP DR DRIVE UP W/ CURB
30"	04-370-04	WALK UP DR DRIVE THRU SURFACE
35"	04-370-05	DRIVE THRU



NOTES:
 1. USE CONDUIT PER ELECTRICAL CODE SEE STEP 2 FOR LENGTH
 2. LEAVE SEVERAL FEET OF WIRE EXTENDING OUT OF THE CONDUIT TO ENSURE EASY HOOKUP TO SYSTEM VI.



CONC. PAD SPECIFICATIONS



DETAIL B
SCALE 1:2

ELECTRICAL REQUIREMENTS	
BREAKER SIZE	MAX PAYSTATIONS SUPPORTED
15A	8
20A	12
15A	2
20A	3

- NOTES:
1. THE POWER AND PHONE LINES SHOULD EACH BE RUN IN INDIVIDUAL PVC CONDUITS. IN ADDITION, THE NETWORK LINE RUNNING IN SHOULD BE RUN IN SEPARATE PVC CONDUITS.
 2. BEFORE INSTALLING THE PEDESTAL, BE SURE ALL POWER AND COMMUNICATION LINES HAVE BEEN RUN IN SEPARATE CONDUIT.
 3. FOR 110/220V ELECTRICAL REQUIREMENTS SEE ABOVE TABLE.

Ventek International
 engineering the future of automated payment systems
 1260 HOLM ROAD, SUITE A, PETALUMA, CA 94954
 TEL: (707) 773-5373 FAX: (707) 773-3381

UNLESS OTHERWISE SPECIFIED, DIMENSIONS ARE IN INCHES AND ANGLES ARE IN DEGREES.
 TOLERANCES: XX ± .030, XXX ± .015, SCALE 1 TO 10.
 APPROVED BY: _____ DATE: _____
 CHECKED BY: _____ DATE: _____
 DRAWN BY: _____ DATE: 3/07/18

APPROVALS

DATE: _____

REVISION

REVISION NO. 61-903

REVISION DESCRIPTION: REMOVE "NETWORK...RUNNING OUT" FROM NOTES

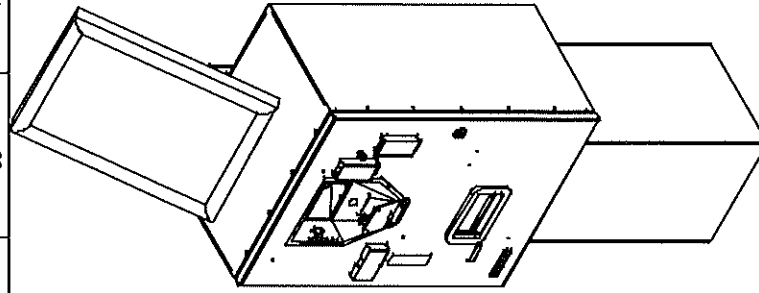
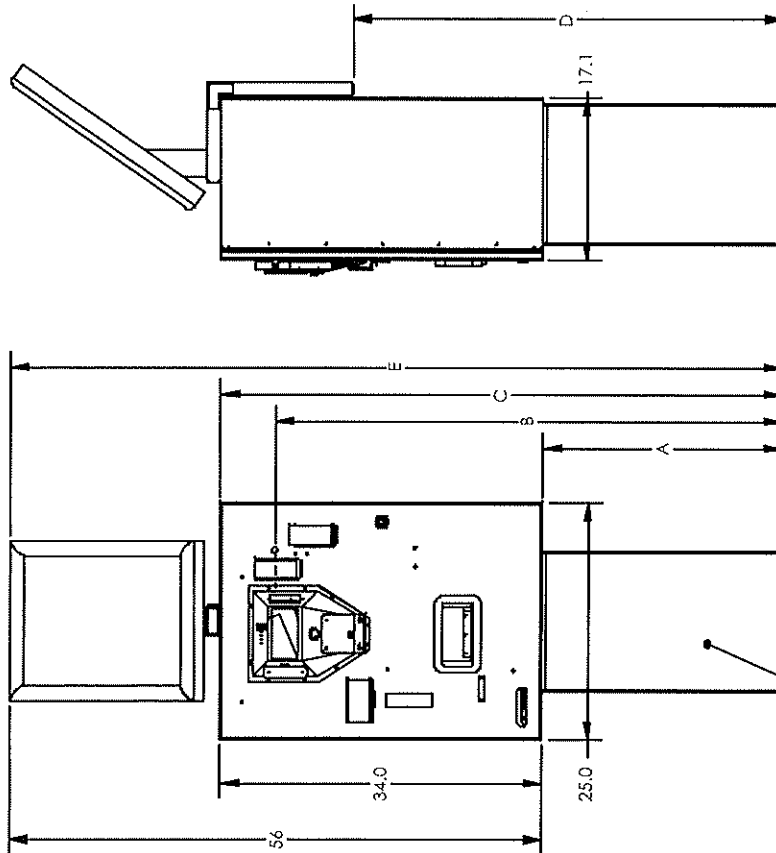
ECO # 2146

SHEET 1 OF 1

DRAWING NAME: ENCLOSED PEDESTAL INSTALLATION SYSTEM VI

PEDESTAL OPTIONS				
PEDESTAL HEIGHT (A)	ADA HEIGHT (B)	MACHINE HEIGHT WITHOUT SOLAR (C)	SOLAR MOUNT (D)	OVERALL HEIGHT WITH SOLAR (E)
12"	40"*	46"	32"	68"
18"	46"*	52"	38"	74"
24"	52"	58"	44"	80"
30"	58"	64"	50"	86"
35"	63"	69"	55"	91"
48"	76"	82"	68"	104"

* ADA COMPLIANT HEIGHT (48" MAX.)



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 1260 HOLM ROAD, SUITE A, PETAUMA, CA 94854
 TEL. (707) 773-3878 FAX (707) 773-3881

UNLESS OTHERWISE SPECIFIED
 DIMENSIONS ARE IN INCHES
 TOLERANCES ARE:
 DECIMALS .000
 .XX ± .000
 .XXX ± .015
 ANGLES ± 1°
 SCALE: 1 TO 1 SHEET: 1 OF 1

APPROVALS
 DRAWN BY: MMS DATE: 9/1/11
 CHECKED BY: DATE:
 APPROVED BY: DATE:

DRAWING NAME:
**OVERALL DIMENSIONING
 SVI WITH PEDESTAL
 AND SOLAR OPTION**

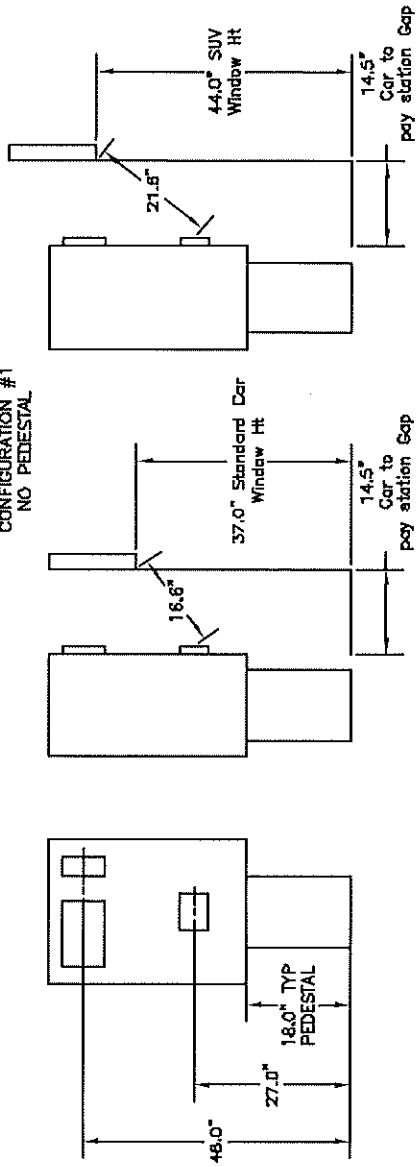
DRAWING NO:
61-910

REV. DESCRIPTION:
**REV A- ADD SOLAR OPTION
 ECO# 899**

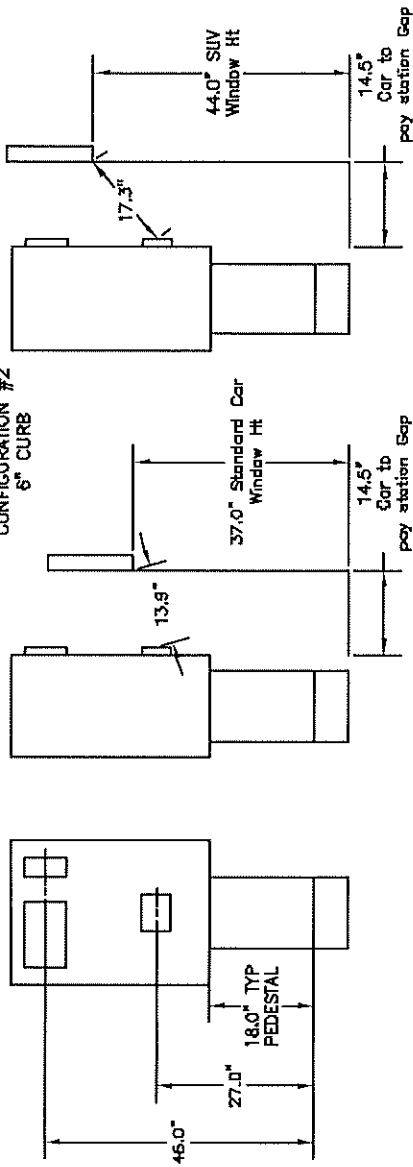
REVISION
A

ARM LENGTH RANGE 22" TO 33"

CONFIGURATION #1
NO PEDESTAL



CONFIGURATION #2
6" CURB



Vitek International
 engineering the future of automated payment systems
 1380 HOLM ROAD, SUITE A, REDLANDS, CA 94064
 TEL. (907) 772-3773 FAX (907) 772-3286

UNLESS OTHERWISE SPECIFIED DIMENSIONS ARE IN INCHES & TOLERANCES ARE:	
DECIMALS	ANGLES
.XX ± .010	± 1°
.XXX ± .015	
SCALE: 1 TO 1	SHEET 11 OF 1

APPROVALS	DATE: 9/20/11
DRAWN BY: MHS	CHECKED BY: -
	APPROVED BY: -

DRAWING NAME:
SYSTEM V DRIVE-UP
ARM LENGTH
SCHEMATICS

DRAWING NO: 63-0025

REV. DESCRIPTION:
REV IR - INITIAL RELEASE
ECO #912

REVISION
IR

THIS DOCUMENT CONTAINS PROPRIETARY INFORMATION WHICH SHALL NOT BE REPRODUCED, DISCLOSED TO OTHERS, USED FOR MANUFACTURING OR ANY OTHER PURPOSE WITHOUT WRITTEN PERMISSION FROM VITEK INTERNATIONAL.









PAY HERE

Welcome to
Douglas County
Topaz Lake Park
Campground



FOLLOW
DIRECTIONS
ON SCREEN

CREDIT INSERT AS SHOWN

Proof of payment
required during your
stay and upon exit

Facility under HD
surveillance

Please complete
separate transactions
for each vehicle

This machine
contains no cash

PLEASE TAKE RECEIPT



MACHINE DOES NOT ACCEPT CASH OR COINS



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Douglas County, Colorado

5.)A.)3.



VILLAGE OF TWIN LAKES

108 East Main Street P O Box 1024 Twin Lakes, Wisconsin 53181
Phone (262) 877-2858 Fax (262) 877-4019

Short-Term Rental Application

License Expires Each Year on December 31

\$150 Annual Fee

Application must be submitted with all other required documents and fees (paid in full) in order to be accepted

Short-Term Rental (STR) Site Information

Address: 1763 E. Lake Shore Dr.	Parcel ID No.: 86-4-119-283-1000
Maximum Capacity: 14	Tourist Rooming House License No.*: BWOK-BTYL2Q
FEIN No.:	WI Seller's Permit No.*: 456-0000146028-03

**Copies of permits/licenses must be included with application*

Owner Information

Name: JILL REGAN	Address: 203 RACQUET CLUB COURT	
Phone:	Date of Birth:	Email:

Will the owner of the property serve as Property Manager? YES NO**

***If no, complete Property Manager Information section below*

Property Manager Information (If not Owner)

Name: Northern Waters Vacation Rentals	Address: 751 Geneva Pkwy N. Lake Geneva, WI 53147	
Phone: 262-248-1735	Date of Birth:	Email: jfischer@kceferentals.com

Maximum Occupancy for Premise 14

(Total number of occupants licensed by the State of Wisconsin or two per bedroom plus two additional occupants, whichever is less)

Items to Submit with Application

- Application Fee of \$150
- State of Wisconsin Tourism Rooming House License
- Seller's Permit issued by the Department of Revenue, if any *N/A*
- Floor Plan of the Tourist Rooming House and Site Plan of property including showing on-site parking
- Property Manager Agreement (if applicable)

I certify that I have read the foregoing answers and the same are true to the best of my knowledge. I understand that any short-term rental license shall comply with all provisions of Village of Twin Lakes Code Chapter 5.40, and I hereby certify the property meets those requirements and I will comply with those requirements. I hereby additionally designate the Property Manager, if any, as an agent for the purpose of accepting service of process in any civil action arising out of/or in conjunction with the use of this license. I understand and shall comply with all provisions of Village of Twin Lakes Code Chapter 5.20.120(e) stating no license shall be issued to any person who shall owe any taxes to the State of Wisconsin or owe any taxes, fines or forfeitures to the Village. I understand and shall comply with the provision that the Village will conduct a Building Inspection and Fire Inspection. If the property were to fail the Building and/or Fire Inspections, I understand and shall comply with making any modifications the Building Inspector and Fire Inspector recommend along with a \$65 re-inspection fee.

Owner Signature: Jill Regan

Date: Sept 12, 2022

Remit application, fees and all other required documents to the Clerk's Office

For Office Use Only

Date Filed: 8/11/2022 Receipt Number: C220817-1 Amount Paid: \$ 150.00

Date forwarded to Fire Dept.: _____ Fire Inspection Date: 7/20/22

PASS

FAIL

Signature: Ramin J Amore

Corrections and re-inspection required: _____

Date forwarded to Building Dept.: 8/21/22 Building Inspection Date: 8/29/22

PASS

FAIL

Signature: _____

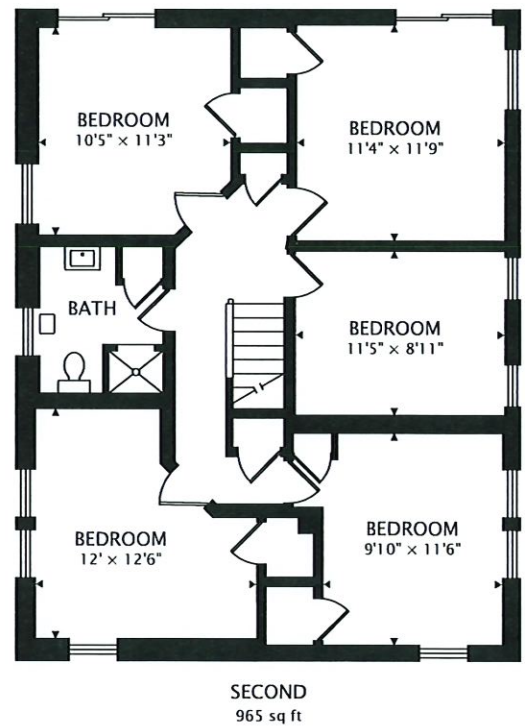
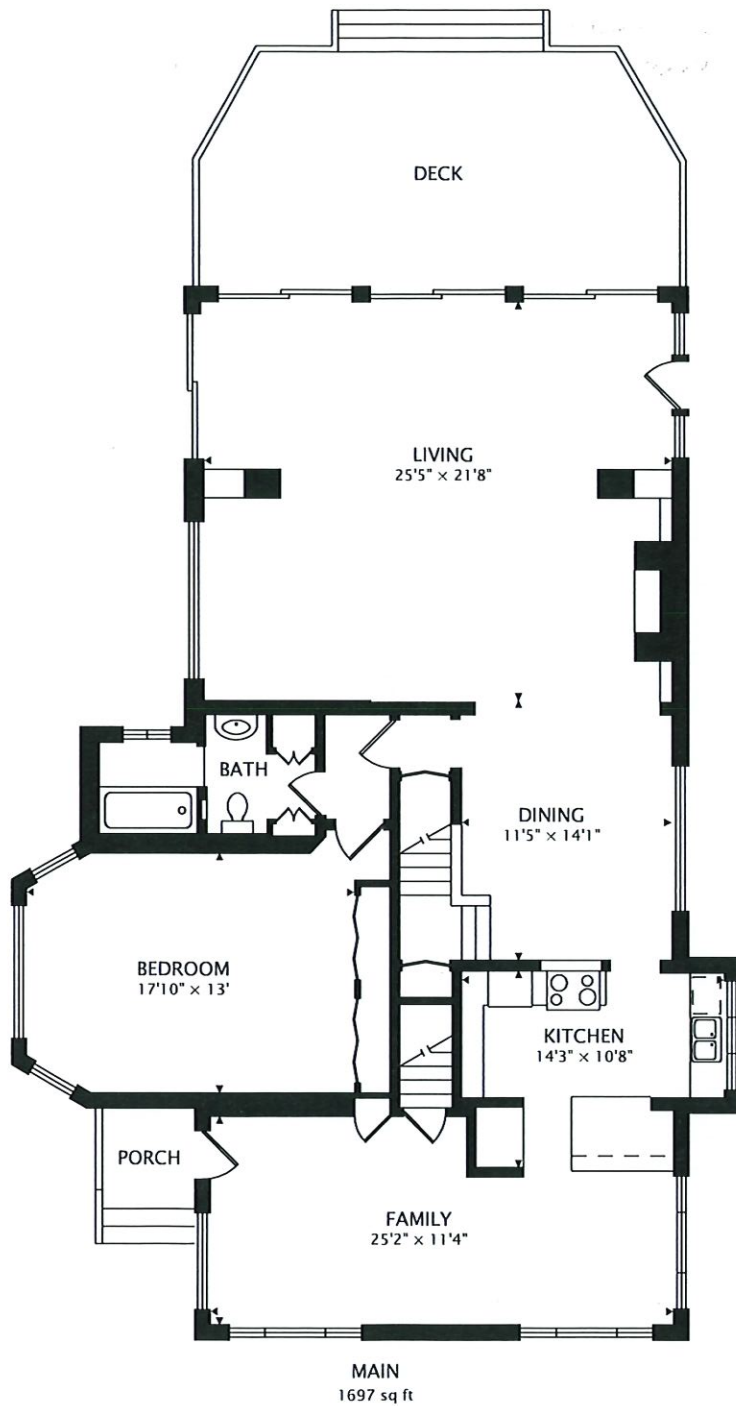
Corrections and re-inspection required: _____

Outstanding Taxes, Fines or Forfeitures: \$ _____

Police Chief Review: Al M - Chief OK 9-14-22

Date License issued: _____ License Number: _____

Copy to: Fire Dept., Building & Zoning, Police Chief



TOTAL
2662 sq ft



by KayserPhotography
real.vision | www.kayser.photography



CAPTURED ON: 21 JUL 2021
DIMENSIONS, AREAS, LAYOUTS AND DETAILS ARE APPROXIMATE
AND SHOULD BE CONSIDERED ILLUSTRATIVE ONLY.

Keefe Vacation Rentals
D: 262-248-1735
reservation@keefe rentals.com
http:// www.keefe rentals.com



Lodging Inspection Report

Establishment Information	
Facility Name LARECO II	Facility Type Tourist Rooming House (LTR)
Facility ID # BWOK-BTYL2Q	Facility Telephone # 708 250-1060
Facility Address 1763 E LAKESHORE DR TWIN LAKES, WI 53181	
Licensee Name LARECO II, LLC.	Licensee Address 203 RACQUET CLUB CT HINSDALE, IL 60521

Inspection Information		
Inspection Type Routine	Inspection Date June 30, 2022	Total Time Spent

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
<p>Total # 1</p> <p>Observed Violations - 03 - Private Well OBSERVATION: A water sample for serving the public has not been submitted to a certified laboratory for bacteriological analysis. CORRECTIVE ACTION(S): Submit a water sample for every well that serves the public to a certified laboratory for bacteriological analysis and provide the results within 20 business days to the department. Correct By: 20-Jul-2022 CODE CITATION: ATCP 72.10 (3) PRIVATE WELLS. A private well is permitted as a source of water when a public water facility is not available to the premises. The well shall be located on the premises and be constructed and the pump installed in accordance with ch. NR 812, rules of the department of natural resources governing well drilling and pump installation. Whenever safe water cannot be obtained consistently from a well constructed in apparent compliance with ch. NR 812, as evidenced by laboratory reports, the well shall be reconstructed or a new well constructed in accordance with ch. NR 812 except that if the reconstruction or new construction is determined to be impractical or is found to be ineffective, the use of the well shall be discontinued and water shall be transported on a temporary basis from a source and in a manner approved by the department.</p>

Comments:
Water sample was taken, results are pending. Owners are changing the bedroom on main floor to a children's room to comply with ATCP 72.14 (2) (b). Property manager will send over document.

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department.

Person in Charge

Sanitarian

Casey Burmeister
(262) 605-6782



WISCONSIN DEPARTMENT OF REVENUE
 PO BOX 8902
 MADISON, WI 53708-8902

Contact Information:

2135 RIMROCK RD PO BOX 8902
 MADISON, WI 53708-8902
 ph: 608-266-2776 fax: 608-264-6884
 email: DORBusinessTax@wisconsin.gov
 website: revenue.wi.gov

Letter ID L0897777424

KEEFE & ASSOCIATES, INC.
 PO BOX 460
 LAKE GENEVA WI 53147-0460

Wisconsin Department of Revenue Seller's Permit

Legal/real name: KEEFE & ASSOCIATES, INC.
Business name: KEEFE & ASSOCIATES INC
 751 GENEVA PKWY N
 LAKE GENEVA WI 53147-4579

- This certificate confirms you are registered with the Wisconsin Department of Revenue and authorized in the business of selling tangible personal property and taxable services.
- You may not transfer this permit.
- This permit must be displayed at the place of business and is not valid at any other location.
- If your business is not operated from a fixed location, you must carry or display this permit at all events.

Tax Type	Account Type	Account Number
Sales & Use Tax	Seller's Permit	456-0000146028-03

Keefe Vacation Rentals Northern Waters LLC Vacation Rental Management Agreement

This AGREEMENT is made this 9/4/2020 | 12:59 PM PDT
between Lareco II LLC

(hereinafter referred to as the "Owner") and Northern Water Vacation Rental LLC, a Wisconsin limited liability company, DBA: Keefe Vacation Rentals (hereinafter referred to as the "Manager"). Owner and Manager agree as follows:

1. EMPLOYMENT OF MANAGER: The Owner hereby employs the Manager as its *EXCLUSIVE* managing agent to manage, pursuant to the terms hereinafter contained, the Owner's property located at 1763 E. Lakeshore Drive, Twin Lakes, WI

(hereinafter referred to as the "Premises"). The Manager hereby accepts the employment as an independent contractor on the following terms:

2. TERM OF AGREEMENT: The properties in our program are usually reserved far in advance. Thus, to provide optimal occupancy capability, this Agreement shall continue for a term ending two (2) years from the last day of the current month in which it is signed and shall be automatically renewed for successive one year terms after the first term, unless cancelled in writing by either party with at least sixty days (60) notice, provided that owner agrees to honor all existing reservations that have been booked by Manager. This applies only to reservations that are booked and within 90 days of receiving written notice of termination from an owner. If an owner terminates our services and rents to any of our guests that we have placed into the premises, the owner will owe Manager a full commission.

3. RESPONSIBILITIES OF MANAGER:

During the term of this Agreement, the Manager shall provide the Owner the management services hereinafter set forth and shall offer the Premises for rental occupancy. The Manager, in the performance of the management services herein assumed, shall have the duties, authority, and rights as set forth below.

3.1 Occupancy Program: The Manager shall use diligence in obtaining occupants for the Premises and in the collection of room fees, sales taxes and other charges. The Manager shall plan and operate a suitable occupancy program including advertising and promotional operations, which programs may be modified or expanded from time to time.

3.2 Occupancy Rates: Manager, with the input and agreement of the Owner, shall have the authority to set and adjust unit rental rates solely according to Manager's determination of competitive regular rates or of discounted rates needed to maximize rental occupancy for seasonal markets, group business, monthly rentals, special promotions or other circumstances, including discounted rates necessitated by Premises maintenance deficiencies. Manager will not discount rental rates more than 25% below the normal seasonal rates without prior approval from owner.

3.3 Occupancy Policy: Manager, with the input and agreement of the Owner, shall have the authority to determine the occupancy policy for the Premises, including occupancy rates (which may be adjusted from time to time), maximum and minimum occupancy of persons, and other terms of occupancy. The Manager herewith discloses that it intends to manage other properties comparable to and/or competitive with the Owner's Premises, which is the subject of this Agreement in connection with which the Manager does hereby warrant and promise that it will manage Owner's Premises impartially and ethically. In the event of a conflict of interest in providing occupancy to persons who may be interested in one or more properties, the Manager then manages, the Manager's sole covenant is impartial and good faith conduct in the presentation of the Premises for consideration.

3.4 Housekeeping Services: The Manager shall provide the Premises, at the Renter's expense, with linens (sheets & towels) and housekeeping services, for all departures for Regular stays, and if requested by the Owner for Owner and Owner guest stays. Prior to the arrival of the guest, Owner agrees to have the premises inspected, at the renter's expense, to assure that the premises are in the proper condition for rental. In the event, the premises needs to be cleaned, the cleaning service shall clean the premises at the service's hourly rate and it will be paid for by the Owner. Owner agrees to have the housekeeping services paid from the owner's account with Manager.

3.5 Property Damage: Manager shall attempt to discover any misuse or damage to property or contents and charge renters appropriately; **REASONABLE USE AND NORMAL WEAR AND TEAR WILL BE EXPECTED.** Owner agrees to indemnify Manager from any and all losses, costs, damages and expenses incurred in connection with any rental of their property. Owner may store personal items in the Property at their own risk. The Manager assumes no liability for the loss or damage thereof.

3.6 Maintenance: The Manager has the authority to make or cause to be made any repairs and

cept as
rovided
n
Paragraph
.2

alterations needed, to replace items lost or destroyed, and to purchase supplies as reasonably needed. The Manager agrees to secure the prior approval of the Owner on all expenditures in excess of \$500.00 for any one item, except monthly or recurrent operating charges and/or emergency repairs in excess of the maximum if in the opinion of the Manager such repairs are necessary to protect the Premises from damage, the Owner from possible liability, or to maintain services for a renter. Manager will use their best efforts to contact the Owner regarding the condition requiring repair and will use their best discretion as to the proper repair person to be contacted. In either case, the Manager will deduct charges from the Owner's rent or have the Owner billed directly. If the Owner refuses to make said repairs over \$500.00, Manager has the right to set off such expenses. (See Section 4.0).

3.7 Manager's Duties: Manager has the authority:

(a) To undertake transfers of rental guests in the event of dissatisfaction of such guests with the Premises.

(b) To offer the rental guest a rental refund (at the Owner's expense) in the event of a disruption of occupancy, such as a failure of a major appliance or climate control system. If the rental guest does not accept such refund and/or if the Manager determines that the Premises are not suitable for occupancy by a rental guest, the rental guest will be transferred to another property. If such a transfer takes place, the first and second property owners will receive a prorated share of the rental earned.

(c) To cancel rentals for the Premises with a 90-day notice from the renter.

3.8 Manager's Insurance: Throughout the entire term of this Agreement, the Manager agrees to cover all employees of the Manager with adequate Workers Compensation Insurance and to carry a Comprehensive General Liability Insurance policy.

3.9 Monthly Accounting and Record Keeping: Manager agrees to prepare and submit to the Owner monthly statements of income and expenditures for the Premises. Manager will deduct any cleaning charges, management fees, and other expenses paid on Owners behalf from the amount before disbursing to Owner. Income, after the deduction of all expenses, will be disbursed to the Owner within twenty (20) working days of the end of each calendar month. Income is not recognized until guest departs. If stay is 45 days or more Manager will try to recognize income sooner. All rental checks will automatically be held in the Manager's Rental Trust Account for a minimum of ten (10) days prior to any disbursements. Manager shall not be liable to Owner for rental proceeds which cannot be collected for any reason, including, but not limited to, "bounced checks, credit card "chargebacks", or fraud. Nothing contained in this Agreement shall be construed to obligate Manager to engage the services of a collection company or institute any kind of legal proceedings for the purpose of collecting rent.

4.0 OBLIGATIONS OF OWNER:

4.1 Reservations: Owner agrees to honor all confirmed reservations. The owner recognizes that the Owner's failure to honor a reservation will result in costs and damages to the guest and Manager. There will be no exceptions to this policy. If Owner causes displacement of a guest with a confirmed reservation, Owner shall be responsible for all direct and consequential costs and/or damages incurred as a result of having to move said guest to another property, compensate said guest for displacement, lost business or profit, or damage to the Manager's reputation as a result of Manager being unable to honor said reservation. Owner shall pay Manager a one-time start-up fee of five hundred dollars (\$500.00) to implement the premises in the rental program. This includes the cost of adding the premises to Manager's website, pictures, brochures, Trust Account Set Up, House File Set Up, Keypad Lock Install and Reservations Set Up.

4.2 Rental Standards: The parties acknowledge that in order for the premises to successfully be rented to the general public by Manager as a temporary accommodation, it must contain furnishings of high quality, style and utility which are consistent with other accommodations being offered for temporary rentals. Consequently, Owner agrees to keep the premises furnished in a manner acceptable to Manager in its sole discretion. Such furnishings shall include but not limited to, appropriate furniture in each room to accommodate the number of guests which the premises sleep, pillows, blankets, refrigerator, range, oven, washing machine, dryer, coffee maker, pots, pans, and twice the amount of kitchenware (i.e., plates, glasses and silverware) as the number of guests which the premises sleeps. Owner shall provide the Premises with furnishings, appliances, decorating, equipment package items (dishes, glasses etc.), pest control, internet, WIFI, basic cable and all other items to rental standards and specifications, including all items in (See Addendum) which are competitive with Premises of similar quality as determined by Manager at all times this Agreement is in force. We suggest Owners secure their Pay Per View/On Demand, Internet and Long Distance services prior to the rental of the property, it shall be the responsibility of the Owner to have all appliances, utilities, including but not limited to heating unit and air conditioning be in working order. **Owner agrees to have heating and air conditioning system(s) for home inspected at least on an annual basis and Owner agrees to provide Manager with written verification of this inspection. In the event Owners have not had the units inspected annually by May 1st of each year Manager is hereby**

~~authorized to order such inspection.~~ Owner agrees to make any improvement to Premises deemed necessary to comply with applicable Department of Health and Social Services rules relating to this type of rental activity. If the Owner shall fail to perform his obligations under this Agreement in maintaining his Premises to said rental standards as determined by Manager. Manager shall provide written notice outlining any such deficiencies. In the event any deficiencies outlined in said letter are not corrected by Owner within thirty (30) days of the receipt of said letter, Manager shall have the right upon written notice to Owner to terminate this Agreement and to remove any advanced rental bookings for the Premises, or to reduce the rental rates.

4.3 Owner Reservations: The owner shall request and confirm by advance, written notice by e-mail to Manager all Owner and Friend-of-Owner reservations. Owner may use Owner Portal to book Owner Stays, but must also notify Manager when doing so. All reservations are subject to availability provided premises has not been already booked by Manager; Manager shall not be obligated to honor any reservation which is not so recorded. It is understood that Owner, Friends-of-Owner, and Owner Referred reservations must adhere to the established check-in (4PM) and check-out (10AM) times.

4.4 Owner Referral Reservations: In the event Owner or any other person or company places a paying guest in the Premises, Manager shall collect a 30% commission on such reservation to cover costs of services, bookkeeping, reservations, check-in and check-out, emergency services and inspection of the Premises after occupancy. Further, Manager shall collect its standard taxes, fees, housekeeping and linen charges.

4.5 Owner's Insurance: It is the responsibility of the Owner to carry fire, casualty, renters and liability insurance to cover any and all losses casualties, or liabilities, including but not limited to, total destruction of the Premises, property damage, personal injury and death, and Owner shall carry, at all times and at Owner's expense, public liability insurance the amount of which shall not be less than \$500,000.00-\$1,000,000.00 to protect the interest of the parties hereto, including Manager, however, Owner's failure to provide such proof of insurance shall not be deemed a waiver of Owner's obligations to maintain such insurance. Owner shall provide Manager annually, with proof of insurance naming Northern Waters Vacation Rental LLC as an additional insured. Manager may withhold payment of rental process if proof of insurance is not provided to Manager.

4.6 Owner Warranty: The Owner is warranting and representing to Manager that entry into the rental agreement is not prohibited by the terms and provisions of the Condominium Declaration and By-Laws, Local Zoning Ordinances, nor is it prohibited by the mortgagee, if any. It is the Owner's responsibility to obtain approval from the Condominium Association with regards to rentals in general, and to provide Manager with copy of Association Policies where applicable.

4.7 Right of Access: At the Owner's expense, a keyless entry deadbolt system will be installed onto front door of Premises and provide Manager the access codes and two override keys. Owner hereby grants to Manager the right to enter the Premises at any time for the purposes contemplated by this Agreement.

4.8 Occupancy Levels: Owner acknowledges that Manager has made no representations or guarantees regarding the occupancy level of the premises or the amount of rental proceeds Owner can expect to receive as a result of Manager's efforts under this Agreement.

4.9 Right of Set-Off: In the event Owner fails to pay Manager any amount required under this Agreement or under Indemnification Agreement defined below, when due, Manager shall have the right to deduct said amount from new rental proceeds payable to Owner hereunder without notice. Likewise in the event Owner fails to pay any party other than Manager any amount required under this Agreement when due, Manager shall have the right, but not the obligation, to make payment to said party on behalf of Owner and to deduct said amount from the Trust Account hereunder without notice. Manager's right of set-off under this paragraph shall apply to all financial obligations of Owner as provided in this Agreement, including, but not limited to costs associated with maintenance, replacement and repair of the premises and cleaning charges. Owner shall pay all utility bills when due.

5.0 Owners' Obligation to Pay Manager: In the event the expenses chargeable to the Owner exceed the income collected by the Manager, Owner agrees to pay the Manager the excess balance by the fifteenth day of the following month from the date of notice to Owner. ~~In the event that the Owner's deficit remains unpaid after the fifteenth day of the month following the date of the statement, there will be a 1.5 percent per month (18 percent per annum) interest charge on the outstanding balance added to the next statement.~~ If Manager, at their discretion, advances funds on behalf of Owner to pay expenses in excess of Owner balances, Owner authorizes Manager to deduct such advances from future short-term occupancies.

5.1 Tax Identification Number: Owner agrees to provide to Manager a valid taxpayer identification Number on the IRS form W-9. Owner understands that the Internal Revenue Code requires Manager to file with the Internal Revenue Service a 1099 form.

5.2 Payment of Association Fees: Owner shall pay and keep current all association fees, assessments and Swim and Racket Membership Dues, where applicable.

5.3 Payment for Tax Liabilities: Owner is responsible for paying any and all tax liability associated with the use and rental of the premises (other than those collected by the Manager).

5.4 Cleaning: After each occupancy by a rental guest, Manager shall arrange for the property to be inspected and cleaned. The Manager shall also arrange for the property to be prepared for rental occupancy, after each use, by having the entire premises cleaned and removing garbage. **The Manager, at its sole discretion, reserves the right to deep clean the premises so as to assure that the premises is up to rental standards.**

6. MANAGEMENT AND OTHER FEES:

6.1 Manager's Fees: As consideration for the Manager's management services provided for in this Agreement, and in addition to normal maintenance and cleaning expenses, the Manager shall receive a percentage of gross rental income and a one-time start-up fee of \$500. to implement the premises in the rental program. This includes the cost of adding the premises to Manager's website, pictures, brochures, Trust Account Set Up, Keypad Lock Install and Reservations Set Up. For each rental, Owner agrees to pay Manager a management fee of 30% the gross rental income.

6.2 Additional Revenue Sources: Manager shall have the right to provide to renters additional services and have authority to keep auxiliary fees and profits. Owner acknowledges management retains any commissions, rebates or referrals, to the extent that the Manager arranges for products and/or services to the Premises.

6.3 Third Party Websites: Manager will use third party websites such as Airbnb, VRBO, Homeaway. Etc. to advertise and book Premises on behalf of Owner, and there will be no charge to the Owner for this service. Pricing on these sites will be higher than the pricing on the Keefe Vacation Rentals website due to fees charged by these sites for their services. If a reservation is booked on one of these sites Manager will pay owner the gross rental income from this reservation based on the pricing of the Premises on the Keefe Vacation Rental website. The higher pricing on these third party websites is to off-set the fees charged by these sites.

6.3 Manager Trip Charge: Manager has the right to charge Owner a \$25 trip charge if Manager must purchase and deliver required household items to property. Manager also has the right to add a 10% fee to all manager coordinated services such as HVAC, pest control, etc.

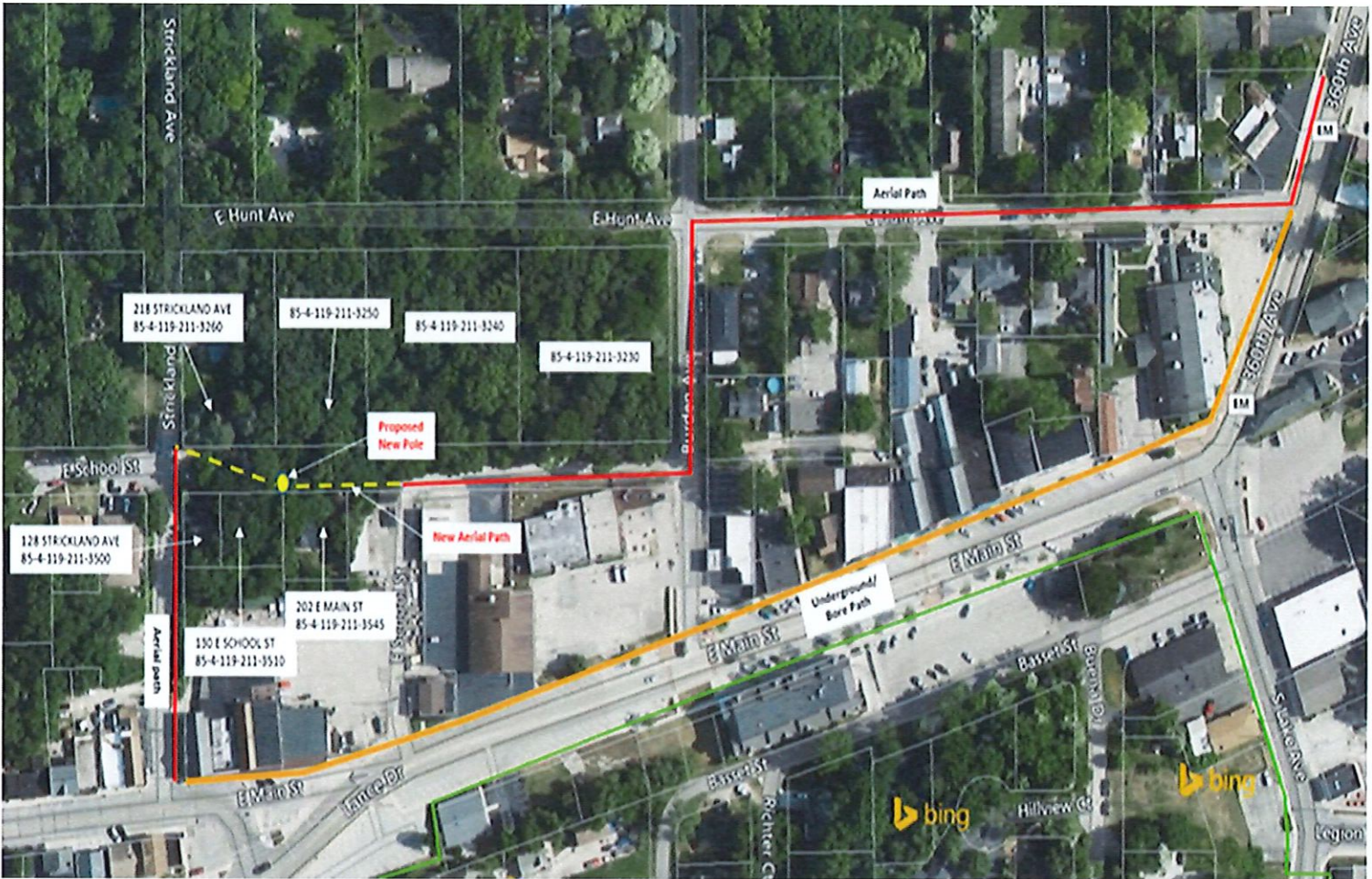
7. SALE OF PREMISES: If Owner enters into a Contract of Sale with respect to the Premises: (1) Owner agrees that the premises shall not be shown while occupied by renters. (2) such contract shall contain a provision that the Buyer will honor all of Manager's reservations confirmed as of the date that Seller notifies Manager in writing of the pending sale and the Manager shall receive its full commission with respect to each reservation, or (3) In the event of a sale or transfer of ownership of the property, the "Owner" will be required to add language to the contract of sale: that should the purchaser not choose to have Manager be the Management Company when title is transferred, the new purchaser will assume the obligations of the Owner with regard to this Agreement which is in force and effect. All bookings and reservations that are being honored will survive the transfer of title, and be subject to the Management and service policies of Manager exclusively, and not any other company regardless of who the purchaser has entered into contract with or if in fact the property has been removed from the rental market. Notwithstanding, the purchaser of the property is subject to all the conditions set forth herein. In the event the Premises is sold during the term of this Agreement, the Agreement shall be deemed terminated upon final closing thereof. However, Owner agrees that such sale shall be subject to all confirmed occupancy arrangements and that the Contract of Sale shall make reference to this Agreement and bind Buyer to honor all confirmed occupancy arrangements. In the event that Owner does not bind the Buyer to such confirmed occupancy arrangements, Owner shall be liable to Manager for all direct or indirect expenses, losses or damages, incurred, including reasonable attorney's fees, as a result of any failure to honor such occupancy arrangements.

8. GENERAL: This Agreement and the attachments hereto contain the entire agreement between the parties with respect to their transaction and shall not be modified or amended except by an instrument in writing signed by or on behalf of both parties, provided, however, that nothing contained herein shall prohibit the Manager and the Owner from entering into additional agreements for the performance of services not covered by this Agreement.

9. BINDING EFFECT: ASSIGNMENTS: This Agreement shall be binding on the parties, Manager, its successors and assigns, and the Owner, his respective heirs, personal representatives, successors and/or assigns. No Salesperson, employee or representative of the Manager or any independent broker or any other person has authority to modify the terms hereof or make any agreements, representations or promises unless the same are contained

5.) B.) 1.

I'm reaching out from CoPilot Networks, we're a contractor for TDS Telecom. We are needing TDS to place a pole along the Yellow Dotted line shown. This will help to avoid the high cost of a bore along the major road, with minimal cost to adding a pole. Our engineering team reached out to me to contact you to see if we can place this pole at the proposed location prior to us updating our design accordingly.



**Independent Contractor Agreement
Between
Blue Stone Inspections LLC (Justin Border)
and
The Village of Twin Lakes**

A. Parties to the Agreement

1. This Independent Contractor Agreement, hereinafter referred to as the "Agreement", is between the Village of Twin Lakes, 105 E. Main Street, Twin Lakes, Wisconsin, 53181, a municipal corporation located within the county of Kenosha and state of Wisconsin, hereinafter referred to as the "Village", and Blue Stone Inspections LLC, hereinafter referred to as the "Contractor".

B. Term of the Agreement

1. This Agreement is for the period January 1, 2023 through December 31, 2023. This Agreement shall automatically renew for a one-year term unless either party serves written notice upon the other no less than 60 days prior to termination of this Agreement.

C. Contractor is an independent contractor

1. The Village and the Contractor mutually agree and attest that the Contractor is an independent contractor as the term is generally understood for purposes of federal and state labor, tax and worker's compensation law compliance. As further affirmation of this understanding the parties agree that:
 - i. The Contractor is not an employee of the Village.
 - ii. The Contractor, by the very nature of his business, can earn a profit or suffer a loss from providing the types of services provided for in this Agreement.
 - iii. The Contractor is a licensed building inspector; said license issued by the state of Wisconsin, number 1482061.
 - iv. During the term of this Agreement, the Contractor is free to work for other municipalities, or any other entity, requiring similar services as those provided for in this Agreement.
 - v. The Contractor is responsible to provide all tools, supplies, and materials required to provide the services referenced in this Agreement, apart from Village stationery as referenced in section H. 3. of this Agreement.
 - vi. The Contractor is free to determine the means and method of providing the services described in this Agreement, subject only to the applicable state of Wisconsin statutes governing the work performed by all building inspectors.
 - vii. The Contractor is required to carry all personal, business, workers compensation, social security, unemployment compensation, and liability insurance. Contractor will provide the Village a Certificate of insurance showing all coverages with a minimum of one million dollars (\$1,000,000) of general liability and one million dollars (\$1,000,000) of errors and omissions coverage.
 - viii. The Contractor has been in the business of providing the types of services described in this Agreement for several years and has created advertising and marketing materials in support of this business.

- ix. The Contractor is solely responsible for the selection and payment of any assistants, sub-contractors, or employees he may elect to utilize in the performance of delivering the services provided for in this Agreement.
- x. The Contractor will provide the Village with his federal employer I.D. number.
- xi. The Contractor is free to establish his own hours of work, with the expectations specified below:
 - a. Contractor will be available for Village staff and/or residents in person or via phone during normal business hours. The Contractor will provide the Village with a phone number reachable during the hours of 7:00 AM through 5:00 PM.
 - b. Contractor will hold office hours two days a week for a minimum of 1.5 hours each day.
 - c. When the Contractor is away from the office or unavailable to respond to a call, the Contractor will return all such calls within one business day.

D. Status of the relationship between the Village and the Contractor

- 1. While performing the services specified in this Agreement, the Contractor is an agent of the Village by virtue of the Village having adopted the state Uniform Dwelling Code (UDC) and having delegated the responsibility for the administration and enforcement of the Village of Walworth, Municipal Code to the Contractor. Said responsibility is delegated to the Contractor by the Village to enable the Village to comply with Wisconsin Statutes 101.65 and 101.76.

E. Contractor confirmation of qualifications

- 1. By affixing his signature to this Agreement, the Contractor attests that he is the current holder of a valid building inspector license(s) issued by the state of Wisconsin and that he is authorized and licensed to perform the following types of residential (building related) inspections: construction, electrical, plumbing, and HVAC.
- 2. Failure by the Contractor to maintain any of the aforementioned licenses shall constitute cause for the Village to terminate this Agreement immediately, or make other arrangements with the Contractor, at the sole discretion of the Village.

F. Purpose of the Agreement and the role of the Contractor

- 1. As the Building Inspector, the Contractor is retained by the Village for the purposes of administering and enforcing the Village Municipal Code for building, and to ensure that the Village maintains compliance with the state of Wisconsin Uniform Dwelling Code (UDC).

G. Services to be provided by the Contractor

As the Building Inspector

1. Contractor will review and issue a building permit for: a.) all new buildings and additions thereto; b.) wrecking or razing, c.) moving of a building, and/or d.) occupancy of new structures or changes of use, consistent with provision of the Village's Municipal Code. In providing such services, the Contractor will ensure that all permits are complete and accurate prior to issuance. The Contractor shall inform the applicant of the availability of the approved permit.
2. The Contractor will conduct inspections for all building permits issued. The number of inspections for each building permit issued will be determined by the Contractor based on the nature of the project in question and in conformity with acceptable building inspection standards, e.g., new home construction may require 6 to 9 inspection visits whereas a small project, such as a deck, may require only one or two visits by the Contractor.
3. As needed, the Contractor will consult with the requestor of a building permit to resolve any conflicts and obtain any information needed prior to the issuance of a building permit. The Contractor is expected to take all reasonable actions needed prior to issuance of the permit to ensure that the proposed construction meets all applicable building codes.
4. The Contractor will maintain a written, up-to-date record of all building permits issued and an accurate record of each inspection for each permit issued, including any applicable notes. The issuance of Certificates of Occupancy will be provided to the property owner in a timely manner consistent with the Village's Municipal Code.
5. The Contractor will accurately and on a monthly basis file all building permit related records with the appropriate state agency.
6. The Contractor may revoke permits issued, or issue a stop work order, as provided for in the Village's Municipal Code.
7. The Contractor will provide the Village Clerk Treasurer and Plan Commission with a monthly report summarizing the issuance of building permits. Said report will include, at a minimum, the following information:

<u>Type of permit</u>	<u># issued</u>	<u>Address or parcel #</u>
A. New single or two-family dwelling permits		
B. All other permits		
8. The Contractor will provide the Village, or its Committees, with periodic recommendations for changes to building ordinances located in the Municipal Code. Contractor will inform the Village of the need for changes in its Municipal Code whenever the state of Wisconsin changes the UDC statute, thereby necessitating a change in the Village's Municipal Code.
9. When acting within the scope of this Agreement necessitating written correspondence, the Contractor will prepare and issue such correspondence, copying the Village President, Village Clerk Treasurer, and/or Village Attorney on such correspondence as appropriate.

H. Services and support to be provided by the Village to the Contractor

1. The Village shall provide storage cabinets and space for maintaining all relevant documents related to the issuance of building permits and/or related materials.
2. The Village shall provide office space for the Contractor during normal business hours, and after normal business hours when pre-arranged, to meet with affected persons associated with the issuance of a building permit.
3. The Village shall provide the Contractor with a supply of Village stationery as needed.

Even though the Village agrees to provide certain administrative support to the Contractor, it is understood and agreed to by the parties that the Contractor is uniquely and solely responsible for all administration and enforcement of the Village's building code(s) and zoning regulations.

4. The Village will determine the various building permit fees and incorporate the same in the established Village fee schedule. Collection of building related permit fees will be performed by the Contractor. The Village will provide the Contractor with the state required building seal.

I. Compensation

1. The Village agrees to pay the Contractor a yearly fee of \$50,000 for providing the above services referenced in this Agreement. Any outstanding open permits with required inspections prior to January 1, 2023 shall be billed at the rate of \$65.00 per hour.
2. The Village agrees to pay over and above the fee set forth in this agreement for any and all maintenance and complaint inspections for projects within the Village. These special services and inspections for non-permit generating services shall be billed at the rate of \$65.00 per hour. This hourly rate is not in conjunction with the percentage described above.
3. The Contractor agrees to provide itemized monthly statements which will contain in detail all fees derived from the building permit applications and all charges made against the Village. The Village shall compensate the Contractor five (5) days following the Board's regular monthly meeting. The Contractor agrees to cooperate fully with the Village in preparing an annual budget for the Building Department and agrees to cooperate in all ways necessary to effectuate a smooth and orderly process of all financial matters regarding this Agreement.

J. Expenses and reimbursement

1. All expenses incurred by the Contractor to provide the services described in this Agreement will be paid by the Contractor.
2. Nothing contained herein shall prevent the Village from withholding payment of any part of a questionable billing, or prevent the Village from recovering any expenses incurred by the Village as a result of non-performance by the Contractor, or recovering any payment subsequently determined to be inappropriate

K. Subcontracting of services by the Contractor

1. The Contractor may subcontract services contained in this Agreement but only to a similarly licensed UDC inspector and with the advance knowledge of the Village President.
2. Inspection coverage in the event of absence by the Contractor.
 - i. The Contractor is required to inform the Village President or Village Clerk whenever the Contractor will not be available to provide the services described herein for any period of two consecutive business days or more.
 - ii. When the Contractor is unavailable to provide the services described herein for 2 consecutive business days or more, and assuming an inspector's services are required during such absence, it shall be the option of the Village to:

- a. Use the alternate, similarly licensed building inspector referred by the Contractor and said alternate inspector shall be paid by the Contractor, or
- b. Use any suitable licensed inspector the Village deems qualified. An inspector so selected by the Village will be paid by the Village and no further compensation will be owed to the Contractor.

L. Notice

1. Any notices to be given hereunder by either party to the other shall be in writing and may be affected by personal delivery, email, or any form of delivery provided by the U.S. Postal Service.

M. Modifications to this Agreement

1. The parties agree that any modification to this Agreement will be effective only if such modification is in writing and signed by both parties, and for the Village, such modifications shall be approved by the Board of Trustees.

N. Partial Invalidity

1. If any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall nevertheless continue in full force without being impaired or invalidated in any way.

O. Indemnification by Contractor

1. The Contractor agrees to indemnify and hold the Village harmless, including its Trustees, agents, and employees from any claims, suits, losses, damages, or expenses the Contractor may incur while performing the services described herein, regardless of the cause. Further, the Contractor indemnifies the Village from any liability and expense incurred as a result of bodily injury, sickness, disease, or death, incurred while performing the services provided for in this Agreement.
2. The Contractor agrees to indemnify and hold the Village harmless, including its Trustees, agents, and employees from claims, suits, losses, damages, or expenses the Contractor may incur for actions brought by third parties by actions of the Contractor.

P. Governing law

1. This Agreement shall be governed by and construed in accordance with the laws of the state of Wisconsin.

Q. Termination of Agreement

1. Either party may terminate this Agreement with 60 days written notice, for any reason or for no reason.
2. The Village may terminate this Agreement immediately, in its sole discretion, in the event of fraud or deceit; the use of non-licensed inspectors by the Contractor; negligence, incompetence or misconduct; criminal charges related to the duties described herein; failure to consistently and adequately perform the services described herein; or, conflict of interest.

R. Entire agreement between the parties

1. The parties agree that this Agreement represents the whole and complete arrangement between the parties.
2. The parties further agree that this Agreement supersedes and replaces any and all previous agreements, past practices, or arrangements whether written or oral.
3. The parties agree that this Agreement contains all the covenants and agreements between the parties with respect to the rendering of services in any manner whatsoever.
4. Each party by their signature below acknowledges that no representations, inducements, promises, or agreements, orally or otherwise, have been made by any party, or anyone, acting on behalf of any party which is not embodied herein, and that no other agreement, statement, or promise not contained in this Agreement shall be valid or binding.

S. Authorizing signatures

The parties hereby agree to the above terms and conditions.

BLUE STONE INSPECTIONS LLC:

VILLAGE OF TWIN LAKES:

Justin Border Date
Managing Member

Howard Skinner Date
Village President

ATTEST:

Sabrina Waswo Date
Clerk

5:10)2

**ZONING ADMINISTRATION SERVICES AGREEMENT BETWEEN
THE VILLAGE OF TWIN LAKES AND SCHAEFFER MUNICIPAL SERVICES, LLC.**

This Zoning Administration Services Agreement (Agreement), is entered into by and between the Village of Twin Lakes, Wisconsin (Village) and Bonnie Schaeffer dba Schaeffer Municipal Services, LLC (Schaeffer). The Village and Schaeffer shall be jointly referred to as the Parties.

RECITALS

WHEREAS, the Village is seeking to appoint and retain Schaeffer to serve as Zoning Administrator for the Village and to perform the services as more specifically detailed below;

NOW, THEREFORE, for good and valuable consideration, the Village and Schaeffer agree as follows:

1. SCOPE OF SERVICES.

Schaeffer will provide services to the Village as follows:

- A. Schaeffer shall provide office hours at the Village Hall of the Village each Thursday from 10:00 a.m. to 1:00 p.m.,
- B. Schaeffer shall perform those duties required by the Zoning Ordinance of the Village of Twin Lakes to enforce said ordinance, including, but not limited to:
 - 1) Answering zoning/planning-related inquiries;
 - 2) Reviewing all zoning and planning-related applications;
 - 3) Issuing zoning permits;
- C. Schaeffer shall maintain, at its cost, a policy of insurance with professional liability coverage in the amount of \$1 million per occurrence and aggregate, and general liability insurance coverage in the amount of \$1 million per occurrence \$2 million aggregate. The policy shall be endorsed to include the Village and its officers, employers and consultants as additional insureds. Schaeffer shall provide the Village with certificates of insurance acceptable to Village at the commencement of services.

2. CHANGES TO SCOPE OF SERVICES.

Any changes to services that are mutually agreed upon between the Village and Schaeffer shall be made in writing which shall specifically designate any changes in compensation for the services and be made as a signed and fully executed amendment to the Agreement.

3. COMPENSATION.

A. There shall be a \$75.00 per hour charge for Schaeffer maintaining the office hours set forth under the scope of services.

B. Attendance at any meetings, including the Plan Commission, Board of Zoning Appeals or Village Board, and development meetings occurring outside of the office hours included in the scope of services, shall be billed and compensated at the rate of \$75 per hour with a minimum one-hour charge.

4. VILLAGE OBLIGATIONS.

Village shall provide Schaeffer with the necessary office space, computer, copier, phone, and related equipment. Village shall also be responsible for the recording of any public meetings and the preparation of any minutes for meetings attended by Schaeffer. The Village shall assume the cost of publication for required public hearing notices.

5. BILLING AND PAYMENT PROCEDURE.

Schaeffer will invoice the Village on a monthly basis and provide all supporting documentation. All payments are due to Schaeffer within thirty days of the invoice date. The Village may request additional information before approving the invoice. If additional information is requested, the Village shall submit payment within thirty days of the resolution of any dispute.

6. TERM.

This Agreement shall become effective on the latest date on which the Agreement is fully executed by both Parties. The initial term of this Agreement shall be twelve months. Subsequently, this Agreement shall renew for additional twelve-month terms upon yearly appointment to the Office of Zoning Administrator by the Village.

7. TERMINATION.

Either Party may terminate this Agreement upon thirty days written notice with or without cause. In case of such termination, Schaeffer shall be entitled to receive payment for work completed up to and including the date of termination, within thirty days of the termination.

8. PERFORMANCE STANDARDS.

Schaeffer shall use that degree of care, skill, and professionalism ordinarily exercised under similar circumstances by members of the same profession practicing or performing substantially same or similar services in the Office of Zoning Administrator. Schaeffer represents to the Village that it retains employees that possess the skills, knowledge, and abilities to competently, timely, and professionally perform the services called for in this Agreement. Bonnie Schaeffer shall perform all duties under this contract and will not assign them to an employee or sub-contractor.

9. ASSIGNMENT.

Neither Party shall assign all or part of the rights, duties, and obligations, nor benefits set forth in this Agreement to another entity without the approval of both Parties; consent shall not be unreasonably withheld.

10. INDEPENDENT CONTRACTOR.

Schaeffer is an independent contractor, and neither Schaeffer, nor any employee or agent thereof, shall be deemed for any reason to be an employee of the Village. As Schaeffer is an independent contractor, the Village shall have no liability or responsibility for any direct payment of any salaries, wages, payroll taxes, and all other forms of compensation or benefits to any personnel performing services for the Village under this Agreement. Schaeffer shall be solely responsible for all compensation, benefits, insurance and employment-related rights of any person providing services hereunder during the course of or arising or accruing as a result of any employment, whether past or present, with Schaeffer, as well as all legal costs including attorney fees incurred in the defense of any conflict or legal action resulting from such employment.

11. OWNERSHIP OF DOCUMENTS.

The Village shall retain ownership of all work product and deliverables created by Schaeffer pursuant to this Agreement. The Village and its duly authorized representatives shall have access to any books, documents, papers and records of Schaeffer that are related to this Agreement for the purpose of audit or examination, other than Schaeffer's financial records, and may make excerpts and transcriptions of the same. Schaeffer agrees to comply with open records requests as required under Wisconsin Record Law.

12. SEVERABILITY.

If any part of the Agreement shall be held to be invalid for any reason, the remainder of this Agreement shall be valid to the fullest extent permitted by law.

13. NOTICES.

Any notice under this Agreement shall be in writing and shall be deemed sufficient when directly presented or sent by First Class U.S. Mail addressed as follows:

Village: Village Administrator
105 E. Main St.
P.O. Box 1024
Twin Lakes, WI 53181

Schaeffer: Bonnie M. Schaeffer, Managing Member
Schaeffer Municipal Services, LLC
430 Elm Ct.
Twin Lakes, WI 53181

14. GOVERNING LAW.

This Agreement shall be construed under and governed by the laws of the State of Wisconsin.

15. COUNTERPARTS.

This Agreement and any amendments may be executed in one or more counterparts, each which shall be deemed an original, but all of which shall constitute one in the same instrument.

For purposes of executing this Agreement, scanned signatures shall be as valid as the original.

VILLAGE OF TWIN LAKES

SCHAEFFER MUNICIPAL SERVICES, LLC

Howard Skinner, Village President

Bonnie M. Schaeffer, Managing Member

Dated: _____

Dated: _____

September 20, 2022

RE: Twin Lakes Village Hall Change Order

To Whom it may concern,

It was determined on the job sight that the gypcrete had not been cured properly and not leaving a hard smooth surface but flakey, powdery surface that needed to be sealed. This will occasionally occur based upon on sight mixing and pouring which is supposed to create a hard smooth non-porous surface but, in this instance, created a non-smooth porous surface in need of sealing in order for any material to adhere to it. This could've been caused by any number of factors i.e., too much heat and/or humidity, too fast or slow curing, improper additive mix or even too much or too little mixing time. It has been my experience that most pours will dry and cure to solid smooth finish however once in awhile we'll get a dry flaky finish that you can literally sweep away with a broom and it needs to be sealed tight in order to install flooring.

This unfortunately occurred here and it's no one's fault it just happens but in order to install the flooring we had to seal it and then skim coat it in order to receive the finishes there by assuring it would be warranted. This was agreed upon as the best and quickest solution based on project schedule. I hope this clarifies the need for the change order to keep the project on schedule and assure the proper flooring installation and maintain the warranties.

Sincerely,

A handwritten signature in blue ink that reads "Ray Heilgendorf".

Ray Heilgendorf | President

© PREMIER FLOORING, INC.

N110 W13125 Washington Drive, Suite F • Germantown, WI 53022
262-250-9202 • Fax: 262-251-0406

Field Work Change Order

TO: Scherer Const	DATE: 1-3-22	
ADDRESS:	PHONE:	FAX:
JOB LOCATION: Twin Lakes Village Hall	JOB NAME:	

WORK PERFORMED:

Extra Time For Floor preparation,

1-4-22

3 men, 8 hours = 24

15 Gallons
maple primer

1-5-22

3 men, 8 hours = 24

86 HR

1-6-22

1 man 2 hrs

1-7-22

1 man 5 hrs

1-10-22

1 man 4 hrs

59 HRS TOTAL

All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. All agreements are contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado and other necessary insurance. Our workers are fully covered by Workman's Compensation Insurance.

APPROVED BY:



DATE:

© PREMIER FLOORING, Inc.

N110 W13125 Washington Dr. Ste F
 Germantown, WI 53022
 Phone: 262-250-9202 Fax: 262-251-0406

Invoice

Date	Invoice #
1/18/2022	18180-2

Bill To
Sherrer Construction 601 Black Hawk Dr. Burlington, WI 53105 ap@sherrerconstruction.com

Ship To

P.O. Number	Terms	Rep	Invoice Date	Via	F.O.B.	Project
10-572-016	Net 30	Kurt	1/18/2022			
Quantity	Item Code	Description			Price Each	Amount
	Per Quote	Change Order #1 Twin Lakes Village Hall Furnish and Install Floor Primer (15 Gallons), 1 Skim Coat of Floor Fill & 12 Bags of Uzin			695.00	695.00
59	Per Quote	59 Man Hours			97.00	5,723.00
Includes all Applicable Sales Tax						
Thank you for your business.					Total	\$6,418.00



VILLAGE OF TWIN LAKES EVENT PERMIT APPLICATION

Please fill in all sections completely. Incomplete applications will be rejected. Applications must be submitted AT LEAST 8 WEEKS prior to the proposed event date for approval.

Section I- APPLICANT INFORMATION

Name of Applicant TWIN LAKES AREA CHAMBER & BUSINESS ASSOCIATION INC

Name of Event Organizer/Producer MARILYN TRONGEAU

Production Company/Organization _____ FEIN # _____

Street Address 349 E. MAIN ST

City TWIN LAKES State WI Zip code 53181

E-mail Address info@twinlakeschamber.com

Daytime Phone 262-877-2220 Cell Phone _____

For-Profit or Non-Profit Organization 501(c) 6 EIN # (Tax Exempt Number) NOT TAX EXEMPT

Section II- EVENT INFORMATION- Check the proper category

All applications are required to submit a detailed Site Plan/Map. Site Plan/Maps must include location, any street closures, barricades, parade routes, stages, alcohol sale location, tents, etc.

Title of Event TREES ON PARADE & HOLIDAY SHOPPING & VILLAGE TREE LIGHTING

Date(s) of Event DEC 2 & 3

Location(s) of Event CENTRAL PARK FOR TREE LIGHTING & ST. JOHN'S FOR EVENT

Start Time for Event TREE LIGHT 4 a.m./p.m. End Time for Event TREE LIGHT 6 a.m./p.m.

Event Chair/Contact Person MARILYN TRONGEAU Phone 877-2220 OFFICE

Day of Event Contact Name ANN LUNDBERG Phone _____

Is the event open to the public? Yes No

Will you charge an admission fee? Yes No

Estimated Attendance Number 600

Description of Event FRI. 12/2 CAROLERS & BANDS PRIOR TO TREE LIGHTING IN CENTRAL PARK. VILLAGE BOARD MEMBER & SANTA LIGHT THE TREE. SANTA WILL BE TAKEN TO ST. JOHN'S BY FIRETRUCK. THE REST OF THE EVENT WILL TAKE PLACE AT ST. JOHN'S COMMUNITY CENTER.

PERMIT REQUESTED

Parade Permit - No Charge

Block Parties: Small event limited to one street with 4 barricades in a neighborhood. Public Works will provide barricades the business day prior to your event and pick them up on the first business day following the event. It is your responsibility to set up and take down the barricades before and after your event. Main streets that are thoroughfares may not be approved due to safety issues. Residential block parties are not to last more than 6 hours between 9:00 am and 10:00 pm. Sale of alcohol is PROHIBITED at a private block party in a residential area. All consumption must be within the designated area and within the barricades. Public drinking citations will be issued outside of designated area. As a courtesy, please discuss plans with your neighbors prior to the event.

Park Reservation: All users of the parks must check in at the Police Department in person or by phone (262-877-9056) on the day of the scheduled event prior to and after use of the facility to insure refund of security deposit. A key is available at the Police Department for entry to the Scout House and for use of electric at Millennium Park. The key must be returned to the Police Department immediately after the event. Prior to leaving, the electric and/or doors need to be locked and all garbage disposed of in outside cans or totes.

Select Park: Lance Park and Amphitheater Scout House Central Park
 West Side Park Millennium Park Pavilion

Describe Restroom facilities available to all participants CHAMBER OFFICE & ST. JOHN'S REST ROOMS

Will you be setting up a tent? Yes No *A Fire Inspection is required per NFPA Code 25.2*

If yes, list the location, size, Rental Company, and proof of completion of locgtes.

POPUPS IN THE PARK FOR CAROLERS

Will there be any animals? Yes No

If yes, what type and how many _____

Will there be live performances, loud speakers or a DJ? Yes No

If yes, what type and hours 4-5:30pm DEC 2ND IN CENTRAL PARK SCHOOL BANDS & CHORUSES

Description of plan for handling refuse collection and after-event clean-up

CHAMBER HAS PLENTY OF GARBAGE CANS FOR THE TREE LIGHTING & WILL MAKE SURE PARK IS CLEAN

Description of plan for providing event security (if applicable)

Will there be fireworks or pyrotechnics at your event? Yes No

If yes, please attach a fireworks display permit or application.

Will your event include the sale of beer and/or wine? Yes No

If yes, please attach a completed Temporary Alcohol License & Temporary Operator License Application or provide Proof of Operator's License. Sale of Alcohol is prohibited for residential block parties.

Will you or any other vendors be selling food or merchandise? Yes No SCOUTS USUALLY SELL

If yes, please attach list of proposed vendors, including business name and type of food/merchandise sold. HOT CHOCOLATE

Do you intend to use the available picnic tables and benches in the location? Yes No

Section III- STREET USE

Check if this section does not apply

Description of portion(s) of road(s) to be used

Road closures must include rental of barricades; must be coordinated with the Village of Twin Lakes Department of Public Works

Will any parking stalls be used or blocked during the event?

Yes No

Dates of Use DEC 2ND TO KEEP A SPACE FOR A FIRE TRUCK TO TAKE SANTA TO ST. JOHN'S

Total Number of Parking Stalls Requested and Location 4 OR 5

Description of Signage to be used during event BANNERS AT USUAL INGRESS LOCATIONS 18x24" SIGNS AROUND TOWN

Anticipated Services

Please indicate below any additional services you are requesting for your event. Estimated Fees or Deposits for these services may be required prior to issuance of permit(s)

Electricity; Explain _____

Traffic Control; Explain TO ESCORT SANTA TO ST. JOHN'S

Police Services; Explain ESCORT SANTA

Fire/EMS Services; Explain FIRE TRUCK TO TAKE SANTA TO ST. JOHN'S

Other; Explain _____

Scout House, Lance, Central, West Side Park Reservation Fee	# of Parks	# of Days	Applicable Fee
Security Deposit	\$100.00 x _____		= _____
Non-Profit or Resident	\$75.00 x _____	x _____	= _____
Non-Resident	\$150.00 x _____	x _____	= _____
Millennium Park Reservation Fee		# of Days	
Security Deposit	\$100.00		_____
Non-Profit or Resident	\$50.00	x _____	= _____
Non-Resident	\$100.00	x _____	= _____
Block Party/Street Closure			
Security Deposit	\$100.00		_____
TOTAL			_____

Note: The Village of Twin Lakes, the Police Department and/or Fire Department have the right to cancel an event due to inclement weather or any safety risk.

All parks and public spaces must be left the way they were originally found. A check is required to be placed on file with the Clerk's Office should the park or public space incur any damage or has not been cleaned up. Any charges will be communicated to the applicant prior to processing.

LIABILITY INSURANCE REQUIREMENT

The applicant or special event sponsoring shall supply the Village with a certificate of insurance demonstrating the required level of insurance coverage in addition to providing the Village with a copy of the insurance policy endorsement language demonstrating that the Village, its officers, agents, employees and contractors are named and endorsed as an additional insured party. Certificate must show Comprehensive General Liability Insurance with coverage for contractual liability with limits no less than \$1,000,000 each occurrence for comprehensive general liability insurance and, \$2,000,000 aggregate limits for bodily injury and property damage, unless otherwise specified by the Village. The Village Board may require a higher limit depending upon the details of the special event, which may include:

- (1) A special event that includes alcohol, or,
- (2) A special event that is anticipated to have attendance greater than 100 people per day, or,
- (3) A multi-day special event.

Proof of this insurance is required to be turned into the Village no less than ten (10) days prior to the start of the special event. If any modifications occur to the insurance terms, the applicant must also notify the Village immediately. Any change to coverage requires Village approval. Also, if coverage is canceled or no longer meets the Village's requirements, the special event permit will be rescinded. The applicant shall also agree to hold the Village, its officers, employees, agents, and contractors harmless against all claims, liability, loss, damage, or expense (including but not limited to actual attorney's fees) incurred by the Village for any damage or injury to a person or property caused by or resulting directly or indirectly from the activities for which the special event permit is granted.

Upon approval, the permit issued by the VILLAGE OF TWIN LAKES authorizes the applicant to conduct the event described in the application and the applicant hereby agrees to comply with all applicable laws, rules and regulations, including any restrictions or conditions imposed by the Village, affecting the holding of an event. The applicant acknowledges and understands that the VILLAGE OF TWIN LAKES reserves the right to cancel any permit for non-compliance by the applicant with the restrictions or conditions imposed by the Village in approving the application or for violating any laws, rules or regulations.

Acknowledged and Agreed YES NO

Applicant Signature [Signature] Date 9/21/22

VILLAGE OF TWIN LAKES STAFF USE ONLY

Date Filed with Clerk 9/26/22 Amount Paid & Receipt # _____

- Checklist Map of Event or Site Plans Insurance
- Temporary Class "B"/"Class B" Retailer's License Application, if necessary

Police Chief Signature [Signature] Date 9-27-22

Approved Denied Notes _____

DPW Signature [Signature] Date 9-27-22

Approved Denied Notes _____

Fire Chief Signature [Signature] Date 9-27-22

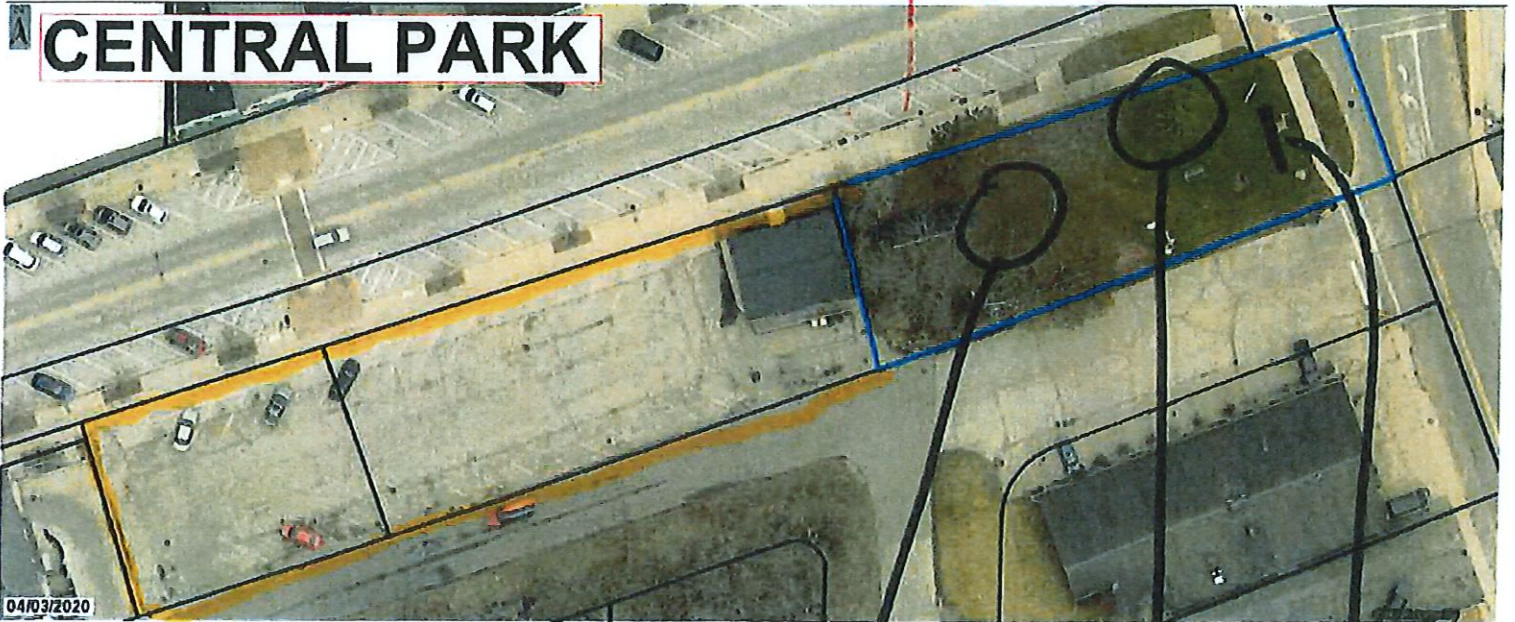
Approved Denied Notes _____

COW Meeting Date 10/3/2022 Board Meeting Date 10/17/2022 Permit Number _____

*St. John the Evangelist

Fire truck
waiting
to take
Santa to
St. John's

Fire truck will bring
Santa to church
after tree lighting



popup tent
for High School
singers/band

Tree to
be lit

Boy Scouts
Hot chocolate!