

NOTICE OF OPEN MEETING

Posted 5:00 p.m., March 15, 2024

Notice is hereby given that the Neosho City Council will meet in regular session on Tuesday, March 19, 2024 at 7:00 p.m., in the Council Chambers at City Hall 203 East Main Street, Neosho, Missouri.

AGENDA REGULAR SESSION NEOSHO CITY COUNCIL

The agenda of this meeting includes:

OPENING PRAYER & PLEDGE OF ALLEGIANCE

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

CONSENT AGENDA

1. March 5, 2024 Open Session Council Minutes
2. Bill No. 2024-15 Contract with Utility Service Co. Inc. - USG - Water Tank Washout
3. Bill No. 2024-16: Southwest Missouri Electric contract for Swift Ball Field Lighting
4. Bill No. 2024-17: Amending City Code 135.060: Prosecuting Attorney

VISITOR'S BUSINESS

1. KPM FY 2023 Audit Presentation
2. Ida Marcum- RV Park

PUBLIC HEARINGS

1. **Public Hearing for Request for Annexation of Property located at 1420 N Business, 49 Neosho Storage LLC**

BIDS

1. City-Wide Phone System
2. City-Wide Property/Liability/Work Comp. Insurance
3. Engineering RFQ
4. Pitney Bowes - Folder/Inserter Lease

NEW BUSINESS

1. Bill No. 2024-12: Dalbom Timber Management Airport Timber Contract
2. Bill No. 2024-18: Crowder Reservoir Repairs
3. Bill No. 2024-19 Skillpath Agreement - PDT
4. Bill No. 2024-20: KPM ARPA Examination Engagement Letter

March 19, 2024 City Council Meeting

5. Bill No. 2024-21: CDC Contract Personnel Information Update
6. Resolution Bill No. 2024-11: Social Media Policy
7. Resolution Bill No. 2024-12: Downtown Light Banner Policy
8. Resolution Bill No. 2024-13: MO Department of Economic Development CDBG (DR) Grant - Retention Pond Property_Intent to Apply
9. Resolution Bill No. 2024-14: MO Department of Economic Development CDBG (DR) Grant HRM Housing Addition Intent to Apply
10. Irrevocable Consent to Annexation 15229 Highway TT
11. Amendment to Electric Service Agreement with Liberty Utilities
12. Hotel/Motel Request

REPORT OF CITY OFFICERS

1. February Financial Report
2. Airport Lighting

CLOSED SESSION

1. Section 610.021 (1) RSMo,...Legal actions, causes of action or litigation involving a public governmental body and any confidential or privileged communications between public governmental body or its representatives and its attorneys.
Section 610.021 (2) RSMo...Leasing, purchase or sale of real estate by a public governmental body where public knowledge of the transaction might adversely affect the legal consideration, therefore.

ADJOURN

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Bill No. 2024-15 Contract with Utility Service Co. Inc. - USG - Water Tank Washout

ORIGINATING DEPARTMENT: City Clerk

ATTACHMENT:

1. Bill No. 2024-15 Contract with Utility Service Co. Inc. - USG - Water Tank Washout
 2. Utility Service Co., Inc
-

PURPOSE:

To approve a contract with USG for repairs as indicated in the bid for our underground water storage facility.

BACKGROUND:

The city accepted a bid with USG to repair the intake structure and clean the underground water structure for our Doniphan Drive facility.

RECOMMENDATION:

Accept the contract as presented and authorize the Mayor to execute it.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement for water tank storage washout services with Utility Service Co. Inc., d/b/a USG Water Solutions, a Foreign Corporation, for the purpose of providing washout and disinfection service of the City's water storage tank for the not to exceed price of Six Thousand Two Hundred Eighty-One and 00/100 Dollars (\$6,281.00); and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement for water tank storage washout services of the City's water storage tank by and between the City of Neosho, Missouri, and Utility Service Co. Inc., d/b/a USG Water Solutions, a Foreign Corporation, for the purpose of providing washout and disinfection service of the City's water storage tank for the not to exceed price of Six Thousand Two Hundred Eighty-One and 00/100 Dollars (\$6,281.00); a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit "A," be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho, Missouri, is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho.

Section 3. That this Ordinance shall be in full force and effect from and after its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney



Proposal from
UTILITY SERVICE CO., INC.

535 Gen. Courtney Hodges Blvd · P O Box 1350 · Perry, GA 31069
Toll-free: 855-526-4413 | Fax: 478-987-2991
usgwater.com

Date: **01/24/24**

Submitted by: **Tom Stechmann**

Local Phone: (314) 420-4912

SFID: **78846**

MP / CS Asset: ☐

Entity Proposal Submitted To ("Customer"): City of Neosho, Missouri			Phone Number: 417-451-8050		Fax Number:	
Street Address: 203 East Main street			Description of Work to be Performed: Concrete Washout - Condition Assessment - Disinfection			
City: Neosho		State: MO	Zip Code: 64850	Asset Name: Camp Crowder Reservoir		
Accounts Payable Contact Name: Leslie Forest		Email: lforest@neosho.org		Job Site Address: 4380 Doniphan Drive		
Job Contact (Inspection Reports): Brian Pieper		Email: bpieper@alliancewater.com		County / Parish: Newton	Asset Size: 2 MG	
				Asset Style: Concrete/Reservoir		

Utility Service Co., Inc. agrees to provide all labor, equipment, and materials needed to complete the following:

Please see attached Exhibit(s), which are incorporated herein by reference:

1. Exhibit A – Scope of Work
2. Exhibit B – Terms and Conditions

Please sign and date this proposal and fax one copy to our office.

Six Thousand Two Hundred and Eighty One -----00 /100 Dollars \$ 6,281.00

Payment to be made as follows: **Payment Due in Full Upon Completion of Work – plus all applicable taxes**

Remittance Address: Utility Service Co., Inc., P O Box 207362, Dallas, TX 75320-7362

This Proposal, together with its Exhibit A – Scope of Work and Exhibit B - Terms and Conditions, and any additional exhibits that Utility Service Co., Inc. and the Customer agree to incorporate and attach to this Proposal (collectively, this "Proposal") constitutes the entire and exclusive agreement between Utility Service Co., Inc. (which for purposes herein shall collectively include its affiliate companies) and Customer (collectively, the "Parties"). This Proposal may be withdrawn by Utility Service Co., Inc. at any time prior to acceptance. Customer assents to the terms and conditions in Exhibit B and agrees that the terms and conditions in Exhibit B shall govern with respect to this Proposal and the services provided by Utility Service Co., Inc. No additional or conflicting terms or conditions included in any purchase order, hyperlink, acknowledgement or invoice of Customer not expressly incorporated into this Proposal shall be binding on the Parties or this Proposal.

Note: This proposal shall expire automatically
Ninety (90) days following the date of this Proposal.

Authorized
USCI Signature

Acceptance of Proposal The prices, scope of work, and terms and conditions of this Proposal are satisfactory and are hereby accepted. Payment will be made by Customer to Utility Service Co., Inc. as set forth herein.

Is Customer Exempt from Sales Tax? ☐ No ☐ Yes If Exempt, please provide Sales Tax Exemption Certificate.

Fiscal Year Beginning Month _____ Customer Signature _____
Date of Acceptance _____ Printed Name _____

FOR INTERNAL USE ONLY

SFID: CN: SO: MP / CS PN:



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535 Gen. Courtney Hodges Blvd · P O Box 1350 · Perry, GA 31069
Toll-free: 855-526-4413 | Fax: 478-987-2991
usgwater.com

Exhibit A – Scope of Work

Concrete Washout - Condition Assessment - Disinfection for assets which are up to 3,000,000 gallons

1. A date shall be coordinated by both parties for the Owner to provide access to the Asset. Owner shall isolate Asset using existing standard operating procedures.

Owner shall fully drain Asset prior to entry.

Washout of Asset includes the walls, and floor only. Walls are to be cleaned within the reachable area (approximately 10'H) without the use of scaffolding or any rigging within the Asset. Areas above reachable height and ceiling of Asset are excluded.

Perform washout of Asset with allowance for one (1) crew day and 3" depth of soft sediment on the Asset floor.

Pricing is based upon:

Off-site disposal is not included in this proposal.

Wash-water and sediment will be disposed of through on-site drainage within a 150' distance from the Asset. Drainage will not be screened or sediment removed using a sediment trap or other sedimentation controls. Owner shall be responsible for dechlorination of the discharge water, if required.

We performed an ROV inspection on this asset in November 2023 and it appears the sediment on the tank floor is less than 3". We anticipate this washout will take only 1 day to fully complete. Consequently, this proposal does not include the removal or any remaining additional solids or sediment and no expectation of needing a vactor truck or any other removal equipment. In the event additional man-hours or equipment is required we will discuss with the city and no additional charges will be charged without the agreement and approval from the city.

Excludes any hard scale (calcium, lime etc. deposits) built-up within the Asset

Spray disinfection of the Asset walls, floor and ceiling in accordance with AWWA C652 Method 2 (Contact Method) after completion of washout. The Asset will be inspected to assess the sanitary, safety, structural, security, and coatings conditions, if present.

A comprehensive written report with color digital photographs will be submitted detailing the condition of the Asset. A representative of Utility Service Co Inc will schedule a date with the Owner to present the report and findings.

**** Should work time or scope change, Utility Service Co Inc will work with the City of Neosho, Missouri to come to a equitable agreement on a change order. ****



Exhibit B – Terms and Conditions

A. GENERAL TERMS AND CONDITIONS

The Terms and Conditions (the "Terms") of this Proposal govern the sale of services (the "Services") by Utility Service Co., Inc. (which for purposes herein shall include its affiliates) to the Customer. All other terms, or variations to these Terms are excluded unless agreed explicitly in writing by a numbered amendment to this Proposal executed by Utility Service Co., Inc. and the Customer. Execution of the Proposal by the Customer, whether in writing, on the Internet, by electronic signature, or by e-mail transmission of a signed Proposal shall mean acceptance that these Terms are deemed incorporated into the Proposal and shall form the contract between the Customer and Utility Service Co., Inc. These Terms shall supersede all prior terms, understandings or Proposals between the Customer and Utility Service Co., Inc. If any part of the Terms should be found to be invalid or unenforceable by a court or other competent authority, then the remainder of the Terms shall not be affected. Any notice to be given with respect to these Terms by either of the Parties shall be in writing. Notices to the Customer shall be sent to the Customer's address on the Proposal, and any notices to Utility Service Co., Inc., including notice of warranty claims by the Customer, shall be sent to: Utility Service Co., Inc., ATTN: Customer Service Department, 535 General Courtney Hodges Boulevard, Post Office Box 1350, Perry, Georgia 31069.

This Proposal has been issued based on the information provided by the Customer and on information currently available to Utility Service Co., Inc. at the time of Proposal issuance. Any changes or discrepancies in site conditions, concealed conditions where the Services will be performed, changes in environmental, health, and safety regulations or conditions, changes in Customer's financial standing, Customer's requirements, or any other relevant change or discrepancy in the factual basis upon which this Proposal was created may lead to changes in the offering, including but not limited to, changes in pricing, warranties, quoted scope of work, and/or terms and conditions. Unless stated otherwise in the Proposal, performance and/or payment bonds are not included in the price. These bonds can be purchased on request but will be at an additional cost.

B. PRICES, PAYMENT TERMS, COMMITMENT OF CUSTOMER, CREDIT REPORTING AND TAXES

Prices, which are expressed in US Dollars, are only valid for the period stated in the Proposal. If not stated, the validity period is ninety (90) days. Unless otherwise stated in the Proposal, the full price shall be due and payable upon completion of the Services, which may or may not include the installation of Equipment. All of Utility Service Co., Inc.'s invoices are due and payable upon receipt. If any payment is not made by the Customer within sixty (60) calendar days following the date of the invoice, Utility Service Co., Inc. reserves the right to charge a late payment charge of one and one-half percent (1.5%) per month of the outstanding past due balance. Any failure by Customer to make timely payment of any obligation under this Proposal shall be deemed a breach. Customer agrees to reimburse Utility Service Co., Inc. for all charges, costs, expenses and attorney's fees incurred to enforce or collect the amounts due under this Proposal. In the event Customer has a valid dispute with any invoice or amount due, such dispute must be communicated in writing to Utility Service Co., Inc. within thirty (30) days of the invoice date, describing the amount, issue and the reason for any dispute. Any amounts not disputed within this time frame will be deemed to be valid. Utility Service Co., Inc. and Customer agree to work expeditiously to resolve any dispute. Customer agrees to notify Utility Service Co., Inc. within thirty (30) days of any change in Customer's name, address, or phone number. By executing this Proposal, Customer authorizes Utility Service Co., Inc. to periodically request your credit reports and bank and trade references. Upon your request, we will inform you of the name and address of the reporting agency from which we received such a report, if any. The price listed in the Proposal excludes all taxes unless specifically stated otherwise in the Proposal. The Customer is responsible for payment of all applicable taxes, however designated or incurred in connection with the transactions under this Proposal, and agrees to reimburse Utility Service Co., Inc. for any taxes paid on Customer's behalf.

C. DELIVERY OF SERVICES AND INSTALLATION OF EQUIPMENT

The provision of Services as contemplated herein might require the installation of certain equipment (the "Equipment") on the Customer's real property or on the improvements to the Customer's real property (e.g., water storage tank, etc.). All times and dates for the delivery of Services and/or installation of Equipment are approximate, but Utility Service Co., Inc. shall use its reasonable efforts to respect them. The Parties shall each make commercially reasonable efforts to schedule the Services after the date this Proposal is executed by the Customer. Utility Service Co., Inc. shall not be liable for any loss or damage resulting from late delivery of the Services or installation of Equipment.

D. ACCESS TO CUSTOMER'S FACILITY OR REAL PROPERTY

Customer hereby agrees to provide Utility Service Co., Inc. with reasonable access to its facility or real property to perform the Services. "Reasonable access" shall include passable roads for ingress and egress as well as sufficient usable ground space for Utility Service Co., Inc.'s equipment and materials needed to perform the Services. Unless otherwise provided in this Proposal, the price of this Proposal does not include the cost to lease additional real property so that Utility Service Co., Inc. will have sufficient usable ground space to stage its equipment and materials needed to perform the Services. Any such cost would be in addition to the price of the Proposal, and if needed, the Customer agrees to negotiate an amendment to this Proposal to modify the pricing in good faith.

E. RISK OF LOSS

Risk of loss or damage to the Equipment, if applicable to this Proposal, shall pass to the Customer upon delivery of the Equipment to the named place of destination.

F. TITLE TO EQUIPMENT

If the sale of Equipment is included in this Proposal, the title in the Equipment shall remain with Utility Service Co., Inc. until the price of the Proposal is paid in full. The Customer assents that Utility Service Co., Inc. may enter upon the Customer's real property and/or facility to repossess the Equipment if payment(s) are not received in full by their due date(s).

G. SCOPE OF WARRANTY

Subject to the limitations contained herein, Utility Service Co., Inc. represents that for a period of one (1) year from the earlier of: (i) the completion of the Services (to include the installation of the Equipment, if applicable to this Proposal) or (ii) the Customer's return to use of the asset that is the subject matter of this Proposal ("Warranty Period"), the Services and Equipment, if applicable, will be free from defects in materials and workmanship and will substantially conform to the specifications set forth in Exhibit A ("Warranty"). WITH THE EXCEPTION OF THE REPRESENTATION IN THE FOREGOING SENTENCE, UTILITY SERVICE CO., INC. MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES OF ANY KIND WITH RESPECT TO THE SUBJECT MATTER HEREOF AND ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE.

H. NOTIFICATION OF WARRANTY CLAIM

All claims filed under the Warranty provided in Section G shall be made in writing by the Customer within thirty (30) calendar days of identifying a defect. Customer shall provide the written notice of the claim to Utility Service Co., Inc. pursuant to Section A above, and the Customer shall provide the following information in the written notice: (i) a description of the defect giving rise to the claim; (ii) photographs showing the defect; and (iii) if the claim is related to Equipment, the serial number(s) of the Equipment which is (are) the subject of the claim.

I. EXCLUSIONS FROM WARRANTY

Occurrence of any of the following, as reasonably determined by Utility Service Co., Inc., will void the Warranty: (i) unauthorized alteration of any component(s) of the Services or the Equipment, if applicable, originally supplied by Utility Service Co., Inc., or (ii) intentional or negligent damage to Utility Service Co., Inc.'s work product or the Equipment, if applicable to this Proposal, caused by any other person or entity, including but not limited to, the Customer and its officers, employees, agents, contractors, and assigns.

J. VERIFICATION OF WARRANTY CLAIM

Utility Service Co., Inc. shall contact Customer following its receipt of notice of a claim under the Warranty. Utility Service Co., Inc. reserves the right to request additional information from the Customer or to conduct an on-site inspection of its work or the Equipment, if applicable to this Proposal, before accepting a claim. The Parties agree to cooperate and work in good faith to provide any additional information needed or to schedule an on-site visit by Utility Service Co., Inc.'s personnel to visibly inspect the work and the Equipment, if applicable. Furthermore, Utility Service Co., Inc. reserves the right to have a third party participate in the inspection of the work to verify whether the work or Equipment, if applicable, is defective under the terms of the Warranty.



Proposal from
UTILITY SERVICE CO., INC.
535 Gen. Courtney Hodges Blvd · P O Box 1350 · Perry, GA 31069
Toll-free: 855-526-4413 | Fax: 478-987-2991
usgwater.com

Exhibit B – Terms and Conditions (Continued)

K. SATISFACTION OF WARRANTY CLAIM

If Utility Service Co., Inc. verifies, in good faith, that a claim under the Warranty is valid and not subject to an exclusion pursuant to Section I above, Utility Service Co., Inc. agrees to repair or replace, without expense to the Customer, any workmanship, materials, and/or Equipment, if applicable, furnished hereunder that may prove defective within the Warranty Period. The Warranty provided in this Proposal shall be the sole and exclusive remedy of the Customer.

L. INDEMNIFICATION

Utility Service Co., Inc. shall indemnify and hold harmless Customer from all claims for physical damage to third party property or injury to persons, including death, to the extent caused by the negligence of Utility Service Co., Inc. or its officers, agents, employees, and/or assigns while engaged in activities under this Proposal. Customer shall likewise indemnify and hold harmless Utility Service Co., Inc. from all claims for physical damage to third party property or injury to persons, including death, to the extent caused by negligence of the Customer or its officers, agents, employees, and/or assigns. In the event such damage or injury is caused by joint or concurrent negligence of Utility Service Co., Inc. and Customer, the loss shall be borne by each Party in proportion to its negligence. For the purpose of this Section L, (i) "Third party" shall not include Customer or any subsequent owner of the property where the Services were performed or Equipment, if applicable, their subsidiaries, parents, affiliates, agents, successors or assigns including any operation or maintenance contractor, or their insurer; and (ii) no portion of the Equipment is "third party property".

M. FORCE MAJEURE

Utility Service Co., Inc. shall not be liable to the Customer for non-performance or delay in performance of any of its obligations under this Proposal due to: (i) acts of God (which include, but are not limited to, tropical storms, hurricanes, tornadoes, and earthquakes), (ii) failure of the Internet or another network, (iii) war, (iv) riot, (v) civil commotion, (vi) embargo, (vii) labor disputes, (viii) labor strikes, (ix) fire, (x) flood, (xi) theft, (xii) epidemic, (xiii) pandemic (including COVID-19), (xiv) delay in delivery of services, materials, or equipment by subcontractors, suppliers, or manufacturers, (xv) shortage of labor or materials, or (xvi) any other unforeseen event (whether or not similar in nature to those specified) outside the reasonable control of Utility Service Co., Inc.

N. LIMITATION OF LIABILITY

Neither the Customer nor Utility Service Co., Inc. shall be liable to the other for any economic (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings), special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of goodwill in any way whether such liability is based on tort, contract, negligence, strict liability, product liability or otherwise arising from or relating to this Proposal or resulting from the use or the inability to use the Services or Equipment, if applicable to this Proposal, or the performance or non-performance of the Services or Equipment, if applicable. It is the responsibility of the Customer to insure itself in this regard if it so desires. The liability limit of Utility Service Co., Inc. and its affiliate companies under this Proposal, whether based in contract, warranty, tort (including negligence), strict liability, product liability or otherwise shall not exceed the price that the Customer agrees to pay Utility Service Co., Inc. in this Proposal.

O. GOVERNING LAW AND DISPUTE RESOLUTION

This Proposal and these Terms shall be construed in accordance with the laws of the state of Missouri without regard to the conflict of law principle.

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Bill No. 2024-16: Southwest Missouri Electric contract for Swift Ball Field Lighting.

ORIGINATING DEPARTMENT: Parks and Recreation Department

ATTACHMENT:

1. Bill No. 2024-16 Contract with SWMO Electric - Swift Ball Field
 2. Agreement Neosho and SWMO Electric - Ball Field Lights
 3. SWMO Electric Bid
-

PURPOSE:

To seek council's approval to accept a contract with Southwest Missouri Electric for new LED stadium lights to be installed on Swift field at Morse Park.
For the amount of \$29,500.00.

BACKGROUND:

Staff sent out bid packets to multiple contractor for the Swift ball field lighting project. We received 4 bids back from area contractors.

Southwest Missouri Electric submitted a bid of \$29,500.00 and was awarded the bid by the City Council.

A total of 30 lights are to be replaced.

RECOMMENDATION:

Staff recommend accepting a contract with Southwest Missouri Electric for the Swift Ball Field project and for the mayor to sign and execute.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement for Electrical Services with SWMO Electric, LLC, a Missouri Limited Liability Company, for the purpose of providing electric lighting services related to replacement of stadium lights for Swift Ball Field for the not to exceed price of Twenty Nine Thousand Five Hundred and 00/100 Dollars (\$29,500.00); and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement for Electrical Services by and between the City of Neosho, Missouri, and SWMO Electric, LLC, a Missouri Limited Liability Company, for the purpose of providing electric lighting services related to replacement of stadium lights for Swift Ball Field for the not to exceed price of Twenty Nine Thousand Five Hundred and 00/100 Dollars (\$29,500.00), a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit “A,” be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho, Missouri, is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho.

Section 3. That this Ordinance shall be in full force and effect from and after its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of March, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

THIS AGREEMENT, made this ____ day of _____, 2024, by and between CITY OF NEOSHO, MISSOURI hereinafter called "OWNER" and SWMO Electric, LLC, a Missouri Limited Liability Company, hereinafter called "CONTRACTOR".

WITNESSETH: That for and in consideration of the payments and agreements hereinafter mentioned:

1. The CONTRACTOR will commence and complete removing and replacing 30 light fixtures and ballast at Swift Ball Field located at Morse Park, 400 Dean Keeling Drive in the City of Neosho.
2. The CONTRACTOR will furnish all of the materials, supplies, tools, equipment, labor and other services necessary for the construction and completion of the PROJECT described herein.
3. The CONTRACTOR will commence the work required by the CONTRACT DOCUMENTS on the date as stipulated in the NOTICE TO PROCEED and will complete same within the time as specified in CONTRACT DOCUMENTS.
4. The CONTRACTOR agrees to perform all of the WORK described in the CONTRACT DOCUMENTS and comply with the terms therein for the sum of TWENTY NINE THOUSAND FIVE HUNDRED & 00/100 DOLLARS (\$29,500.00), or as shown in the BID Schedule OPTION A, including Alternate Bid Items.
5. The term "CONTRACT DOCUMENTS" means and includes the following:
 - (A) Invitation\Advertisement to Bid
 - (B) Instruction to Bidders
 - (C) Bid
 - (D) Bid Bond
 - (E) Agreement Form
 - (F) General Conditions of the Contract
 - (G) Supplemental General Conditions
 - (H) Payment Bond
 - (I) Performance Bond
 - (J) Notice of Award
 - (K) Notice to Proceed
6. The OWNER will pay to the CONTRACTOR in the manner and at such times as set forth in the Bid Specifications.
7. This Agreement shall be binding upon all parties hereto and their respective heirs, executors, administrators, successors, and assigns.

IN WITNESS WHEREOF, the parties hereto have executed, or caused to be executed by their duly authorized officials, this Agreement in three (3) counterparts, each of which shall be deemed an original on the date first above written.

(SEAL)

OWNER:

ATTEST:

City of Neosho, Missouri

C:\Users\cwright.NEOSHO.001\AppData\Local\Microsoft\Windows\I\NetCache\Content.Outlook\9HJNLZN\Agreement Neosho and SWMO Electric - Ball Field Lights.docx

Cheyenne Wright

City Clerk

(SEAL)

ATTEST:

Name (Please Type)

By: _____

Name: Richard Davidson

Title: Mayor

CONTRACTOR:

SWMO ELECTRIC, LLC

By: _____
David Forest

Title

Address

BID FORM

Description: (To be completed by bidding party)

Option A - Bid to take down & replace 30 500w LED sports Lights at Morse Park Swift Field. (Lights in option A are lights provided per bid request.

Start date projected to be 3-18-24 and projected finish date - 3-25-24

Option B - Bid to take down and replace 30 500w LED sports Lights at Morse Park Swift Field. (Lights in option B are comparable, but more expensive) Specifications on Lighting included.

Price(s) for unit(s) meeting enclosed specifications: Option A - \$29,500.⁰⁰ Option B - \$50,420.88

F.O.B. Neosho, MO

Projected Shipping Date: _____

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: SWMO Electric, LLC

ADDRESS: 3199 Howard Bush Dr. Neosho, MO 64850

PHONE: 417-456-2064

EMAIL: swmoelectric@gmail.com

BY: David Forrest

Projected:

Start - 3-18-24

Finish - 3-25-24



SWMO Electric, LLC
3199 Howard Bush Drive, Neosho, Missouri
64850-9108 United States
(417) 456-2064

Estimate 4589489
Estimate Date 2/26/2024

Billing Address
City of Neosho
203 East Main Street
Neosho, MO 64850 USA

Job Address
Parks Department - Morse Park
563 East Spring Street
Neosho, MO 64850 USA

Description of work

Morse Park - Lighting (Option A)

Task #	Description	Quantity	Your Price	Total
Misc Install	Install 30 Lights - VVDSPJ1501-50-60-UNV1-B 500W 500K 120-277V Includes labor and material.	1.00	\$29,500.00	\$29,500.00

Sub-Total	\$29,500.00
Tax	\$0.00
Total Due	\$29,500.00
Deposit/Downpayment	\$0.00

Thank you for choosing SWMO Electric, LLC

THIS IS AN ESTIMATE, NOT A CONTRACT FOR SERVICES. The summary above is furnished by SWMO Electric, LLC as a good faith estimate of work to be performed at the location described above and is based on our evaluation and does not include material price increases or additional labor and materials which may be required should unforeseen problems arise after the work has started. I understand that the final cost of the work may differ from the estimate, perhaps materially. THIS IS NOT A GUARANTEE OF THE FINAL PRICE OF WORK TO BE PERFORMED. I agree and authorize the work as summarized on these estimated terms, and I agree to pay the full amount for all work performed.

Product Description

By using a die cast aluminum alloy housing, anti-corrosion painting, and IP66 design, this fixture is great for MH / HPS outdoor flood lighting or sportslighting replacement. The completed LED flood light can work up to 100,000 hours, saving up to 80% energy, and have better lighting characteristics than a traditional metal halide lamp. Dimming technology allows further energy savings.

> Quick Ship - In Stock, Ready to Ship

Project:		Type:
Location:		
Prepared By:		Date:
Comments:		

Performance Summary

- Energy-efficient Philips Lumileds 5050 SMD LEDs with high efficacy >150 Lm/W
- In stock and ships from several U.S. locations for quick delivery
- Better visibility than HID or fluorescent with crisp, white light in 5000K CCT
- Patented design with high quality components, excellent choice for retrofitting
- Solid State with high-shock and vibration resistance
- Designed for use in high vibration and extreme outdoor conditions
- IK09 protection rated against 10 joules of impact
- Pure AL1070 cold forging aluminum housing with black powdercoat finish
- Streamlined housing, no rough edges or scraping, with 304 stainless steel hardware
- Housing and driver compartment is one piece to maximize heat dissipation
- 1/9th LED micro color binning enables tight color control
- Hot color targeting ensures color is within ANSI bin compliance
- CNC machined LED boards are flatness controlled to 0.1mm to speed up heat dissipation
- PMMA Shatterproof Anti-UV polycarbonate lens over the LEDs with rubber grommet
- Unique micro optic over each LED reduces glare and enhances uniformity
- Advanced, serviceable, constant current driver with 0-10V dimming
- High power factor with IC controlled LED circuits and low THD driver
- Cooling fins are added to decrease the ambient temperature
- Low junction temperature for long life and low lumen depreciation
- Instant illumination and restrike with no warm up or cold start issues
- Contains no mercury, lead, infrared or UV radiation and cool to the touch
- Horizontal and vertical angle indicators allow mounting adjustment
- 10kV surge protection standard
- 1.5' power cord whip
- Commercial CRI: RA>70
- Operating temperature: -40 to 50 degrees celsius
- 100,000 hour LED life of maintenance-free, safe operation
- IP66 rated for indoor or outdoor locations
- Certifications: CE, RoHS, IK09, ETL, cETL, DLC
- 10 year limited warranty

Iris SP

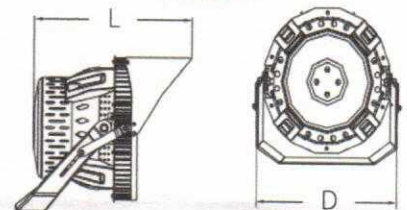
Flood & Sports Lighting
Dimmable LED Luminaire



WDSPJ1501
WDSPJ1601



WDSPJ1201



Models & Options:

- WDSPJ1501: 500W - 82500 Lm - 14.6" (L) x 15.2" (D) - 36 Lbs - EPA 1.25 - 30, 60 (UNV1 & UNV2) Degrees
- WDSPJ1601: 600W - 93000 Lm - 14.6" (L) x 15.2" (D) - 36 Lbs - EPA 1.25 - 30, 45, 60 (UNV1), 15, 30, 45, 60 (UNV2) Degrees
- WDSPJ1201: 1200W - 162000 Lm - 17" (L) x 18.6" (D) - 57 Lbs - EPA 2.01 - 15, 40, 60 (UNV1), 40, 60 (UNV2) Degrees

Ordering Information:				Part Number:			
*Adder Applies				Ordering Example: WDSPJ1601-50-60-UNV1-BK-D1-YK			
Family	CCT	Optic	Voltage	Finish	Dimming	Mounting	Accessories*
WDSPJ1501 WDSPJ1601 WDSPJ1201	50 - 5000K	15 - 15 Degrees 30 - 30 Degrees 40 - 40 Degrees 45 - 45 Degrees 60 - 60 Degrees	UNV1 - 120-277V UNV2 - 277-480V*	BK - Black	D1 - 0-10V Dim	YK - Yoke Bracket	LG - Laser Guide



Vivid Leds, Inc.
PO BOX 9
Sellersburg, IN 47172
sales@vividleds.us
www.vividleds.us

Dimensions, specifications, and product pictures are subject to change without notice.

Dimensional pictures are for reference only. They do not represent the actual fixture's shop drawing or design.

B11

The product on this page is a manufactured to order, non-stocking item. This product cannot be returned for refund or credit.

Revised 11.29.23



SWMO Electric, LLC
3199 Howard Bush Drive, Neosho, Missouri
64850-9108 United States
(417) 456-2064

Estimate 4596949
Estimate Date 2/26/2024

Billing Address
City of Neosho
203 East Main Street
Neosho, MO 64850 USA

Job Address
Parks Department - Morse Park
563 East Spring Street
Neosho, MO 64850 USA

Description of work

Morse Park - Lighting (Option B)

Task #	Description	Quantity	Your Price	Total
Misc Install	Install 30 - SPFL5-1000D50 Includes labor and material.	1.00	\$50,420.88	\$50,420.88

Sub-Total	\$50,420.88
Tax	\$0.00
Total Due	\$50,420.88
Deposit/Downpayment	\$0.00

Thank you for choosing SWMO Electric, LLC

THIS IS AN ESTIMATE, NOT A CONTRACT FOR SERVICES. The summary above is furnished by SWMO Electric, LLC as a good faith estimate of work to be performed at the location described above and is based on our evaluation and does not include material price increases or additional labor and materials which may be required should unforeseen problems arise after the work has started. I understand that the final cost of the work may differ from the estimate, perhaps materially. THIS IS NOT A GUARANTEE OF THE FINAL PRICE OF WORK TO BE PERFORMED. I agree and authorize the work as summarized on these estimated terms, and I agree to pay the full amount for all work performed.



LED SPORT LIGHT

Option B

► **DESIGN** - LED SPORT LIGHT has a die-cast aluminum housing with numerous vents on the heat sink for excellent heat dissipation. Advanced optics designed with unique multi-scale lenses provides uniform light distribution, glare-reduction maximizes the light output. CRI80+ rating provides rich and natural colors. It is designed to operate on 120-277V or 200-480V circuits with a 0-10V dimmable driver (1-10V for 500W model).

► Surge protection 10kV protects the fixture from voltage spikes and current surges.

► 3G vibration rated, withstands conditions with repeated vibration, making it conform to standards for roadway.

► **INSTALLATION** - This fixture is Wet Locations rated and has two mounting options with a standard floodlight bracket or a slip fitter. It comes with 6.5 ft cord. Perfect commercial or industrial solution for any outdoor sports lighting, parking lot lighting, dock lighting, high mast flood lighting, stadium lighting, and many other applications.

► **ADVANTAGES** - With calculated lifespan up to 133,000 hours, these fixtures are made to last decades under normal operation! ASD provides a 7-year limited warranty along with UL and DLC Premium certifications to guarantee top quality products and safety!

Catalog number	
Notes	
Type	



Model	Watts	Voltage	Dimmable	Lumens	CCT	Finish	Dimensions (LxWxH)	Beam angle	Cord
ASD-SPFL5-300D50	300W	120-277 V	0-10 V	45,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-500D50	500W	120-277 V	1-10 V	74,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-750D50	750W	120-277 V	0-10 V	113,489 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
ASD-SPFL5-1000D50	1000W	120-277 V	0-10 V	156,456 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
SPFL5-HV HIGH VOLTAGE									
ASD-SPFL5-HV-500D50	500W	200-480 V	0-10 V	74,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-HV-750D50	750W	200-480 V	0-10 V	109,731 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
ASD-SPFL5-HV-1000D50	1000W	200-480 V	0-10 V	150,198 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft

ORDERING INFORMATION

Model	UPC	Pcs. per carton	Carton size	Carton weight
ASD-SPFL5-300D50	810128114035	1	17.7" x 17.7" x 14"	34.2 lbs
ASD-SPFL5-500D50	810128113229	1	17.7" x 17.7" x 14"	34.2 lbs
ASD-SPFL5-750D50	810128114042	1	24.4" x 22.4" x 16.3"	65 lbs
ASD-SPFL5-1000D50	810128114059	1	24.4" x 22.4" x 16.3"	65 lbs
SPFL5-HV HIGH VOLTAGE				
ASD-SPFL5-HV-500D50	810128113830	1	17.7" x 17.7" x 14"	35.1 lbs
ASD-SPFL5-HV-750D50	810128113236	1	24.4" x 22.4" x 16.3"	65 lbs
ASD-SPFL5-HV-1000D50	810128113243	1	24.4" x 22.4" x 16.3"	68.3 lbs

ACCESSORIES:

Model	Description	UPC	Pcs. per carton	Carton size	Carton weight	GTIN 14
ASD-SF1-SPFL	Slip fitter with straight arm bracket for 300-500W	810128114066	5	19.9" x 15.9" x 12.4"	42.6 lbs	10810128114063
ASD-SF2-SPFL	Slip fitter with straight arm bracket for 750-1000W	810128113250	4	23.8" x 15.8" x 17.5"	68.3 lbs	10810128113257
ASD-LS-SPFL	Laser pointer	819201026432	10	12.2" x 12.2" x 7.5"	12.8 lbs	10819201026439
ASD-L30-SPFL-300/500	30° Lens for 300-500W	819201024704	20	12.2" x 12.2" x 8.46"	11.02 lbs	10819201024701

For most up-to-date spec sheets please refer to asd-lighting.com

ASD LIGHTING CORP

E-mail: orders@asd-lighting.com | Web site: www.asd-lighting.com



REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Bill No. 2024-17: Amending City Code 135.060: Prosecuting Attorney

ORIGINATING DEPARTMENT: City Clerk

ATTACHMENT:

1. Bill No. 2024-17 Replace Ch 110.260 and 135.060 City Prosecuting Attorney
 2. 110.260 135.060 Redline_Code
-

PURPOSE:

To update section 135.060 Prosecuting Attorney.

BACKGROUND:

This change will update the code with current operations having separated the positions of the City Attorney and the Prosecuting Attorney.

RECOMMENDATION:

Approve the ordinance as submitted and authorize the Mayor to execute it.

AN ORDINANCE of the City of Neosho repealing and replacing Section 110.260 Duties—to prosecute suits and defend actions, Paragraph (A) and repealing and replacing with Section 135.060 Duties of the City’s Prosecuting Attorney of the Code of Ordinances for the City of Neosho.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That Chapter 110 Officers and Employees, Article IV City Attorney, Section 110.260 Duties—to Prosecute Suits and Defend Actions, Paragraph (A) is repealed in its entirety and a new Paragraph (A) of Section 110.260 is hereby adopted to read as follows:

“Section 110.260 Duties---to Prosecute Suits and Defend Actions”

(A) “It shall be the duty of the City Prosecuting Attorney to prosecute all violations of the provisions of this Code or other City ordinances in the Municipal Court. It shall be the duty of the City Attorney to prosecute and defend in behalf of the City all actions by or against the City begun in any Court of law or equity and to take appeals to the appropriate Appellate Courts in such cases as he/she shall deem the interest of the City requires such action.”

Section 2. That Chapter 135 Municipal Court, Article I General, Section 135.060 Duties of the City’s Prosecuting Attorney is repealed in its entirety and a new Section 135.060 is hereby adopted to read as follows:

“Section 135.060 Duties of the City’s Prosecuting Attorney”

“It shall be the duty of the City Prosecuting Attorney designated by the City Manager to prosecute the violations of the City's ordinances before the Municipal Judge or before any Circuit Judge hearing violations of the City's ordinances. The salary or fees of the City Prosecuting Attorney and his/her necessary expenses incurred in such prosecutions shall be paid by the City. The compensation of such attorney shall not be contingent upon the result in any case.”

Section 3. All ordinances or parts of ordinances in conflict herewith are hereby repealed, but shall otherwise remain in full force and effect.

Section 4. This Ordinance shall be effective , 2024.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

CITY SEAL

Derek A. Snyder, City Attorney

Chapter 110 Officers and Employees

Section 110.260

It shall be the duty of the City Prosecuting Attorney to prosecute all violations of the provisions of this Code or other City ordinances in the Municipal Court. It shall be the duty of the City Attorney ~~;~~ to prosecute and defend in behalf of the City all actions by or against the City begun in any Court of law or equity and to take appeals to the appropriate Appellate Courts in such cases as he/she shall deem the interest of the City requires such action. ~~In any complaint made before the Municipal Judge, except when made by an Officer of the City in the discharge of his/her official duty, the City Attorney may, if in his/her judgment the interests of the City demand it, require the complainants or party at whose instance the complaint is made, to give security for costs to be approved by the Municipal Judge, before proceeding further with such cause.~~

Ch. 135 Municipal Court

Section 135.060

It shall be the duty of the City Prosecuting ~~an~~ Attorney designated by the City Manager to prosecute the violations of the City's ordinances before the Municipal Judge or before any Circuit Judge hearing violations of the City's ordinances. The salary or fees of the City Prosecuting Attorney and his/her necessary expenses incurred in such prosecutions shall be paid by the City. The compensation of such attorney shall not be contingent upon the result in any case.

City of Neosho, Missouri

Basic Financial Statements Year Ended September 30, 2023



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Honorable Mayor and City Council
City of Neosho
Neosho, Missouri

Report on the Audit of the Financial Statements

Opinions

We have audited the accompanying financial statements of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the City of Neosho, Missouri, as of and for the year ended September 30, 2023, and the related notes to the financial statements, which collectively comprise the City's basic financial statements as listed in the table of contents.

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the City of Neosho, Missouri, as of September 30, 2023, and the respective changes in financial position and, where applicable, cash flows thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to the financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the City of Neosho, Missouri, and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the City's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

www.kpmcpa.com

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500 W. Main Street, Suite 200 Branson, MO 65616 | 417-334-2987 | fax 417-336-3403

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with generally accepted auditing standards and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the City's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the City's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the Management's Discussion and Analysis (MD&A), budgetary comparison information, and the pension information be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board, who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Supplementary Information

Our audit was conducted for the purpose of forming opinions on the financial statements that collectively comprise the City of Neosho, Missouri's basic financial statements. The combining nonmajor fund financial statements are presented for purposes of additional analysis and are not a required part of the basic financial statements.

The combining nonmajor fund financial statements are the responsibility of management and were derived from and relate directly to the underlying accounting and other records used to prepare the basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the combining nonmajor fund financial statements are fairly stated, in all material respects, in relation to the basic financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated March 7, 2024, on our consideration of the City of Neosho, Missouri's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the City's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the City of Neosho, Missouri's internal control over financial reporting and compliance.

KPM CPAs, PC

KPM CPAs, PC
Springfield, Missouri
March 7, 2024

Management's Discussion and Analysis

City of Neosho

Management's Discussion and Analysis

September 30, 2023

The Management's Discussion and Analysis of the City of Neosho's financial performance provides an overview of the City's financial activities for the fiscal year ended September 30, 2023. Please read it in conjunction with the City's financial statements.

Financial Highlights

The net position of the City's governmental activities increased by \$5,432,538 as a result of current year activities. The net position of the City's business activities increased by \$767,174 for the year.

The assets and deferred outflow of resources of the City exceeded liabilities and deferred inflow of resources by \$70.7 million (net position), as of September 30, 2023. Of this amount, \$21.2 million was unrestricted and may be used to meet future obligations of the City, \$6.3 million was restricted and \$43.3 million represents capital assets (net of related debt) of the City.

Total long-term liabilities of the City decreased by \$1,785,635 to a total of \$9.6 million. The decrease was due to the payments of principal during the year. The City made timely payments on all of its debt obligations.

Incoming revenues are monitored to allow for immediate reaction to changes. All budgets and expenses are continually scrutinized by all department heads with every employee diligently participating in cost saving ideas and input to use every dollar wisely and ensuring careful stewardship of all funds. The City continues to ensure we operate on a balanced budget and meet or exceed fund reserve requirements per our bond covenants and the City's fiscal and investment policy.

As stated above, the net position of the City's governmental activities has and continues to increase and improve due to following strict fiscal policies and ensuring the City Council and Administration are fully informed of the City's financial position at all times. Decisions made by the City are always fully investigated and scrutinized in all aspects to ensure the financial stability of the City continues to improve.

Using this Annual Report

This annual report consists of a series of financial statements. The Statement of Net Position and the Statement of Activities provide information about the activities of the City as a whole and present a longer-term view of the City's finances. Fund financial statements tell how these services were financed in the short-term as well as what remains for future spending. Fund financial statements also report the City's operations in more detail than the government-wide statements by providing information about the City's most significant funds.

Government-Wide Financial Statements

One of the most important questions asked about the City's finances is, "Is the City as a whole better off or worse off as a result of the year's activities?" The Statement of Net Position and Statement of Activities report information about the City as a whole and about its activities in a way that helps answer this question. These statements include all assets and liabilities using the accrual basis of accounting, which is similar to the accounting used by most private-sector companies. All of the current year's revenues and expenses are taken into account regardless of when cash is received or paid. These two statements report the City's net position and changes in them. The City's net position – the difference between assets and deferred outflow of resources and liabilities and deferred inflow of resources – is one way to measure the City's financial health, or financial position. Over time, increases or decreases in the City's net position are one indicator of whether its financial health is improving or deteriorating.

In the Statement of Net Position and the Statement of Activities, we divide the City into two types of activities:

Governmental Activities: Most of the City's basic services are reported here. Taxes are the primary source of financing for these activities.

Business-Type Activities: The City charges a fee to customers to help it cover all or most of the cost of certain services it provides. The City's water and sewer services are provided here.

Fund Financial Statements

The fund financial statements provide detailed information about the City's most significant funds and not the City as a whole. Some funds are required to be established by state law and by bond covenants. However, the City Council establishes many other funds to help it control and manage money for a particular purpose or to show that it is meeting legal responsibilities for using certain taxes and grants.

Governmental Funds: Most of the City's basic services are reported in governmental funds, which focus on how money flows into and out of those funds and the balances left at year-end that are available for spending. These funds are reported using an accounting method called modified accrual accounting, which measures cash and all other financial assets that can readily be converted to cash. The governmental fund statements provide a detailed short-term view of the City's general government operations and the basic services it provides. Governmental fund information helps the reader determine whether there are more or fewer financial resources that can be spent in the near future to finance the City's programs. The differences between governmental activities (reported in the Statement of Net Position and the Statement of Activities) and the governmental funds are shown in a reconciliation following the fund financial statements.

Enterprise Funds: When the City charges customers for the services it provides – whether to outside customers or to other units of the City – these services are generally reported in proprietary funds. Enterprise funds are reported in the same way that all activities are reported in the Statement of Net Position and the Statement of Activities.

Notes to the Basic Financial Statements

The Notes to the Basic Financial Statements provide additional information that is essential to a full understanding of the data provided in the government-wide and fund financial statements.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Government-Wide Financial Analysis

Net Position

The following table presents the condensed Statement of Net Position for the City as of September 30, 2023 and 2022:

	Governmental Activities	Business-Type Activities	Total September 30, 2023	Total September 30, 2022
Assets				
Current and other assets	\$ 19,968,391	\$ 6,359,464	\$ 26,327,855	\$ 23,719,740
Leases receivable	113,899	364,752	478,651	493,816
Net pension asset	3,397,996	674,376	4,072,372	5,138,994
Capital assets	34,506,283	19,562,264	54,068,547	52,264,846
Total Assets	57,986,569	26,960,856	84,947,425	81,617,396
Deferred Outflow of Resources				
Deferred pension outflow	674,349	98,694	773,043	250,027
Deferred charge on refundings	46,938	-	46,938	53,644
Total Deferred Outflow of Resources	721,287	98,694	819,981	303,671
Liabilities				
Long-term liabilities outstanding	3,139,859	6,472,712	9,612,571	11,398,206
Other liabilities	3,454,520	1,072,240	4,526,760	4,321,888
Total Liabilities	6,594,379	7,544,952	14,139,331	15,720,094
Deferred Inflow of Resources				
Deferred pension inflow	398,524	18,244	416,768	1,165,351
Deferred leases inflow	117,942	371,160	489,102	513,129
Total Deferred Inflow of Resources	516,466	389,404	905,870	1,678,480
Net Position				
Net investment in capital assets	30,920,540	12,343,564	43,264,104	39,459,435
Restricted	6,068,863	224,051	6,292,914	5,699,499
Unrestricted	14,607,608	6,557,579	21,165,187	19,363,559
Total Net Position	\$ 51,597,011	\$ 19,125,194	\$ 70,722,205	\$ 64,522,493

Total Net Position of the City increased by \$6,199,712 for the year due to current year activities. Total liabilities for the City decreased by \$1,580,763. Net investment in capital assets increased \$3,804,669.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Changes in Net Position

	Governmental Activities	Business-Type Activities	Total Year Ended September 30, 2023	Total Year Ended September 30, 2022
Revenues				
Program Revenues				
Charges for services	\$ 1,841,359	\$ 5,670,352	\$ 7,511,711	\$ 7,389,676
Operating grants and contributions	167,198	-	167,198	239,646
Capital grants and contributions	566,327	348,322	914,649	1,012,913
General Revenues				
Property taxes	498,450	-	498,450	481,752
Sales taxes	10,788,965	-	10,788,965	10,210,138
Motor vehicle and gas taxes	630,358	-	630,358	531,806
Other taxes	142,144	-	142,144	1,256,225
Franchise fees	872,621	-	872,621	807,628
Interest	72,502	34,043	106,545	86,949
Other revenue	80,692	39,848	120,540	84,544
Special Items				
Gain on sale of capital assets	76,983	-	76,983	23,550
Insurance proceeds	43,324	-	43,324	43,101
Transfers	(67,002)	67,002	-	-
Total Revenues	15,713,921	6,159,567	21,873,488	22,167,928
Expenses				
Administrative	548,585	-	548,585	457,124
Clerk/council	108,959	-	108,959	93,121
Auditorium	325,233	-	325,233	310,674
Development services	263,351	-	263,351	191,013
Police	2,210,632	-	2,210,632	2,035,951
Fire	2,048,323	-	2,048,323	1,783,271
Emergency management	18,179	-	18,179	31,312
Court	161,005	-	161,005	125,197
Airport	433,340	-	433,340	474,876
Drainage	200,185	-	200,185	189,868
Street	1,799,844	-	1,799,844	1,594,094
Parks	630,959	-	630,959	584,028
Recreation	3,653	-	3,653	3,653
Senior center	103,694	-	103,694	83,677
Recycling center	156,422	-	156,422	96,204
Cemetery	126,880	-	126,880	125,931
Information technology	73,943	-	73,943	85,908
Property control	4,594	-	4,594	6,680
Human resources	86,489	-	86,489	65,926
Golf course	596,905	-	596,905	501,881
Tourism development	77,042	-	77,042	81,399
Communication and events	30,783	-	30,783	32,722
Economic development	193,796	-	193,796	408,309
Other	349	-	349	157
Debt service	78,238	-	78,238	92,338
Water and sewer	-	5,392,393	5,392,393	4,945,033
Total Expenses	10,281,383	5,392,393	15,673,776	14,400,347
Changes in Net Position	\$ 5,432,538	\$ 767,174	\$ 6,199,712	\$ 7,767,581

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Governmental Activities

Governmental activities increased the net position of the City by \$5,432,538. Tax revenues for the City were \$12,932,538 which represents 82% of the funding of these activities. Program revenues for the functions totaled \$2,574,884 or 16% of the funding. The following table shows the cost of the City's programs as well as each programs' net cost (total cost less revenues generated by the activities). The net cost shows the financial burden that was placed on the taxpayers by each of these functions.

Net Cost of the City of Neosho's Governmental Activities

	Total Cost of Services	Net Cost of Services
Administrative	\$ 548,585	\$ 496,297
Clerk/council	108,959	108,959
Auditorium	325,233	285,221
Development services	263,351	125,770
Police	2,210,632	1,658,313
Fire	2,048,323	1,904,560
Emergency management	18,179	18,179
Court	161,005	138,708
Airport	433,340	(77,939)
Drainage	200,185	35,583
Street	1,799,844	1,753,040
Parks	630,959	606,154
Recreation	3,653	3,653
Senior center	103,694	103,694
Recycling center	156,422	56,047
Cemetery	126,880	82,862
Information technology	73,943	73,943
Property control	4,594	4,594
Human resources	86,489	86,489
Golf course	596,905	(3,803)
Tourism development	77,042	77,042
Communication and events	30,783	1,750
Economic development	193,796	88,796
Other	349	349
Debt service	78,238	78,238
	<u>\$ 10,281,383</u>	<u>\$ 7,706,499</u>

Business-Type Activities

Business-type activities increased the City's net position by \$767,174. This is down from the increase received last year from the City's business-type activities. The increase in the prior year was \$1,632,950.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Financial Analysis of the City's Funds

The combined fund balances of the City's governmental funds as of September 30, 2023, were \$17,199,743. The combined fund balances are up \$2,198,850 from the prior year. The City continues to take strong measures to ensure the City stays in a position of financial stability. The staff in all City departments strives to bring a level of service the citizens of Neosho expect and deserve.

General Fund Budgetary Highlights

Differences between the original, the final amended budget, and the actual results can be summarized as follows:

The original revenue budget of \$7,856,965 was amended to \$8,252,761.

The original expenditures budget of \$4,740,530 was amended to \$4,454,928.

Budget adjustments were presented and approved by the City Council. Final amended budgeted revenues were \$449,822 less than actual revenues, and budgeted expenditures were \$531,251 above actual expenditures.

Capital Asset and Debt Administration

Capital Assets

Capital assets of the governmental activities were \$34,506,283 (net of accumulated depreciation) as of September 30, 2023. This represents a \$1,884,464 increase from the prior year. The increase is due to the addition of new assets outweighing the current year provisions of depreciation. Capital assets for business-type activities were \$19,562,264 as of September 30, 2023. This represents a decrease of \$80,763 from the prior year. The decrease is due to current year provisions of depreciation outweighing the current year addition of new assets.

Debt

Total debt of the governmental activities as of September 30, 2023, was \$3,585,743 which is down \$1,199,522 from the prior year. The debt balance is net of deferred losses and premiums on refundings. The decrease is due to principal payments made in the current year.

Total debt of the business-type activities as of September 30, 2023, was \$7,218,700, which is down \$801,446. The decrease is due to principal payments made in the current year.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Economic Factors and Next Year's Budget

The economic impact on the City appears to have slowed from that of the pace witnessed in recent fiscal years. We continue to see peaks and valleys throughout the year in the General Fund (1% sales tax). Sales tax receipts have slowed with a slight increase of 5% for FY2023. Our efforts to pursue capital improvement continue focused, but cautious. In FY2023, a new shopping center housing Eagle Outfitters was completed and opened. This will bring in additional sales tax and property tax revenue to the City. Growth for commercial and residential remains constant at a calm, but steady pace. Revenues are expected to remain steady for FY2024. The city serves 12,590 residents as of the 2020 U.S. Census, a 6.4% increase since the 2010 Census. The city limit population moved from 11,835 in 2010 to an estimated 12,590 in 2020. While the City's revenues remain fairly consistent, expenses across the board continue to rise.

We continue to seek out and apply for grants available to us. The City plans to apply and use MODOT grants again in 2024. The Police Department is applying for the Local Law Enforcement Block Grant (LLEGB) grant for funding small capital items. In addition the Police Department is applying for other grants available to local law enforcement. The City plans to renew the contract with the Neosho Area Fire Protection District and the Neosho YMCA. The City has been approved for DED funding for a stormwater mitigation project which begin in FY2023. In addition, the City received approval from DNR using an ARPA grant to complete two additional drainage projects to begin FY2024.

The combined leadership of the Council and staff continue to look toward the future through proper planning, budgeting and efficiency of all City staff and resources. The City's fleet and equipment are continually updated and properly maintained. The City Administration has worked hard to properly budget for the replacement of worn-out equipment including vehicles and will continue when appropriate to do so and only when the budget allows for those capital expenditures. Replacement of the roofing material at City Hall and the auditorium began December 2023 and October 2023 respectively. Improvements at Scenic Park, and the Bike Trails in Morse Park are planned. In addition, resurfacing of roads, alleyways and IOOF Cemetery are planned for the upcoming year. The City is in the beginning stages for the planning and design of the long anticipated Public Safety Center.

For FY2024, the City has looked into a management contract for the Neosho Golf Course. This will be similar to the agreement utilized under the City's water and wastewater treatment facilities. This arrangement will ensure the efficient operations of the golf course. This new relationship will continue to be evaluated to ensure the continued collaboration remains in the best interest of the City.

There are current and ongoing plans in FY2024 for projects to promote tourism and grow revenue. A Hotel Feasibility study is being conducted and will be finalized in FY2024. Whenever possible, grant money will be used for these projects.

Additional master meters are budgeted for purchase and will be installed to monitor the pressure zone established to be a high loss area. As isolation continues within the high loss areas, concentrated efforts are being made in replacing and repairing mains to reduce the City's high water loss. A high priority is placed on respecting the budget and our duties to be transparent when considering costs, expenses, repairs, and purchases. The City continues to strive to ensure the Council and the citizens of Neosho are supplied with up-to-date financial information to ensure informed quality decisions are made on behalf of the City.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

As stated in prior years, the greatest asset the City has is its staff of well trained, dedicated employees. Gradually increasing staff in vital City departments and improving the quality of staff and services through training and cross-training among positions is a priority to better serve the needs of the City and its citizens.

The contract with Alliance Water Resources for the management of the City's water treatment and wastewater facilities was renewed in October 2020. These types of arrangements will ensure the efficient delivery of quality drinking water and treatment of wastewater for the City of Neosho. This relationship will continue to be evaluated to ensure the continued collaboration remains in the best interest of the City.

By remembering the lessons learned from lean times, we strive to pursue economic growth and embrace new development that benefits our Citizens. The City is encouraging more community involvement in the process of long-term planning, goal setting, and budget preparations.

The debt of the City continues to be a focus of the City Council for the foreseeable future. Debt schedules are included in the notes to the financial statements. The City's overall financial picture will continue to require careful and concise planning to fulfill obligations to both debtors and the citizens. The City continues to maintain very strong reserves.

Contacting the City's Financial Management

For additional information or questions, please contact any of the following officers at:

City of Neosho
203 East Main
Neosho, Missouri 64850
(417) 451-8050

David Kennedy, City Manager	d.kennedy@neoshomo.gov
Leslie Forest, Finance Director	lforest@neoshomo.gov
Cheyenne Wright, City Clerk	cwright@neoshomo.gov

City of Neosho

Statement of Net Position

September 30, 2023

	Governmental Activities	Business-Type Activities	Total
Assets			
Current			
Cash and cash equivalents - unrestricted	\$ 15,105,889	\$ 5,381,725	\$ 20,487,614
Taxes receivable	2,022,423	-	2,022,423
Utilities receivable, net	-	509,249	509,249
Other accounts receivable	33,648	17,291	50,939
Court fines receivable, net	27,897	-	27,897
Intergovernmental receivable	366,095	-	366,095
Interest receivable	506	7,364	7,870
Leases receivable - current	1,132	14,031	15,163
Inventory	85,790	-	85,790
Prepaid expenses	279,559	133,763	413,322
Noncurrent			
Restricted cash and cash equivalents	2,045,452	296,041	2,341,493
Leases receivable - noncurrent	113,899	364,752	478,651
Net pension asset	3,397,996	674,376	4,072,372
Capital Assets			
Non-depreciable	11,818,329	210,677	12,029,006
Depreciable, net	22,687,954	19,351,587	42,039,541
Total Assets	57,986,569	26,960,856	84,947,425
Deferred Outflow of Resources			
Deferred pension outflow	674,349	98,694	773,043
Deferred charge on refundings	46,938	-	46,938
Total Deferred Outflow of Resources	721,287	98,694	819,981
Liabilities			
Current			
Accounts payable	995,270	162,730	1,158,000
Accrued expenses	168,493	27,969	196,462
Accrued interest payable	38,408	27,251	65,659
Deposits held	14,958	-	14,958
Meter deposits held	-	71,990	71,990
Unearned revenue	1,559,237	-	1,559,237
Current maturities of long-term debt	678,154	782,300	1,460,454
	3,454,520	1,072,240	4,526,760
Noncurrent			
Certificates of participation payable	1,655,000	-	1,655,000
Bonds payable	1,299,527	6,436,400	7,735,927
Compensated absences payable	185,332	36,312	221,644
	3,139,859	6,472,712	9,612,571
Total Liabilities	6,594,379	7,544,952	14,139,331

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Net Position

September 30, 2023

	Governmental Activities	Business-Type Activities	Total
Deferred Inflow of Resources			
Deferred lease inflow	117,942	371,160	489,102
Deferred pension inflow	398,524	18,244	416,768
Total Deferred Inflow of Resources	<u>516,466</u>	<u>389,404</u>	<u>905,870</u>
Net Position			
Net investment in capital assets	30,920,540	12,343,564	43,264,104
Restricted	6,068,863	224,051	6,292,914
Unrestricted	14,607,608	6,557,579	21,165,187
Total Net Position	<u><u>\$ 51,597,011</u></u>	<u><u>\$ 19,125,194</u></u>	<u><u>\$ 70,722,205</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Activities

Year Ended September 30, 2023

Functions/Programs	Expenses	Program Revenues			Net (Expenses), Revenues, and Changes in Net Position		
		Charges for Services	Operating Grants and Contributions	Capital Grants and Contributions	Governmental Activities	Business-Type Activities	Total
Governmental Activities							
Administrative	\$ (548,585)	\$ 52,288	\$ -	\$ -	\$ (496,297)	\$ -	\$ (496,297)
Clerk/Council	(108,959)	-	-	-	(108,959)	-	(108,959)
Auditorium	(325,233)	40,012	-	-	(285,221)	-	(285,221)
Development services	(263,351)	137,581	-	-	(125,770)	-	(125,770)
Police	(2,210,632)	528,382	23,937	-	(1,658,313)	-	(1,658,313)
Fire	(2,048,323)	126,093	40	17,630	(1,904,560)	-	(1,904,560)
Emergency management	(18,179)	-	-	-	(18,179)	-	(18,179)
Court	(161,005)	22,297	-	-	(138,708)	-	(138,708)
Airport	(433,340)	241,257	-	270,022	77,939	-	77,939
Drainage	(200,185)	-	37,731	126,871	(35,583)	-	(35,583)
Street	(1,799,844)	-	-	46,804	(1,753,040)	-	(1,753,040)
Parks	(630,959)	8,316	16,489	-	(606,154)	-	(606,154)
Recreation	(3,653)	-	-	-	(3,653)	-	(3,653)
Senior center	(103,694)	-	-	-	(103,694)	-	(103,694)
Recycling center	(156,422)	31,542	68,833	-	(56,047)	-	(56,047)
Cemetery	(126,880)	40,000	4,018	-	(82,862)	-	(82,862)
Information technology	(73,943)	-	-	-	(73,943)	-	(73,943)
Property control	(4,594)	-	-	-	(4,594)	-	(4,594)
Human resources	(86,489)	-	-	-	(86,489)	-	(86,489)
Golf course	(596,905)	600,708	-	-	3,803	-	3,803
Tourism development	(77,042)	-	-	-	(77,042)	-	(77,042)
Communications and events	(30,783)	12,883	16,150	-	(1,750)	-	(1,750)
Economic development	(193,796)	-	-	105,000	(88,796)	-	(88,796)
Other	(349)	-	-	-	(349)	-	(349)
Debt service	(78,238)	-	-	-	(78,238)	-	(78,238)
Total Governmental Activities	(10,281,383)	1,841,359	167,198	566,327	(7,706,499)	-	(7,706,499)

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Activities

Year Ended September 30, 2023

Functions/Programs	Program Revenues				Net (Expenses), Revenues, and Changes in Net Position		
	Expenses	Charges for Services	Operating Grants and Contributions	Capital Grants and Contributions	Governmental Activities	Business-Type Activities	Total
Business-Type Activities							
Water and Sewer	(5,392,393)	5,670,352	-	348,322	-	626,281	626,281
Total Business-Type Activities	<u>(5,392,393)</u>	<u>5,670,352</u>	<u>-</u>	<u>348,322</u>	<u>-</u>	<u>626,281</u>	<u>626,281</u>
Total Government	<u>\$ (15,673,776)</u>	<u>\$ 7,511,711</u>	<u>\$ 167,198</u>	<u>\$ 914,649</u>	<u>(7,706,499)</u>	<u>626,281</u>	<u>(7,080,218)</u>
General Revenues							
Property taxes					498,450	-	498,450
Sales taxes					10,788,965	-	10,788,965
Motor vehicle and gas taxes					630,358	-	630,358
Other and delinquent taxes					142,144	-	142,144
Franchise fees					872,621	-	872,621
Interest					72,502	34,043	106,545
Other revenue					80,692	39,848	120,540
Special Items							
Gain on sale of assets					76,983	-	76,983
Insurance proceeds					43,324	-	43,324
Transfers					(67,002)	67,002	-
Total General Revenues, Special Items, and Transfers					<u>13,139,037</u>	<u>140,893</u>	<u>13,279,930</u>
<i>Changes in Net Position</i>					5,432,538	767,174	6,199,712
Net Position, Beginning of year					46,164,473	18,358,020	64,522,493
Net Position, End of year					<u>\$ 51,597,011</u>	<u>\$ 19,125,194</u>	<u>\$ 70,722,205</u>

See accompanying Notes to the Financial Statements.

City of Neosho

Balance Sheet – Governmental Funds

September 30, 2023

	Special Revenue Funds					Total Governmental Funds
	General Fund	Street Sales Tax Fund	Fire Sales Tax Fund	Economic Development Sales Tax Fund	Nonmajor Governmental Funds	
Assets						
Cash and cash equivalents	\$ 7,125,257	\$ 2,138,480	\$ 477,932	\$ 536,108	\$ 4,797,812	\$ 15,075,589
Taxes receivable	1,250,137	193,128	128,696	64,348	386,114	2,022,423
Leases receivable	115,031	-	-	-	-	115,031
Interest receivable	506	-	-	-	-	506
Other accounts receivable	28,411	-	-	-	5,237	33,648
Court fines receivable, net	27,897	-	-	-	-	27,897
Intergovernmental receivable	276,877	-	-	-	89,218	366,095
Inventory	85,790	-	-	-	-	85,790
Prepaid expenses	108,649	15,264	72,261	-	83,385	279,559
Restricted cash and cash equivalents	1,587,880	116,936	-	-	340,636	2,045,452
Total Assets	<u>\$10,606,435</u>	<u>\$ 2,463,808</u>	<u>\$ 678,889</u>	<u>\$ 600,456</u>	<u>\$ 5,702,402</u>	<u>\$ 20,051,990</u>
Liabilities, Deferred Inflows, and Fund Balances						
Liabilities						
Accounts payable	\$ 419,774	\$ 42,308	\$ 21,637	\$ 445,940	\$ 61,958	\$ 991,617
Accrued expenses	100,937	12,994	53,714	-	848	168,493
Deposits held	6,800	-	-	-	8,158	14,958
Unearned revenue	1,559,237	-	-	-	-	1,559,237
Total Liabilities	<u>2,086,748</u>	<u>55,302</u>	<u>75,351</u>	<u>445,940</u>	<u>70,964</u>	<u>2,734,305</u>
Deferred Inflow of Resources						
Deferred inflow - leases	117,942	-	-	-	-	117,942

See accompanying Notes to the Financial Statements.

City of Neosho

Balance Sheet – Governmental Funds

September 30, 2023

	Special Revenue Funds				Nonmajor Governmental Funds	Total Governmental Funds
	General Fund	Street Sales Tax Fund	Fire Sales Tax Fund	Economic Development Sales Tax Fund		
Fund Balance						
Nonspendable						
Permanent - Parks	-	-	-	-	48,637	48,637
Inventory	85,790	-	-	-	-	85,790
Prepaid items	108,649	15,264	72,261	-	83,385	279,559
Restricted for						
Public safety	-	-	-	-	14,189	14,189
Drainage	-	-	-	-	1,298,503	1,298,503
Auditorium	-	-	-	-	815,208	815,208
Streets	-	2,393,242	-	-	-	2,393,242
Senior center	-	-	-	-	167,385	167,385
Street and bridge	-	-	-	-	776,601	776,601
Tourism development	-	-	-	-	287,043	287,043
Debt service	-	-	-	-	316,692	316,692
Assigned to						
Drainage	-	-	-	-	98,995	98,995
Public safety	-	-	531,277	-	-	531,277
Parks and recreation	-	-	-	-	653,100	653,100
Auditorium	-	-	-	-	296,389	296,389
Senior center	-	-	-	-	61,174	61,174
Economic development	-	-	-	154,516	-	154,516
Golf course	-	-	-	-	555,339	555,339
Street and bridge	-	-	-	-	152,799	152,799
Tourism development	-	-	-	-	5,999	5,999
Unassigned	8,207,306	-	-	-	-	8,207,306
Total Fund Balances	8,401,745	2,408,506	603,538	154,516	5,631,438	17,199,743
Total Liabilities, Deferred Inflows, and Fund Balances	\$10,606,435	\$ 2,463,808	\$ 678,889	\$ 600,456	\$ 5,702,402	\$ 20,051,990

See accompanying Notes to the Financial Statements.

City of Neosho

Reconciliation of the Governmental Funds Balance Sheet to the Statement of Net Position

September 30, 2023

Fund balance - total governmental funds	\$ 17,199,743
Capital assets used in governmental activities are not financial resources and, therefore, are not reported in the funds:	
Governmental capital assets	73,196,587
Less accumulated depreciation	<u>(38,690,304)</u>
	34,506,283
Internal Service Funds are used by management to charge the costs of insurance to individual funds. The assets and liabilities of the Internal Service Fund are included in governmental activities in the statement of net position.	26,647
The net pension asset and deferred costs are not available to pay for current period expenditures and, therefore, are not reported in the funds:	
Net pension asset	3,397,996
Deferred outflows due to pensions	674,349
Deferred inflows due to pensions	<u>(398,524)</u>
	3,673,821
Interest on long-term debt is not accrued in governmental funds, but rather is recognized as an expenditure when due	(38,408)
Long-term liabilities are not due and payable in the current period and, therefore, are not reported in the funds	<u>(3,771,075)</u>
Net Position of Governmental Activities	<u><u>\$ 51,597,011</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Revenues, Expenditures, and Changes in Fund Balances – Governmental Funds

Year Ended September 30, 2023

		Special Revenue Funds				
	General Fund	Street Sales Tax Fund	Fire Sales Tax Fund	Economic Development Sales Tax Fund	Nonmajor Governmental Funds	Total Governmental Funds
Revenues						
Taxes	\$ 7,190,126	\$ 1,884,757	\$ 838,036	\$ 418,017	\$ 2,601,603	\$ 12,932,539
Licenses and permits	228,782	-	-	-	-	228,782
Intergovernmental revenues	370,239	28,039	17,630	-	158,461	574,369
Charges for services	395,048	-	126,093	-	654,330	1,175,471
Fines and forfeitures	354,081	-	-	-	-	354,081
Donations and other contributions	4,018	-	-	105,000	33,948	142,966
Miscellaneous	160,289	22,834	17,641	1,491	38,752	241,007
Total Revenues	8,702,583	1,935,630	999,400	524,508	3,487,094	15,649,215
Expenditures						
Current						
Administrative	536,698	-	-	-	-	536,698
Clerk/Council	106,805	-	-	-	-	106,805
Auditorium	-	-	-	-	147,060	147,060
Development services	251,191	-	-	-	-	251,191
Police	2,093,833	-	-	-	23,489	2,117,322
Fire	-	-	2,090,120	-	-	2,090,120
Emergency management	15,352	-	-	-	-	15,352
Court	155,439	-	-	-	-	155,439
Airport	303,598	-	-	-	-	303,598
Drainage	-	-	-	-	141,688	141,688
Street	-	1,635,381	-	-	-	1,635,381
Parks and recreation	-	-	-	-	507,613	507,613
Senior center	-	-	-	-	65,181	65,181
Recycling center	143,258	-	-	-	-	143,258
Information technology	72,546	-	-	-	-	72,546
Property control	4,594	-	-	-	-	4,594
Human resources	84,044	-	-	-	-	84,044
Golf course	-	-	-	-	583,595	583,595
Tourism development	-	-	-	-	77,042	77,042
Communications and events	30,783	-	-	-	-	30,783
Cemetery	125,536	-	-	-	-	125,536
Economic development	-	-	-	3,567,935	-	3,567,935
Other	-	-	-	-	349	349
Debt Service						
Principal and interest	-	-	-	-	743,769	743,769
Total Expenditures	3,923,677	1,635,381	2,090,120	3,567,935	2,289,786	13,506,899

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Revenues, Expenditures, and Changes in Fund Balances – Governmental Funds Year Ended September 30, 2023

	Special Revenue Funds				Nonmajor Governmental Funds	Total Governmental Funds
	General Fund	Street Sales Tax Fund	Fire Sales Tax Fund	Economic Development Sales Tax Fund		
<i>Excess (Deficit) of Revenues Over Expenditures</i>	4,778,906	300,249	(1,090,720)	(3,043,427)	1,197,308	2,142,316
Other Financing Sources (Uses)						
Operating transfers in (out)	(3,372,549)	(188,395)	1,053,184	2,686,707	(245,949)	(67,002)
Sale of assets	14,639	37,073	-	28,500	-	80,212
Insurance proceeds	23,324	-	-	-	20,000	43,324
Total Other Financing Sources (Uses)	<u>(3,334,586)</u>	<u>(151,322)</u>	<u>1,053,184</u>	<u>2,715,207</u>	<u>(225,949)</u>	<u>56,534</u>
<i>Net Change in Fund Balances</i>	1,444,320	148,927	(37,536)	(328,220)	971,359	2,198,850
Fund Balance, October 1	6,957,425	2,259,579	641,074	482,736	4,660,079	15,000,893
Fund Balance, September 30	<u><u>\$ 8,401,745</u></u>	<u><u>\$ 2,408,506</u></u>	<u><u>\$ 603,538</u></u>	<u><u>\$ 154,516</u></u>	<u><u>\$ 5,631,438</u></u>	<u><u>\$ 17,199,743</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Reconciliation of the Statement of Revenues, Expenditures, and Changes in Fund Balances of Governmental Funds to the Statement of Activities

Year Ended September 30, 2023

Net change in fund balances - total governmental funds	\$ 2,198,850
--	--------------

Amounts reported for governmental activities in the Statement of Activities
are different because:

Internal Service Fund receipts and disbursements are included in the Statement of Activities	(6,703)
--	---------

Governmental funds report capital outlays as expenditures. However, in the Statement of Activities the cost of these assets is allocated over their estimated useful lives on a straight line basis and reported as depreciation expense. The following is the detail of the amount by which capital outlay exceeded depreciation for the year.

Capital outlay	3,568,951
Depreciation	(1,658,476)
Disposal of capital assets, net	(26,011)
	<u>1,884,464</u>

The issuance of long-term debt provides current financial resources to governmental funds. The repayment of the principal of long-term debt is a use of current financial resources of governmental funds. In the statement of activities, interest is accrued on outstanding debt whereas in the governmental funds, an interest expenditure is reported when due. The following is the detail of the net affect of these differences.

Repayment of principal on debt	1,199,522
Change in accrued interest payable	4,536
	<u>1,204,058</u>

Some expenses reported in the statement of activities do not require the use of current financial resources and therefore are not reported as expenditures in the governmental funds:

Change in pension related costs	120,717
Change in compensated absences	31,152
	<u>151,869</u>
Change in Net Position of Governmental Activities	<u><u>\$ 5,432,538</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Net Position – Proprietary Funds

September 30, 2023

	Water and Sewer Fund	Internal Service Fund
Assets		
Current Assets		
Cash and cash equivalents	\$ 5,381,725	\$ 30,300
Utilities receivable, net	509,249	-
Leases receivable -current	14,031	-
Interest receivable	7,364	-
Other accounts receivable	17,291	-
Prepaid expenses	133,763	-
Total Current Assets	6,063,423	30,300
Noncurrent Assets		
Restricted cash and cash equivalents	296,041	-
Net pension asset	674,376	-
Leases receivable - noncurrent	364,752	-
Capital assets		
Nondepreciable	210,677	-
Depreciable, net	19,351,587	-
Total Noncurrent Assets	20,897,433	-
Total Assets	26,960,856	30,300
Deferred Outflow of Resources		
Deferred pension outflow	98,694	-
Liabilities		
Current Liabilities		
Accounts payable	162,730	3,653
Accrued expenses	27,969	-
Accrued interest payable	27,251	-
Meter deposits payable	71,990	-
Current maturities of long-term debt	782,300	-
Total Current Liabilities	1,072,240	3,653
Long-Term Liabilities		
Revenue bonds payable	6,436,400	-
Compensated absences payable	36,312	-
Total Long-Term Liabilities	6,472,712	-
Total Liabilities	7,544,952	3,653
Deferred Inflow of Resources		
Deferred lease inflow	371,160	-
Deferred pension inflow	18,244	-
	389,404	-
Net Position		
Net investment in capital assets	12,343,564	-
Restricted for debt service	224,051	-
Unrestricted	6,557,579	26,647
Total Net Position	\$ 19,125,194	\$ 26,647

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Revenues, Expenses, and Changes in Net Position – Proprietary Funds

Year Ended September 30, 2023

	<u>Water and Sewer Fund</u>	<u>Internal Service Fund</u>
Operating Revenues		
Charges for services		
Water and sewer	\$ 5,670,352	\$ -
Employer insurance contributions	-	764,758
Employee insurance contributions	-	141,248
Total Operating Revenues	<u>5,670,352</u>	<u>906,006</u>
Operating Expenses		
Personnel services	974,485	-
Contractual services	2,043,304	-
Repairs and maintenance	401,164	-
Supplies	143,415	-
Utilities	628,907	-
Insurance	91,171	-
Depreciation	944,093	-
Miscellaneous	10,010	-
Insurance claims and premiums	-	912,709
Total Operating Expenses	<u>5,236,549</u>	<u>912,709</u>
<i>Operating Income (Loss)</i>	433,803	(6,703)
Nonoperating Revenues (Expenses)		
Interest income	34,043	-
Other revenue	39,848	-
Intergovernmental revenues	348,322	-
Interest expense	(155,844)	-
Total Nonoperating Revenues (Expenses)	<u>266,369</u>	<u>-</u>
<i>Income (Loss) Before Operating Transfers</i>	700,172	(6,703)
Net Operating Transfers In	<u>67,002</u>	<u>-</u>
<i>Net Income (Loss)</i>	767,174	(6,703)
Net Position, October 1	18,358,020	33,350
Net Position, September 30	<u><u>\$ 19,125,194</u></u>	<u><u>\$ 26,647</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Cash Flows – Proprietary Funds

Year Ended September 30, 2023

	Water and Sewer Fund	Internal Service Fund
Cash Flows from Operating Activities		
Cash received from customers	\$ 5,621,892	\$ 906,006
Cash paid to suppliers	(3,597,897)	(912,711)
Cash paid to employees	(1,055,791)	-
Other cash received for nonoperating revenues	39,848	-
Net Cash Provided (Used) by Operating Activities	1,008,052	(6,705)
Cash Flows from Noncapital Financing Activities		
Operating transfers from other funds	67,002	-
Net Cash Provided by Noncapital Financing Activities	67,002	-
Cash Flows from Capital and Related Financing Activities		
Purchase of fixed assets	(863,330)	-
Payment of principal on debt	(34,846)	-
Payment of principal on bonds	(766,600)	-
Grant proceeds	348,322	-
Payment of interest expense	(159,125)	-
Net Cash (Used) by Capital and Related Financing Activities	(1,475,579)	-
Cash Flows from Investing Activities		
Interest received on investments	34,043	-
Net Cash Provided by Investing Activities	34,043	-
<i>Net Increase (Decrease) in Cash and Cash Equivalents</i>	<i>(366,482)</i>	<i>(6,705)</i>
Cash and Cash Equivalents, Beginning of year	6,044,248	37,005
Cash and Cash Equivalents, End of year	5,677,766	30,300
Less Restricted Cash and Cash Equivalents	(296,041)	-
Unrestricted Cash and Cash Equivalents	\$ 5,381,725	\$ 30,300
Reconciliation of Operating Income (Loss) to Net Cash Provided by Operating Activities		
Operating income (loss)	\$ 433,803	\$ (6,703)
Adjustments to reconcile operating income (loss) to net cash provided (used) by operating activities:		
Depreciation	944,093	-
(Increase) decrease in		
Utilities receivable	(4,252)	-
Other accounts receivable	14,304	-
Prepaid expenses	(16,216)	-
Net pension asset	113,424	-
Deferred pension outflow	(91,130)	-
Increase (decrease) in		
Accounts payable	(242,143)	(2)
Accrued expenses	3,622	-
Meter deposits payable	995	-
Deferred pension inflow	(106,554)	-
Deferred lease inflow	(21,567)	-
Unearned revenue	(59,507)	-
Compensated absences	(668)	-
Other cash received for nonoperating revenues	39,848	-
Net Cash Provided (Used) by Operating Activities	\$ 1,008,052	\$ (6,705)

See accompanying Notes to the Financial Statements.

City of Neosho

Notes to the Financial Statements

September 30, 2023

1. Summary of Significant Accounting Policies

The City of Neosho, Missouri, (the City) adopted a home rule charter in 1973 and operates under the Council/City Manager form of government. The City provides the following services as authorized by its charter: public safety (police and fire), streets, culture-recreation, public works, planning, and general administrative services. Other services include water and sewer operations and golf course.

The accounting policies of the City conform to accounting principles generally accepted in the United States of America as applicable to governments. The following is a summary of the more significant policies.

Financial Reporting Entity

The City is organized under laws of the State of Missouri and is a primary government, which is governed by an elected council. As required by accounting principles generally accepted in the United States of America, the City has evaluated the above criteria to determine whether any other entity meets the definition of a component unit and must be included in these financial statements. The City has determined that no other outside entity meets the above criteria and, therefore, no other entity has been included as a component unit in the financial statements. In addition, the City is not aware of any entity for which the City would be considered as a component unit of that entity.

Basis of Presentation

The basic financial statements include both the government-wide (the Statement of Net Position and the Statement of Activities) and fund financial statements.

Government-Wide Financial Statements

The government-wide statements display information about the government as a whole. Interfund activity has been eliminated from these statements to minimize the duplication of internal activities. Governmental activities, which are supported by taxes and intergovernmental revenues, are reported separately from business-type activities, which rely on fees and charges for services for support.

In the government-wide Statement of Net Position, both the governmental and business-type activities are consolidated and presented on the full accrual, economic resources basis of accounting. The consolidated presentation incorporates long-term assets and receivables as well as long-term debt and obligations, and it provides information to improve analysis and comparability.

The government-wide Statement of Activities presents a comparison between direct expenses and program revenues for each function of the City's governmental and business-type activities. Direct expenses are those that are specifically associated with a program or a function. Program revenues include charges for goods or services offered by the programs and grants and contributions that are restricted to meet operating and capital expenses of a particular program. Revenues that are not classified as program revenues, including all taxes, are presented as general revenues.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Fund Financial Statements

Separate fund financial statements report information on the City's governmental and proprietary funds. The emphasis of fund financial statements is on major governmental and enterprise funds, each displayed in a separate column. All remaining funds are aggregated and reported as nonmajor funds in their respective categories. Governmental resources are allocated to, and accounted for, in individual funds based on the purpose for which they are to be spent and the means by which spending activities are controlled. The emphasis in fund financial statements is on the major funds.

Governmental Fund Types: The governmental fund financial statements are reported using the current financial resources measurement focus and the modified accrual basis of accounting. This means that the emphasis is on near-term inflows and outflows of resources and does not present the long-term impact of transactions. It is necessary to convert the governmental fund data to arrive at the government-wide financial statements. Therefore, reconciliations have been provided following the Governmental Funds Balance Sheet and the Statement of Revenues, Expenditures, and Changes in Fund Balance identifying categories that required conversion from the fund statements.

The City reports the following major governmental funds:

General Fund: The General Fund is the general operating fund of the City. It is used to account for all financial resources except those required to be accounted for in another fund.

Street Sales Tax Fund: The Street Sales Tax Fund accounts for sales tax revenues that are restricted, committed, or assigned for the purpose of funding street maintenance, improvements, and indebtedness.

Fire Sales Tax Fund: The Fire Sales Tax Fund accounts for sales tax revenues that are restricted, committed, or assigned for the purpose of funding fire department operations.

Economic Development Sales Tax Fund: The Economic Development Sales Tax Fund accounts for sales tax revenues that are restricted, committed, or assigned for the purpose of funding of capital economic development.

Proprietary Fund Types: The focus of proprietary fund measurement is upon determination of operating income, changes in net position, and cash flows. Operating revenues and expenses are distinguished from non-operating revenues and expenses. Operating revenues and expenses generally result from providing services and producing and delivering goods in connection with a proprietary fund's principal ongoing operations. All revenues and expenses not meeting this definition are reported as non-operating revenues and expenses. The principal operating revenues of enterprise funds are charges to customers for services. Operating expenses consist of cost of sales and services, administrative expenses, and depreciation on capital assets.

The City reports the following major proprietary funds:

Water and Sewer Fund: The Water and Sewer Fund is an enterprise fund and accounts for the activities and capital improvements of the City's water and sewer system which provides services to the residents of the City.

Internal Service Fund: The Internal Service Fund is used to account for the accumulation of resources used to fund claims under the City's health insurance plan.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Unearned Revenue

This is future grant revenue received in advance of corresponding grant expenses. These revenues will be recognized as income when the grant expenses are incurred.

Capital Assets

Capital assets include land, buildings, improvements, equipment, and infrastructure assets (e.g., roads, bridges, storm sewers, and similar items) and are included in the applicable governmental or business-type activities columns in the government-wide financial statements. Capital assets, excluding land, are defined by the City as assets with a cost of \$5,000 or greater and an estimated useful life of at least one year. All land purchases are capitalized regardless of cost. All purchased fixed assets are valued at cost where historical records are available and at an estimated historical cost where no historical records exist. Donated fixed assets are valued at their estimated fair market value on the date received. The costs of normal maintenance and repairs that do not add to the value of the asset or materially extend asset lives are not capitalized.

Historically, governmental infrastructure assets have not been capitalized and reported in the financial statements. In conformity with GASB 34, infrastructure, such as streets and storm sewers, has been capitalized. Additionally, the city elected to depreciate its infrastructure assets. Depreciation is provided in amounts sufficient to relate the cost of the depreciable assets to operations over their estimated service lives on the straight-line basis. The service lives by type of asset are as follows:

Machinery and equipment	2-25 years
Water plant and equipment	5-50 years
Sewer plant and equipment	5-50 years
Buildings and improvements	10-50 years
Golf course infrastructure	5-40 years
Infrastructure	20-50 years
Land improvements	25-50 years

Expenditures for maintenance and repairs are charged to expense; renewals and betterments are capitalized.

Pooled Cash and Cash Equivalents

The City pools cash resources of its various funds in order to facilitate the management of cash. Cash applicable to a particular fund is readily identifiable. The balance in the pooled cash account is available to meet current operating requirements. Cash in excess of current requirements is invested in interest-bearing accounts.

Inventories

Inventories are stated at the lower of cost or market. Cost is determined using the first-in, first-out method. Inventory usage is recognized on the consumption method.

Revenue Recognition

Property taxes attach as an enforceable lien on property as of January 1. Taxes are levied on November 1 and are due and payable at that time. All unpaid taxes levied November 1 become delinquent after December 31 of that year.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Compensated Absences

The City's vacation policy grants an employee two weeks of vacation after one year of service and three weeks of vacation after ten years. Vacations not taken within one year are forfeited unless written permission is granted to carry unused vacation forward. Unused vacation at termination of employment is paid to the terminated employee provided proper notice was given by the employee.

Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Fund Balance Classification

In the fund financial statements, governmental funds report aggregate amounts for five classifications of fund balances based on constraints imposed on the use of these resources as follows:

Nonspendable fund balance: This classification includes amounts that cannot be spent because they are either a) not in spendable form or b) legally or contractually required to be maintained intact.

Restricted fund balance: This classification reflects the constraints imposed on resources either a) externally by creditors, grantors, contributors, or laws or regulations of other governments; or b) imposed by law through constitutional provisions or enabling legislation.

Committed fund balance: These amounts can only be used for specific purposes pursuant to constraints imposed by formal resolutions of the City Council – the government's highest level of decision making authority. Those committed amounts cannot be used for any other purpose unless the Council removes the specified use by taking the same type of action imposing the commitment.

Assigned fund balance: This classification reflects the amounts constrained by the City's "intent" to be used for specific purposes, but are neither restricted nor committed. Assigned fund balances include all remaining amounts (except negative balances) that are reported in the governmental funds, other than the General Fund, that are not classified as nonspendable and are neither restricted nor committed.

Unassigned fund balance: This fund balance is the residual classification for the General Fund. It is also used to report negative fund balances in other governmental funds.

In circumstances when a disbursement is made for a purpose for which amounts are available in multiple fund balance classifications, fund balance is depleted in the order of restricted, committed, assigned, and unassigned.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Net Position

In the government-wide and proprietary fund financial statements, equity is displayed in three components as follows:

Net Investment in Capital Assets: This consists of capital assets, net of accumulated depreciation, less the outstanding balances of any bonds, notes or other borrowings that are attributable to the acquisition, construction, or improvement of those assets.

Restricted: This consists of net position that is legally restricted by outside parties or by law through constitutional provisions or enabling legislation.

Unrestricted: This consists of net position that does not meet the definition of restricted or net investment in capital assets.

When an expense is incurred for purposes for which both restricted and unrestricted net position are available, the City first applies restricted net position.

Program Revenues

In the Statement of Activities, revenues that are derived directly from each activity or from parties outside the City's taxpayers are reported as program revenues. These include 1) charges for city court fines, licenses and permits, planning and zoning services, parks and recreation services or privileges provided, 2) operating grants and contributions, and 3) capital grants and contributions. All other governmental revenues are reported as general. All taxes are classified as general revenues, even if restricted for a specific purpose.

Operating Revenues and Expenses

Operating revenues and expenses for proprietary funds are those that result from providing services and producing and delivering goods and services. All other revenues and expenses are considered nonoperating.

Bond Premium

Bond premiums are deferred and amortized over the term of the bonds using the straight-line method, which approximates the effective interest method.

Deferred Outflows/Inflows of Resources

In addition to assets, the statement of net position will sometimes report a separate section for deferred outflow of resources. This separate financial statement element, deferred outflow of resources, represents a consumption of net position that applies to a future period(s) and so will not be recognized as an outflow of resources (expense) until then. Currently, the City has two items that qualify for reporting in this category, deferred amounts relating to the retirement plan and deferred amounts relating to debt refunding.

In addition to liabilities, the statement of net position will sometimes report a separate section for deferred inflow of resources. This separate financial statement element, deferred inflow of resources, represents an acquisition of net position that applies to a future period(s) and so will not be recognized as an inflow of resources (revenue) until that time. The City has two types of this item that qualify for reporting in this category, deferred pension inflow relating to the retirement plan and deferred lease inflows. Deferred pension inflows are amounts are recognized as an inflow of resources in the period that the amounts become available. Deferred lease inflows are recognized as an inflow of resources in the period that the amounts become available.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Pensions

For purposes of measuring the net pension asset, deferred outflow of resources and deferred inflow of resources related to pensions, and pension expense, information about the fiduciary net position of the Missouri Local Government Employees Retirement System (LAGERS) and additions to/deductions from LAGERS fiduciary net position have been determined on the same basis as they are reported by LAGERS. For this purpose, benefit payments (including refunds of employee contributions) are recognized when due and payable in accordance with the benefit terms. Investments are reported at fair value.

2. Cash & Cash Equivalents

State statutes require that the City's deposits be insured or collateralized in the name of the City by the trust department of a bank that does not hold the collateralized deposits. As of September 30, 2023, all bank balances on deposit were entirely insured or collateralized.

3. Restricted Cash & Cash Equivalents

Cash and cash equivalents have been restricted in the following funds as of September 30, 2023:

	Restricted Cash and Cash Equivalents
General Fund	
Court bonds	\$ 7,792
Police evidence	14,051
Deposits held	6,800
Grant proceeds	1,559,237
	<u>\$ 1,587,880</u>
Street Sales Tax Fund	
TDD Funds	<u>\$ 116,936</u>
Nonmajor Governmental Funds	
Auditorium deposits held	\$ 7,835
Golf donations	12,258
Police donations	3,851
2016 COP reserve trust fund	314,376
2021 Bond debt service	2,316
	<u>\$ 340,636</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Water and Sewer Fund

Restricted assets and restricted net position consist of the following at September 30, 2023:

	Restricted Cash and Cash Equivalents	Restricted Net Position
Water and Sewer Fund		
Meter deposits	\$ 71,990	\$ -
2009B Bond principal and interest trust funds	83,324	83,324
2011 Bond principal and interest trust funds	140,727	140,727
	<u>\$ 296,041</u>	<u>\$ 224,051</u>

4. Assessed Valuation, Tax Levy, & Legal Debt Margin

The assessed valuation of the tangible property and the tax levy per \$100 assessed valuation of that property were as follows:

	2022
Assessed Valuation	
Real estate	\$ 134,506,340
Personal property	47,293,440
Total	<u>\$ 181,799,780</u>
Tax Rate Per \$100 of Assessed Valuation	
General Fund (Real Property)	<u>\$.3523</u>

The legal debt margin at September 30, 2023, was computed as follows:

	General Obligation Bonds		
	Ordinary (1)	Additional (2)	Total
Constitutional Debt Limit	\$ 18,179,978	\$ 18,179,978	\$ 36,359,956
General Obligation Bonds Payable	-	-	-
Legal Debt Margin	<u>\$ 18,179,978</u>	<u>\$ 18,179,978</u>	<u>\$ 36,359,956</u>

(1) Under Article VI, Section 26(b) and (c), Missouri Constitution, the City, by a vote of its qualified electors voting therein, may incur an indebtedness for any purposes authorized in the charter of the City or by any general law of the State of Missouri. The borrowings authorized by this section shall not exceed ten percent of the value of the taxable tangible property in the City.

(2) Under Article VI, Section 26(d) and (e), Missouri Constitution, the City, by a vote of its qualified electors voting therein, may become indebted not exceeding in the aggregate an additional ten percent for the purpose of acquiring rights-of-way, construction, extending, and improving streets and avenues, and/or sanitary or storm sewer systems; and

City of Neosho

Notes to the Financial Statements

September 30, 2023

purchasing or constructing waterworks, electric or other light plants, provided that the total general obligation indebtedness of the City does not exceed twenty percent of the value of the taxable tangible property in the City.

5. Accounts Receivable

Accounts receivable is presented net of an allowance for doubtful accounts as follows:

	Gross Receivable	Allowance	Net Receivable
Taxes Receivable			
General Fund	\$ 1,250,137	\$ -	\$ 1,250,137
Street Sales Tax Fund	193,128	-	193,128
Fire Sales Tax Fund	128,696	-	128,696
Economic Development Sales Tax Fund	64,348	-	64,348
Nonmajor Governmental Funds	386,114	-	386,114
	<u>\$ 2,022,423</u>	<u>\$ -</u>	<u>\$ 2,022,423</u>
Utilities Receivable			
Water and Sewer Fund	<u>\$ 510,282</u>	<u>\$ 1,033</u>	<u>\$ 509,249</u>
Other Accounts Receivable			
General Fund	\$ 28,411	\$ -	\$ 28,411
Nonmajor Governmental Funds	5,237	-	5,237
Water and Sewer Fund	17,291	-	17,291
	<u>\$ 50,939</u>	<u>\$ -</u>	<u>\$ 50,939</u>
Court Fines Receivable			
General Fund	<u>\$ 453,156</u>	<u>\$ 425,259</u>	<u>\$ 27,897</u>
Intergovernmental Receivable			
General Fund	\$ 276,877	\$ -	\$ 276,877
Nonmajor Governmental Funds	89,218	-	89,218
	<u>\$ 366,095</u>	<u>\$ -</u>	<u>\$ 366,095</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

6. Long-Term Debt – Business-Type Activities

The business-type activities long-term debt at September 30, 2023, consists of the Series 2009B and 2011 revenue bond issues and compensated absences payable.

Waterworks Refunding and Improvement Revenue Bonds – Direct Loan Program

On December 19, 2011, the City approved issuing the Series 2011 waterworks refunding and improvement revenue bonds (State of Missouri - Direct Loan Program) in the maximum principal of \$9,425,000 for the purpose of refunding the Series 2010A revenue bonds and to fund waterworks system improvements. Bonds were issued as the project progressed, and prior to September 30, 2023, all of the bonds have been issued. In the event of default, after 60 days, Owners of not less than 10% may take legal action. Any amounts paid on the Bonds to the Owners will be applied first to interest and second to principal. Bonds outstanding at September 30, 2023, are due as follows:

Year Ended September 30,	Direct Placement		
	Principal	Interest	Total
2024	\$ 484,000	\$ 73,816	\$ 557,816
2025	493,000	66,478	559,478
2026	503,000	58,996	561,996
2027	513,000	51,363	564,363
2028	524,000	43,571	567,571
2029	535,000	35,621	570,621
2030	545,000	27,504	572,504
2031	557,000	19,230	576,230
2032	567,000	10,781	577,781
2033	288,000	2,174	290,174
	<u>\$ 5,009,000</u>	<u>\$ 389,534</u>	<u>\$ 5,398,534</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Sewerage System Refunding and Improvement Revenue Bonds – ARRA Direct Loan Program

On November 10, 2009, the City approved issuing the Series 2009B sewerage system refunding and improvement revenue bonds (State of Missouri - Direct Loan Program - ARRA) in the maximum principal of \$5,488,800 for the purpose of refunding the Series 2009A revenue bonds and to provide funding for sewerage system improvements. The bonds bear interest at 1.51%. Principal and interest payments are due January 1 and July 1 of each year. In the event of default, after 60 days, Owners of not less than 10% may take legal action. Any amounts paid on the Bonds to the Owners will be applied first to interest and second to principal. The bonds outstanding at September 30, 2023, are due as follows:

Year Ended September 30,	Direct Placement		
	Principal	Interest	Total
2024	\$ 298,300	\$ 32,246	\$ 330,546
2025	304,100	27,720	331,820
2026	310,100	23,105	333,205
2027	316,100	18,400	334,500
2028	322,300	13,604	335,904
2029	328,600	8,714	337,314
2030	330,200	3,727	333,927
	<u>\$ 2,209,700</u>	<u>\$ 127,516</u>	<u>\$ 2,337,216</u>

A summary of the changes in long-term debt of the business-type activities for the year ended September 30, 2023, is as follows:

	Balance September 30, 2022	Additions	Retirements	Balance September 30, 2023	Amounts Due Within One Year
Direct Placements					
Revenue Bonds					
2009B Revenue Bonds - ARRA Direct Loan Program	\$ 2,502,300	\$ -	\$ 292,600	\$ 2,209,700	\$ 298,300
2011 Revenue Bonds - Direct Loan Program	5,483,000	-	474,000	5,009,000	484,000
Certificates of Participation					
2012A Certificates of Participation	28,594	-	28,594	-	-
Direct Borrowing					
Financed Purchase					
Equipment	6,252	-	6,252	-	-
Compensated Absences Payable	36,980	-	668	36,312	-
Total	<u>\$ 8,057,126</u>	<u>\$ -</u>	<u>\$ 802,114</u>	<u>\$ 7,255,012</u>	<u>\$ 782,300</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

7. Long-Term Debt – Governmental Activities

Long-term debt for governmental activities at September 30, 2023, consists of the 2016 certificates of participation; the 2021 special obligation refunding bonds; a financed purchase; and compensated absences payable.

Certificates of Participation

On February 5, 2016, the City issued \$4,040,000 in Certificates of Participation, Series 2016 for the purpose of providing funds to advance refund the Series 2006A and 2006B Certificates of Participation. The Certificates of Participation bear interest between 2.00% and 3.00% with principal payments due May 1 and interest payments due May 1 and November 1 of each year. In the event of default, the Trustee may declare all payments to be due; sell, lease, or take possession of the property; or take whatever action at law or in equity deemed necessary. The certificates outstanding at September 30, 2023, are due as follows:

Year Ended September 30,	Principal	Interest	Total
2024	\$ 190,000	\$ 51,500	\$ 241,500
2025	190,000	46,987	236,987
2026	185,000	42,475	227,475
2027	200,000	37,387	237,387
2028	205,000	31,888	236,888
2029	215,000	26,250	241,250
2030	225,000	19,800	244,800
2031	435,000	13,050	448,050
	<u>\$ 1,845,000</u>	<u>\$ 269,337</u>	<u>\$ 2,114,337</u>

Bonds

On February 9, 2021, the City issued \$3,075,000 in Series 2021 Special Obligation Refunding Bonds for the purpose of refunding the 2014A Certificates of Participation and the 2013 Special Obligation Refunding Bonds. The bonds bear interest at 2.0% with principal payments due April 1 and interest payments due April 1 and October 1 each year. In the event of default, after 60 days, Owners of not less than 10% may take legal action. The bonds outstanding at September 30, 2023, are due as follows:

Year Ended September 30,	Principal	Interest	Total
2024	\$ 470,000	\$ 29,200	\$ 499,200
2025	480,000	19,700	499,700
2026	505,000	9,850	514,850
2027	240,000	2,400	242,400
	<u>\$ 1,695,000</u>	<u>\$ 61,150</u>	<u>\$ 1,756,150</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Financed Purchase

In April 2019, the City entered into a financed purchase obligation to purchase mower equipment for the golf course in the amount of \$126,055. The financed purchase requires monthly payments of \$2,351 through April 2024. The stated interest rate on the lease is 4.5%. In the event of default, the seller may declare all remaining payments immediately due and payable, retake possession of the equipment, or sell, lease, or sublease the equipment with the City remaining liable for the full remaining financed purchase payments. The financed purchase outstanding at September 30, 2023, is due as follows:

Year Ended September 30,	Direct Borrowing		
	Principal	Interest	Total
2024	\$ 18,154	\$ 652	\$ 18,806

A summary of the changes in long-term debt – governmental activities for the year ended September 30, 2023, is as follows:

	Balance September 30, 2022	Additions	Retirements	Balance September 30, 2023	Amounts Due Within One Year
Direct Borrowings					
Financed Purchase Obligations					
Motorola Equipment	\$ 402,633	\$ -	\$ 402,633	\$ -	\$ -
Equipment	110,440	-	110,440	-	-
Golf Course Mowers	43,608	-	25,454	18,154	18,154
	556,681	-	538,527	18,154	18,154
Certificates of Participation					
Series 2012A	1,406	-	1,406	-	-
Series 2016	2,035,000	-	190,000	1,845,000	190,000
	2,036,406	-	191,406	1,845,000	190,000
Less: Deferred loss on debt refundings	(53,644)	-	(6,706)	(46,938)	-
	1,982,762	-	184,700	1,798,062	190,000
Special Obligation Refunding Bonds					
Series 2021	2,150,000	-	455,000	1,695,000	470,000
Premium on Series 2021	95,822	-	21,295	74,527	-
	2,245,822	-	476,295	1,769,527	470,000
Compensated Absences Payable	216,484	-	31,152	185,332	-
Total	<u>\$ 5,001,749</u>	<u>\$ -</u>	<u>\$ 1,230,674</u>	<u>\$ 3,771,075</u>	<u>\$ 678,154</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

8. Capital Assets

Capital asset activity for the year ended September 30, 2023, was as follows:

	Balance September 30, 2022	Additions	Deletions	Balance September 30, 2023
Governmental Activities				
Non-Depreciable Capital Assets				
Land	\$ 9,560,163	\$ 220,345	\$ -	\$ 9,780,508
Construction in progress	3,151,482	668,511	1,782,172	2,037,821
Total Non-Depreciable Capital Assets	12,711,645	<u>\$ 888,856</u>	<u>\$ 1,782,172</u>	11,818,329
Depreciable Capital Assets				
Land improvements	655,867	\$ -	\$ -	655,867
Building and improvements	10,831,091	352,935	-	11,184,026
Machinery and equipment	9,035,549	1,630,531	329,361	10,336,719
Golf course infrastructure	3,502,690	140,534	-	3,643,224
Infrastructure	33,220,155	2,338,267	-	35,558,422
Total Depreciable Capital Assets	57,245,352	<u>\$ 4,462,267</u>	<u>\$ 329,361</u>	61,378,258
Less Accumulated Depreciation	37,335,178	<u>\$ 1,658,476</u>	<u>\$ 303,350</u>	38,690,304
Total Depreciable Capital Assets, Net	19,910,174			22,687,954
Total Capital Assets - Governmental Activities, Net	<u>\$ 32,621,819</u>			<u>\$ 34,506,283</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Depreciation expense for governmental activities was charged to functions as follows:

Administration	\$ 31,319
Auditorium	177,474
Development services	6,455
Police	149,841
Fire	224,365
Emergency management	2,827
Recycling	9,962
Senior center	38,397
Golf course	35,678
IOOF cemetery	1,344
Court	1,200
Airport	142,664
Parks	126,466
Recreation	3,653
Drainage	58,773
Street	648,058
	<u>\$ 1,658,476</u>

	Balance September 30, 2022	Additions	Deletions	Balance September 30, 2023
Business-Type Activities				
Water and Sewer				
Non-Depreciable Capital Assets				
Land	\$ 157,577	\$ -	\$ -	\$ 157,577
Construction in progress	1,132,109	53,100	1,132,109	53,100
Total Non-Depreciable Capital Assets	<u>1,289,686</u>	<u>\$ 53,100</u>	<u>\$ 1,132,109</u>	<u>210,677</u>
Depreciable Capital Assets				
Buildings	163,900	\$ 30,950	\$ -	194,850
Water plant and equipment	14,870,676	811,167	-	15,681,843
Sewer plant and equipment	27,742,582	1,100,222	-	28,842,804
Total Depreciable Capital Assets	<u>42,777,158</u>	<u>\$ 1,942,339</u>	<u>\$ -</u>	<u>44,719,497</u>
Less Accumulated Depreciation	24,423,817	\$ 944,093	\$ -	25,367,910
Total Depreciable Capital Assets, Net	<u>18,353,341</u>			<u>19,351,587</u>
Total Capital Assets - Business-Type Activities, Net	<u>\$ 19,643,027</u>			<u>\$ 19,562,264</u>

9. Employee Pension Plan

General Information about the Pension Plan

Plan Description. The City's defined benefit pension plan provides certain retirement, disability and death benefits to plan members and beneficiaries. The City participates in the Missouri Local Government Employees Retirement System (LAGERS). LAGERS is an agent multiple-employer, statewide public employee pension plan established in 1967 and administered in accordance with RSMo. 70.600-70.755. As such, it is LAGERS responsibility to administer the law in accordance with the expressed intent of the General Assembly. The plan is qualified under the Internal Revenue Code Section 401(a) and is tax exempt. The responsibility for the operations and administration of LAGERS is vested in the LAGERS Board of Trustees consisting of seven persons. LAGERS issues a publicly available financial report that includes financial statements and required supplementary information. This report may be obtained by accessing the LAGERS website at www.molagers.org.

Benefits Provided. LAGERS provides retirement, death and disability benefits. Benefit provisions are adopted by the governing body of the employer, within the options available in the state statutes governing LAGERS. All benefits vest after 5 years of credited service. Employees who retire on or after age 60 (55 for police and fire) with 5 or more years of service are entitled to an allowance for life based upon the benefit program information provided below. Employees may retire with an early retirement benefit with a minimum of 5 years of credited service and after attaining age 55 (50 for police and fire) and receive a reduced allowance.

	2023 Valuation
Benefit Multiplier	1.50% for life, plus 0.50% to age 65
Final Average Salary	3 years
Member Contributions	0%

Benefit terms provide for annual post retirement adjustments to each member's retirement allowance subsequent to the member's retirement date. The annual adjustment is based on the increase in the Consumer Price Index and is limited to 4% per year.

Employees Covered by Benefit Terms. At June 30, 2023, the following employees were covered by the benefit terms:

	General	Police	Fire	Total
Inactive employees or beneficiaries currently receiving benefits	57	17	18	92
Inactive employees entitled to but not yet receiving benefits	38	22	13	73
Active employees	53	19	25	97
	<u>148</u>	<u>58</u>	<u>56</u>	<u>262</u>

Contributions. The employer is required to contribute amounts at least equal to the actuarially determined rate, as established by LAGERS. The actuarially determined rate is the estimated amount necessary to finance the cost of benefits earned by employees during the year. With an additional amount to finance an unfunded accrued liability. Full-time employees of the employer do not contribute to the pension plan. Employer contribution rates are 5.2% (General), 7.7% (Police), and 9.4% (Fire) of annual covered payroll.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Net Pension Asset. The employer's net pension asset was measured as of June 30, 2023, and the total pension liability used to calculate the net pension asset was determined by an actuarial valuation as of February 28, 2023.

Actuarial Assumptions. The total pension liability in the February 28, 2023, actuarial valuation was determined using the following actuarial assumptions, applied to all periods included in the measurement:

Inflation	2.75% wage inflation, 2.25% price inflation
Salary Increase	2.75% to 6.75% including wage inflation (General); 2.75% to 6.55% including wage inflation (Police); 2.75% to 7.15% including wage inflation (Fire)
Investment rate of return	7.00% net of investment expenses

The healthy retiree mortality tables, for post-retirement mortality, used in evaluating allowances to be paid were 115% of the PubG-2010 Retiree Mortality Table for males and females. The disabled retiree mortality tables, for post-retirement mortality, used in evaluating allowances to be paid were 115% of the PubNS-2010 Disabled Retiree Mortality Table for males and females. The pre-retirement mortality tables used were 75% of the PubG-2010 Employee Mortality Table for males and females of General groups and 75% of the PubS-2010 Employee Mortality Table for males and females of Police, Fire and Public Safety groups.

Mortality rates for a particular calendar year are determined by applying the MP-2020 mortality improvement scale to the above described tables.

The long-term expected rate of return on pension plan investments was determined using a model method in which the best-estimate ranges of expected future real rates of return (expected returns, net of investment expenses and inflation) are developed for each major asset class. These ranges are combined to produce the long-term expected rate of return by weighting the expected future real rates of return by the target asset allocation percentage and by adding expected inflation. The target allocation and best estimate of arithmetic real rates of return for each major asset class are summarized in the following table:

Asset Class	Target Allocation	Long-Term Expected Real Rate of Return
Alpha	15.00%	3.67%
Equity	35.00%	4.78%
Fixed Income	31.00%	1.41%
Real Assets	36.00%	3.29%
Strategic Assets	8.00%	5.25%
Cash/Leverage	-25.00%	-0.29%

City of Neosho

Notes to the Financial Statements

September 30, 2023

Discount Rate. The discount rate used to measure the total pension liability is 7.00%. The projection of cash flows used to determine the discount rate assumes that employer and employee contributions will be made at the rates agreed upon for employees and the actuarially determined rates for employers. Based on these assumptions, the pension plan's fiduciary net position was projected to be available to pay all projected future benefit payments of current active and inactive employees. Therefore, the long-term expected rate of return on pension plan investments was applied to all periods of projected benefit payment to determine the total pension liability.

Changes in the Net Pension Asset

	Increase (Decrease)		
	Total Pension Liability (a)	Plan Fiduciary Net Position (b)	Net Pension (Asset) (a) - (b)
General Division			
Balances at beginning of year	\$ 8,224,592	\$ 10,749,592	\$ (2,525,000)
Changes for the year			
Service cost	203,010	-	203,010
Interest	566,591	-	566,591
Difference between expected and actual experiences	170,885	-	170,885
Contributions - employer	-	112,750	(112,750)
Net investment income	-	380,315	(380,315)
Benefits paid, including refunds	(468,361)	(468,361)	-
Administrative expenses	-	(20,854)	20,854
Other changes	-	(113,279)	113,279
Net Changes	472,125	(109,429)	581,554
Balances at end of year	8,696,717	10,640,163	(1,943,446)

City of Neosho

Notes to the Financial Statements

September 30, 2023

	Increase (Decrease)		
	Total Pension Liability	Plan Fiduciary Net Position	Net Pension (Asset)
	(a)	(b)	(a) - (b)
Police Division			
Balances at beginning of year	4,177,401	5,165,046	(987,645)
Changes for the year			
Service cost	121,703	-	121,703
Interest	292,716	-	292,716
Difference between expected and actual experiences	(114,359)	-	(114,359)
Contributions - employer	-	85,340	(85,340)
Net investment income	-	180,401	(180,401)
Benefits paid, including refunds	(113,046)	(113,046)	-
Administrative expenses	-	(7,764)	7,764
Other changes	-	(54,845)	54,845
Net Changes	187,014	90,086	96,928
Balances at end of year	4,364,415	5,255,132	(890,717)
Fire Division			
Balances at beginning of year	5,919,579	7,545,928	(1,626,349)
Changes for the year			
Service cost	147,804	-	147,804
Interest	409,976	-	409,976
Difference between expected and actual experiences	249,822	-	249,822
Contributions - employer	-	119,627	(119,627)
Net investment income	-	272,035	(272,035)
Benefits paid, including refunds	(275,535)	(275,535)	-
Administrative expenses	-	(8,069)	8,069
Other changes	-	35,869	(35,869)
Net Changes	532,067	143,927	388,140
Balances at end of year	6,451,646	7,689,855	(1,238,209)
Total Plan Balances at end of year	\$ 19,512,778	\$ 23,585,150	\$ (4,072,372)

City of Neosho

Notes to the Financial Statements

September 30, 2023

The Net Pension (Asset) is allocated as follows:

	Net Pension (Asset)
Governmental Activities	\$ (3,397,996)
Business-Type Activities	(674,376)
	<u>\$ (4,072,372)</u>

Sensitivity of the Net Pension Asset to Changes in the Discount Rate. The following present the Net Pension Asset of the employer, calculated using the discount rate of 7.00%, as well as what the employer's Net Pension Asset would be using a discount rate that is one percentage point lower (6.00%) or one percentage point higher (8.00%) than the current rate:

	1% Decrease 6.00%	Current Single Discount Rate Assumption 7.00%	1% Increase 8.00%
General Division			
Total Pension Liability	\$ 9,925,519	\$ 8,696,717	\$ 7,689,242
Fiduciary Net Position	10,640,163	10,640,163	10,640,163
Net Pension (Asset)	<u>(714,644)</u>	<u>(1,943,446)</u>	<u>(2,950,921)</u>
Police Division			
Total Pension Liability	5,082,755	4,364,415	3,785,774
Fiduciary Net Position	5,255,132	5,255,132	5,255,132
Net Pension (Asset)	<u>(172,377)</u>	<u>(890,717)</u>	<u>(1,469,358)</u>
Fire Division			
Total Pension Liability	7,419,618	6,451,646	5,662,903
Fiduciary Net Position	7,689,855	7,689,855	7,689,855
Net Pension (Asset)	<u>(270,237)</u>	<u>(1,238,209)</u>	<u>(2,026,952)</u>
Total Net Pension (Asset)	<u>\$ (1,157,258)</u>	<u>\$ (4,072,372)</u>	<u>\$ (6,447,231)</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Pension Expense and Deferred Outflows of Resources and Deferred Inflows of Resources Related to Pensions

For the year ended June 30, 2023, the employer recognized pension expense of \$89,558 in the general division and \$100,144 in the police division and a pension credit of \$81,341 in the fire division. The employer reported deferred outflows and inflows of resources to be recognized in future pension expenses from the following sources:

	Deferred Outflows of Resources	Deferred Inflows of Resources	Net Deferred Outflows of Resources
General Division			
Differences in experiences	\$ 118,946	\$ (35,168)	\$ 83,778
Assumption changes	-	(17,407)	(17,407)
Differences in investment returns	140,444	-	140,444
Contributions subsequent to the measurement date*	25,030	-	25,030
	<u>284,420</u>	<u>(52,575)</u>	<u>231,845</u>
Police Division			
Differences in experiences	46,962	(110,959)	(63,997)
Assumption changes	-	(10,194)	(10,194)
Differences in investment returns	78,977	-	78,977
Contributions subsequent to the measurement date*	18,944	-	18,944
	<u>144,883</u>	<u>(121,153)</u>	<u>23,730</u>
Fire Division			
Differences in experiences	259,553	(199,207)	60,346
Assumption changes	-	(43,833)	(43,833)
Differences in investment returns	57,632	-	57,632
Contributions subsequent to the measurement date*	26,554	-	26,554
	<u>343,739</u>	<u>(243,040)</u>	<u>100,699</u>
Total	<u>\$ 773,042</u>	<u>\$ (416,768)</u>	<u>\$ 356,274</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Deferred outflows and inflows have been allocated as follows:

	Deferred Outflows of Resources	Deferred (Inflows) of Resources	Net Deferred Outflows of Resources
Governmental Activities	\$ 674,349	\$ (398,524)	\$ 275,825
Business-Type Activities	98,694	(18,244)	80,450
	<u>\$ 773,043</u>	<u>\$ (416,768)</u>	<u>\$ 356,275</u>

*The amount reported as deferred outflows of resources resulting from contributions subsequent to the measurement date will be recognized as an addition in the Net Pension Asset for the year ending September 30, 2024.

Amounts reported as deferred outflows and inflows of resources related to pensions will be recognized in pension expense as follows:

Year Ending September 30,	Net Deferred Outflows (Inflows) of Resources			
	General	Police	Fire	Total
2024	\$ (16,607)	\$ (33,507)	\$ (76,351)	\$ (126,465)
2025	(85,694)	(83,806)	(127,499)	(296,999)
2026	238,055	86,490	164,355	488,900
2027	71,061	35,609	76,279	182,949
2028	-	-	37,361	37,361
Total	<u>\$ 206,815</u>	<u>\$ 4,786</u>	<u>\$ 74,145</u>	<u>\$ 285,746</u>

Payable to the Pension Plan

At September 30, 2023, the City had outstanding contributions reported as payable to the pension plan in the amount of \$23,203.

10. Risk Management

The City is exposed to various risks of losses related to torts; theft of, damage to, and destruction of assets; errors and omissions; injuries to employees; and natural disasters. The City has transferred its risk by obtaining coverage from a public self-insured insurance pool. In addition, it has effectively managed risk through various employee education and prevention programs. There has been no significant reduction in insurance coverage from the previous year.

11. Lease Receivable

The City, as a Lessor, has entered into two lease agreements for tower and land usage and three leases for hangar land rentals, the terms of which expire between 2039 through 2071. The City recognizes a lease receivable and a deferred inflow of resources. Lease and interest revenue recognized under the agreements during the year ended September 30, 2023, was \$24,027 and \$15,203, respectively.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Below is a schedule of future payments that are included in the measurements of the lease receivable:

Year Ended September 30,	Principal	Interest	Total
2024	\$ 15,631	\$ 15,020	\$ 30,651
2025	19,146	14,544	33,690
2026	19,770	13,962	33,732
2027	20,413	13,361	33,774
2028	21,077	12,740	33,817
2029-2033	116,100	53,657	169,757
2034-2038	136,146	34,819	170,965
2039-2043	61,067	16,091	77,158
2044-2048	10,959	12,199	23,158
2049-2053	12,730	10,427	23,157
2054-2058	14,787	8,370	23,157
2059-2063	17,177	5,980	23,157
2064-2068	19,954	3,204	23,158
2069-2071	8,857	406	9,263
	<u>\$ 493,814</u>	<u>\$ 214,780</u>	<u>\$ 708,594</u>

Amount recovered in:

Water and Sewer Fund/Business-Type Activities	\$ 378,783
General Fund/Governmental-Type Activities	115,031
Total	<u>\$ 493,814</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

12. Interfund Transfers

Interfund transfers for the year ended September 30, 2023, consisted of the following:

	<u>Transfers In</u>	<u>Transfers Out</u>
General Fund	\$ 32,036	\$ 3,404,585
Hotel/Motel Tax Fund	-	32,832
Golf Fund	509,179	413,242
Street Sales Tax Fund	-	188,395
Fire Sales Tax Fund	2,139,582	1,086,398
Drainage Sales Tax Fund	-	284,956
Parks Sales Tax Fund	508,610	503,454
Auditorium Fund	-	285,314
Senior Center Sales Tax Fund	-	177,786
Economic Development Sales Tax Fund	2,938,659	251,952
Street/Bridge Sales Tax Fund	-	260,980
Police Grants Fund	4,200	-
2021 Bond Fund	493,450	-
2016 COP Fund	247,088	-
2014 COP Fund	-	150
2013 Bond Fund	-	11,582
2012 COP Fund	-	38,180
Water and Sewer Fund	67,002	-
	<u>\$ 6,939,806</u>	<u>\$ 6,939,806</u>

Transfers are used to (1) move receipts from the fund that statute or budget requires to collect them to the fund that statute or budget requires to disburse them, and (2) use unrestricted receipts in the Enterprise Funds and General Fund to finance various programs accounted for in other funds in accordance with budgetary authorizations.

13. Claims & Adjustments

The City participates in a number of federal and state programs that are fully or partially funded by grants received from other governmental units. Expenditures financed by grants are subject to audit by the appropriate grantor government. If expenditures are disallowed due to noncompliance with grant program regulation, the City may be required to reimburse the grantor government. As of September 30, 2023, expenditures have not been audited by grantor governments, but the City believes that disallowed expenditures, if any, based on subsequent audits will not have a material effect on any of the individual government funds or the overall financial position of the City.

City of Neosho

Notes to the Financial Statements

September 30, 2023

14. Debt Refunding Loss

On February 5, 2016, the City issued \$4,040,000 in Series 2016 Refunding Certificates of Participation with interest rates ranging from 2.00% to 3.00%. The City issued the certificates to refund \$4,420,000 of outstanding Series 2006A Refunding Certificates of Participation and \$290,000 of outstanding Series 2006B Refunding Certificates of Participation with interest rates ranging from 4.375% to 6.625%. The advance refunding resulted in the recognition of a deferred loss of \$122,048, which is the remaining deferred loss from the 2006 refunding, in the governmental activities. The deferred loss is amortized as an adjustment to interest expense through 2031.

A summary of the deferred loss on bond refunding is listed below:

	Balance September 30, 2022	Additions	Current Amortization	Balance September 30, 2023
Governmental Activities	\$ 53,644	\$ -	\$ (6,706)	\$ 46,938

15. Commitments

At September 30, 2023, the City had the following commitments:

- Allgeier, Martin & Associates in the amount of \$840,575 for the Hatchery Branch and Lower HSB Stormwater Improvements project.
- Emery Sapp & Sons, Inc. in the amount of \$124,413 for the T-Hangar Taxilanes project.

16. Subsequent Event

In January 2024, the City approved an agreement with Jeff Asbell Excavating & Trucking Inc., for construction services related to stormwater improvements in the area of Stratford Place and Freeman Road in the amount of \$1,915,660.

17. Pledged Revenues

The City has pledged future water and sewer customer revenues to repay the Series 2009B and 2011 Revenue Bonds issued to improve and expend the system. The bonds are payable solely from customers net revenues and are payable through 2033. Net revenues are revenues of the system less expenses of the system with the exception of depreciation. The total principal and interest remaining to be paid on the bonds is \$7,735,750. Principal and interest paid for the current year and total customer net revenues were \$854,297 and \$1,377,896, respectively.

Required Supplementary Information

City of Neosho

Schedule of Changes in Net Pension Asset and Related Ratios

Year Ended September 30, 2023

	Missouri Local Government Employees Retirement System (LAGERS)								
	June 30, 2023	30-Jun 2022	June 30, 2021	June 30, 2020	June 30, 2019	June 30, 2018	June 30, 2017	June 30, 2016	June 30, 2015
Total Pension Liability									
Service cost	\$ 472,517	\$ 469,833	\$ 463,535	\$ 434,528	\$ 422,542	\$ 414,136	\$ 395,107	\$ 391,139	\$ 399,461
Interest on the total pension liability	1,269,283	1,206,167	1,230,083	1,153,185	1,105,875	1,069,610	1,047,617	1,004,497	974,376
Difference between expected and actual experience	306,348	71,261	(388,918)	217,265	(111,545)	(293,652)	(508,438)	(609,884)	(294,998)
Changes of assumptions	-	-	(274,489)	-	-	-	-	462,449	-
Benefit payments including refunds	(856,942)	(8,374,242)	(702,915)	(812,289)	(729,591)	(659,663)	(621,580)	(688,017)	(631,570)
<i>Net Change in Total Pension Liability</i>	1,191,206	910,019	327,296	992,689	687,281	530,431	312,706	560,184	447,269
Total Pension Liability, Beginning	18,321,572	17,411,553	17,084,257	16,091,568	15,404,287	14,873,856	14,561,150	14,000,966	13,553,697
Total Pension Liability, Ending	19,512,778	18,321,572	17,411,553	17,084,257	16,091,568	15,404,287	14,873,856	14,561,150	14,000,966
Plan Fiduciary Net Position									
Contributions - employer	317,717	260,157	227,618	222,362	245,465	264,039	261,400	293,632	317,093
Pension plan net investment income	832,751	18,802	5,324,546	249,192	1,289,199	2,118,438	1,860,492	(31,596)	323,289
Benefit payments, including refunds	(856,942)	(837,242)	(702,915)	(812,289)	(729,591)	(659,663)	(621,580)	(688,017)	(631,570)
Pension plan administrative expense	(36,687)	(26,189)	(23,731)	(31,328)	(28,254)	(19,379)	(18,290)	(17,749)	(19,946)
Other	(132,255)	(148,559)	(71,084)	(113,221)	(64,456)	(2,249)	(137,249)	16,467	(270,346)
<i>Net Change in Plan Fiduciary Net Position</i>	124,584	(733,031)	4,754,434	(485,284)	712,363	1,701,186	1,344,773	(427,263)	(281,480)
Plan Fiduciary Net Position, Beginning	23,460,566	24,193,597	19,439,163	19,924,447	19,212,084	17,510,898	16,166,125	16,593,388	16,874,868
Plan Fiduciary Net Position, Ending	23,585,150	23,460,566	24,193,597	19,439,163	19,924,447	19,212,084	17,510,898	16,166,125	16,593,388
Employer Net Pension (Asset)	<u>\$ (4,072,372)</u>	<u>\$ (5,138,994)</u>	<u>\$ (6,782,044)</u>	<u>\$ (2,354,906)</u>	<u>\$ (3,832,879)</u>	<u>\$ (3,807,797)</u>	<u>\$ (2,637,042)</u>	<u>\$ (1,604,975)</u>	<u>\$ (2,592,422)</u>
Plan fiduciary net position as a percentage of the total pension liability	120.87%	128.05%	138.95%	113.78%	123.82%	124.72%	117.73%	111.02%	119%
Covered payroll	\$ 4,377,710	\$ 3,903,520	\$ 4,116,999	\$ 3,891,193	\$ 3,633,974	\$ 3,619,993	\$ 3,527,826	\$ 3,364,217	\$ 3,553,838
Employer's net pension asset as a percentage of covered payroll	93.03%	131.65%	164.73%	60.52%	105.47%	105.19%	74.75%	47.71%	72.95%

This schedule is intended to show information for ten years. Additional years will be displayed as they become available.

City of Neosho

Schedule of Contributions Year Ended September 30, 2023

Missouri Local Government Employees Retirement System (LAGERS)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Actuarially determined contribution	\$ 332,207	\$ 322,590	\$ 243,478	\$ 221,368	\$ 244,224	\$ 270,089	\$ 259,473	\$ 294,052	\$ 312,806	\$ 327,508
Contributions in relation to the actuarially determined contribution	313,403	275,216	227,685	221,368	234,819	265,974	259,473	294,052	312,806	327,508
Contribution deficiency	\$ 18,804	\$ 47,374	\$ 15,793	\$ -	\$ 9,405	\$ 4,115	\$ -	\$ -	\$ -	\$ -
Covered payroll	\$ 4,522,915	\$ 4,236,129	\$ 4,148,421	\$ 3,878,259	\$ 3,809,377	\$ 3,730,002	\$ 3,632,303	\$ 3,606,430	\$ 3,682,580	\$ 3,694,022
Contributions as a percentage of covered payroll	6.93%	6.50%	5.49%	5.71%	6.16%	7.13%	7.14%	8.15%	8.49%	8.87%

See accompanying Notes to the Schedule of Contributions.

City of Neosho

Notes to Schedule of Contributions

Year Ended September 30, 2023

Valuation Date: February 28, 2023

Notes: The roll-forward of total pension liability from February 28, 2023, to June 30, 2023, reflects expected service cost and interest reduced by actual benefit payments.

Methods and Assumptions Used to Determine Contribution Rates

Actuarial Cost Method: Entry Age Normal and Modified Terminal Funding

Amortization Method: Level percentage of payroll amortization method is used to amortize the UAAL over a closed period of years. If the UAAL (excluding the UAAL associated with benefit changes) is negative, then this amount is amortized over the greater of (i) the remaining initial amortization period, or (ii) 15 years.

Remaining Amortization Period: Multiple bases from 12 to 15 years

Asset Valuation Method: 5-Year smoothed market; 20% corridor

Inflation: 2.75% wage inflation; 2.25% price inflation

Salary Increases: 2.75% to 6.75% including wage inflation (General)

2.75% to 6.55% including wage inflation (Police)

2.75% to 7.15% including wage inflation (Fire)

Investment Rate of Return: 7.00%, net of investment expenses

Retirement Age: Experience-based table of rates that are specific to the type of eligibility condition

Mortality: The healthy retiree mortality tables, for post-retirement mortality, used in evaluating allowances to be paid were 115% of the PubG-2010 Retiree Mortality Table for males and females. The disabled retiree mortality tables, for post-retirement mortality, used in evaluating allowances to be paid were 115% of the PubNS-2010 Disabled Retiree Mortality Table for males and females. The pre-retirement mortality tables used were 75% of the PubG-2010 Employee Mortality Table for males and females of General groups and 75% of the PubS-2010 Employee Mortality Table for males and females of Police, Fire and Public Safety groups.

Mortality rates for a particular calendar year are determined by applying the MP-2020 mortality improvement scale to the above described tables.

Other Information: None

City of Neosho

Budgetary Comparison Schedule – General Fund

Year Ended September 30, 2023

	<u>Original Budget</u>	<u>Final Budget</u>	<u>Actual</u>	<u>Variance With Final Budget</u>
Revenues				
Taxes				
Property tax	\$ 426,000	\$ 848,910	\$ 498,450	\$ (350,460)
City sales tax	2,753,336	3,484,768	4,104,440	619,672
Financial institution tax	300	300	82	(218)
Utility franchise tax	673,000	866,253	872,621	6,368
Cigarette tax	54,200	48,536	48,535	(1)
Public safety tax	1,376,668	1,665,997	1,665,998	1
	<u>5,283,504</u>	<u>6,914,764</u>	<u>7,190,126</u>	<u>275,362</u>
Licenses and Permits				
Occupational licenses	33,200	52,287	52,288	1
Building permits and fees	93,400	136,311	136,311	-
Animal licenses and fees	500	500	183	(317)
Cemetery fees	48,000	48,000	40,000	(8,000)
	<u>175,100</u>	<u>237,098</u>	<u>228,782</u>	<u>(8,316)</u>
Intergovernmental Revenues				
Grants	1,486,889	201,452	370,239	168,787
Charges for Services				
Sanitation	85,000	118,041	118,042	1
Airport fuel sales	155,500	155,286	155,389	103
Recycling center fees	25,400	31,542	31,542	-
Other	242,492	93,412	90,075	(3,337)
	<u>508,392</u>	<u>398,281</u>	<u>395,048</u>	<u>(3,233)</u>
Fines and Forfeitures				
City court fines	272,400	333,213	350,352	17,139
Police training fees	2,000	3,729	3,729	-
	<u>274,400</u>	<u>336,942</u>	<u>354,081</u>	<u>17,139</u>
Miscellaneous				
Leases and rent income	91,820	91,820	86,472	(5,348)
Interest	9,000	34,772	38,300	3,528
Donations and other contributions	3,500	4,018	4,018	-
Other	24,360	33,614	35,517	1,903
	<u>128,680</u>	<u>164,224</u>	<u>164,307</u>	<u>83</u>
Total Revenues	<u>7,856,965</u>	<u>8,252,761</u>	<u>8,702,583</u>	<u>449,822</u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Budgetary Comparison Schedule – General Fund

Year Ended September 30, 2023

	<u>Original Budget</u>	<u>Final Budget</u>	<u>Actual</u>	<u>Variance With Final Budget</u>
Expenditures				
Current				
Administrative	818,424	849,569	536,698	312,871
Clerk/council	117,060	117,068	106,805	10,263
Development services	338,181	343,673	251,191	92,482
Police	2,458,244	2,141,355	2,093,833	47,522
Emergency management	18,696	18,696	15,352	3,344
Court	159,898	159,852	155,439	4,413
Airport	287,660	305,092	303,598	1,494
Recycling center	152,586	152,318	143,258	9,060
Information technology	96,577	73,850	72,546	1,304
Fleet maintenance	8,000	6,965	4,594	2,371
Human resources	92,610	92,610	84,044	8,566
Communications and events	52,200	54,862	30,783	24,079
Cemetery	140,394	139,018	125,536	13,482
Total Expenditures	<u>4,740,530</u>	<u>4,454,928</u>	<u>3,923,677</u>	<u>531,251</u>
 <i>Excess (Deficit) of Revenues Over Expenditures</i>	 3,116,435	 3,797,833	 4,778,906	 981,073
 Other Financing Sources (Uses)				
Operating transfers in	38,491	38,491	32,036	(6,455)
Operating transfers (out)	(3,561,696)	(5,860,125)	(3,404,585)	2,455,540
Sale of assets	30,000	46,639	14,639	(32,000)
Insurance proceeds	-	36,372	23,324	(13,048)
Total Other Financing Sources (Uses)	<u>(3,493,205)</u>	<u>(5,738,623)</u>	<u>(3,334,586)</u>	<u>2,404,037</u>
 <i>Net Change in Fund Balances</i>	 (376,770)	 (1,940,790)	 1,444,320	 3,385,110
 Fund Balance, October 1	 6,957,425	 6,957,425	 6,957,425	 -
Fund Balance, September 30	<u><u>\$ 6,580,655</u></u>	<u><u>\$ 5,016,635</u></u>	<u><u>\$ 8,401,745</u></u>	<u><u>\$ 3,385,110</u></u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Budgetary Comparison Schedule – Street Sales Tax Fund

Year Ended September 30, 2023

	Original Budget	Final Budget	Actual	Variance With Final Budget
Revenues				
Street sales taxes	\$ 989,085	\$ 1,254,398	\$ 1,254,399	\$ 1
Motor vehicle taxes	454,000	630,356	630,358	2
Intergovernmental revenues	24,025	52,063	28,039	(24,024)
Miscellaneous	19,800	22,861	22,834	(27)
Total Revenues	<u>1,486,910</u>	<u>1,959,678</u>	<u>1,935,630</u>	<u>(24,048)</u>
Expenditures				
Current				
Street	1,613,944	1,701,166	1,635,381	65,785
Total Expenditures	<u>1,613,944</u>	<u>1,701,166</u>	<u>1,635,381</u>	<u>65,785</u>
<i>Excess (Deficit) of Revenues Over Expenditures</i>	(127,034)	258,512	300,249	41,737
Other Financing (Uses)				
Operating transfers (out)	(265,613)	(893,096)	(188,395)	704,701
Sale of property	-	37,073	37,073	-
Total Other Financing (Uses)	<u>(265,613)</u>	<u>(856,023)</u>	<u>(151,322)</u>	<u>704,701</u>
<i>Net Change in Fund Balances</i>	(392,647)	(597,511)	148,927	746,438
Fund Balance, October 1	2,259,579	2,259,579	2,259,579	-
Fund Balance, September 30	<u><u>\$ 1,866,932</u></u>	<u><u>\$ 1,662,068</u></u>	<u><u>\$ 2,408,506</u></u>	<u><u>\$ 746,438</u></u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Budgetary Comparison Schedule – Fire Sales Tax Fund

Year Ended September 30, 2023

	Original Budget	Final Budget	Actual	Variance With Final Budget
Revenues				
Fire sales taxes	\$ 659,037	\$ 838,035	\$ 838,036	\$ 1
Charges for services	126,164	126,164	126,093	(71)
Intergovernmental revenues	20,000	20,000	17,630	(2,370)
Miscellaneous	-	16,904	17,641	737
Total Revenues	<u>805,201</u>	<u>1,001,103</u>	<u>999,400</u>	<u>(1,703)</u>
Expenditures				
Current				
Fire	2,063,978	2,116,012	2,090,120	25,892
Total Expenditures	<u>2,063,978</u>	<u>2,116,012</u>	<u>2,090,120</u>	<u>25,892</u>
<i>Excess (Deficit) of Revenues Over Expenditures</i>	(1,258,777)	(1,114,909)	(1,090,720)	24,189
Other Financing Sources (Uses)				
Operating transfers in	1,622,544	2,139,804	2,139,582	(222)
Operating transfers (out)	(363,767)	(1,094,510)	(1,086,398)	8,112
Total Other Financing Sources (Uses)	<u>1,258,777</u>	<u>1,045,885</u>	<u>1,053,184</u>	<u>7,299</u>
<i>Net Change in Fund Balances</i>	-	(69,024)	(37,536)	31,488
Fund Balance, October 1	641,074	641,074	641,074	-
Fund Balance, September 30	<u><u>\$ 641,074</u></u>	<u><u>\$ 572,050</u></u>	<u><u>\$ 603,538</u></u>	<u><u>\$ 31,488</u></u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Budgetary Comparison Schedule – Economic Development Sales Tax Fund

Year Ended September 30, 2023

	Original Budget	Final Budget	Actual	Variance With Final Budget
Revenues				
Taxes	\$ 326,412	\$ 418,017	\$ 418,017	\$ -
Miscellaneous	1,200	1,200	1,491	291
Donations and other contributions	-	-	105,000	105,000
Total Revenues	<u>327,612</u>	<u>419,217</u>	<u>524,508</u>	<u>105,291</u>
Expenditures				
Current				
Economic development	12,081,233	13,600,614	3,567,935	10,032,679
Total Expenditures	<u>12,081,233</u>	<u>13,600,614</u>	<u>3,567,935</u>	<u>10,032,679</u>
<i>Excess (Deficit) of Revenues Over Expenditures</i>	(11,753,621)	(13,181,397)	(3,043,427)	10,137,970
Other Financing Sources (Uses)				
Operating transfers in	12,081,233	13,600,614	2,938,659	(10,661,955)
Operating transfers (out)	(251,950)	(251,950)	(251,952)	(2)
Sale of property	-	-	28,500	28,500
Total Other Financing Sources (Uses)	<u>11,829,283</u>	<u>13,348,664</u>	<u>2,715,207</u>	<u>(10,633,457)</u>
<i>Net Change in Fund Balances</i>	75,662	167,267	(328,220)	(495,487)
Fund Balance, October 1	482,736	482,736	482,736	-
Fund Balance, September 30	<u><u>\$ 558,398</u></u>	<u><u>\$ 650,003</u></u>	<u><u>\$ 154,516</u></u>	<u><u>\$ (495,487)</u></u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Notes to the Budgetary Comparison Schedules

Year Ended September 30, 2023

Budgets and Budgetary Accounting

The City uses the following procedures in establishing the budgetary data reflected in the financial statements:

1. Prior to October, Administration submits to the City Council a proposed operating budget for the fiscal year commencing the following October 1. The operating budget includes proposed expenditure plans for all fund types and the proposed means of financing them.
2. One public hearing is conducted by the City Council in late August or early September to obtain taxpayers' comments on the proposed budget and tax levy.
3. Prior to October 1, ordinances are passed by Council which provide for legally adopted budgets for all funds of the City.
4. The City operates on a program performance budget system, with legally adopted budgets prepared by fund, program and department. The level of budgetary control is at the department level. The City's manager may make transfers of appropriations within a department. Transfers of appropriations between departments require the approval of City Council.
5. Formal budgetary integration is employed as a management control device for all funds of the City.
6. Budgets for the General and Special Revenue Funds are adopted on a basis consistent with GAAP. Budgeted amounts may be amended during the year by City Council on approved budget adjustment forms.

Supplemental Information

City of Neosho

Combining Balance Sheet – Nonmajor Governmental Funds

September 30, 2023

	Special Revenue Funds								
	Police Grants Fund	Police Donations Fund	Drainage Sales Tax Fund	Parks Sales Tax Fund	Auditorium Fund	Senior Center Sales Tax Fund	Street/ Bridge Sales Tax Fund	Hotel/ Motel Tax Fund	Golf Fund
Assets									
Cash and cash equivalents	\$ 10,338	\$ -	\$ 1,218,891	\$ 556,847	\$ 1,022,559	\$ 198,726	\$ 865,052	\$ 330,667	\$ 546,095
Sales tax receivable	-	-	89,901	103,143	96,542	32,180	64,348	-	-
Intergovernmental receivable	-	-	89,218	-	-	-	-	-	-
Other accounts receivable	-	-	-	-	-	-	-	-	5,237
Prepaid expenses	-	-	2,136	36,971	20,857	5,680	-	-	17,741
Cash and cash equivalents - restricted	-	3,851	-	-	7,835	-	-	-	12,258
Total Assets	<u>\$ 10,338</u>	<u>\$ 3,851</u>	<u>\$ 1,400,146</u>	<u>\$ 696,961</u>	<u>\$ 1,147,793</u>	<u>\$ 236,586</u>	<u>\$ 929,400</u>	<u>\$ 330,667</u>	<u>\$ 581,331</u>
Liabilities and Fund Balances									
Liabilities									
Accounts payable	\$ -	\$ -	\$ 325	\$ 6,540	7,413	\$ 2,326	\$ -	37,625	7,729
Accrued expenses	-	-	187	350	91	21	-	-	199
Deposits held	-	-	-	-	7,835	-	-	-	323
Total Liabilities	<u>-</u>	<u>-</u>	<u>512</u>	<u>6,890</u>	<u>15,339</u>	<u>2,347</u>	<u>-</u>	<u>37,625</u>	<u>8,251</u>

City of Neosho

Combining Balance Sheet – Nonmajor Governmental Funds

September 30, 2023

	Special Revenue Funds								
	Police Grants Fund	Police Donations Fund	Drainage Sales Tax Fund	Parks Sales Tax Fund	Auditorium Fund	Senior Center Sales Tax Fund	Street/ Bridge Sales Tax Fund	Hotel/ Motel Tax Fund	Golf Fund
Fund Balance									
Nonspendable									
Permanent	-	-	-	-	-	-	-	-	-
Prepaid items	-	-	2,136	36,971	20,857	5,680	-	-	17,741
Restricted for									
Public safety	10,338	3,851	-	-	-	-	-	-	-
Drainage	-	-	1,298,503	-	-	-	-	-	-
Auditorium	-	-	-	-	815,208	-	-	-	-
Senior center	-	-	-	-	-	167,385	-	-	-
Street and bridge	-	-	-	-	-	-	776,601	-	-
Tourism development	-	-	-	-	-	-	-	287,043	-
Debt service	-	-	-	-	-	-	-	-	-
Assigned to									
Drainage	-	-	98,995	-	-	-	-	-	-
Parks and recreation	-	-	-	653,100	-	-	-	-	-
Auditorium	-	-	-	-	296,389	-	-	-	-
Senior center	-	-	-	-	-	61,174	-	-	-
Golf course	-	-	-	-	-	-	-	-	555,339
Street and bridge	-	-	-	-	-	-	152,799	-	-
Tourism development	-	-	-	-	-	-	-	5,999	-
Total Fund Balances	10,338	3,851	1,399,634	690,071	1,132,454	234,239	929,400	293,042	573,080
Total Liabilities and Fund Balance	\$ 10,338	\$ 3,851	\$ 1,400,146	\$ 696,961	\$ 1,147,793	\$ 236,586	\$ 929,400	\$ 330,667	\$ 581,331

City of Neosho

Combining Balance Sheet – Nonmajor Governmental Funds

September 30, 2023

	Debt Service Funds					Permanent Funds		Total
	2014 COP Fund	2013 Bond Fund	2012 COP Fund	2016 COP Fund	2021 Bond Fund	Abbot Brothers Fund	Morse Park Fund	Nonmajor Governmental Funds
Assets								
Cash and cash equivalents	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 44,971	\$ 3,666	\$ 4,797,812
Sales tax receivable	-	-	-	-	-	-	-	386,114
Intergovernmental receivable	-	-	-	-	-	-	-	89,218
Other accounts receivable	-	-	-	-	-	-	-	5,237
Prepaid expenses	-	-	-	-	-	-	-	83,385
Cash and cash equivalents - restricted	-	-	-	314,376	2,316	-	-	340,636
Total Assets	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 314,376</u>	<u>\$ 2,316</u>	<u>\$ 44,971</u>	<u>\$ 3,666</u>	<u>\$ 5,702,402</u>
Liabilities and Fund Balances								
Liabilities								
Accounts payable	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 61,958
Accrued expenses	-	-	-	-	-	-	-	848
Deposits held	-	-	-	-	-	-	-	8,158
Total Liabilities	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>70,964</u>

City of Neosho

Combining Balance Sheet – Nonmajor Governmental Funds

September 30, 2023

	Debt Service Funds					Permanent Funds		Total
	2014 COP Fund	2013 Bond Fund	2012 COP Fund	2016 COP Fund	2021 Bond Fund	Abbot Brothers Fund	Morse Park Fund	Nonmajor Governmental Funds
Fund Balances								
Nonspendable								
Permanent	-	-	-	-	-	44,971	3,666	48,637
Prepaid items	-	-	-	-	-	-	-	83,385
Restricted for								
Public safety	-	-	-	-	-	-	-	14,189
Drainage	-	-	-	-	-	-	-	1,298,503
Auditorium	-	-	-	-	-	-	-	815,208
Senior center	-	-	-	-	-	-	-	167,385
Street and bridge	-	-	-	-	-	-	-	776,601
Tourism development	-	-	-	-	-	-	-	287,043
Debt service	-	-	-	314,376	2,316	-	-	316,692
Assigned to								
Drainage	-	-	-	-	-	-	-	98,995
Parks and recreation	-	-	-	-	-	-	-	653,100
Auditorium	-	-	-	-	-	-	-	296,389
Senior center	-	-	-	-	-	-	-	61,174
Golf course	-	-	-	-	-	-	-	555,339
Street and bridge	-	-	-	-	-	-	-	152,799
Tourism development	-	-	-	-	-	-	-	5,999
Total Fund Balances	-	-	-	314,376	2,316	44,971	3,666	5,631,438
Total Liabilities and Fund Balances	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 314,376</u>	<u>\$ 2,316</u>	<u>\$ 44,971</u>	<u>\$ 3,666</u>	<u>\$ 5,702,402</u>

City of Neosho

Combining Statement of Revenues, Expenditures, and Changes in Fund Balance – Nonmajor Governmental Funds Year Ended September 30, 2023

	Special Revenue Funds								
	Police Grants Fund	Police Donations Fund	Drainage Sales Tax Fund	Parks Sales Tax Fund	Auditorium Fund	Senior Center Sales Tax Fund	Street/Bridge Sales Tax Fund	Hotel/ Motel Tax Fund	Golf Fund
Revenues									
Taxes	\$ -	\$ -	\$ 501,621	\$ 752,431	\$ 627,012	\$ 209,004	\$ 418,008	\$ 93,527	\$ -
Intergovernmental revenues	4,200	-	154,261	-	-	-	-	-	-
Charges for services	-	-	-	13,608	40,013	-	-	-	600,709
Donations and other contributions	-	17,459	-	16,489	-	-	-	-	-
Miscellaneous	-	17	7,583	3,643	3,186	719	2,656	1,147	1,874
Total Revenues	4,200	17,476	663,465	786,171	670,211	209,723	420,664	94,674	602,583
Expenditures									
Current									
Police	8,400	15,089	-	-	-	-	-	-	-
Drainage	-	-	141,688	-	-	-	-	-	-
Parks and recreation	-	-	-	507,613	-	-	-	-	-
Auditorium	-	-	-	-	147,060	-	-	-	-
Senior center	-	-	-	-	-	65,181	-	-	-
Golf course	-	-	-	-	-	-	-	-	583,595
Tourism development	-	-	-	-	-	-	-	77,042	-
Other	-	-	-	-	-	-	-	-	-
Debt Service									
Principal and interest	-	-	-	-	-	-	-	-	-
Total Expenditures	8,400	15,089	141,688	507,613	147,060	65,181	-	77,042	583,595

City of Neosho

Combining Statement of Revenues, Expenditures, and Changes in Fund Balance – Nonmajor Governmental Funds Year Ended September 30, 2023

	Special Revenue Funds								
	Police Grants Fund	Police Donations Fund	Drainage Sales Tax Fund	Parks Sales Tax Fund	Auditorium Fund	Senior Center Sales Tax Fund	Street/Bridge Sales Tax Fund	Hotel/ Motel Tax Fund	Golf Fund
Excess (Deficit) of Revenues Over Expenditures	(4,200)	2,387	521,777	278,558	523,151	144,542	420,664	17,632	18,988
Other Financing Sources (Uses)									
Operating transfers in	4,200	-	-	508,610	-	-	-	-	509,179
Operating transfers (out)	-	-	(284,956)	(503,454)	(285,314)	(177,786)	(260,980)	(32,832)	(413,242)
Insurance proceeds	-	-	-	20,000	-	-	-	-	-
Total Other Financing Sources (Uses)	4,200	-	(284,956)	25,156	(285,314)	(177,786)	(260,980)	(32,832)	95,937
Net Change in Fund Balances	-	2,387	236,821	303,714	237,837	(33,244)	159,684	(15,200)	114,925
Fund Balance, October 1	10,338	1,464	1,162,813	386,357	894,617	267,483	769,716	308,242	458,155
Fund Balance, September 30	\$ 10,338	\$ 3,851	\$ 1,399,634	\$ 690,071	\$ 1,132,454	\$ 234,239	\$ 929,400	\$ 293,042	\$ 573,080

City of Neosho

Combining Statement of Revenues, Expenditures and Changes in Fund Balance – Nonmajor Governmental Funds

Year Ended September 30, 2023

	Debt Service Funds					Permanent Funds		Total Nonmajor Governmental Funds
	2014 COP Fund	2013 Bond Fund	2012 COP Fund	2016 COP Fund	2021 Bond Fund	Abbot Brothers Fund	Morse Park Fund	
Revenues								
Taxes	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,601,603
Intergovernmental revenues	-	-	-	-	-	-	-	158,461
Charges for services	-	-	-	-	-	-	-	654,330
Donations and other contributions	-	-	-	-	-	-	-	33,948
Miscellaneous	-	-	-	12,061	8	5,845	13	38,752
Total Revenues	-	-	-	12,061	8	5,845	13	3,487,094
Expenditures								
Current								
Police	-	-	-	-	-	-	-	23,489
Drainage	-	-	-	-	-	-	-	141,688
Parks and recreation	-	-	-	-	-	-	-	507,613
Auditorium	-	-	-	-	-	-	-	147,060
Senior center	-	-	-	-	-	-	-	65,181
Golf course	-	-	-	-	-	-	-	583,595
Tourism development	-	-	-	-	-	-	-	77,042
Other	-	-	-	-	-	349	-	349
Debt Service								
Principal and interest	-	-	1,551	248,450	493,768	-	-	743,769
Total Expenditures	-	-	1,551	248,450	493,768	349	-	2,289,786
<i>Excess (Deficit) of Revenues Over Expenditures</i>	-	-	(1,551)	(236,389)	(493,760)	5,496	13	1,197,308
Other Financing Sources (Uses)								
Operating transfers in	-	-	-	247,088	493,450	-	-	1,762,527
Operating transfers (out)	(150)	(11,582)	(38,180)	-	-	-	-	(2,008,476)
Insurance proceeds	-	-	-	-	-	-	-	20,000
Total Other Financing Sources (Uses)	(150)	(11,582)	(38,180)	247,088	493,450	-	-	(225,949)
<i>Net Change in Fund Balances</i>	(150)	(11,582)	(39,731)	10,699	(310)	5,496	13	971,359
Fund Balance, October 1	150	11,582	39,731	303,677	2,626	39,475	3,653	4,660,079
Fund Balance, September 30	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 314,376</u>	<u>\$ 2,316</u>	<u>\$ 44,971</u>	<u>\$ 3,666</u>	<u>\$ 5,631,438</u>

Other Reporting Requirements



Independent Auditors' Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*

Honorable Mayor and City Council
City of Neosho
Neosho, Missouri

We have audited, in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the City of Neosho, Missouri, as of and for the year ended September 30, 2023, and the related notes to the financial statements, which collectively comprise the City of Neosho, Missouri's basic financial statements and have issued our report thereon dated March 7, 2024.

Report on Internal Control over Financial Reporting

In planning and performing our audit of the financial statements, we considered the City of Neosho, Missouri's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the City of Neosho, Missouri's internal control. Accordingly, we do not express an opinion on the effectiveness of the City's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weakness. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the City of Neosho, Missouri's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the City of Neosho, Missouri's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the City of Neosho, Missouri's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

KPM CPAs, PC

KPM CPAs, PC
Springfield, Missouri
March 7, 2024

City of Neosho, Missouri

Basic Financial Statements Year Ended September 30, 2023



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Honorable Mayor and City Council
City of Neosho
Neosho, Missouri

Report on the Audit of the Financial Statements

Opinions

We have audited the accompanying financial statements of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the City of Neosho, Missouri, as of and for the year ended September 30, 2023, and the related notes to the financial statements, which collectively comprise the City's basic financial statements as listed in the table of contents.

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the City of Neosho, Missouri, as of September 30, 2023, and the respective changes in financial position and, where applicable, cash flows thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to the financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the City of Neosho, Missouri, and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the City's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

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Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with generally accepted auditing standards and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the City's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the City's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the Management's Discussion and Analysis (MD&A), budgetary comparison information, and the pension information be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board, who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Supplementary Information

Our audit was conducted for the purpose of forming opinions on the financial statements that collectively comprise the City of Neosho, Missouri's basic financial statements. The combining nonmajor fund financial statements are presented for purposes of additional analysis and are not a required part of the basic financial statements.

The combining nonmajor fund financial statements are the responsibility of management and were derived from and relate directly to the underlying accounting and other records used to prepare the basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the combining nonmajor fund financial statements are fairly stated, in all material respects, in relation to the basic financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated March 7, 2024, on our consideration of the City of Neosho, Missouri's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the City's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the City of Neosho, Missouri's internal control over financial reporting and compliance.

KPM CPAs, PC

KPM CPAs, PC
Springfield, Missouri
March 7, 2024

Management's Discussion and Analysis

City of Neosho

Management's Discussion and Analysis

September 30, 2023

The Management's Discussion and Analysis of the City of Neosho's financial performance provides an overview of the City's financial activities for the fiscal year ended September 30, 2023. Please read it in conjunction with the City's financial statements.

Financial Highlights

The net position of the City's governmental activities increased by \$5,432,538 as a result of current year activities. The net position of the City's business activities increased by \$767,174 for the year.

The assets and deferred outflow of resources of the City exceeded liabilities and deferred inflow of resources by \$70.7 million (net position), as of September 30, 2023. Of this amount, \$21.2 million was unrestricted and may be used to meet future obligations of the City, \$6.3 million was restricted and \$43.3 million represents capital assets (net of related debt) of the City.

Total long-term liabilities of the City decreased by \$1,785,635 to a total of \$9.6 million. The decrease was due to the payments of principal during the year. The City made timely payments on all of its debt obligations.

Incoming revenues are monitored to allow for immediate reaction to changes. All budgets and expenses are continually scrutinized by all department heads with every employee diligently participating in cost saving ideas and input to use every dollar wisely and ensuring careful stewardship of all funds. The City continues to ensure we operate on a balanced budget and meet or exceed fund reserve requirements per our bond covenants and the City's fiscal and investment policy.

As stated above, the net position of the City's governmental activities has and continues to increase and improve due to following strict fiscal policies and ensuring the City Council and Administration are fully informed of the City's financial position at all times. Decisions made by the City are always fully investigated and scrutinized in all aspects to ensure the financial stability of the City continues to improve.

Using this Annual Report

This annual report consists of a series of financial statements. The Statement of Net Position and the Statement of Activities provide information about the activities of the City as a whole and present a longer-term view of the City's finances. Fund financial statements tell how these services were financed in the short-term as well as what remains for future spending. Fund financial statements also report the City's operations in more detail than the government-wide statements by providing information about the City's most significant funds.

Government-Wide Financial Statements

One of the most important questions asked about the City's finances is, "Is the City as a whole better off or worse off as a result of the year's activities?" The Statement of Net Position and Statement of Activities report information about the City as a whole and about its activities in a way that helps answer this question. These statements include all assets and liabilities using the accrual basis of accounting, which is similar to the accounting used by most private-sector companies. All of the current year's revenues and expenses are taken into account regardless of when cash is received or paid. These two statements report the City's net position and changes in them. The City's net position – the difference between assets and deferred outflow of resources and liabilities and deferred inflow of resources – is one way to measure the City's financial health, or financial position. Over time, increases or decreases in the City's net position are one indicator of whether its financial health is improving or deteriorating.

In the Statement of Net Position and the Statement of Activities, we divide the City into two types of activities:

Governmental Activities: Most of the City's basic services are reported here. Taxes are the primary source of financing for these activities.

Business-Type Activities: The City charges a fee to customers to help it cover all or most of the cost of certain services it provides. The City's water and sewer services are provided here.

Fund Financial Statements

The fund financial statements provide detailed information about the City's most significant funds and not the City as a whole. Some funds are required to be established by state law and by bond covenants. However, the City Council establishes many other funds to help it control and manage money for a particular purpose or to show that it is meeting legal responsibilities for using certain taxes and grants.

Governmental Funds: Most of the City's basic services are reported in governmental funds, which focus on how money flows into and out of those funds and the balances left at year-end that are available for spending. These funds are reported using an accounting method called modified accrual accounting, which measures cash and all other financial assets that can readily be converted to cash. The governmental fund statements provide a detailed short-term view of the City's general government operations and the basic services it provides. Governmental fund information helps the reader determine whether there are more or fewer financial resources that can be spent in the near future to finance the City's programs. The differences between governmental activities (reported in the Statement of Net Position and the Statement of Activities) and the governmental funds are shown in a reconciliation following the fund financial statements.

Enterprise Funds: When the City charges customers for the services it provides – whether to outside customers or to other units of the City – these services are generally reported in proprietary funds. Enterprise funds are reported in the same way that all activities are reported in the Statement of Net Position and the Statement of Activities.

Notes to the Basic Financial Statements

The Notes to the Basic Financial Statements provide additional information that is essential to a full understanding of the data provided in the government-wide and fund financial statements.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Government-Wide Financial Analysis

Net Position

The following table presents the condensed Statement of Net Position for the City as of September 30, 2023 and 2022:

	Governmental Activities	Business-Type Activities	Total September 30, 2023	Total September 30, 2022
Assets				
Current and other assets	\$ 19,968,391	\$ 6,359,464	\$ 26,327,855	\$ 23,719,740
Leases receivable	113,899	364,752	478,651	493,816
Net pension asset	3,397,996	674,376	4,072,372	5,138,994
Capital assets	34,506,283	19,562,264	54,068,547	52,264,846
Total Assets	57,986,569	26,960,856	84,947,425	81,617,396
Deferred Outflow of Resources				
Deferred pension outflow	674,349	98,694	773,043	250,027
Deferred charge on refundings	46,938	-	46,938	53,644
Total Deferred Outflow of Resources	721,287	98,694	819,981	303,671
Liabilities				
Long-term liabilities outstanding	3,139,859	6,472,712	9,612,571	11,398,206
Other liabilities	3,454,520	1,072,240	4,526,760	4,321,888
Total Liabilities	6,594,379	7,544,952	14,139,331	15,720,094
Deferred Inflow of Resources				
Deferred pension inflow	398,524	18,244	416,768	1,165,351
Deferred leases inflow	117,942	371,160	489,102	513,129
Total Deferred Inflow of Resources	516,466	389,404	905,870	1,678,480
Net Position				
Net investment in capital assets	30,920,540	12,343,564	43,264,104	39,459,435
Restricted	6,068,863	224,051	6,292,914	5,699,499
Unrestricted	14,607,608	6,557,579	21,165,187	19,363,559
Total Net Position	\$ 51,597,011	\$ 19,125,194	\$ 70,722,205	\$ 64,522,493

Total Net Position of the City increased by \$6,199,712 for the year due to current year activities. Total liabilities for the City decreased by \$1,580,763. Net investment in capital assets increased \$3,804,669.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Changes in Net Position

	Governmental Activities	Business-Type Activities	Total Year Ended September 30, 2023	Total Year Ended September 30, 2022
Revenues				
Program Revenues				
Charges for services	\$ 1,841,359	\$ 5,670,352	\$ 7,511,711	\$ 7,389,676
Operating grants and contributions	167,198	-	167,198	239,646
Capital grants and contributions	566,327	348,322	914,649	1,012,913
General Revenues				
Property taxes	498,450	-	498,450	481,752
Sales taxes	10,788,965	-	10,788,965	10,210,138
Motor vehicle and gas taxes	630,358	-	630,358	531,806
Other taxes	142,144	-	142,144	1,256,225
Franchise fees	872,621	-	872,621	807,628
Interest	72,502	34,043	106,545	86,949
Other revenue	80,692	39,848	120,540	84,544
Special Items				
Gain on sale of capital assets	76,983	-	76,983	23,550
Insurance proceeds	43,324	-	43,324	43,101
Transfers	(67,002)	67,002	-	-
Total Revenues	15,713,921	6,159,567	21,873,488	22,167,928
Expenses				
Administrative	548,585	-	548,585	457,124
Clerk/council	108,959	-	108,959	93,121
Auditorium	325,233	-	325,233	310,674
Development services	263,351	-	263,351	191,013
Police	2,210,632	-	2,210,632	2,035,951
Fire	2,048,323	-	2,048,323	1,783,271
Emergency management	18,179	-	18,179	31,312
Court	161,005	-	161,005	125,197
Airport	433,340	-	433,340	474,876
Drainage	200,185	-	200,185	189,868
Street	1,799,844	-	1,799,844	1,594,094
Parks	630,959	-	630,959	584,028
Recreation	3,653	-	3,653	3,653
Senior center	103,694	-	103,694	83,677
Recycling center	156,422	-	156,422	96,204
Cemetery	126,880	-	126,880	125,931
Information technology	73,943	-	73,943	85,908
Property control	4,594	-	4,594	6,680
Human resources	86,489	-	86,489	65,926
Golf course	596,905	-	596,905	501,881
Tourism development	77,042	-	77,042	81,399
Communication and events	30,783	-	30,783	32,722
Economic development	193,796	-	193,796	408,309
Other	349	-	349	157
Debt service	78,238	-	78,238	92,338
Water and sewer	-	5,392,393	5,392,393	4,945,033
Total Expenses	10,281,383	5,392,393	15,673,776	14,400,347
Changes in Net Position	\$ 5,432,538	\$ 767,174	\$ 6,199,712	\$ 7,767,581

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Governmental Activities

Governmental activities increased the net position of the City by \$5,432,538. Tax revenues for the City were \$12,932,538 which represents 82% of the funding of these activities. Program revenues for the functions totaled \$2,574,884 or 16% of the funding. The following table shows the cost of the City's programs as well as each programs' net cost (total cost less revenues generated by the activities). The net cost shows the financial burden that was placed on the taxpayers by each of these functions.

Net Cost of the City of Neosho's Governmental Activities

	Total Cost of Services	Net Cost of Services
Administrative	\$ 548,585	\$ 496,297
Clerk/council	108,959	108,959
Auditorium	325,233	285,221
Development services	263,351	125,770
Police	2,210,632	1,658,313
Fire	2,048,323	1,904,560
Emergency management	18,179	18,179
Court	161,005	138,708
Airport	433,340	(77,939)
Drainage	200,185	35,583
Street	1,799,844	1,753,040
Parks	630,959	606,154
Recreation	3,653	3,653
Senior center	103,694	103,694
Recycling center	156,422	56,047
Cemetery	126,880	82,862
Information technology	73,943	73,943
Property control	4,594	4,594
Human resources	86,489	86,489
Golf course	596,905	(3,803)
Tourism development	77,042	77,042
Communication and events	30,783	1,750
Economic development	193,796	88,796
Other	349	349
Debt service	78,238	78,238
	<u>\$ 10,281,383</u>	<u>\$ 7,706,499</u>

Business-Type Activities

Business-type activities increased the City's net position by \$767,174. This is down from the increase received last year from the City's business-type activities. The increase in the prior year was \$1,632,950.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

Financial Analysis of the City's Funds

The combined fund balances of the City's governmental funds as of September 30, 2023, were \$17,199,743. The combined fund balances are up \$2,198,850 from the prior year. The City continues to take strong measures to ensure the City stays in a position of financial stability. The staff in all City departments strives to bring a level of service the citizens of Neosho expect and deserve.

General Fund Budgetary Highlights

Differences between the original, the final amended budget, and the actual results can be summarized as follows:

The original revenue budget of \$7,856,965 was amended to \$8,252,761.

The original expenditures budget of \$4,740,530 was amended to \$4,454,928.

Budget adjustments were presented and approved by the City Council. Final amended budgeted revenues were \$449,822 less than actual revenues, and budgeted expenditures were \$531,251 above actual expenditures.

Capital Asset and Debt Administration

Capital Assets

Capital assets of the governmental activities were \$34,506,283 (net of accumulated depreciation) as of September 30, 2023. This represents a \$1,884,464 increase from the prior year. The increase is due to the addition of new assets outweighing the current year provisions of depreciation. Capital assets for business-type activities were \$19,562,264 as of September 30, 2023. This represents a decrease of \$80,763 from the prior year. The decrease is due to current year provisions of depreciation outweighing the current year addition of new assets.

Debt

Total debt of the governmental activities as of September 30, 2023, was \$3,585,743 which is down \$1,199,522 from the prior year. The debt balance is net of deferred losses and premiums on refundings. The decrease is due to principal payments made in the current year.

Total debt of the business-type activities as of September 30, 2023, was \$7,218,700, which is down \$801,446. The decrease is due to principal payments made in the current year.

Economic Factors and Next Year's Budget

The economic impact on the City appears to have slowed from that of the pace witnessed in recent fiscal years. We continue to see peaks and valleys throughout the year in the General Fund (1% sales tax). Sales tax receipts have slowed with a slight increase of 5% for FY2023. Our efforts to pursue capital improvement continue focused, but cautious. In FY2023, a new shopping center housing Eagle Outfitters was completed and opened. This will bring in additional sales tax and property tax revenue to the City. Growth for commercial and residential remains constant at a calm, but steady pace. Revenues are expected to remain steady for FY2024. The city serves 12,590 residents as of the 2020 U.S. Census, a 6.4% increase since the 2010 Census. The city limit population moved from 11,835 in 2010 to an estimated 12,590 in 2020. While the City's revenues remain fairly consistent, expenses across the board continue to rise.

We continue to seek out and apply for grants available to us. The City plans to apply and use MODOT grants again in 2024. The Police Department is applying for the Local Law Enforcement Block Grant (LLEGB) grant for funding small capital items. In addition the Police Department is applying for other grants available to local law enforcement. The City plans to renew the contract with the Neosho Area Fire Protection District and the Neosho YMCA. The City has been approved for DED funding for a stormwater mitigation project which begin in FY2023. In addition, the City received approval from DNR using an ARPA grant to complete two additional drainage projects to begin FY2024.

The combined leadership of the Council and staff continue to look toward the future through proper planning, budgeting and efficiency of all City staff and resources. The City's fleet and equipment are continually updated and properly maintained. The City Administration has worked hard to properly budget for the replacement of worn-out equipment including vehicles and will continue when appropriate to do so and only when the budget allows for those capital expenditures. Replacement of the roofing material at City Hall and the auditorium began December 2023 and October 2023 respectively. Improvements at Scenic Park, and the Bike Trails in Morse Park are planned. In addition, resurfacing of roads, alleyways and IOOF Cemetery are planned for the upcoming year. The City is in the beginning stages for the planning and design of the long anticipated Public Safety Center.

For FY2024, the City has looked into a management contract for the Neosho Golf Course. This will be similar to the agreement utilized under the City's water and wastewater treatment facilities. This arrangement will ensure the efficient operations of the golf course. This new relationship will continue to be evaluated to ensure the continued collaboration remains in the best interest of the City.

There are current and ongoing plans in FY2024 for projects to promote tourism and grow revenue. A Hotel Feasibility study is being conducted and will be finalized in FY2024. Whenever possible, grant money will be used for these projects.

Additional master meters are budgeted for purchase and will be installed to monitor the pressure zone established to be a high loss area. As isolation continues within the high loss areas, concentrated efforts are being made in replacing and repairing mains to reduce the City's high water loss. A high priority is placed on respecting the budget and our duties to be transparent when considering costs, expenses, repairs, and purchases. The City continues to strive to ensure the Council and the citizens of Neosho are supplied with up-to-date financial information to ensure informed quality decisions are made on behalf of the City.

City of Neosho

Management's Discussion and Analysis

September 30, 2023

As stated in prior years, the greatest asset the City has is its staff of well trained, dedicated employees. Gradually increasing staff in vital City departments and improving the quality of staff and services through training and cross-training among positions is a priority to better serve the needs of the City and its citizens.

The contract with Alliance Water Resources for the management of the City's water treatment and wastewater facilities was renewed in October 2020. These types of arrangements will ensure the efficient delivery of quality drinking water and treatment of wastewater for the City of Neosho. This relationship will continue to be evaluated to ensure the continued collaboration remains in the best interest of the City.

By remembering the lessons learned from lean times, we strive to pursue economic growth and embrace new development that benefits our Citizens. The City is encouraging more community involvement in the process of long-term planning, goal setting, and budget preparations.

The debt of the City continues to be a focus of the City Council for the foreseeable future. Debt schedules are included in the notes to the financial statements. The City's overall financial picture will continue to require careful and concise planning to fulfill obligations to both debtors and the citizens. The City continues to maintain very strong reserves.

Contacting the City's Financial Management

For additional information or questions, please contact any of the following officers at:

City of Neosho
203 East Main
Neosho, Missouri 64850
(417) 451-8050

David Kennedy, City Manager	d.kennedy@neoshomo.gov
Leslie Forest, Finance Director	lforest@neoshomo.gov
Cheyenne Wright, City Clerk	cwright@neoshomo.gov

City of Neosho

Statement of Net Position

September 30, 2023

	Governmental Activities	Business-Type Activities	Total
Assets			
Current			
Cash and cash equivalents - unrestricted	\$ 15,105,889	\$ 5,381,725	\$ 20,487,614
Taxes receivable	2,022,423	-	2,022,423
Utilities receivable, net	-	509,249	509,249
Other accounts receivable	33,648	17,291	50,939
Court fines receivable, net	27,897	-	27,897
Intergovernmental receivable	366,095	-	366,095
Interest receivable	506	7,364	7,870
Leases receivable - current	1,132	14,031	15,163
Inventory	85,790	-	85,790
Prepaid expenses	279,559	133,763	413,322
Noncurrent			
Restricted cash and cash equivalents	2,045,452	296,041	2,341,493
Leases receivable - noncurrent	113,899	364,752	478,651
Net pension asset	3,397,996	674,376	4,072,372
Capital Assets			
Non-depreciable	11,818,329	210,677	12,029,006
Depreciable, net	22,687,954	19,351,587	42,039,541
Total Assets	57,986,569	26,960,856	84,947,425
Deferred Outflow of Resources			
Deferred pension outflow	674,349	98,694	773,043
Deferred charge on refundings	46,938	-	46,938
Total Deferred Outflow of Resources	721,287	98,694	819,981
Liabilities			
Current			
Accounts payable	995,270	162,730	1,158,000
Accrued expenses	168,493	27,969	196,462
Accrued interest payable	38,408	27,251	65,659
Deposits held	14,958	-	14,958
Meter deposits held	-	71,990	71,990
Unearned revenue	1,559,237	-	1,559,237
Current maturities of long-term debt	678,154	782,300	1,460,454
	3,454,520	1,072,240	4,526,760
Noncurrent			
Certificates of participation payable	1,655,000	-	1,655,000
Bonds payable	1,299,527	6,436,400	7,735,927
Compensated absences payable	185,332	36,312	221,644
	3,139,859	6,472,712	9,612,571
Total Liabilities	6,594,379	7,544,952	14,139,331

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Net Position

September 30, 2023

	Governmental Activities	Business-Type Activities	Total
Deferred Inflow of Resources			
Deferred lease inflow	117,942	371,160	489,102
Deferred pension inflow	398,524	18,244	416,768
Total Deferred Inflow of Resources	<u>516,466</u>	<u>389,404</u>	<u>905,870</u>
Net Position			
Net investment in capital assets	30,920,540	12,343,564	43,264,104
Restricted	6,068,863	224,051	6,292,914
Unrestricted	14,607,608	6,557,579	21,165,187
Total Net Position	<u><u>\$ 51,597,011</u></u>	<u><u>\$ 19,125,194</u></u>	<u><u>\$ 70,722,205</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Activities

Year Ended September 30, 2023

Functions/Programs	Expenses	Program Revenues			Net (Expenses), Revenues, and Changes in Net Position		
		Charges for Services	Operating Grants and Contributions	Capital Grants and Contributions	Governmental Activities	Business-Type Activities	Total
Governmental Activities							
Administrative	\$ (548,585)	\$ 52,288	\$ -	\$ -	\$ (496,297)	\$ -	\$ (496,297)
Clerk/Council	(108,959)	-	-	-	(108,959)	-	(108,959)
Auditorium	(325,233)	40,012	-	-	(285,221)	-	(285,221)
Development services	(263,351)	137,581	-	-	(125,770)	-	(125,770)
Police	(2,210,632)	528,382	23,937	-	(1,658,313)	-	(1,658,313)
Fire	(2,048,323)	126,093	40	17,630	(1,904,560)	-	(1,904,560)
Emergency management	(18,179)	-	-	-	(18,179)	-	(18,179)
Court	(161,005)	22,297	-	-	(138,708)	-	(138,708)
Airport	(433,340)	241,257	-	270,022	77,939	-	77,939
Drainage	(200,185)	-	37,731	126,871	(35,583)	-	(35,583)
Street	(1,799,844)	-	-	46,804	(1,753,040)	-	(1,753,040)
Parks	(630,959)	8,316	16,489	-	(606,154)	-	(606,154)
Recreation	(3,653)	-	-	-	(3,653)	-	(3,653)
Senior center	(103,694)	-	-	-	(103,694)	-	(103,694)
Recycling center	(156,422)	31,542	68,833	-	(56,047)	-	(56,047)
Cemetery	(126,880)	40,000	4,018	-	(82,862)	-	(82,862)
Information technology	(73,943)	-	-	-	(73,943)	-	(73,943)
Property control	(4,594)	-	-	-	(4,594)	-	(4,594)
Human resources	(86,489)	-	-	-	(86,489)	-	(86,489)
Golf course	(596,905)	600,708	-	-	3,803	-	3,803
Tourism development	(77,042)	-	-	-	(77,042)	-	(77,042)
Communications and events	(30,783)	12,883	16,150	-	(1,750)	-	(1,750)
Economic development	(193,796)	-	-	105,000	(88,796)	-	(88,796)
Other	(349)	-	-	-	(349)	-	(349)
Debt service	(78,238)	-	-	-	(78,238)	-	(78,238)
Total Governmental Activities	(10,281,383)	1,841,359	167,198	566,327	(7,706,499)	-	(7,706,499)

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Activities

Year Ended September 30, 2023

Functions/Programs	Program Revenues				Net (Expenses), Revenues, and Changes in Net Position		
	Expenses	Charges for Services	Operating Grants and Contributions	Capital Grants and Contributions	Governmental Activities	Business-Type Activities	Total
Business-Type Activities							
Water and Sewer	(5,392,393)	5,670,352	-	348,322	-	626,281	626,281
Total Business-Type Activities	<u>(5,392,393)</u>	<u>5,670,352</u>	<u>-</u>	<u>348,322</u>	<u>-</u>	<u>626,281</u>	<u>626,281</u>
Total Government	<u>\$ (15,673,776)</u>	<u>\$ 7,511,711</u>	<u>\$ 167,198</u>	<u>\$ 914,649</u>	<u>(7,706,499)</u>	<u>626,281</u>	<u>(7,080,218)</u>
General Revenues							
Property taxes					498,450	-	498,450
Sales taxes					10,788,965	-	10,788,965
Motor vehicle and gas taxes					630,358	-	630,358
Other and delinquent taxes					142,144	-	142,144
Franchise fees					872,621	-	872,621
Interest					72,502	34,043	106,545
Other revenue					80,692	39,848	120,540
Special Items							
Gain on sale of assets					76,983	-	76,983
Insurance proceeds					43,324	-	43,324
Transfers					(67,002)	67,002	-
Total General Revenues, Special Items, and Transfers					<u>13,139,037</u>	<u>140,893</u>	<u>13,279,930</u>
<i>Changes in Net Position</i>					5,432,538	767,174	6,199,712
Net Position, Beginning of year					46,164,473	18,358,020	64,522,493
Net Position, End of year					<u>\$ 51,597,011</u>	<u>\$ 19,125,194</u>	<u>\$ 70,722,205</u>

See accompanying Notes to the Financial Statements.

City of Neosho

Balance Sheet – Governmental Funds

September 30, 2023

	Special Revenue Funds					
	General	Street	Fire	Economic	Nonmajor	Total
	Fund	Sales Tax	Sales Tax	Development	Governmental	Governmental
	Fund	Fund	Fund	Sales Tax	Funds	Funds
	Fund	Fund	Fund	Fund	Funds	Funds
Assets						
Cash and cash equivalents	\$ 7,125,257	\$ 2,138,480	\$ 477,932	\$ 536,108	\$ 4,797,812	\$ 15,075,589
Taxes receivable	1,250,137	193,128	128,696	64,348	386,114	2,022,423
Leases receivable	115,031	-	-	-	-	115,031
Interest receivable	506	-	-	-	-	506
Other accounts receivable	28,411	-	-	-	5,237	33,648
Court fines receivable, net	27,897	-	-	-	-	27,897
Intergovernmental receivable	276,877	-	-	-	89,218	366,095
Inventory	85,790	-	-	-	-	85,790
Prepaid expenses	108,649	15,264	72,261	-	83,385	279,559
Restricted cash and cash equivalents	1,587,880	116,936	-	-	340,636	2,045,452
Total Assets	<u>\$10,606,435</u>	<u>\$ 2,463,808</u>	<u>\$ 678,889</u>	<u>\$ 600,456</u>	<u>\$ 5,702,402</u>	<u>\$ 20,051,990</u>
Liabilities, Deferred Inflows, and Fund Balances						
Liabilities						
Accounts payable	\$ 419,774	\$ 42,308	\$ 21,637	\$ 445,940	\$ 61,958	\$ 991,617
Accrued expenses	100,937	12,994	53,714	-	848	168,493
Deposits held	6,800	-	-	-	8,158	14,958
Unearned revenue	1,559,237	-	-	-	-	1,559,237
Total Liabilities	<u>2,086,748</u>	<u>55,302</u>	<u>75,351</u>	<u>445,940</u>	<u>70,964</u>	<u>2,734,305</u>
Deferred Inflow of Resources						
Deferred inflow - leases	117,942	-	-	-	-	117,942

See accompanying Notes to the Financial Statements.

City of Neosho

Balance Sheet – Governmental Funds

September 30, 2023

	Special Revenue Funds				Nonmajor Governmental Funds	Total Governmental Funds
	General Fund	Street Sales Tax Fund	Fire Sales Tax Fund	Economic Development Sales Tax Fund		
Fund Balance						
Nonspendable						
Permanent - Parks	-	-	-	-	48,637	48,637
Inventory	85,790	-	-	-	-	85,790
Prepaid items	108,649	15,264	72,261	-	83,385	279,559
Restricted for						
Public safety	-	-	-	-	14,189	14,189
Drainage	-	-	-	-	1,298,503	1,298,503
Auditorium	-	-	-	-	815,208	815,208
Streets	-	2,393,242	-	-	-	2,393,242
Senior center	-	-	-	-	167,385	167,385
Street and bridge	-	-	-	-	776,601	776,601
Tourism development	-	-	-	-	287,043	287,043
Debt service	-	-	-	-	316,692	316,692
Assigned to						
Drainage	-	-	-	-	98,995	98,995
Public safety	-	-	531,277	-	-	531,277
Parks and recreation	-	-	-	-	653,100	653,100
Auditorium	-	-	-	-	296,389	296,389
Senior center	-	-	-	-	61,174	61,174
Economic development	-	-	-	154,516	-	154,516
Golf course	-	-	-	-	555,339	555,339
Street and bridge	-	-	-	-	152,799	152,799
Tourism development	-	-	-	-	5,999	5,999
Unassigned	8,207,306	-	-	-	-	8,207,306
Total Fund Balances	8,401,745	2,408,506	603,538	154,516	5,631,438	17,199,743
Total Liabilities, Deferred Inflows, and Fund Balances	\$10,606,435	\$ 2,463,808	\$ 678,889	\$ 600,456	\$ 5,702,402	\$ 20,051,990

See accompanying Notes to the Financial Statements.

City of Neosho

Reconciliation of the Governmental Funds Balance Sheet to the Statement of Net Position

September 30, 2023

Fund balance - total governmental funds	\$ 17,199,743
Capital assets used in governmental activities are not financial resources and, therefore, are not reported in the funds:	
Governmental capital assets	73,196,587
Less accumulated depreciation	<u>(38,690,304)</u>
	34,506,283
Internal Service Funds are used by management to charge the costs of insurance to individual funds. The assets and liabilities of the Internal Service Fund are included in governmental activities in the statement of net position.	26,647
The net pension asset and deferred costs are not available to pay for current period expenditures and, therefore, are not reported in the funds:	
Net pension asset	3,397,996
Deferred outflows due to pensions	674,349
Deferred inflows due to pensions	<u>(398,524)</u>
	3,673,821
Interest on long-term debt is not accrued in governmental funds, but rather is recognized as an expenditure when due	(38,408)
Long-term liabilities are not due and payable in the current period and, therefore, are not reported in the funds	<u>(3,771,075)</u>
Net Position of Governmental Activities	<u><u>\$ 51,597,011</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Revenues, Expenditures, and Changes in Fund Balances – Governmental Funds Year Ended September 30, 2023

		Special Revenue Funds				
	General Fund	Street Sales Tax Fund	Fire Sales Tax Fund	Economic Development Sales Tax Fund	Nonmajor Governmental Funds	Total Governmental Funds
Revenues						
Taxes	\$ 7,190,126	\$ 1,884,757	\$ 838,036	\$ 418,017	\$ 2,601,603	\$ 12,932,539
Licenses and permits	228,782	-	-	-	-	228,782
Intergovernmental revenues	370,239	28,039	17,630	-	158,461	574,369
Charges for services	395,048	-	126,093	-	654,330	1,175,471
Fines and forfeitures	354,081	-	-	-	-	354,081
Donations and other contributions	4,018	-	-	105,000	33,948	142,966
Miscellaneous	160,289	22,834	17,641	1,491	38,752	241,007
Total Revenues	8,702,583	1,935,630	999,400	524,508	3,487,094	15,649,215
Expenditures						
Current						
Administrative	536,698	-	-	-	-	536,698
Clerk/Council	106,805	-	-	-	-	106,805
Auditorium	-	-	-	-	147,060	147,060
Development services	251,191	-	-	-	-	251,191
Police	2,093,833	-	-	-	23,489	2,117,322
Fire	-	-	2,090,120	-	-	2,090,120
Emergency management	15,352	-	-	-	-	15,352
Court	155,439	-	-	-	-	155,439
Airport	303,598	-	-	-	-	303,598
Drainage	-	-	-	-	141,688	141,688
Street	-	1,635,381	-	-	-	1,635,381
Parks and recreation	-	-	-	-	507,613	507,613
Senior center	-	-	-	-	65,181	65,181
Recycling center	143,258	-	-	-	-	143,258
Information technology	72,546	-	-	-	-	72,546
Property control	4,594	-	-	-	-	4,594
Human resources	84,044	-	-	-	-	84,044
Golf course	-	-	-	-	583,595	583,595
Tourism development	-	-	-	-	77,042	77,042
Communications and events	30,783	-	-	-	-	30,783
Cemetery	125,536	-	-	-	-	125,536
Economic development	-	-	-	3,567,935	-	3,567,935
Other	-	-	-	-	349	349
Debt Service						
Principal and interest	-	-	-	-	743,769	743,769
Total Expenditures	3,923,677	1,635,381	2,090,120	3,567,935	2,289,786	13,506,899

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Revenues, Expenditures, and Changes in Fund Balances – Governmental Funds Year Ended September 30, 2023

	Special Revenue Funds					
	General	Street	Fire	Economic	Nonmajor	Total
	Fund	Sales Tax	Sales Tax	Development	Governmental	Governmental
	Fund	Fund	Fund	Sales Tax	Funds	Funds
	Fund	Fund	Fund	Fund	Funds	Funds
<i>Excess (Deficit) of Revenues Over Expenditures</i>	4,778,906	300,249	(1,090,720)	(3,043,427)	1,197,308	2,142,316
Other Financing Sources (Uses)						
Operating transfers in (out)	(3,372,549)	(188,395)	1,053,184	2,686,707	(245,949)	(67,002)
Sale of assets	14,639	37,073	-	28,500	-	80,212
Insurance proceeds	23,324	-	-	-	20,000	43,324
Total Other Financing Sources (Uses)	<u>(3,334,586)</u>	<u>(151,322)</u>	<u>1,053,184</u>	<u>2,715,207</u>	<u>(225,949)</u>	<u>56,534</u>
<i>Net Change in Fund Balances</i>	1,444,320	148,927	(37,536)	(328,220)	971,359	2,198,850
Fund Balance, October 1	6,957,425	2,259,579	641,074	482,736	4,660,079	15,000,893
Fund Balance, September 30	<u><u>\$ 8,401,745</u></u>	<u><u>\$ 2,408,506</u></u>	<u><u>\$ 603,538</u></u>	<u><u>\$ 154,516</u></u>	<u><u>\$ 5,631,438</u></u>	<u><u>\$ 17,199,743</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Reconciliation of the Statement of Revenues, Expenditures, and Changes in Fund Balances of Governmental Funds to the Statement of Activities

Year Ended September 30, 2023

Net change in fund balances - total governmental funds	\$ 2,198,850
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Amounts reported for governmental activities in the Statement of Activities are different because:

Internal Service Fund receipts and disbursements are included in the Statement of Activities	(6,703)
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Governmental funds report capital outlays as expenditures. However, in the Statement of Activities the cost of these assets is allocated over their estimated useful lives on a straight line basis and reported as depreciation expense. The following is the detail of the amount by which capital outlay exceeded depreciation for the year.

Capital outlay	3,568,951
Depreciation	(1,658,476)
Disposal of capital assets, net	(26,011)
	1,884,464

The issuance of long-term debt provides current financial resources to governmental funds. The repayment of the principal of long-term debt is a use of current financial resources of governmental funds. In the statement of activities, interest is accrued on outstanding debt whereas in the governmental funds, an interest expenditure is reported when due. The following is the detail of the net affect of these differences.

Repayment of principal on debt	1,199,522
Change in accrued interest payable	4,536
	1,204,058

Some expenses reported in the statement of activities do not require the use of current financial resources and therefore are not reported as expenditures in the governmental funds:

Change in pension related costs	120,717
Change in compensated absences	31,152
	151,869
Change in Net Position of Governmental Activities	\$ 5,432,538

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Net Position – Proprietary Funds

September 30, 2023

	Water and Sewer Fund	Internal Service Fund
Assets		
Current Assets		
Cash and cash equivalents	\$ 5,381,725	\$ 30,300
Utilities receivable, net	509,249	-
Leases receivable -current	14,031	-
Interest receivable	7,364	-
Other accounts receivable	17,291	-
Prepaid expenses	133,763	-
Total Current Assets	6,063,423	30,300
Noncurrent Assets		
Restricted cash and cash equivalents	296,041	-
Net pension asset	674,376	-
Leases receivable - noncurrent	364,752	-
Capital assets		
Nondepreciable	210,677	-
Depreciable, net	19,351,587	-
Total Noncurrent Assets	20,897,433	-
Total Assets	26,960,856	30,300
Deferred Outflow of Resources		
Deferred pension outflow	98,694	-
Liabilities		
Current Liabilities		
Accounts payable	162,730	3,653
Accrued expenses	27,969	-
Accrued interest payable	27,251	-
Meter deposits payable	71,990	-
Current maturities of long-term debt	782,300	-
Total Current Liabilities	1,072,240	3,653
Long-Term Liabilities		
Revenue bonds payable	6,436,400	-
Compensated absences payable	36,312	-
Total Long-Term Liabilities	6,472,712	-
Total Liabilities	7,544,952	3,653
Deferred Inflow of Resources		
Deferred lease inflow	371,160	-
Deferred pension inflow	18,244	-
	389,404	-
Net Position		
Net investment in capital assets	12,343,564	-
Restricted for debt service	224,051	-
Unrestricted	6,557,579	26,647
Total Net Position	\$ 19,125,194	\$ 26,647

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Revenues, Expenses, and Changes in Net Position – Proprietary Funds

Year Ended September 30, 2023

	<u>Water and Sewer Fund</u>	<u>Internal Service Fund</u>
Operating Revenues		
Charges for services		
Water and sewer	\$ 5,670,352	\$ -
Employer insurance contributions	-	764,758
Employee insurance contributions	-	141,248
Total Operating Revenues	<u>5,670,352</u>	<u>906,006</u>
Operating Expenses		
Personnel services	974,485	-
Contractual services	2,043,304	-
Repairs and maintenance	401,164	-
Supplies	143,415	-
Utilities	628,907	-
Insurance	91,171	-
Depreciation	944,093	-
Miscellaneous	10,010	-
Insurance claims and premiums	-	912,709
Total Operating Expenses	<u>5,236,549</u>	<u>912,709</u>
<i>Operating Income (Loss)</i>	433,803	(6,703)
Nonoperating Revenues (Expenses)		
Interest income	34,043	-
Other revenue	39,848	-
Intergovernmental revenues	348,322	-
Interest expense	(155,844)	-
Total Nonoperating Revenues (Expenses)	<u>266,369</u>	<u>-</u>
<i>Income (Loss) Before Operating Transfers</i>	700,172	(6,703)
Net Operating Transfers In	<u>67,002</u>	<u>-</u>
<i>Net Income (Loss)</i>	767,174	(6,703)
Net Position, October 1	18,358,020	33,350
Net Position, September 30	<u><u>\$ 19,125,194</u></u>	<u><u>\$ 26,647</u></u>

See accompanying Notes to the Financial Statements.

City of Neosho

Statement of Cash Flows – Proprietary Funds

Year Ended September 30, 2023

	Water and Sewer Fund	Internal Service Fund
Cash Flows from Operating Activities		
Cash received from customers	\$ 5,621,892	\$ 906,006
Cash paid to suppliers	(3,597,897)	(912,711)
Cash paid to employees	(1,055,791)	-
Other cash received for nonoperating revenues	39,848	-
Net Cash Provided (Used) by Operating Activities	1,008,052	(6,705)
Cash Flows from Noncapital Financing Activities		
Operating transfers from other funds	67,002	-
Net Cash Provided by Noncapital Financing Activities	67,002	-
Cash Flows from Capital and Related Financing Activities		
Purchase of fixed assets	(863,330)	-
Payment of principal on debt	(34,846)	-
Payment of principal on bonds	(766,600)	-
Grant proceeds	348,322	-
Payment of interest expense	(159,125)	-
Net Cash (Used) by Capital and Related Financing Activities	(1,475,579)	-
Cash Flows from Investing Activities		
Interest received on investments	34,043	-
Net Cash Provided by Investing Activities	34,043	-
<i>Net Increase (Decrease) in Cash and Cash Equivalents</i>	<i>(366,482)</i>	<i>(6,705)</i>
Cash and Cash Equivalents, Beginning of year	6,044,248	37,005
Cash and Cash Equivalents, End of year	5,677,766	30,300
Less Restricted Cash and Cash Equivalents	(296,041)	-
Unrestricted Cash and Cash Equivalents	\$ 5,381,725	\$ 30,300
Reconciliation of Operating Income (Loss) to Net Cash Provided by Operating Activities		
Operating income (loss)	\$ 433,803	\$ (6,703)
Adjustments to reconcile operating income (loss) to net cash provided (used) by operating activities:		
Depreciation	944,093	-
(Increase) decrease in		
Utilities receivable	(4,252)	-
Other accounts receivable	14,304	-
Prepaid expenses	(16,216)	-
Net pension asset	113,424	-
Deferred pension outflow	(91,130)	-
Increase (decrease) in		
Accounts payable	(242,143)	(2)
Accrued expenses	3,622	-
Meter deposits payable	995	-
Deferred pension inflow	(106,554)	-
Deferred lease inflow	(21,567)	-
Unearned revenue	(59,507)	-
Compensated absences	(668)	-
Other cash received for nonoperating revenues	39,848	-
Net Cash Provided (Used) by Operating Activities	\$ 1,008,052	\$ (6,705)

See accompanying Notes to the Financial Statements.

City of Neosho

Notes to the Financial Statements

September 30, 2023

1. Summary of Significant Accounting Policies

The City of Neosho, Missouri, (the City) adopted a home rule charter in 1973 and operates under the Council/City Manager form of government. The City provides the following services as authorized by its charter: public safety (police and fire), streets, culture-recreation, public works, planning, and general administrative services. Other services include water and sewer operations and golf course.

The accounting policies of the City conform to accounting principles generally accepted in the United States of America as applicable to governments. The following is a summary of the more significant policies.

Financial Reporting Entity

The City is organized under laws of the State of Missouri and is a primary government, which is governed by an elected council. As required by accounting principles generally accepted in the United States of America, the City has evaluated the above criteria to determine whether any other entity meets the definition of a component unit and must be included in these financial statements. The City has determined that no other outside entity meets the above criteria and, therefore, no other entity has been included as a component unit in the financial statements. In addition, the City is not aware of any entity for which the City would be considered as a component unit of that entity.

Basis of Presentation

The basic financial statements include both the government-wide (the Statement of Net Position and the Statement of Activities) and fund financial statements.

Government-Wide Financial Statements

The government-wide statements display information about the government as a whole. Interfund activity has been eliminated from these statements to minimize the duplication of internal activities. Governmental activities, which are supported by taxes and intergovernmental revenues, are reported separately from business-type activities, which rely on fees and charges for services for support.

In the government-wide Statement of Net Position, both the governmental and business-type activities are consolidated and presented on the full accrual, economic resources basis of accounting. The consolidated presentation incorporates long-term assets and receivables as well as long-term debt and obligations, and it provides information to improve analysis and comparability.

The government-wide Statement of Activities presents a comparison between direct expenses and program revenues for each function of the City's governmental and business-type activities. Direct expenses are those that are specifically associated with a program or a function. Program revenues include charges for goods or services offered by the programs and grants and contributions that are restricted to meet operating and capital expenses of a particular program. Revenues that are not classified as program revenues, including all taxes, are presented as general revenues.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Fund Financial Statements

Separate fund financial statements report information on the City's governmental and proprietary funds. The emphasis of fund financial statements is on major governmental and enterprise funds, each displayed in a separate column. All remaining funds are aggregated and reported as nonmajor funds in their respective categories. Governmental resources are allocated to, and accounted for, in individual funds based on the purpose for which they are to be spent and the means by which spending activities are controlled. The emphasis in fund financial statements is on the major funds.

Governmental Fund Types: The governmental fund financial statements are reported using the current financial resources measurement focus and the modified accrual basis of accounting. This means that the emphasis is on near-term inflows and outflows of resources and does not present the long-term impact of transactions. It is necessary to convert the governmental fund data to arrive at the government-wide financial statements. Therefore, reconciliations have been provided following the Governmental Funds Balance Sheet and the Statement of Revenues, Expenditures, and Changes in Fund Balance identifying categories that required conversion from the fund statements.

The City reports the following major governmental funds:

General Fund: The General Fund is the general operating fund of the City. It is used to account for all financial resources except those required to be accounted for in another fund.

Street Sales Tax Fund: The Street Sales Tax Fund accounts for sales tax revenues that are restricted, committed, or assigned for the purpose of funding street maintenance, improvements, and indebtedness.

Fire Sales Tax Fund: The Fire Sales Tax Fund accounts for sales tax revenues that are restricted, committed, or assigned for the purpose of funding fire department operations.

Economic Development Sales Tax Fund: The Economic Development Sales Tax Fund accounts for sales tax revenues that are restricted, committed, or assigned for the purpose of funding of capital economic development.

Proprietary Fund Types: The focus of proprietary fund measurement is upon determination of operating income, changes in net position, and cash flows. Operating revenues and expenses are distinguished from non-operating revenues and expenses. Operating revenues and expenses generally result from providing services and producing and delivering goods in connection with a proprietary fund's principal ongoing operations. All revenues and expenses not meeting this definition are reported as non-operating revenues and expenses. The principal operating revenues of enterprise funds are charges to customers for services. Operating expenses consist of cost of sales and services, administrative expenses, and depreciation on capital assets.

The City reports the following major proprietary funds:

Water and Sewer Fund: The Water and Sewer Fund is an enterprise fund and accounts for the activities and capital improvements of the City's water and sewer system which provides services to the residents of the City.

Internal Service Fund: The Internal Service Fund is used to account for the accumulation of resources used to fund claims under the City's health insurance plan.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Unearned Revenue

This is future grant revenue received in advance of corresponding grant expenses. These revenues will be recognized as income when the grant expenses are incurred.

Capital Assets

Capital assets include land, buildings, improvements, equipment, and infrastructure assets (e.g., roads, bridges, storm sewers, and similar items) and are included in the applicable governmental or business-type activities columns in the government-wide financial statements. Capital assets, excluding land, are defined by the City as assets with a cost of \$5,000 or greater and an estimated useful life of at least one year. All land purchases are capitalized regardless of cost. All purchased fixed assets are valued at cost where historical records are available and at an estimated historical cost where no historical records exist. Donated fixed assets are valued at their estimated fair market value on the date received. The costs of normal maintenance and repairs that do not add to the value of the asset or materially extend asset lives are not capitalized.

Historically, governmental infrastructure assets have not been capitalized and reported in the financial statements. In conformity with GASB 34, infrastructure, such as streets and storm sewers, has been capitalized. Additionally, the city elected to depreciate its infrastructure assets. Depreciation is provided in amounts sufficient to relate the cost of the depreciable assets to operations over their estimated service lives on the straight-line basis. The service lives by type of asset are as follows:

Machinery and equipment	2-25 years
Water plant and equipment	5-50 years
Sewer plant and equipment	5-50 years
Buildings and improvements	10-50 years
Golf course infrastructure	5-40 years
Infrastructure	20-50 years
Land improvements	25-50 years

Expenditures for maintenance and repairs are charged to expense; renewals and betterments are capitalized.

Pooled Cash and Cash Equivalents

The City pools cash resources of its various funds in order to facilitate the management of cash. Cash applicable to a particular fund is readily identifiable. The balance in the pooled cash account is available to meet current operating requirements. Cash in excess of current requirements is invested in interest-bearing accounts.

Inventories

Inventories are stated at the lower of cost or market. Cost is determined using the first-in, first-out method. Inventory usage is recognized on the consumption method.

Revenue Recognition

Property taxes attach as an enforceable lien on property as of January 1. Taxes are levied on November 1 and are due and payable at that time. All unpaid taxes levied November 1 become delinquent after December 31 of that year.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Compensated Absences

The City's vacation policy grants an employee two weeks of vacation after one year of service and three weeks of vacation after ten years. Vacations not taken within one year are forfeited unless written permission is granted to carry unused vacation forward. Unused vacation at termination of employment is paid to the terminated employee provided proper notice was given by the employee.

Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Fund Balance Classification

In the fund financial statements, governmental funds report aggregate amounts for five classifications of fund balances based on constraints imposed on the use of these resources as follows:

Nonspendable fund balance: This classification includes amounts that cannot be spent because they are either a) not in spendable form or b) legally or contractually required to be maintained intact.

Restricted fund balance: This classification reflects the constraints imposed on resources either a) externally by creditors, grantors, contributors, or laws or regulations of other governments; or b) imposed by law through constitutional provisions or enabling legislation.

Committed fund balance: These amounts can only be used for specific purposes pursuant to constraints imposed by formal resolutions of the City Council – the government's highest level of decision making authority. Those committed amounts cannot be used for any other purpose unless the Council removes the specified use by taking the same type of action imposing the commitment.

Assigned fund balance: This classification reflects the amounts constrained by the City's "intent" to be used for specific purposes, but are neither restricted nor committed. Assigned fund balances include all remaining amounts (except negative balances) that are reported in the governmental funds, other than the General Fund, that are not classified as nonspendable and are neither restricted nor committed.

Unassigned fund balance: This fund balance is the residual classification for the General Fund. It is also used to report negative fund balances in other governmental funds.

In circumstances when a disbursement is made for a purpose for which amounts are available in multiple fund balance classifications, fund balance is depleted in the order of restricted, committed, assigned, and unassigned.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Net Position

In the government-wide and proprietary fund financial statements, equity is displayed in three components as follows:

Net Investment in Capital Assets: This consists of capital assets, net of accumulated depreciation, less the outstanding balances of any bonds, notes or other borrowings that are attributable to the acquisition, construction, or improvement of those assets.

Restricted: This consists of net position that is legally restricted by outside parties or by law through constitutional provisions or enabling legislation.

Unrestricted: This consists of net position that does not meet the definition of restricted or net investment in capital assets.

When an expense is incurred for purposes for which both restricted and unrestricted net position are available, the City first applies restricted net position.

Program Revenues

In the Statement of Activities, revenues that are derived directly from each activity or from parties outside the City's taxpayers are reported as program revenues. These include 1) charges for city court fines, licenses and permits, planning and zoning services, parks and recreation services or privileges provided, 2) operating grants and contributions, and 3) capital grants and contributions. All other governmental revenues are reported as general. All taxes are classified as general revenues, even if restricted for a specific purpose.

Operating Revenues and Expenses

Operating revenues and expenses for proprietary funds are those that result from providing services and producing and delivering goods and services. All other revenues and expenses are considered nonoperating.

Bond Premium

Bond premiums are deferred and amortized over the term of the bonds using the straight-line method, which approximates the effective interest method.

Deferred Outflows/Inflows of Resources

In addition to assets, the statement of net position will sometimes report a separate section for deferred outflow of resources. This separate financial statement element, deferred outflow of resources, represents a consumption of net position that applies to a future period(s) and so will not be recognized as an outflow of resources (expense) until then. Currently, the City has two items that qualify for reporting in this category, deferred amounts relating to the retirement plan and deferred amounts relating to debt refunding.

In addition to liabilities, the statement of net position will sometimes report a separate section for deferred inflow of resources. This separate financial statement element, deferred inflow of resources, represents an acquisition of net position that applies to a future period(s) and so will not be recognized as an inflow of resources (revenue) until that time. The City has two types of this item that qualify for reporting in this category, deferred pension inflow relating to the retirement plan and deferred lease inflows. Deferred pension inflows are amounts are recognized as an inflow of resources in the period that the amounts become available. Deferred lease inflows are recognized as an inflow of resources in the period that the amounts become available.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Pensions

For purposes of measuring the net pension asset, deferred outflow of resources and deferred inflow of resources related to pensions, and pension expense, information about the fiduciary net position of the Missouri Local Government Employees Retirement System (LAGERS) and additions to/deductions from LAGERS fiduciary net position have been determined on the same basis as they are reported by LAGERS. For this purpose, benefit payments (including refunds of employee contributions) are recognized when due and payable in accordance with the benefit terms. Investments are reported at fair value.

2. Cash & Cash Equivalents

State statutes require that the City's deposits be insured or collateralized in the name of the City by the trust department of a bank that does not hold the collateralized deposits. As of September 30, 2023, all bank balances on deposit were entirely insured or collateralized.

3. Restricted Cash & Cash Equivalents

Cash and cash equivalents have been restricted in the following funds as of September 30, 2023:

	Restricted Cash and Cash Equivalents
General Fund	
Court bonds	\$ 7,792
Police evidence	14,051
Deposits held	6,800
Grant proceeds	1,559,237
	<u>\$ 1,587,880</u>
Street Sales Tax Fund	
TDD Funds	<u>\$ 116,936</u>
Nonmajor Governmental Funds	
Auditorium deposits held	\$ 7,835
Golf donations	12,258
Police donations	3,851
2016 COP reserve trust fund	314,376
2021 Bond debt service	2,316
	<u>\$ 340,636</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Water and Sewer Fund

Restricted assets and restricted net position consist of the following at September 30, 2023:

	Restricted Cash and Cash Equivalents	Restricted Net Position
Water and Sewer Fund		
Meter deposits	\$ 71,990	\$ -
2009B Bond principal and interest trust funds	83,324	83,324
2011 Bond principal and interest trust funds	140,727	140,727
	<u>\$ 296,041</u>	<u>\$ 224,051</u>

4. Assessed Valuation, Tax Levy, & Legal Debt Margin

The assessed valuation of the tangible property and the tax levy per \$100 assessed valuation of that property were as follows:

	2022
Assessed Valuation	
Real estate	\$ 134,506,340
Personal property	47,293,440
Total	<u>\$ 181,799,780</u>
Tax Rate Per \$100 of Assessed Valuation	
General Fund (Real Property)	<u>\$.3523</u>

The legal debt margin at September 30, 2023, was computed as follows:

	General Obligation Bonds		
	Ordinary (1)	Additional (2)	Total
Constitutional Debt Limit	\$ 18,179,978	\$ 18,179,978	\$ 36,359,956
General Obligation Bonds Payable	-	-	-
Legal Debt Margin	<u>\$ 18,179,978</u>	<u>\$ 18,179,978</u>	<u>\$ 36,359,956</u>

(1) Under Article VI, Section 26(b) and (c), Missouri Constitution, the City, by a vote of its qualified electors voting therein, may incur an indebtedness for any purposes authorized in the charter of the City or by any general law of the State of Missouri. The borrowings authorized by this section shall not exceed ten percent of the value of the taxable tangible property in the City.

(2) Under Article VI, Section 26(d) and (e), Missouri Constitution, the City, by a vote of its qualified electors voting therein, may become indebted not exceeding in the aggregate an additional ten percent for the purpose of acquiring rights-of-way, construction, extending, and improving streets and avenues, and/or sanitary or storm sewer systems; and

City of Neosho

Notes to the Financial Statements

September 30, 2023

purchasing or constructing waterworks, electric or other light plants, provided that the total general obligation indebtedness of the City does not exceed twenty percent of the value of the taxable tangible property in the City.

5. Accounts Receivable

Accounts receivable is presented net of an allowance for doubtful accounts as follows:

	Gross Receivable	Allowance	Net Receivable
Taxes Receivable			
General Fund	\$ 1,250,137	\$ -	\$ 1,250,137
Street Sales Tax Fund	193,128	-	193,128
Fire Sales Tax Fund	128,696	-	128,696
Economic Development Sales Tax Fund	64,348	-	64,348
Nonmajor Governmental Funds	386,114	-	386,114
	<u>\$ 2,022,423</u>	<u>\$ -</u>	<u>\$ 2,022,423</u>
Utilities Receivable			
Water and Sewer Fund	<u>\$ 510,282</u>	<u>\$ 1,033</u>	<u>\$ 509,249</u>
Other Accounts Receivable			
General Fund	\$ 28,411	\$ -	\$ 28,411
Nonmajor Governmental Funds	5,237	-	5,237
Water and Sewer Fund	17,291	-	17,291
	<u>\$ 50,939</u>	<u>\$ -</u>	<u>\$ 50,939</u>
Court Fines Receivable			
General Fund	<u>\$ 453,156</u>	<u>\$ 425,259</u>	<u>\$ 27,897</u>
Intergovernmental Receivable			
General Fund	\$ 276,877	\$ -	\$ 276,877
Nonmajor Governmental Funds	89,218	-	89,218
	<u>\$ 366,095</u>	<u>\$ -</u>	<u>\$ 366,095</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

6. Long-Term Debt – Business-Type Activities

The business-type activities long-term debt at September 30, 2023, consists of the Series 2009B and 2011 revenue bond issues and compensated absences payable.

Waterworks Refunding and Improvement Revenue Bonds – Direct Loan Program

On December 19, 2011, the City approved issuing the Series 2011 waterworks refunding and improvement revenue bonds (State of Missouri - Direct Loan Program) in the maximum principal of \$9,425,000 for the purpose of refunding the Series 2010A revenue bonds and to fund waterworks system improvements. Bonds were issued as the project progressed, and prior to September 30, 2023, all of the bonds have been issued. In the event of default, after 60 days, Owners of not less than 10% may take legal action. Any amounts paid on the Bonds to the Owners will be applied first to interest and second to principal. Bonds outstanding at September 30, 2023, are due as follows:

Year Ended September 30,	Direct Placement		
	Principal	Interest	Total
2024	\$ 484,000	\$ 73,816	\$ 557,816
2025	493,000	66,478	559,478
2026	503,000	58,996	561,996
2027	513,000	51,363	564,363
2028	524,000	43,571	567,571
2029	535,000	35,621	570,621
2030	545,000	27,504	572,504
2031	557,000	19,230	576,230
2032	567,000	10,781	577,781
2033	288,000	2,174	290,174
	<u>\$ 5,009,000</u>	<u>\$ 389,534</u>	<u>\$ 5,398,534</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Sewerage System Refunding and Improvement Revenue Bonds – ARRA Direct Loan Program

On November 10, 2009, the City approved issuing the Series 2009B sewerage system refunding and improvement revenue bonds (State of Missouri - Direct Loan Program - ARRA) in the maximum principal of \$5,488,800 for the purpose of refunding the Series 2009A revenue bonds and to provide funding for sewerage system improvements. The bonds bear interest at 1.51%. Principal and interest payments are due January 1 and July 1 of each year. In the event of default, after 60 days, Owners of not less than 10% may take legal action. Any amounts paid on the Bonds to the Owners will be applied first to interest and second to principal. The bonds outstanding at September 30, 2023, are due as follows:

Year Ended September 30,	Direct Placement		
	Principal	Interest	Total
2024	\$ 298,300	\$ 32,246	\$ 330,546
2025	304,100	27,720	331,820
2026	310,100	23,105	333,205
2027	316,100	18,400	334,500
2028	322,300	13,604	335,904
2029	328,600	8,714	337,314
2030	330,200	3,727	333,927
	<u>\$ 2,209,700</u>	<u>\$ 127,516</u>	<u>\$ 2,337,216</u>

A summary of the changes in long-term debt of the business-type activities for the year ended September 30, 2023, is as follows:

	Balance September 30, 2022	Additions	Retirements	Balance September 30, 2023	Amounts Due Within One Year
Direct Placements					
Revenue Bonds					
2009B Revenue Bonds - ARRA Direct Loan Program	\$ 2,502,300	\$ -	\$ 292,600	\$ 2,209,700	\$ 298,300
2011 Revenue Bonds - Direct Loan Program	5,483,000	-	474,000	5,009,000	484,000
Certificates of Participation					
2012A Certificates of Participation	28,594	-	28,594	-	-
Direct Borrowing					
Financed Purchase					
Equipment	6,252	-	6,252	-	-
Compensated Absences Payable	36,980	-	668	36,312	-
Total	<u>\$ 8,057,126</u>	<u>\$ -</u>	<u>\$ 802,114</u>	<u>\$ 7,255,012</u>	<u>\$ 782,300</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

7. Long-Term Debt – Governmental Activities

Long-term debt for governmental activities at September 30, 2023, consists of the 2016 certificates of participation; the 2021 special obligation refunding bonds; a financed purchase; and compensated absences payable.

Certificates of Participation

On February 5, 2016, the City issued \$4,040,000 in Certificates of Participation, Series 2016 for the purpose of providing funds to advance refund the Series 2006A and 2006B Certificates of Participation. The Certificates of Participation bear interest between 2.00% and 3.00% with principal payments due May 1 and interest payments due May 1 and November 1 of each year. In the event of default, the Trustee may declare all payments to be due; sell, lease, or take possession of the property; or take whatever action at law or in equity deemed necessary. The certificates outstanding at September 30, 2023, are due as follows:

Year Ended September 30,	Principal	Interest	Total
2024	\$ 190,000	\$ 51,500	\$ 241,500
2025	190,000	46,987	236,987
2026	185,000	42,475	227,475
2027	200,000	37,387	237,387
2028	205,000	31,888	236,888
2029	215,000	26,250	241,250
2030	225,000	19,800	244,800
2031	435,000	13,050	448,050
	<u>\$ 1,845,000</u>	<u>\$ 269,337</u>	<u>\$ 2,114,337</u>

Bonds

On February 9, 2021, the City issued \$3,075,000 in Series 2021 Special Obligation Refunding Bonds for the purpose of refunding the 2014A Certificates of Participation and the 2013 Special Obligation Refunding Bonds. The bonds bear interest at 2.0% with principal payments due April 1 and interest payments due April 1 and October 1 each year. In the event of default, after 60 days, Owners of not less than 10% may take legal action. The bonds outstanding at September 30, 2023, are due as follows:

Year Ended September 30,	Principal	Interest	Total
2024	\$ 470,000	\$ 29,200	\$ 499,200
2025	480,000	19,700	499,700
2026	505,000	9,850	514,850
2027	240,000	2,400	242,400
	<u>\$ 1,695,000</u>	<u>\$ 61,150</u>	<u>\$ 1,756,150</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Financed Purchase

In April 2019, the City entered into a financed purchase obligation to purchase mower equipment for the golf course in the amount of \$126,055. The financed purchase requires monthly payments of \$2,351 through April 2024. The stated interest rate on the lease is 4.5%. In the event of default, the seller may declare all remaining payments immediately due and payable, retake possession of the equipment, or sell, lease, or sublease the equipment with the City remaining liable for the full remaining financed purchase payments. The financed purchase outstanding at September 30, 2023, is due as follows:

Year Ended September 30,	Direct Borrowing		
	Principal	Interest	Total
2024	\$ 18,154	\$ 652	\$ 18,806

A summary of the changes in long-term debt – governmental activities for the year ended September 30, 2023, is as follows:

	Balance September 30, 2022	Additions	Retirements	Balance September 30, 2023	Amounts Due Within One Year
Direct Borrowings					
Financed Purchase Obligations					
Motorola Equipment	\$ 402,633	\$ -	\$ 402,633	\$ -	\$ -
Equipment	110,440	-	110,440	-	-
Golf Course Mowers	43,608	-	25,454	18,154	18,154
	556,681	-	538,527	18,154	18,154
Certificates of Participation					
Series 2012A	1,406	-	1,406	-	-
Series 2016	2,035,000	-	190,000	1,845,000	190,000
	2,036,406	-	191,406	1,845,000	190,000
Less: Deferred loss on debt refundings	(53,644)	-	(6,706)	(46,938)	-
	1,982,762	-	184,700	1,798,062	190,000
Special Obligation Refunding Bonds					
Series 2021	2,150,000	-	455,000	1,695,000	470,000
Premium on Series 2021	95,822	-	21,295	74,527	-
	2,245,822	-	476,295	1,769,527	470,000
Compensated Absences Payable	216,484	-	31,152	185,332	-
Total	<u>\$ 5,001,749</u>	<u>\$ -</u>	<u>\$ 1,230,674</u>	<u>\$ 3,771,075</u>	<u>\$ 678,154</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

8. Capital Assets

Capital asset activity for the year ended September 30, 2023, was as follows:

	Balance September 30, 2022	Additions	Deletions	Balance September 30, 2023
Governmental Activities				
Non-Depreciable Capital Assets				
Land	\$ 9,560,163	\$ 220,345	\$ -	\$ 9,780,508
Construction in progress	3,151,482	668,511	1,782,172	2,037,821
Total Non-Depreciable Capital Assets	12,711,645	\$ 888,856	\$ 1,782,172	11,818,329
Depreciable Capital Assets				
Land improvements	655,867	\$ -	\$ -	655,867
Building and improvements	10,831,091	352,935	-	11,184,026
Machinery and equipment	9,035,549	1,630,531	329,361	10,336,719
Golf course infrastructure	3,502,690	140,534	-	3,643,224
Infrastructure	33,220,155	2,338,267	-	35,558,422
Total Depreciable Capital Assets	57,245,352	\$ 4,462,267	\$ 329,361	61,378,258
Less Accumulated Depreciation	37,335,178	\$ 1,658,476	\$ 303,350	38,690,304
Total Depreciable Capital Assets, Net	19,910,174			22,687,954
Total Capital Assets - Governmental Activities, Net	\$ 32,621,819			\$ 34,506,283

City of Neosho

Notes to the Financial Statements

September 30, 2023

Depreciation expense for governmental activities was charged to functions as follows:

Administration	\$ 31,319
Auditorium	177,474
Development services	6,455
Police	149,841
Fire	224,365
Emergency management	2,827
Recycling	9,962
Senior center	38,397
Golf course	35,678
IOOF cemetery	1,344
Court	1,200
Airport	142,664
Parks	126,466
Recreation	3,653
Drainage	58,773
Street	648,058
	<u>\$ 1,658,476</u>

	Balance September 30, 2022	Additions	Deletions	Balance September 30, 2023
Business-Type Activities				
Water and Sewer				
Non-Depreciable Capital Assets				
Land	\$ 157,577	\$ -	\$ -	\$ 157,577
Construction in progress	1,132,109	53,100	1,132,109	53,100
Total Non-Depreciable Capital Assets	<u>1,289,686</u>	<u>\$ 53,100</u>	<u>\$ 1,132,109</u>	<u>210,677</u>
Depreciable Capital Assets				
Buildings	163,900	\$ 30,950	\$ -	194,850
Water plant and equipment	14,870,676	811,167	-	15,681,843
Sewer plant and equipment	27,742,582	1,100,222	-	28,842,804
Total Depreciable Capital Assets	<u>42,777,158</u>	<u>\$ 1,942,339</u>	<u>\$ -</u>	<u>44,719,497</u>
Less Accumulated Depreciation	24,423,817	\$ 944,093	\$ -	25,367,910
Total Depreciable Capital Assets, Net	<u>18,353,341</u>			<u>19,351,587</u>
Total Capital Assets - Business-Type Activities, Net	<u>\$ 19,643,027</u>			<u>\$ 19,562,264</u>

9. Employee Pension Plan

General Information about the Pension Plan

Plan Description. The City's defined benefit pension plan provides certain retirement, disability and death benefits to plan members and beneficiaries. The City participates in the Missouri Local Government Employees Retirement System (LAGERS). LAGERS is an agent multiple-employer, statewide public employee pension plan established in 1967 and administered in accordance with RSMo. 70.600-70.755. As such, it is LAGERS responsibility to administer the law in accordance with the expressed intent of the General Assembly. The plan is qualified under the Internal Revenue Code Section 401(a) and is tax exempt. The responsibility for the operations and administration of LAGERS is vested in the LAGERS Board of Trustees consisting of seven persons. LAGERS issues a publicly available financial report that includes financial statements and required supplementary information. This report may be obtained by accessing the LAGERS website at www.molagers.org.

Benefits Provided. LAGERS provides retirement, death and disability benefits. Benefit provisions are adopted by the governing body of the employer, within the options available in the state statutes governing LAGERS. All benefits vest after 5 years of credited service. Employees who retire on or after age 60 (55 for police and fire) with 5 or more years of service are entitled to an allowance for life based upon the benefit program information provided below. Employees may retire with an early retirement benefit with a minimum of 5 years of credited service and after attaining age 55 (50 for police and fire) and receive a reduced allowance.

	2023 Valuation
Benefit Multiplier	1.50% for life, plus 0.50% to age 65
Final Average Salary	3 years
Member Contributions	0%

Benefit terms provide for annual post retirement adjustments to each member's retirement allowance subsequent to the member's retirement date. The annual adjustment is based on the increase in the Consumer Price Index and is limited to 4% per year.

Employees Covered by Benefit Terms. At June 30, 2023, the following employees were covered by the benefit terms:

	General	Police	Fire	Total
Inactive employees or beneficiaries currently receiving benefits	57	17	18	92
Inactive employees entitled to but not yet receiving benefits	38	22	13	73
Active employees	53	19	25	97
	<u>148</u>	<u>58</u>	<u>56</u>	<u>262</u>

Contributions. The employer is required to contribute amounts at least equal to the actuarially determined rate, as established by LAGERS. The actuarially determined rate is the estimated amount necessary to finance the cost of benefits earned by employees during the year. With an additional amount to finance an unfunded accrued liability. Full-time employees of the employer do not contribute to the pension plan. Employer contribution rates are 5.2% (General), 7.7% (Police), and 9.4% (Fire) of annual covered payroll.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Net Pension Asset. The employer's net pension asset was measured as of June 30, 2023, and the total pension liability used to calculate the net pension asset was determined by an actuarial valuation as of February 28, 2023.

Actuarial Assumptions. The total pension liability in the February 28, 2023, actuarial valuation was determined using the following actuarial assumptions, applied to all periods included in the measurement:

Inflation	2.75% wage inflation, 2.25% price inflation
Salary Increase	2.75% to 6.75% including wage inflation (General); 2.75% to 6.55% including wage inflation (Police); 2.75% to 7.15% including wage inflation (Fire)
Investment rate of return	7.00% net of investment expenses

The healthy retiree mortality tables, for post-retirement mortality, used in evaluating allowances to be paid were 115% of the PubG-2010 Retiree Mortality Table for males and females. The disabled retiree mortality tables, for post-retirement mortality, used in evaluating allowances to be paid were 115% of the PubNS-2010 Disabled Retiree Mortality Table for males and females. The pre-retirement mortality tables used were 75% of the PubG-2010 Employee Mortality Table for males and females of General groups and 75% of the PubS-2010 Employee Mortality Table for males and females of Police, Fire and Public Safety groups.

Mortality rates for a particular calendar year are determined by applying the MP-2020 mortality improvement scale to the above described tables.

The long-term expected rate of return on pension plan investments was determined using a model method in which the best-estimate ranges of expected future real rates of return (expected returns, net of investment expenses and inflation) are developed for each major asset class. These ranges are combined to produce the long-term expected rate of return by weighting the expected future real rates of return by the target asset allocation percentage and by adding expected inflation. The target allocation and best estimate of arithmetic real rates of return for each major asset class are summarized in the following table:

Asset Class	Target Allocation	Long-Term Expected Real Rate of Return
Alpha	15.00%	3.67%
Equity	35.00%	4.78%
Fixed Income	31.00%	1.41%
Real Assets	36.00%	3.29%
Strategic Assets	8.00%	5.25%
Cash/Leverage	-25.00%	-0.29%

City of Neosho

Notes to the Financial Statements

September 30, 2023

Discount Rate. The discount rate used to measure the total pension liability is 7.00%. The projection of cash flows used to determine the discount rate assumes that employer and employee contributions will be made at the rates agreed upon for employees and the actuarially determined rates for employers. Based on these assumptions, the pension plan's fiduciary net position was projected to be available to pay all projected future benefit payments of current active and inactive employees. Therefore, the long-term expected rate of return on pension plan investments was applied to all periods of projected benefit payment to determine the total pension liability.

Changes in the Net Pension Asset

	Increase (Decrease)		
	Total Pension Liability (a)	Plan Fiduciary Net Position (b)	Net Pension (Asset) (a) - (b)
General Division			
Balances at beginning of year	\$ 8,224,592	\$ 10,749,592	\$ (2,525,000)
Changes for the year			
Service cost	203,010	-	203,010
Interest	566,591	-	566,591
Difference between expected and actual experiences	170,885	-	170,885
Contributions - employer	-	112,750	(112,750)
Net investment income	-	380,315	(380,315)
Benefits paid, including refunds	(468,361)	(468,361)	-
Administrative expenses	-	(20,854)	20,854
Other changes	-	(113,279)	113,279
Net Changes	472,125	(109,429)	581,554
Balances at end of year	8,696,717	10,640,163	(1,943,446)

City of Neosho

Notes to the Financial Statements

September 30, 2023

	Increase (Decrease)		
	Total Pension Liability	Plan Fiduciary Net Position	Net Pension (Asset)
	(a)	(b)	(a) - (b)
Police Division			
Balances at beginning of year	4,177,401	5,165,046	(987,645)
Changes for the year			
Service cost	121,703	-	121,703
Interest	292,716	-	292,716
Difference between expected and actual experiences	(114,359)	-	(114,359)
Contributions - employer	-	85,340	(85,340)
Net investment income	-	180,401	(180,401)
Benefits paid, including refunds	(113,046)	(113,046)	-
Administrative expenses	-	(7,764)	7,764
Other changes	-	(54,845)	54,845
Net Changes	187,014	90,086	96,928
Balances at end of year	4,364,415	5,255,132	(890,717)
Fire Division			
Balances at beginning of year	5,919,579	7,545,928	(1,626,349)
Changes for the year			
Service cost	147,804	-	147,804
Interest	409,976	-	409,976
Difference between expected and actual experiences	249,822	-	249,822
Contributions - employer	-	119,627	(119,627)
Net investment income	-	272,035	(272,035)
Benefits paid, including refunds	(275,535)	(275,535)	-
Administrative expenses	-	(8,069)	8,069
Other changes	-	35,869	(35,869)
Net Changes	532,067	143,927	388,140
Balances at end of year	6,451,646	7,689,855	(1,238,209)
Total Plan Balances at end of year	\$ 19,512,778	\$ 23,585,150	\$ (4,072,372)

City of Neosho

Notes to the Financial Statements

September 30, 2023

The Net Pension (Asset) is allocated as follows:

	Net Pension (Asset)
Governmental Activities	\$ (3,397,996)
Business-Type Activities	(674,376)
	<u>\$ (4,072,372)</u>

Sensitivity of the Net Pension Asset to Changes in the Discount Rate. The following present the Net Pension Asset of the employer, calculated using the discount rate of 7.00%, as well as what the employer's Net Pension Asset would be using a discount rate that is one percentage point lower (6.00%) or one percentage point higher (8.00%) than the current rate:

	1% Decrease 6.00%	Current Single Discount Rate Assumption 7.00%	1% Increase 8.00%
General Division			
Total Pension Liability	\$ 9,925,519	\$ 8,696,717	\$ 7,689,242
Fiduciary Net Position	10,640,163	10,640,163	10,640,163
Net Pension (Asset)	<u>(714,644)</u>	<u>(1,943,446)</u>	<u>(2,950,921)</u>
Police Division			
Total Pension Liability	5,082,755	4,364,415	3,785,774
Fiduciary Net Position	5,255,132	5,255,132	5,255,132
Net Pension (Asset)	<u>(172,377)</u>	<u>(890,717)</u>	<u>(1,469,358)</u>
Fire Division			
Total Pension Liability	7,419,618	6,451,646	5,662,903
Fiduciary Net Position	7,689,855	7,689,855	7,689,855
Net Pension (Asset)	<u>(270,237)</u>	<u>(1,238,209)</u>	<u>(2,026,952)</u>
Total Net Pension (Asset)	<u>\$ (1,157,258)</u>	<u>\$ (4,072,372)</u>	<u>\$ (6,447,231)</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Pension Expense and Deferred Outflows of Resources and Deferred Inflows of Resources Related to Pensions

For the year ended June 30, 2023, the employer recognized pension expense of \$89,558 in the general division and \$100,144 in the police division and a pension credit of \$81,341 in the fire division. The employer reported deferred outflows and inflows of resources to be recognized in future pension expenses from the following sources:

	Deferred Outflows of Resources	Deferred Inflows of Resources	Net Deferred Outflows of Resources
General Division			
Differences in experiences	\$ 118,946	\$ (35,168)	\$ 83,778
Assumption changes	-	(17,407)	(17,407)
Differences in investment returns	140,444	-	140,444
Contributions subsequent to the measurement date*	25,030	-	25,030
	<u>284,420</u>	<u>(52,575)</u>	<u>231,845</u>
Police Division			
Differences in experiences	46,962	(110,959)	(63,997)
Assumption changes	-	(10,194)	(10,194)
Differences in investment returns	78,977	-	78,977
Contributions subsequent to the measurement date*	18,944	-	18,944
	<u>144,883</u>	<u>(121,153)</u>	<u>23,730</u>
Fire Division			
Differences in experiences	259,553	(199,207)	60,346
Assumption changes	-	(43,833)	(43,833)
Differences in investment returns	57,632	-	57,632
Contributions subsequent to the measurement date*	26,554	-	26,554
	<u>343,739</u>	<u>(243,040)</u>	<u>100,699</u>
Total	<u>\$ 773,042</u>	<u>\$ (416,768)</u>	<u>\$ 356,274</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

Deferred outflows and inflows have been allocated as follows:

	Deferred Outflows of Resources	Deferred (Inflows) of Resources	Net Deferred Outflows of Resources
Governmental Activities	\$ 674,349	\$ (398,524)	\$ 275,825
Business-Type Activities	98,694	(18,244)	80,450
	<u>\$ 773,043</u>	<u>\$ (416,768)</u>	<u>\$ 356,275</u>

*The amount reported as deferred outflows of resources resulting from contributions subsequent to the measurement date will be recognized as an addition in the Net Pension Asset for the year ending September 30, 2024.

Amounts reported as deferred outflows and inflows of resources related to pensions will be recognized in pension expense as follows:

Year Ending September 30,	Net Deferred Outflows (Inflows) of Resources			
	General	Police	Fire	Total
2024	\$ (16,607)	\$ (33,507)	\$ (76,351)	\$ (126,465)
2025	(85,694)	(83,806)	(127,499)	(296,999)
2026	238,055	86,490	164,355	488,900
2027	71,061	35,609	76,279	182,949
2028	-	-	37,361	37,361
Total	<u>\$ 206,815</u>	<u>\$ 4,786</u>	<u>\$ 74,145</u>	<u>\$ 285,746</u>

Payable to the Pension Plan

At September 30, 2023, the City had outstanding contributions reported as payable to the pension plan in the amount of \$23,203.

10. Risk Management

The City is exposed to various risks of losses related to torts; theft of, damage to, and destruction of assets; errors and omissions; injuries to employees; and natural disasters. The City has transferred its risk by obtaining coverage from a public self-insured insurance pool. In addition, it has effectively managed risk through various employee education and prevention programs. There has been no significant reduction in insurance coverage from the previous year.

11. Lease Receivable

The City, as a Lessor, has entered into two lease agreements for tower and land usage and three leases for hangar land rentals, the terms of which expire between 2039 through 2071. The City recognizes a lease receivable and a deferred inflow of resources. Lease and interest revenue recognized under the agreements during the year ended September 30, 2023, was \$24,027 and \$15,203, respectively.

City of Neosho

Notes to the Financial Statements

September 30, 2023

Below is a schedule of future payments that are included in the measurements of the lease receivable:

Year Ended September 30,	Principal	Interest	Total
2024	\$ 15,631	\$ 15,020	\$ 30,651
2025	19,146	14,544	33,690
2026	19,770	13,962	33,732
2027	20,413	13,361	33,774
2028	21,077	12,740	33,817
2029-2033	116,100	53,657	169,757
2034-2038	136,146	34,819	170,965
2039-2043	61,067	16,091	77,158
2044-2048	10,959	12,199	23,158
2049-2053	12,730	10,427	23,157
2054-2058	14,787	8,370	23,157
2059-2063	17,177	5,980	23,157
2064-2068	19,954	3,204	23,158
2069-2071	8,857	406	9,263
	<u>\$ 493,814</u>	<u>\$ 214,780</u>	<u>\$ 708,594</u>

Amount recovered in:

Water and Sewer Fund/Business-Type Activities	\$ 378,783
General Fund/Governmental-Type Activities	115,031
Total	<u>\$ 493,814</u>

City of Neosho

Notes to the Financial Statements

September 30, 2023

12. Interfund Transfers

Interfund transfers for the year ended September 30, 2023, consisted of the following:

	Transfers In	Transfers Out
General Fund	\$ 32,036	\$ 3,404,585
Hotel/Motel Tax Fund	-	32,832
Golf Fund	509,179	413,242
Street Sales Tax Fund	-	188,395
Fire Sales Tax Fund	2,139,582	1,086,398
Drainage Sales Tax Fund	-	284,956
Parks Sales Tax Fund	508,610	503,454
Auditorium Fund	-	285,314
Senior Center Sales Tax Fund	-	177,786
Economic Development Sales Tax Fund	2,938,659	251,952
Street/Bridge Sales Tax Fund	-	260,980
Police Grants Fund	4,200	-
2021 Bond Fund	493,450	-
2016 COP Fund	247,088	-
2014 COP Fund	-	150
2013 Bond Fund	-	11,582
2012 COP Fund	-	38,180
Water and Sewer Fund	67,002	-
	<u>\$ 6,939,806</u>	<u>\$ 6,939,806</u>

Transfers are used to (1) move receipts from the fund that statute or budget requires to collect them to the fund that statute or budget requires to disburse them, and (2) use unrestricted receipts in the Enterprise Funds and General Fund to finance various programs accounted for in other funds in accordance with budgetary authorizations.

13. Claims & Adjustments

The City participates in a number of federal and state programs that are fully or partially funded by grants received from other governmental units. Expenditures financed by grants are subject to audit by the appropriate grantor government. If expenditures are disallowed due to noncompliance with grant program regulation, the City may be required to reimburse the grantor government. As of September 30, 2023, expenditures have not been audited by grantor governments, but the City believes that disallowed expenditures, if any, based on subsequent audits will not have a material effect on any of the individual government funds or the overall financial position of the City.

City of Neosho

Notes to the Financial Statements

September 30, 2023

14. Debt Refunding Loss

On February 5, 2016, the City issued \$4,040,000 in Series 2016 Refunding Certificates of Participation with interest rates ranging from 2.00% to 3.00%. The City issued the certificates to refund \$4,420,000 of outstanding Series 2006A Refunding Certificates of Participation and \$290,000 of outstanding Series 2006B Refunding Certificates of Participation with interest rates ranging from 4.375% to 6.625%. The advance refunding resulted in the recognition of a deferred loss of \$122,048, which is the remaining deferred loss from the 2006 refunding, in the governmental activities. The deferred loss is amortized as an adjustment to interest expense through 2031.

A summary of the deferred loss on bond refunding is listed below:

	Balance September 30, 2022	Additions	Current Amortization	Balance September 30, 2023
Governmental Activities	\$ 53,644	\$ -	\$ (6,706)	\$ 46,938

15. Commitments

At September 30, 2023, the City had the following commitments:

- Allgeier, Martin & Associates in the amount of \$840,575 for the Hatchery Branch and Lower HSB Stormwater Improvements project.
- Emery Sapp & Sons, Inc. in the amount of \$124,413 for the T-Hangar Taxilanes project.

16. Subsequent Event

In January 2024, the City approved an agreement with Jeff Asbell Excavating & Trucking Inc., for construction services related to stormwater improvements in the area of Stratford Place and Freeman Road in the amount of \$1,915,660.

17. Pledged Revenues

The City has pledged future water and sewer customer revenues to repay the Series 2009B and 2011 Revenue Bonds issued to improve and expend the system. The bonds are payable solely from customers net revenues and are payable through 2033. Net revenues are revenues of the system less expenses of the system with the exception of depreciation. The total principal and interest remaining to be paid on the bonds is \$7,735,750. Principal and interest paid for the current year and total customer net revenues were \$854,297 and \$1,377,896, respectively.

Required Supplementary Information

City of Neosho

Schedule of Changes in Net Pension Asset and Related Ratios

Year Ended September 30, 2023

	Missouri Local Government Employees Retirement System (LAGERS)								
	June 30, 2023	30-Jun 2022	June 30, 2021	June 30, 2020	June 30, 2019	June 30, 2018	June 30, 2017	June 30, 2016	June 30, 2015
Total Pension Liability									
Service cost	\$ 472,517	\$ 469,833	\$ 463,535	\$ 434,528	\$ 422,542	\$ 414,136	\$ 395,107	\$ 391,139	\$ 399,461
Interest on the total pension liability	1,269,283	1,206,167	1,230,083	1,153,185	1,105,875	1,069,610	1,047,617	1,004,497	974,376
Difference between expected and actual experience	306,348	71,261	(388,918)	217,265	(111,545)	(293,652)	(508,438)	(609,884)	(294,998)
Changes of assumptions	-	-	(274,489)	-	-	-	-	462,449	-
Benefit payments including refunds	(856,942)	(8,374,242)	(702,915)	(812,289)	(729,591)	(659,663)	(621,580)	(688,017)	(631,570)
<i>Net Change in Total Pension Liability</i>	1,191,206	910,019	327,296	992,689	687,281	530,431	312,706	560,184	447,269
Total Pension Liability, Beginning	18,321,572	17,411,553	17,084,257	16,091,568	15,404,287	14,873,856	14,561,150	14,000,966	13,553,697
Total Pension Liability, Ending	19,512,778	18,321,572	17,411,553	17,084,257	16,091,568	15,404,287	14,873,856	14,561,150	14,000,966
Plan Fiduciary Net Position									
Contributions - employer	317,717	260,157	227,618	222,362	245,465	264,039	261,400	293,632	317,093
Pension plan net investment income	832,751	18,802	5,324,546	249,192	1,289,199	2,118,438	1,860,492	(31,596)	323,289
Benefit payments, including refunds	(856,942)	(837,242)	(702,915)	(812,289)	(729,591)	(659,663)	(621,580)	(688,017)	(631,570)
Pension plan administrative expense	(36,687)	(26,189)	(23,731)	(31,328)	(28,254)	(19,379)	(18,290)	(17,749)	(19,946)
Other	(132,255)	(148,559)	(71,084)	(113,221)	(64,456)	(2,249)	(137,249)	16,467	(270,346)
<i>Net Change in Plan Fiduciary Net Position</i>	124,584	(733,031)	4,754,434	(485,284)	712,363	1,701,186	1,344,773	(427,263)	(281,480)
Plan Fiduciary Net Position, Beginning	23,460,566	24,193,597	19,439,163	19,924,447	19,212,084	17,510,898	16,166,125	16,593,388	16,874,868
Plan Fiduciary Net Position, Ending	23,585,150	23,460,566	24,193,597	19,439,163	19,924,447	19,212,084	17,510,898	16,166,125	16,593,388
Employer Net Pension (Asset)	<u>\$ (4,072,372)</u>	<u>\$ (5,138,994)</u>	<u>\$ (6,782,044)</u>	<u>\$ (2,354,906)</u>	<u>\$ (3,832,879)</u>	<u>\$ (3,807,797)</u>	<u>\$ (2,637,042)</u>	<u>\$ (1,604,975)</u>	<u>\$ (2,592,422)</u>
Plan fiduciary net position as a percentage of the total pension liability	120.87%	128.05%	138.95%	113.78%	123.82%	124.72%	117.73%	111.02%	119%
Covered payroll	\$ 4,377,710	\$ 3,903,520	\$ 4,116,999	\$ 3,891,193	\$ 3,633,974	\$ 3,619,993	\$ 3,527,826	\$ 3,364,217	\$ 3,553,838
Employer's net pension asset as a percentage of covered payroll	93.03%	131.65%	164.73%	60.52%	105.47%	105.19%	74.75%	47.71%	72.95%

This schedule is intended to show information for ten years. Additional years will be displayed as they become available.

City of Neosho

Schedule of Contributions Year Ended September 30, 2023

Missouri Local Government Employees Retirement System (LAGERS)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Actuarially determined contribution	\$ 332,207	\$ 322,590	\$ 243,478	\$ 221,368	\$ 244,224	\$ 270,089	\$ 259,473	\$ 294,052	\$ 312,806	\$ 327,508
Contributions in relation to the actuarially determined contribution	313,403	275,216	227,685	221,368	234,819	265,974	259,473	294,052	312,806	327,508
Contribution deficiency	\$ 18,804	\$ 47,374	\$ 15,793	\$ -	\$ 9,405	\$ 4,115	\$ -	\$ -	\$ -	\$ -
Covered payroll	\$ 4,522,915	\$ 4,236,129	\$ 4,148,421	\$ 3,878,259	\$ 3,809,377	\$ 3,730,002	\$ 3,632,303	\$ 3,606,430	\$ 3,682,580	\$ 3,694,022
Contributions as a percentage of covered payroll	6.93%	6.50%	5.49%	5.71%	6.16%	7.13%	7.14%	8.15%	8.49%	8.87%

See accompanying Notes to the Schedule of Contributions.

City of Neosho

Notes to Schedule of Contributions

Year Ended September 30, 2023

Valuation Date: February 28, 2023

Notes: The roll-forward of total pension liability from February 28, 2023, to June 30, 2023, reflects expected service cost and interest reduced by actual benefit payments.

Methods and Assumptions Used to Determine Contribution Rates

Actuarial Cost Method: Entry Age Normal and Modified Terminal Funding

Amortization Method: Level percentage of payroll amortization method is used to amortize the UAAL over a closed period of years. If the UAAL (excluding the UAAL associated with benefit changes) is negative, then this amount is amortized over the greater of (i) the remaining initial amortization period, or (ii) 15 years.

Remaining Amortization Period: Multiple bases from 12 to 15 years

Asset Valuation Method: 5-Year smoothed market; 20% corridor

Inflation: 2.75% wage inflation; 2.25% price inflation

Salary Increases: 2.75% to 6.75% including wage inflation (General)

2.75% to 6.55% including wage inflation (Police)

2.75% to 7.15% including wage inflation (Fire)

Investment Rate of Return: 7.00%, net of investment expenses

Retirement Age: Experience-based table of rates that are specific to the type of eligibility condition

Mortality: The healthy retiree mortality tables, for post-retirement mortality, used in evaluating allowances to be paid were 115% of the PubG-2010 Retiree Mortality Table for males and females. The disabled retiree mortality tables, for post-retirement mortality, used in evaluating allowances to be paid were 115% of the PubNS-2010 Disabled Retiree Mortality Table for males and females. The pre-retirement mortality tables used were 75% of the PubG-2010 Employee Mortality Table for males and females of General groups and 75% of the PubS-2010 Employee Mortality Table for males and females of Police, Fire and Public Safety groups.

Mortality rates for a particular calendar year are determined by applying the MP-2020 mortality improvement scale to the above described tables.

Other Information: None

City of Neosho

Budgetary Comparison Schedule – General Fund

Year Ended September 30, 2023

	<u>Original Budget</u>	<u>Final Budget</u>	<u>Actual</u>	<u>Variance With Final Budget</u>
Revenues				
Taxes				
Property tax	\$ 426,000	\$ 848,910	\$ 498,450	\$ (350,460)
City sales tax	2,753,336	3,484,768	4,104,440	619,672
Financial institution tax	300	300	82	(218)
Utility franchise tax	673,000	866,253	872,621	6,368
Cigarette tax	54,200	48,536	48,535	(1)
Public safety tax	1,376,668	1,665,997	1,665,998	1
	<u>5,283,504</u>	<u>6,914,764</u>	<u>7,190,126</u>	<u>275,362</u>
Licenses and Permits				
Occupational licenses	33,200	52,287	52,288	1
Building permits and fees	93,400	136,311	136,311	-
Animal licenses and fees	500	500	183	(317)
Cemetery fees	48,000	48,000	40,000	(8,000)
	<u>175,100</u>	<u>237,098</u>	<u>228,782</u>	<u>(8,316)</u>
Intergovernmental Revenues				
Grants	1,486,889	201,452	370,239	168,787
Charges for Services				
Sanitation	85,000	118,041	118,042	1
Airport fuel sales	155,500	155,286	155,389	103
Recycling center fees	25,400	31,542	31,542	-
Other	242,492	93,412	90,075	(3,337)
	<u>508,392</u>	<u>398,281</u>	<u>395,048</u>	<u>(3,233)</u>
Fines and Forfeitures				
City court fines	272,400	333,213	350,352	17,139
Police training fees	2,000	3,729	3,729	-
	<u>274,400</u>	<u>336,942</u>	<u>354,081</u>	<u>17,139</u>
Miscellaneous				
Leases and rent income	91,820	91,820	86,472	(5,348)
Interest	9,000	34,772	38,300	3,528
Donations and other contributions	3,500	4,018	4,018	-
Other	24,360	33,614	35,517	1,903
	<u>128,680</u>	<u>164,224</u>	<u>164,307</u>	<u>83</u>
Total Revenues	<u>7,856,965</u>	<u>8,252,761</u>	<u>8,702,583</u>	<u>449,822</u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Budgetary Comparison Schedule – General Fund

Year Ended September 30, 2023

	<u>Original Budget</u>	<u>Final Budget</u>	<u>Actual</u>	<u>Variance With Final Budget</u>
Expenditures				
Current				
Administrative	818,424	849,569	536,698	312,871
Clerk/council	117,060	117,068	106,805	10,263
Development services	338,181	343,673	251,191	92,482
Police	2,458,244	2,141,355	2,093,833	47,522
Emergency management	18,696	18,696	15,352	3,344
Court	159,898	159,852	155,439	4,413
Airport	287,660	305,092	303,598	1,494
Recycling center	152,586	152,318	143,258	9,060
Information technology	96,577	73,850	72,546	1,304
Fleet maintenance	8,000	6,965	4,594	2,371
Human resources	92,610	92,610	84,044	8,566
Communications and events	52,200	54,862	30,783	24,079
Cemetery	140,394	139,018	125,536	13,482
Total Expenditures	<u>4,740,530</u>	<u>4,454,928</u>	<u>3,923,677</u>	<u>531,251</u>
 <i>Excess (Deficit) of Revenues Over Expenditures</i>	 3,116,435	 3,797,833	 4,778,906	 981,073
 Other Financing Sources (Uses)				
Operating transfers in	38,491	38,491	32,036	(6,455)
Operating transfers (out)	(3,561,696)	(5,860,125)	(3,404,585)	2,455,540
Sale of assets	30,000	46,639	14,639	(32,000)
Insurance proceeds	-	36,372	23,324	(13,048)
Total Other Financing Sources (Uses)	<u>(3,493,205)</u>	<u>(5,738,623)</u>	<u>(3,334,586)</u>	<u>2,404,037</u>
 <i>Net Change in Fund Balances</i>	 (376,770)	 (1,940,790)	 1,444,320	 3,385,110
 Fund Balance, October 1	 <u>6,957,425</u>	 <u>6,957,425</u>	 <u>6,957,425</u>	 <u>-</u>
Fund Balance, September 30	<u><u>\$ 6,580,655</u></u>	<u><u>\$ 5,016,635</u></u>	<u><u>\$ 8,401,745</u></u>	<u><u>\$ 3,385,110</u></u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Budgetary Comparison Schedule – Street Sales Tax Fund

Year Ended September 30, 2023

	Original Budget	Final Budget	Actual	Variance With Final Budget
Revenues				
Street sales taxes	\$ 989,085	\$ 1,254,398	\$ 1,254,399	\$ 1
Motor vehicle taxes	454,000	630,356	630,358	2
Intergovernmental revenues	24,025	52,063	28,039	(24,024)
Miscellaneous	19,800	22,861	22,834	(27)
Total Revenues	<u>1,486,910</u>	<u>1,959,678</u>	<u>1,935,630</u>	<u>(24,048)</u>
Expenditures				
Current				
Street	1,613,944	1,701,166	1,635,381	65,785
Total Expenditures	<u>1,613,944</u>	<u>1,701,166</u>	<u>1,635,381</u>	<u>65,785</u>
<i>Excess (Deficit) of Revenues Over Expenditures</i>	(127,034)	258,512	300,249	41,737
Other Financing (Uses)				
Operating transfers (out)	(265,613)	(893,096)	(188,395)	704,701
Sale of property	-	37,073	37,073	-
Total Other Financing (Uses)	<u>(265,613)</u>	<u>(856,023)</u>	<u>(151,322)</u>	<u>704,701</u>
<i>Net Change in Fund Balances</i>	(392,647)	(597,511)	148,927	746,438
Fund Balance, October 1	2,259,579	2,259,579	2,259,579	-
Fund Balance, September 30	<u><u>\$ 1,866,932</u></u>	<u><u>\$ 1,662,068</u></u>	<u><u>\$ 2,408,506</u></u>	<u><u>\$ 746,438</u></u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Budgetary Comparison Schedule – Fire Sales Tax Fund

Year Ended September 30, 2023

	Original Budget	Final Budget	Actual	Variance With Final Budget
Revenues				
Fire sales taxes	\$ 659,037	\$ 838,035	\$ 838,036	\$ 1
Charges for services	126,164	126,164	126,093	(71)
Intergovernmental revenues	20,000	20,000	17,630	(2,370)
Miscellaneous	-	16,904	17,641	737
Total Revenues	<u>805,201</u>	<u>1,001,103</u>	<u>999,400</u>	<u>(1,703)</u>
Expenditures				
Current				
Fire	2,063,978	2,116,012	2,090,120	25,892
Total Expenditures	<u>2,063,978</u>	<u>2,116,012</u>	<u>2,090,120</u>	<u>25,892</u>
<i>Excess (Deficit) of Revenues Over Expenditures</i>	(1,258,777)	(1,114,909)	(1,090,720)	24,189
Other Financing Sources (Uses)				
Operating transfers in	1,622,544	2,139,804	2,139,582	(222)
Operating transfers (out)	(363,767)	(1,094,510)	(1,086,398)	8,112
Total Other Financing Sources (Uses)	<u>1,258,777</u>	<u>1,045,885</u>	<u>1,053,184</u>	<u>7,299</u>
<i>Net Change in Fund Balances</i>	-	(69,024)	(37,536)	31,488
Fund Balance, October 1	641,074	641,074	641,074	-
Fund Balance, September 30	<u><u>\$ 641,074</u></u>	<u><u>\$ 572,050</u></u>	<u><u>\$ 603,538</u></u>	<u><u>\$ 31,488</u></u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Budgetary Comparison Schedule – Economic Development Sales Tax Fund

Year Ended September 30, 2023

	Original Budget	Final Budget	Actual	Variance With Final Budget
Revenues				
Taxes	\$ 326,412	\$ 418,017	\$ 418,017	\$ -
Miscellaneous	1,200	1,200	1,491	291
Donations and other contributions	-	-	105,000	105,000
Total Revenues	<u>327,612</u>	<u>419,217</u>	<u>524,508</u>	<u>105,291</u>
Expenditures				
Current				
Economic development	12,081,233	13,600,614	3,567,935	10,032,679
Total Expenditures	<u>12,081,233</u>	<u>13,600,614</u>	<u>3,567,935</u>	<u>10,032,679</u>
<i>Excess (Deficit) of Revenues Over Expenditures</i>	(11,753,621)	(13,181,397)	(3,043,427)	10,137,970
Other Financing Sources (Uses)				
Operating transfers in	12,081,233	13,600,614	2,938,659	(10,661,955)
Operating transfers (out)	(251,950)	(251,950)	(251,952)	(2)
Sale of property	-	-	28,500	28,500
Total Other Financing Sources (Uses)	<u>11,829,283</u>	<u>13,348,664</u>	<u>2,715,207</u>	<u>(10,633,457)</u>
<i>Net Change in Fund Balances</i>	75,662	167,267	(328,220)	(495,487)
Fund Balance, October 1	482,736	482,736	482,736	-
Fund Balance, September 30	<u><u>\$ 558,398</u></u>	<u><u>\$ 650,003</u></u>	<u><u>\$ 154,516</u></u>	<u><u>\$ (495,487)</u></u>

See accompanying Notes to the Budgetary Comparison Schedules.

City of Neosho

Notes to the Budgetary Comparison Schedules

Year Ended September 30, 2023

Budgets and Budgetary Accounting

The City uses the following procedures in establishing the budgetary data reflected in the financial statements:

1. Prior to October, Administration submits to the City Council a proposed operating budget for the fiscal year commencing the following October 1. The operating budget includes proposed expenditure plans for all fund types and the proposed means of financing them.
2. One public hearing is conducted by the City Council in late August or early September to obtain taxpayers' comments on the proposed budget and tax levy.
3. Prior to October 1, ordinances are passed by Council which provide for legally adopted budgets for all funds of the City.
4. The City operates on a program performance budget system, with legally adopted budgets prepared by fund, program and department. The level of budgetary control is at the department level. The City's manager may make transfers of appropriations within a department. Transfers of appropriations between departments require the approval of City Council.
5. Formal budgetary integration is employed as a management control device for all funds of the City.
6. Budgets for the General and Special Revenue Funds are adopted on a basis consistent with GAAP. Budgeted amounts may be amended during the year by City Council on approved budget adjustment forms.

Supplemental Information

City of Neosho

Combining Balance Sheet – Nonmajor Governmental Funds

September 30, 2023

	Special Revenue Funds								
	Police Grants Fund	Police Donations Fund	Drainage Sales Tax Fund	Parks Sales Tax Fund	Auditorium Fund	Senior Center Sales Tax Fund	Street/ Bridge Sales Tax Fund	Hotel/ Motel Tax Fund	Golf Fund
Assets									
Cash and cash equivalents	\$ 10,338	\$ -	\$ 1,218,891	\$ 556,847	\$ 1,022,559	\$ 198,726	\$ 865,052	\$ 330,667	\$ 546,095
Sales tax receivable	-	-	89,901	103,143	96,542	32,180	64,348	-	-
Intergovernmental receivable	-	-	89,218	-	-	-	-	-	-
Other accounts receivable	-	-	-	-	-	-	-	-	5,237
Prepaid expenses	-	-	2,136	36,971	20,857	5,680	-	-	17,741
Cash and cash equivalents - restricted	-	3,851	-	-	7,835	-	-	-	12,258
Total Assets	<u>\$ 10,338</u>	<u>\$ 3,851</u>	<u>\$ 1,400,146</u>	<u>\$ 696,961</u>	<u>\$ 1,147,793</u>	<u>\$ 236,586</u>	<u>\$ 929,400</u>	<u>\$ 330,667</u>	<u>\$ 581,331</u>
Liabilities and Fund Balances									
Liabilities									
Accounts payable	\$ -	\$ -	\$ 325	\$ 6,540	7,413	\$ 2,326	\$ -	37,625	7,729
Accrued expenses	-	-	187	350	91	21	-	-	199
Deposits held	-	-	-	-	7,835	-	-	-	323
Total Liabilities	<u>-</u>	<u>-</u>	<u>512</u>	<u>6,890</u>	<u>15,339</u>	<u>2,347</u>	<u>-</u>	<u>37,625</u>	<u>8,251</u>

City of Neosho

Combining Balance Sheet – Nonmajor Governmental Funds

September 30, 2023

	Special Revenue Funds								
	Police Grants Fund	Police Donations Fund	Drainage Sales Tax Fund	Parks Sales Tax Fund	Auditorium Fund	Senior Center Sales Tax Fund	Street/ Bridge Sales Tax Fund	Hotel/ Motel Tax Fund	Golf Fund
Fund Balance									
Nonspendable									
Permanent	-	-	-	-	-	-	-	-	-
Prepaid items	-	-	2,136	36,971	20,857	5,680	-	-	17,741
Restricted for									
Public safety	10,338	3,851	-	-	-	-	-	-	-
Drainage	-	-	1,298,503	-	-	-	-	-	-
Auditorium	-	-	-	-	815,208	-	-	-	-
Senior center	-	-	-	-	-	167,385	-	-	-
Street and bridge	-	-	-	-	-	-	776,601	-	-
Tourism development	-	-	-	-	-	-	-	287,043	-
Debt service	-	-	-	-	-	-	-	-	-
Assigned to									
Drainage	-	-	98,995	-	-	-	-	-	-
Parks and recreation	-	-	-	653,100	-	-	-	-	-
Auditorium	-	-	-	-	296,389	-	-	-	-
Senior center	-	-	-	-	-	61,174	-	-	-
Golf course	-	-	-	-	-	-	-	-	555,339
Street and bridge	-	-	-	-	-	-	152,799	-	-
Tourism development	-	-	-	-	-	-	-	5,999	-
Total Fund Balances	10,338	3,851	1,399,634	690,071	1,132,454	234,239	929,400	293,042	573,080
Total Liabilities and Fund Balance	\$ 10,338	\$ 3,851	\$ 1,400,146	\$ 696,961	\$ 1,147,793	\$ 236,586	\$ 929,400	\$ 330,667	\$ 581,331

City of Neosho

Combining Balance Sheet – Nonmajor Governmental Funds

September 30, 2023

	Debt Service Funds					Permanent Funds		Total
	2014 COP Fund	2013 Bond Fund	2012 COP Fund	2016 COP Fund	2021 Bond Fund	Abbot Brothers Fund	Morse Park Fund	Nonmajor Governmental Funds
Assets								
Cash and cash equivalents	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 44,971	\$ 3,666	\$ 4,797,812
Sales tax receivable	-	-	-	-	-	-	-	386,114
Intergovernmental receivable	-	-	-	-	-	-	-	89,218
Other accounts receivable	-	-	-	-	-	-	-	5,237
Prepaid expenses	-	-	-	-	-	-	-	83,385
Cash and cash equivalents - restricted	-	-	-	314,376	2,316	-	-	340,636
Total Assets	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 314,376</u>	<u>\$ 2,316</u>	<u>\$ 44,971</u>	<u>\$ 3,666</u>	<u>\$ 5,702,402</u>
Liabilities and Fund Balances								
Liabilities								
Accounts payable	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 61,958
Accrued expenses	-	-	-	-	-	-	-	848
Deposits held	-	-	-	-	-	-	-	8,158
Total Liabilities	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>70,964</u>

City of Neosho

Combining Balance Sheet – Nonmajor Governmental Funds

September 30, 2023

	Debt Service Funds					Permanent Funds		Total
	2014 COP Fund	2013 Bond Fund	2012 COP Fund	2016 COP Fund	2021 Bond Fund	Abbot Brothers Fund	Morse Park Fund	Nonmajor Governmental Funds
Fund Balances								
Nonspendable								
Permanent	-	-	-	-	-	44,971	3,666	48,637
Prepaid items	-	-	-	-	-	-	-	83,385
Restricted for								
Public safety	-	-	-	-	-	-	-	14,189
Drainage	-	-	-	-	-	-	-	1,298,503
Auditorium	-	-	-	-	-	-	-	815,208
Senior center	-	-	-	-	-	-	-	167,385
Street and bridge	-	-	-	-	-	-	-	776,601
Tourism development	-	-	-	-	-	-	-	287,043
Debt service	-	-	-	314,376	2,316	-	-	316,692
Assigned to								
Drainage	-	-	-	-	-	-	-	98,995
Parks and recreation	-	-	-	-	-	-	-	653,100
Auditorium	-	-	-	-	-	-	-	296,389
Senior center	-	-	-	-	-	-	-	61,174
Golf course	-	-	-	-	-	-	-	555,339
Street and bridge	-	-	-	-	-	-	-	152,799
Tourism development	-	-	-	-	-	-	-	5,999
Total Fund Balances	-	-	-	314,376	2,316	44,971	3,666	5,631,438
Total Liabilities and Fund Balances	\$ -	\$ -	\$ -	\$ 314,376	\$ 2,316	\$ 44,971	\$ 3,666	\$ 5,702,402

City of Neosho

Combining Statement of Revenues, Expenditures, and Changes in Fund Balance – Nonmajor Governmental Funds

Year Ended September 30, 2023

	Special Revenue Funds								
	Police Grants Fund	Police Donations Fund	Drainage Sales Tax Fund	Parks Sales Tax Fund	Auditorium Fund	Senior Center Sales Tax Fund	Street/Bridge Sales Tax Fund	Hotel/ Motel Tax Fund	Golf Fund
Revenues									
Taxes	\$ -	\$ -	\$ 501,621	\$ 752,431	\$ 627,012	\$ 209,004	\$ 418,008	\$ 93,527	\$ -
Intergovernmental revenues	4,200	-	154,261	-	-	-	-	-	-
Charges for services	-	-	-	13,608	40,013	-	-	-	600,709
Donations and other contributions	-	17,459	-	16,489	-	-	-	-	-
Miscellaneous	-	17	7,583	3,643	3,186	719	2,656	1,147	1,874
Total Revenues	4,200	17,476	663,465	786,171	670,211	209,723	420,664	94,674	602,583
Expenditures									
Current									
Police	8,400	15,089	-	-	-	-	-	-	-
Drainage	-	-	141,688	-	-	-	-	-	-
Parks and recreation	-	-	-	507,613	-	-	-	-	-
Auditorium	-	-	-	-	147,060	-	-	-	-
Senior center	-	-	-	-	-	65,181	-	-	-
Golf course	-	-	-	-	-	-	-	-	583,595
Tourism development	-	-	-	-	-	-	-	77,042	-
Other	-	-	-	-	-	-	-	-	-
Debt Service									
Principal and interest	-	-	-	-	-	-	-	-	-
Total Expenditures	8,400	15,089	141,688	507,613	147,060	65,181	-	77,042	583,595

City of Neosho

Combining Statement of Revenues, Expenditures, and Changes in Fund Balance – Nonmajor Governmental Funds Year Ended September 30, 2023

	Special Revenue Funds								
	Police Grants Fund	Police Donations Fund	Drainage Sales Tax Fund	Parks Sales Tax Fund	Auditorium Fund	Senior Center Sales Tax Fund	Street/Bridge Sales Tax Fund	Hotel/ Motel Tax Fund	Golf Fund
Excess (Deficit) of Revenues Over Expenditures	(4,200)	2,387	521,777	278,558	523,151	144,542	420,664	17,632	18,988
Other Financing Sources (Uses)									
Operating transfers in	4,200	-	-	508,610	-	-	-	-	509,179
Operating transfers (out)	-	-	(284,956)	(503,454)	(285,314)	(177,786)	(260,980)	(32,832)	(413,242)
Insurance proceeds	-	-	-	20,000	-	-	-	-	-
Total Other Financing Sources (Uses)	4,200	-	(284,956)	25,156	(285,314)	(177,786)	(260,980)	(32,832)	95,937
Net Change in Fund Balances	-	2,387	236,821	303,714	237,837	(33,244)	159,684	(15,200)	114,925
Fund Balance, October 1	10,338	1,464	1,162,813	386,357	894,617	267,483	769,716	308,242	458,155
Fund Balance, September 30	\$ 10,338	\$ 3,851	\$ 1,399,634	\$ 690,071	\$ 1,132,454	\$ 234,239	\$ 929,400	\$ 293,042	\$ 573,080

City of Neosho

Combining Statement of Revenues, Expenditures and Changes in Fund Balance – Nonmajor Governmental Funds

Year Ended September 30, 2023

	Debt Service Funds					Permanent Funds		Total Nonmajor Governmental Funds
	2014 COP Fund	2013 Bond Fund	2012 COP Fund	2016 COP Fund	2021 Bond Fund	Abbot Brothers Fund	Morse Park Fund	
Revenues								
Taxes	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,601,603
Intergovernmental revenues	-	-	-	-	-	-	-	158,461
Charges for services	-	-	-	-	-	-	-	654,330
Donations and other contributions	-	-	-	-	-	-	-	33,948
Miscellaneous	-	-	-	12,061	8	5,845	13	38,752
Total Revenues	-	-	-	12,061	8	5,845	13	3,487,094
Expenditures								
Current								
Police	-	-	-	-	-	-	-	23,489
Drainage	-	-	-	-	-	-	-	141,688
Parks and recreation	-	-	-	-	-	-	-	507,613
Auditorium	-	-	-	-	-	-	-	147,060
Senior center	-	-	-	-	-	-	-	65,181
Golf course	-	-	-	-	-	-	-	583,595
Tourism development	-	-	-	-	-	-	-	77,042
Other	-	-	-	-	-	349	-	349
Debt Service								
Principal and interest	-	-	1,551	248,450	493,768	-	-	743,769
Total Expenditures	-	-	1,551	248,450	493,768	349	-	2,289,786
<i>Excess (Deficit) of Revenues Over Expenditures</i>	-	-	(1,551)	(236,389)	(493,760)	5,496	13	1,197,308
Other Financing Sources (Uses)								
Operating transfers in	-	-	-	247,088	493,450	-	-	1,762,527
Operating transfers (out)	(150)	(11,582)	(38,180)	-	-	-	-	(2,008,476)
Insurance proceeds	-	-	-	-	-	-	-	20,000
Total Other Financing Sources (Uses)	(150)	(11,582)	(38,180)	247,088	493,450	-	-	(225,949)
<i>Net Change in Fund Balances</i>	(150)	(11,582)	(39,731)	10,699	(310)	5,496	13	971,359
Fund Balance, October 1	150	11,582	39,731	303,677	2,626	39,475	3,653	4,660,079
Fund Balance, September 30	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 314,376</u>	<u>\$ 2,316</u>	<u>\$ 44,971</u>	<u>\$ 3,666</u>	<u>\$ 5,631,438</u>

Other Reporting Requirements



Independent Auditors' Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*

Honorable Mayor and City Council
City of Neosho
Neosho, Missouri

We have audited, in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the City of Neosho, Missouri, as of and for the year ended September 30, 2023, and the related notes to the financial statements, which collectively comprise the City of Neosho, Missouri's basic financial statements and have issued our report thereon dated March 7, 2024.

Report on Internal Control over Financial Reporting

In planning and performing our audit of the financial statements, we considered the City of Neosho, Missouri's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the City of Neosho, Missouri's internal control. Accordingly, we do not express an opinion on the effectiveness of the City's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weakness. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the City of Neosho, Missouri's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the City of Neosho, Missouri's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the City of Neosho, Missouri's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

KPM CPAs, PC

KPM CPAs, PC
Springfield, Missouri
March 7, 2024



Honorable Mayor and City Council
City of Neosho
Neosho, Missouri

In planning and performing our audit of the basic financial statements of the City of Neosho, Missouri, for the year ended September 30, 2023, we considered the City's internal control to determine our auditing procedures for the purpose of expressing an opinion on the basic financial statements and not to provide assurance on the internal control. Accordingly, we do not express an opinion on the effectiveness of the City's internal control over financial reporting.

Our consideration of internal control over financial reporting was for the limited purpose described in the preceding paragraph and would not necessarily identify all deficiencies in internal control over financial reporting that might be significant deficiencies or material weaknesses.

In addition to the Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*, we became aware of additional matters to bring to your attention. The following paragraphs summarize our comments and recommendations regarding these matters.

1. Cybersecurity

Cybersecurity threats are increasing and government entities of all sizes are at risk for a breach of their information systems. With this increase in risk, entities should be continually evaluating risk and taking steps necessary to ensure the security of information systems. Steps include identifying critical information systems, training employees to properly identify threats received in emails or by other means, and adopting internal communication methods other than email.

It is important that entities develop a recovery plan outlining procedures that personnel should follow once a cybersecurity breach is discovered. Additionally, entities should be aware of any insurance in place to help protect them from liabilities that can occur as the result of a breach.

We Recommend:

The City continue to evaluate its cybersecurity risks and take the necessary steps to reduce the risk of cybersecurity threats to their information systems. This evaluation should be performed frequently as technology and information systems are continually changing.

2. Water Loss Percentage

During our audit, we noted that the City water loss percentage was 53% for the year. Normal loss percentages for cities range from 15% to 20%. This could indicate leaks, old unreliable meters, or undocumented City usage.

We Recommend:

The City continue to investigate lines for leaks, undocumented City usage, and the possibility of water service provided to customers who are not being billed.

3. New Pronouncements

GASB Statement No. 100 – *Accounting Changes and Error Corrections*, an amendment of GASB Statement No. 62 – defines accounting changes and prescribes the accounting and financial reporting for each type of accounting change and error correction. This statement is effective for the fiscal year ending September 30, 2024.

GASB Statement No. 101 – *Compensated Absences* – updates the recognition and measurement guidance for compensated absences and amends certain previously required disclosures. The statement is effective for the fiscal year ending September 30, 2025.

We Recommend:

Management examine the new pronouncements to determine the effect these will have on future financial reporting and to ensure successful implementation on the effective dates.

We will review the status of these comments during our next audit engagement. We have already discussed these comments and suggestions with the City's administrative personnel, and we will be pleased to discuss them in further detail at your convenience, to perform any additional study of these matters or to assist you in implementing the recommendations.

We appreciate this opportunity to serve as the City of Neosho's independent auditors and the courtesies and assistance extended to us by the City's employees.

Respectfully submitted,

A handwritten signature in black ink that reads "KPM CPAs, PC". The signature is written in a cursive, flowing style.

KPM CPAs, PC
Springfield, Missouri
March 7, 2024



Honorable Mayor and City Council
City of Neosho
Neosho, Missouri

We have audited the financial statements of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the City of Neosho, Missouri, for the year ended September 30, 2023. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards and *Government Auditing Standards*, as well as certain information related to the planned scope and timing of our audit. We have communicated such information in our letter to you dated July 24, 2023. Professional standards also require that we communicate to you the following information related to our audit.

Significant Audit Matters

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by the City of Neosho, Missouri, are described in Note 1 to the financial statements. No new accounting policies were adopted and the application of existing policies was not changed during the year ended September 30, 2023. We noted no transactions entered into by the City during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimate(s) affecting the financial statements was management's estimate of the allowance for doubtful accounts for utilities and court fines. We evaluated the key factors and assumptions used to develop the allowance in determining that it is reasonable in relation to the financial statements taken as a whole.

The financial statement disclosures are neutral, consistent, and clear.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are clearly trivial, and communicate them to the appropriate level of management. Management has corrected all such misstatements. The following material misstatements detected as a result of audit procedures were corrected by management:

- Equity
- Unearned revenue

www.kpmcpa.com

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500 W. Main Street, Suite 200 Branson, MO 65616 | 417-334-2987 | fax 417-336-3403

Disagreements with Management

For purposes of this letter, a disagreement with management is a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

Management Representations

We have requested certain representations from management that are included in the management representation letter dated March 7, 2024.

Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to the City's financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

Other Audit Findings or Issues

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as the City's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

Other Matters

We applied certain limited procedures to the Management's Discussion and Analysis, pension information and budgetary comparison information, which are required supplementary information (RSI) that supplements the basic financial statements. Our procedures consisted of inquiries of management regarding the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We did not audit the RSI and do not express an opinion or provide any assurance on the RSI.

We were engaged to report on the combining non-major fund financial statements, which accompany the financial statements but are not RSI. With respect to this supplementary information, we made certain inquiries of management and evaluated the form, content, and methods of preparing the information to determine that the information complies with accounting principles generally accepted in the United States of America, the method of preparing it has not changed from the prior period, and the information is appropriate and complete in relation to our audit of the financial statements. We compared and reconciled the supplementary information to the underlying accounting records used to prepare the financial statements or to the financial statements themselves.

Restriction on Use

This information is intended solely for the information and use of the Honorable Mayor and City Council and management of the City of Neosho, Missouri, and is not intended to be, and should not be, used by anyone other than these specified parties.

Very truly yours,

A handwritten signature in black ink that reads "KPM CPAs, PC". The letters are cursive and slightly slanted to the right.

KPM CPAs, PC
Springfield, Missouri
March 7, 2024

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Public Hearing for Request for Annexation of Property located at 1420 N Business, 49 Neosho Storage LLC

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. 1240 N Business 49 Annexation

PURPOSE:

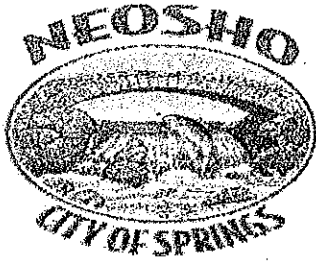
The purpose of this item is for the council to conduct a public hearing on the voluntary annexation of 1420 N Business 49 (Neosho Storage LLC).

BACKGROUND:

The property owner of 1420 N Business 49 wishes to voluntarily annex into the city for the purpose of connecting to city services.

RECOMMENDATION:

Staff recommends moving forward with the process of annexation.



Planning and Zoning Department

City Hall 203 E. Main Neosho, MO 64850 Phone 451-8050

ANNEXATION APPLICATION

LEGAL OWNER(s):

NAME(S): Neosho Storage LLC

STREET ADDRESS OWNER(s): 1420 N Business 49

CITY, STATE, ZIP CODE: Neosho, MO 64850

MAILING ADDRESS: Same as above

PHONE: 620-875-1439

OWNER(s) REPRESENTATIVE (if applicable): Name, Address, Phone: _____

PROPERTY INFORMATION:

LOCATION (ADDRESS) OF PROPERTY: 1420 N Business 49

ARE ANY RESIDENCES LOCATED ON PROPERTY: No

NAME, ADDRESS, CABLE CO., CELL PHONE PROVIDER & TAX ID NO. FOR

BUSINESS(ES) ON PROPERTY: Self Storage

REQUESTED ZONING: Light Industrial / Industrial

ELECTRIC PROVIDER: Liberty

NATURAL GAS PROVIDER: Spire

TELEPHONE PROVIDER (LANDLINE): N/A

REQUIRED ENCLOSURES:

1. Voluntary Petition For Annexation
2. Copy of Deed
3. Parcel Map
4. Annexation fee of \$100 + Publication Cost

To the best of my knowledge and belief, data in this application and all attachments are true and correct.

OWNER SIGNATURE: _____

DATE: 1/26/24

OWNER NAME (print): Zach Quick

CO-OWNER SIGNATURE: _____

DATE: _____

CO-OWNER NAME (print): _____

Staff Use Only

Application Accepted. By: _____

Date: _____

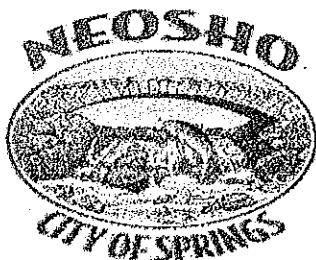
Time: _____

☐ Parcel Map Received

☐ Application Fee Received

☐ Deed Received

☐ Publication Fee Received



Planning and Zoning Department

City Hall 203 E. Main Neosho, MO 64850 Phone 451-8050

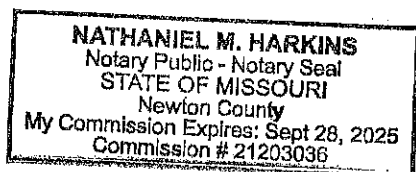
AFFIDAVIT FOR A PARTNERSHIP

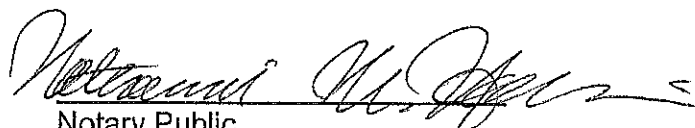

Partner

STATE OF MISSOURI)
) ss.
COUNTY OF NEWTON)

On this 8 day of February, 2024, before me personally appeared Zach A. Quick, to me personally known, who being duly sworn, declared that he/she is a partner of Neosho Storage LLC, and that the said instrument was signed on behalf of said partnership by authority of its partners and the said partner acknowledged said instrument to be the free act and deed of said partnership and that all the statements therein contained are all true.

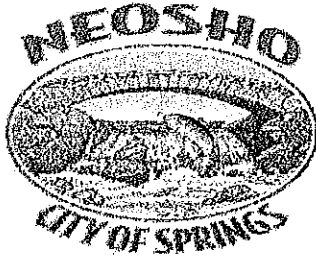
IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal, at my office in Neosho, Missouri, the day and year first above written.




Notary Public

My commission expires on:

9/28/2025



Planning and Zoning Department

City Hall 203 E. Main Neosho, MO 64850 Phone 451-8050

VOLUNTARY PETITION FOR ANNEXATION TO THE CITY OF NEOSHO

We, the undersigned, hereinafter referred to as the Petitioners, for our petition to the City Council of the City of Neosho state and allege as follows:

- That we are the owner of all fee interests of record in the real estate in Newton County, Missouri, described as follows, to wit:

(LEGAL DESCRIPTION ATTACHED)

- That the said real estate is not now a part of any incorporated municipality.
- That the said real estate is contiguous to the existing corporate limits of the City of Neosho, Missouri.
- That we request that the said real estate be annexed to, and included within the corporate limits of, the City of Neosho, Missouri, as authorized by the provisions of Section 71.012, RSMo.
- That we request the City Council of the City of Neosho to cause the required notice to be published and to conduct the public hearing required by law and thereafter adopt an ordinance extending the limits of the City of Neosho to include the above described real estate.

Dated this 26th day of January, 2024.

OWNER SIGNATURE: Zach Quick DATE: 1/26/24

OWNER NAME (print): Zach Quick

CO-OWNER SIGNATURE: _____ DATE: _____

CO-OWNER NAME (print): _____

CO-OWNER SIGNATURE: _____ DATE: _____

CO-OWNER NAME (print): _____

Staff Use Only

Received By: _____

Date: _____

Time: _____

SPACE ABOVE THIS LINE FOR RECORDING INFORMATION ONLY

GENERAL WARRANTY DEED

File No. 40214

THIS DEED, made and entered into this 15th day of April, 2021, by and between

GRANTOR: GLENDON A. HONEYCUTT and KAREN K. HONEYCUTT, husband and wife and GALE B. ELIS and SHEILA L. ELLIS, husband and wife
of the county of Newton, State of Missouri, party or parties of the first part and

GRANTEE: NEOSHO STORAGE LLC

ADDRESS: P.O. Box 337, Neosho Mo 64850
of the county of Newton, State of Missouri, party or parties of the second part.

WITNESSETH, that the said party or parties of the first part, for and in consideration of the sum of One Dollar and other valuable considerations paid by the said party or parties of the second part, the receipt of which is hereby acknowledged, does or do by these presents **GRANT, BARGAIN AND SELL, CONVEY AND CONFIRM** unto the said party or parties of the second part, the following described Real Estate, situated in the county of Newton, and State of Missouri, to wit:

Tract 1:

All of Lots 1 and 2 of Community Subdivision in Newton County, Missouri.

Tract 2:

All of Lot 3 of Community Subdivision in Newton County, Missouri.

Tract 2a:

TOGETHER and with a non-exclusive easement for ingress and egress over and across the East 35 feet of Lot 2 of Community Subdivision and the West 25 feet of the two tracts described as follows: (a) A part of the West Half of the Northeast Quarter of the Northwest Quarter of Section 23, Township 25, Range 32, Newton County, Missouri, described as follows: commencing at the Southwest corner of said Northeast Quarter of the Northwest Quarter; thence North 0°08'45"East along the West line of said Northeast Quarter of the Northwest Quarter 928.10 feet; thence continuing North 0°08'45"East 132.58 feet to the point of beginning, thence South 89°47'40"East 150 feet; thence North 0°08'45"East 189 feet to the South right of way line of U.S. Highway Route 71; thence North 89°47'40"West along said South line of Highway 150 feet; thence South 0°08'45"West 189 feet to the point of beginning AND (b) A part of the West Half of the Northeast Quarter of the Northwest Quarter of Section 23, Township 25, Range 32, Newton County, Missouri, described as follows: commencing at the Southwest corner of said Northeast Quarter of the Northwest Quarter; thence North 0°08'45"East along the West line of said Northeast Quarter of the Northwest Quarter 928.10 feet to the point of beginning; thence South

89°54'45"East 133.89 feet; thence North 00°11'25"East 132.31 feet; thence North 89°47'40"West 133.89 feet more or less to the West line of the West Half of the Northeast Quarter of the Northwest Quarter of said Section 23; thence South 0°08'45"West 132.58 feet to the point of beginning.

Tract 3:

Part of the Northwest Quarter of the Northwest Quarter of Section 23, Township 25, Range 32, Newton County, Missouri, commencing at the Northeast corner thereof; thence South along the East line of said Quarter 655.61 feet to the place of beginning; thence West 553.45 feet; thence South 327.80 feet; thence East 552.08 feet; thence North 327.80 feet to the place of beginning.

EXCEPT

Part of the Northwest Quarter of the Northwest Quarter of Section 23, Township 25, Range 32, Newton County, Missouri, commencing at the Northeast corner thereof, thence South along the East line of said Quarter 655.61 feet; thence South 302.80 feet; thence North 89°55'10"West, 401.09 feet to the point of beginning; thence North 00°02'55"East, 302.93 feet more or less to the north line of the tract described in Book 358 at Page 6138 of the Newton County Land Records; thence West 151.56 feet to the Northwest corner of said tract described in Book 358 at Page 6138; thence South 327.80 feet; thence East 150.99 feet; thence North 25 feet to the place of beginning.

Tract 3a:

ALSO including a non-exclusive easement for purposes of ingress and egress over and across the following tracts: beginning 958.41 feet South and 552.08 feet West of the Northeast Corner of the Northwest Quarter of the Northwest Quarter of Section 23, the point of beginning; thence West 726.98 feet to the county road; thence South 50 feet; thence East 726.98 feet to a point directly South of the point of beginning; thence North 50 feet to the point of beginning, AND a tract described as commencing 958.41 feet South and 693.08 feet West of the Northeast corner of the said Northwest Quarter of the Northwest Quarter; thence North 302.80 feet; thence West 50 feet; thence South 302.80 feet to a point West of the point of beginning; thence East 50 feet to the point of beginning, AND a non-exclusive easement for purposes of ingress/egress over and across a tract described as commencing at the Northeast corner of the Northwest Quarter of the Northwest Quarter of Section 23, thence South 61.66 feet to the South right of way line of U.S. Highway 71; thence West along said South right of way 696.93 feet to existing private road, the true point of beginning; thence South to the North line of the South Half of the Northwest Quarter of the Northwest Quarter; thence West 50 feet; thence North to the South right of way line of US Highway 71; thence East along said right of way 50 feet to the point of beginning.

AND A road easement over the South 25 feet of the following: Part of the Northwest Quarter of the Northwest Quarter of Section 23, Township 25, Range 32, Newton County, Missouri, commencing at the Northeast corner thereof, thence South along the East line of said Quarter 655.61 feet; thence South 302.80 feet; thence North 89°55'10"West, 401.09 feet to the point of beginning; thence North 00°02'55"East, 302.93 feet more or less to the north line of the tract described in Book 358 at Page 6138 of the Newton County Land Records; thence West 151.56 feet to the Northwest corner of said tract described in Book 358 at Page 6138; thence South 327.80 feet; thence East 150.99 feet; thence North 25 feet to the place of beginning.

Tract 4:

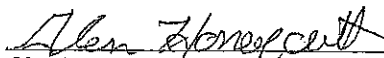
That part of the Southwest Quarter of the Northwest Quarter of Section 36, Township 25, Range 32, in the city of Neosho, Newton County, Missouri, described as: beginning at a point where the East right of way line of New Highway 71 (nka Hwy 175) intersects the South line of said Quarter Quarter Section, thence East along the South line of the Southwest Quarter of the Northwest Quarter 235.10 feet to a point where the West right of way line of Alt Highway 71 (nka Hwy 59) intersects the South line of said Quarter Quarter Section, thence Northerly along the West right of way line of Alt Highway 71 (nka Hwy 59), 213.52 (rec. 218.5) feet to a point agreed upon as a dividing line, thence West at an angle of 114°28' left a distance of 192.8 feet to an iron pin planted approximately 1 foot east of an Oak tree, thence in a Southwesterly direction at an angle of 22°23' left a distance of 94.29 feet to a point on the

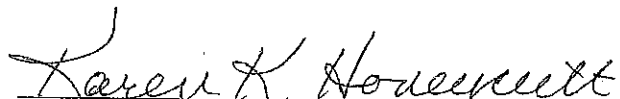
East right of way line of New Missouri Highway 71, (nka Hwy 175), thence Southerly along said East right of way line of said New Highway 192.46 feet to beginning.

TO HAVE AND TO HOLD THE SAME, Together with all rights and appurtenances to the same belonging unto the said party or parties of the second part forever.

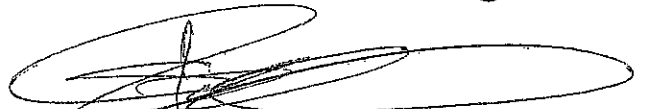
The said party or parties of the first part covenanting that said party or parties and the heirs, executors, administrators and assigns of such party or parties, shall and will WARRANT AND DEFEND the title to the premises unto the said party or parties of the second part, and to the heirs and assigns of such party or parties forever, against the lawful claims of all persons whomsoever, excepting however, the general taxes for the calendar year 2021 and thereafter, and special taxes becoming a lien after the date of this deed.

IN WITNESS WHEREOF, the said party or parties of the first part has or have hereunto set their hand or hands the day and year first above written.


Glendon A. Honeycutt


Karen K. Honeycutt


Gale B. Ellis


Sheila L. Ellis

ACKNOWLEDGMENT

STATE OF MISSOURI

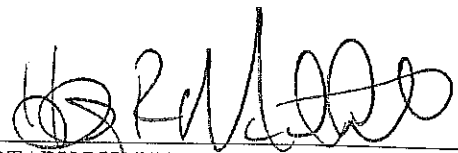
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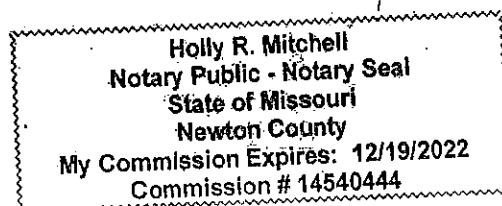
COUNTY OF NEWTON

On this 15th day of April, 2021, before me personally appeared GLENDON A. HONEYCUTT and KAREN K. HONEYCUTT, husband and wife and GALE B. ELIS and SHEILA L. ELLIS, husband and wife to me personally known to be the persons described in and who executed the foregoing instrument, and acknowledged that they executed the same as their free act and deed.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal in the county and State aforesaid, the day and year first above written.

My commission expires:


NOTARY PUBLIC



REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: City-Wide Phone System

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. Citywide Phone Bid Agenda Packet
 2. Phone Bid
 3. GoTo
 4. Crexendo
 5. Vertical Communications
 6. Communication Square LLC
 7. Parwan Electronics Corporation
 8. Pearson-Kelly Technology
 9. Smart IT Pros Inc
 10. Voice Connex
 11. XT Direct
-

PURPOSE:

The purpose of this item is to gain the Council's acceptance of a bid for the telephone services for city facilities.

BACKGROUND:

The city has rebid the phone services contract as a matter of routine best practices. Requests for proposals were sent to multiple VOIP providers and posted on the city's public pages and sites. A total of ten bid packets were received and reviewed. Three main contenders (Crexendo, GoTo, and Vertical) were identified by cost and then closely analyzed for bid compliance and actual costs.

RECOMMENDATION:

Staff recommends that the City Council accepts the bid from GoTo of the city phone services.

REQUESTED COUNCIL MEETING DATE: March 19, 2024

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City of Neosho

203 E. Main Street
Neosho, MO, 64850
417 / 451-8050 phone
417 / 451-8065 facsimile
www.neoshomo.gov

Request for Proposals/Bids Phone System Platform

Proposals/Bids must be received by:

February 23, 2024, at 10:00 am

Submit to: City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

Please mark the outside of the packet: Phone System Proposal/Bid

THIS REQUEST IS FOR SEALED BIDS. DO NOT EMAIL YOUR SUBMISSION.

For any additional information contact:
George Moody
417.451.8050 ext. 101
gmoody@neoshomo.gov

Purpose

This Request for Proposals/Bids is seeking a vendor to provide the City of Neosho with an operating system, hardware and support for a city system.

Vendor(s) selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

Background

The city has 76 leased phones on the current system and three older unintegrated phones that we are wanting convert, 1 wireless and 5 fax data devices and 1 conference phone system. The phones are:

76 Crexendo CX 350 (leased) we will be adding three older unintegrated phones not currently on a VOIP system
1 wireless KXTGP 600
1 yeolink c960
5 ht812 Grandstream data fax devices



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There are currently 11 city facilities (with phones) that are currently being linked via fiber optic internet provided by Liberty Electric.

Services to be Provided

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Network VLAN Support and QoS options
- Cloud Solution Preferred
- Compatible with Conference Phone Yeolink CP960. If that is not possible, provide a reasonable equivalent and credit for trading existing phones.
- Allow incoming calls to direct dial a user's number.
- Keep all 73 existing phone numbers.
- Conference calling, ability to host calls with 10 or more callers. (Voice Conference Technology: the ability to connect to multiple internal and external locations in a conference call structure)
- Caller ID
- Speaker Phone
- Call forwarding to external/internal destinations (including cell phones). Using a Mobile App and/or desktop app, allowing for transfer of calls to mobile phone but show office phone number.
- Unified messaging: Ability to selectively route incoming voicemail to our email service (Voicemail to e-mail)
- Allowing multiple users to use the same phone with a virtual voicemail box extension.
- Fax to/from phone or e-mail and receive them on an actual fax machine.
- Ability to send voicemail that converts to text message/e-mail.
- Intercom capabilities within a building and to other buildings in the city.
- Recording capability and to have those recordings downloaded locally.

We are seeking 79 phones between 12 locations here in the City of Neosho and we would like these features on a handful of specific phones for our front and customer facing positions.

- 6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.
- 3 will need to be set up with a call recording button.
- All others need only the base model phone with extension buttons and features



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It is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work on the proposal.

The successful respondent(s) will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate the proposals received:

1. Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding.
2. Capability of proposed solution.
3. Cost of services provided.

Proposal Preparation and Submission Requirements

The proposal shall clearly address all the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. The proposal should be thorough yet concise and prepared at your own expense.

Any questions regarding this RFP must be submitted by e-mail. All questions will be answered promptly. Responses to inquiries that substantially or materially change the Request for Proposal will be available to all prospective vendors that have submitted a formal Letter of Intent.

Proposal Format and Submission Requirements

1. Executive Summary
2. Company Background Information
3. Experience and References
4. Responses to RFP Requirements
5. Implementation
6. Support and Maintenance
7. Pricing

1. Executive Summary

The one or two-page executive summary is to briefly describe the Proposer's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The reader should be able to determine the essence of the proposal by reading the executive



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summary.

2. Company Background Information

1. Legal name of the company
2. Number of years in business
3. Headquarters location address, phone number, website
4. Company type
5. Number of employees
6. Tax ID number

3. Company Experience and References

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Select one project as a contactable reference. Include contact information (name, title, phone, and email) for a customer reference who can speak to project performance throughout the life of the contract.

4. Response to RFP Requirements

Proposers should provide in-line responses to all requirements outlined below:

Technical
Requirements
Platform

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

Where is the platform hosted?

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?
2. What happens to service in the event of a local power or WAN outage?
3. Please describe platform security measure. How is call data protected?



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Service

City of Neosho requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers		
3-digit extension dialing, regardless of geographic location		
Unlimited local dialing		
Unlimited domestic long distance		
International dialing (include current rates)		
Toll-Free service (include current rates)		

* Please identify if your solution supports this requirement (Y/N) and state any limits on quantity (e.g., 1 per user, etc.). If quantity is unlimited, please state unlimited.

** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

System Management

1. How is the system managed/administered? Please describe customer Administrator interface.
2. Is self-service supported?
3. How are moves, adds, and changes performed?
4. How is service added, removed?
5. Please describe real-time reporting options.

5. Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.
2. What are the typical challenges in this type of implementation?



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3. What is the typical timeline for an implementation of this nature?

6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?
2. What is your strategy for upgrading your current service?
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.
4. Are new features automatically available to existing customers? Or is a service upgrade required?

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?
2. Detail the issue resolution process.
3. What is your average time to solve a moderate to difficult issue?
4. Is support available 24/7?

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?
2. Are there multiple, redundant instances at geographically dispersed datacenters?
3. What happens to service in the event of a public Internet outage?
4. What happens to service in the event of a local power or WAN failure?
5. What routing options does the vendor provide in the event of an outage?

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this request provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. **No estimates shall be excepted.** Vendors are required to collect and pay all Missouri State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed.

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.



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Award Process

The award may be granted to one of the top three highest scoring vendors. Final selection will be made by the Mayor and City Council.

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the responding company.

Non-Discrimination

All selected vendors must comply with the City of Neosho's equal opportunity requirements. The City of Neosho is committed to a program of equal employment opportunity regardless of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental or physical disability. It is the City of Neosho's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities.

Non-Collusion

Submittal of a signed response to this RFP constitutes a sworn statement that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the vendor has not induced or solicited others to submit a sham submittal, or to refrain from responding.

Warranty

The vendor shall warranty that the information is true and correct at the time of the submission.

Additional Information

Submitted responses to this RFP become the property of the City of Neosho. The City of Neosho reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.

GoTo Communications, Inc.
Response to
City of Neosho
Request for Proposals/Bids
Phone System Platform

Proposed to:

City of Neosho
203 E Main
Neosho, MO 64850
Attention: Cheyenne Wright, City Clerk

Proposed on: 23 February 2024

Primary Contacts:

Travis Gilbert
Principal Account Executive, GoTo

Phone: 801-317-4536
Email: Travis.Gilbert@goto.com
www.goto.com

Natasha Osborn
Account Executive, Communications
Technologies, Inc.
Phone: 636-537-7216
Email: natashao@cti-stl.com
www.cti-stl.com

COMPANY OVERVIEW

Since 1999, Communications Technologies (CTI) has been providing cutting-edge communication, security and safety, and network connectivity solutions to businesses of all sizes.

We are proudly veteran owned and operated, so strategy and service are in our DNA. As strategic consultants, we provide a single cohesive team to partner with and identify optimal technology to meet project goals and budget, while providing the service needed from design to installation to training.

CTI was founded selling and installing traditional phone systems, and over the past 10 years, CTI has seen a growing interest from our clients in Cloud Voice Solutions.

As a result, CTI has broadened its focus and increased its service offerings and expertise, making us an excellent candidate to work with Municipalities', and School Districts Nationwide.

We have a strong partnership with GoTo Solutions. We were recognized as a Premier Partner by acquiring large accounts across the



Why CTI -

A powerful differentiator for CTI is our expertise with municipalities, and school districts. We project manage the entire GoTo implantation from beginning to end and provide ongoing support at no cost to the County. Our team of experts will ensure as smooth as a transition as possible.

All our technicians are professionally trained and certified on all the platforms we provide, and CTI is a preferred GoTo vendor throughout the country. We are veteran owned, based in Chesterfield, MO, and have clients throughout the nation.

Thank you for the opportunity to participate in this RFP. We feel confident with the expertise we can bring to the table to assist the City of Neosho team. We look forward to answering any questions and hopefully working with you on this project.

Respectfully,

Natasha Osborn

Executive Summary

GoTo is pleased to present the GoToConnect Hosted Cloud Solution. GoTo is a leader in UCaaS; G2 just rated GoToConnect as the # 1 UCaaS solution. As you may notice, we have a new name: GoTo. This reflects who we are as an organization and what we can provide. At GoTo we create tools for IT management & support, and communication. Our focus is simple: we make IT's life easier, anywhere. We do it through software that's easy to deploy and use, with an incredible record of reliability, and tools that can scale from SMB to enterprise.

We are **the only company** that can empower you to connect AND support your employees and customers **with a single application**.

- **Simple:** Our software is built for SMBs but powerful enough for enterprises. We know the value of SMBs to our economy, and we want to bring SMBs the same value we bring companies like Salesforce and Dyson. Our tools are easy to buy, easy to manage and easy to use. Because we know easy is an important aspect to organizations of all sizes.
- **Secure:** Our company has been grounded in trustworthiness since Day 1. We are recognized as such by countless third-party and consumer review sites because of our strongest reputation for uptime, customer support, reliability, and overall performance of our products. We never sacrifice that trust. Rather, we innovate on top of it, as we're pioneers of Zero-Trust security.
- **Flexible:** Flexibility comes with bleeding-edge partnerships. We are proud to leverage our global network of trusted technology and channel partners to unlock more value for however you like to do business. With more than 100 strategic alliances, our API integration strategy enables simple, secure, and flexible experiences across many verticals.

We do all this through our GoTo portfolio of flexible-work software. Our simple, integrated solutions will empower your employees to do their best work. Our simple, integrated solutions will empower your employees to do their best work. We are the all-in-one solution for essential connections, making Business Communications and IT Support easy for businesses, communities, and organizations.



GoTo has been making IT easy since 2003. We were born in 2003 with working from home in our DNA. Since then, we have grown to a billion-dollar business and an innovative leader in UCaaS, CCaaS, and Remote Support. When 2020 happened—our products and services suddenly became essential for all businesses to connect and support their customers and employees, so we helped SMBs and organizations around the world make the rapid shift to hybrid and remote work with free Emergency Remote kits. In 2022, we rebranded from

LogMeIn to GoTo to better align with the essentials that we provide our customers and communities to keep their business and communities running through uneasy times. We will continue to develop as the all-in-one solution for essential connections. We currently have around 3300 employees worldwide.

We offer one of the only ways to keep both your employees and customers connected, supported and secure, and this is in combination with affordability. Our software is built to help you optimize your tech stack, create efficiencies in a cost-saving manner. Our software also delivers the simplest, most secure, and most flexible experience for IT professionals and their end-users.

Today, we are here to propose our GoToConnect solution. GoToConnect has been built across the same fundamental principles as our other products; that principle is to be Simple, Secure & Flexible.

Simple: GoToConnect is the easiest phone system to manage on the market. We create a simple admin experience through our unified administration portal. Our administration portal is recognized by admin users time-and-time again as the most intuitive. We are able to achieve this through unique features like our Visual Dial Plan Editor.

Secure: GoToConnect customers secure peace of mind as we reduce unnecessary headaches where possible:

- Throughout COVID-19 and the surge to Video Conferencing platforms, our relentless focus on our stability of service saw us become the most reliable and, therefore, trusted video-meetings platform when compared to the competition.
- Working from home can be a challenge with weak Wi-Fi, but our Product/Solution requires the least bandwidth for Video and Screen Share compared to our competitors. This has been proven by independent sources and, most importantly, end-users on review sites like G2 Crowd, TrustRadius, SoftwareAdvice, GetVoIP and more!
- Should our customers need us, they can reach us anytime and anywhere, for we are available 24/7. Our customer support is consistently rated #1 by end-users on review sites.

Sincerely,

Travis Gilbert

Travis Gilbert
Principal Account Executive, Mid-Market

Company Background

Legal Name of Company: GoTo Communications, Inc.

Number of Years in Business: 20 years

Headquarters location address, phone number, website: 333 Summer Street Boston, MA 02210; 1-866-890-8931

Company Type: Private Corporation

Number of Employees: 2941

Tax ID Number: 02-0783048

Since day one, we've helped people and businesses do their best work – simply and securely – from anywhere. Today, work and life are intertwined. At GoTo, we like to think of ourselves as your go-to. We help you focus on the things that matter most throughout the day: your projects, your professions, and even your personal passions.

GoTo is a private corporation. Since its founding in 2003, GoTo, formerly known as LogMeIn, has built its portfolio through strategic acquisitions and mergers. As a result, GoTo offers a diverse array product that meet the needs of an evolving SaaS industry and simplify how people work.

Recent mergers and acquisitions include:

- 2022: GoTo acquires Miradore, a cloud-based device management provider. The acquisition has brought additional mobile device management (MDM) capabilities to the GoTo portfolio and GoTo Resolve IT support platform.
- 2022: LogMeIn rebranded to GoTo to reflect our deep dedication to making IT easy, anywhere. GoTo's announcement went far beyond a new name and logo, as we also launched a simplified product portfolio with a single application and two flagship products: the all-new IT management & support product, [GoTo Resolve](#), and a new experience for the unified-communications-as-a-service (UCaaS) product, [GoTo Connect](#).
- 2021: LogMeIn announced the intent to establish LastPass as a standalone company. By establishing LastPass as a standalone business, the company plans to increase investment in the customer experience, go- to-market functions and engineering to accelerate its organic growth in password management, Single Sign-On (SSO) and Multi-factor Authentication (MFA). Customers will experience planned enhancements on an accelerated timeline in 2022, with the benefit of additional dedicated LastPass resources.
- 2020: The LogMeIn group of companies are privately held entities under their holding company parent, LMI GP, Inc., which is 51% owned by Francisco Partners a leading technology-focused global private equity firm, and 49% owned by Evergreen Coast Capital Corporation, the private equity affiliate of Elliott Management Corporation.
- 2020-2019: In December 2019, we entered into a definitive agreement (or the "Agreement") to be acquired in a transaction led by affiliates of Francisco Partners, a leading technology-focused global private equity firm, and including Evergreen Coast Capital Corporation ("Evergreen"), the private equity affiliate of Elliott Management Corporation ("Elliott").
- 2018: LogMeIn acquires Jive Communications, a rising star in cloud-based Unified Communications. Jive offers a UC portfolio that includes voice, video, contact center and mobile applications from a full cloud-based PBX phone system to high-quality video calling to advanced contact center controls and monitoring.

We help businesses of all sizes to:

- **Empower business continuity in the face of disruptions** keeping your teams and operations running.

- **Enable the new normal remote and flex work policies**, keeping your employees happier, safer and more productive.
- **Maximize your business impact** by accelerating your ability to hit sustainability goals and while reducing costs.

And we make all of this possible with products that are secure, flexible and built to win over users by the hundreds, thousands and even millions.

Our values focus on how It's not just what we do, it's how we go all in:

- **Be Real:** Be authentic and bring your whole self to work. Be mindful to create space to celebrate diversity of thought, background, and perspective. Give back wherever you can.
- **Think Big:** Play to win and aim high. Be inventive to solve our customers' needs. Don't be afraid to try something new.
- **Move Fast:** Speed over perfection. Disagree but commit. Make progress every day. Simplify, take action, and own outcomes.
- **Keep Growing:** Always be curious and learning. Embrace feedback and grow from your mistakes. Share your learnings with others.

Our Headquarters are located in Boston, MA and we have offices located worldwide in the following countries: United States, Canada, Brazil, Guatemala, Mexico, Ireland, Hungary, Germany, India, Singapore and Australia.

GoTo would like to note that we did not receive Attachment A for pricing so we have provided our quote. If you have any further questions, please let us know.

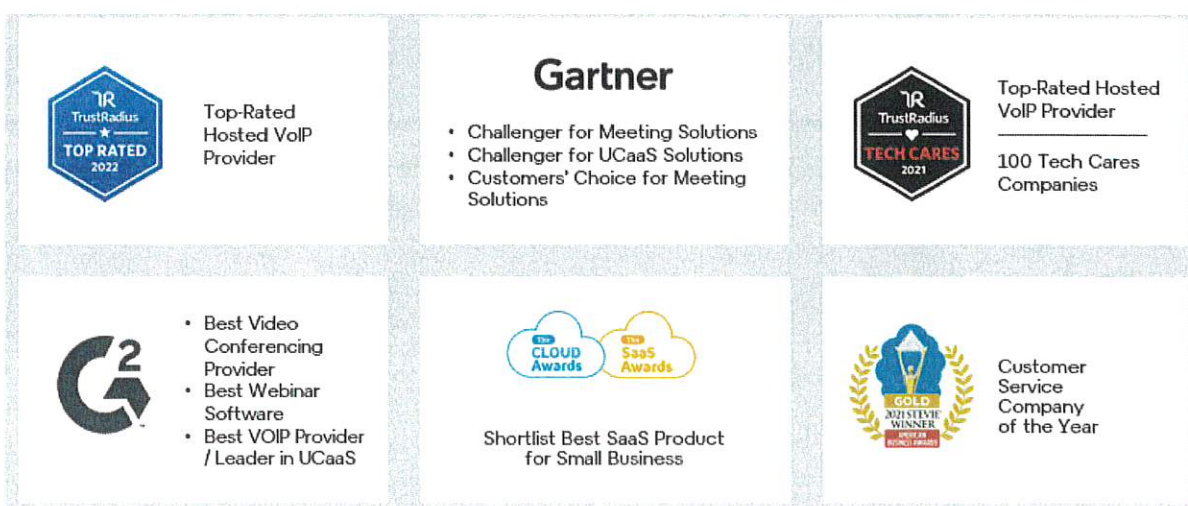
Qualifications and Experience

We know the benefits and rewards of flexible work are achievable because every day, we work with businesses like yours to help them enable effective, flexible work experiences. Some of the brands we work with you'll recognize, and some you may not. We're trusted by nearly 1M companies, from a wide range of industries, from hospitality (and restaurants) and healthcare to professional services and professional sports. We power more than 15 billion minutes of meetings across more than 1 billion colleagues, customers, and partners each year. We're the technology behind IT teams that support over 500 million workers when they need help with applications, software, or devices. We pride ourselves on our easy-to-use, built-for-IT solutions that save businesses time and money.

Awards and Recognition

GoTo's UCC solutions have been recognized as leaders in the industry. Several examples include but are not limited to the following:

- 2023: [GoTo Wins 15 TrustRadius Best of Awards and Two Most Loved Awards Based on Customer Feedback](#)
- 2022 TMCNet Product of the Year Award for exceptional innovation following February's rebrand and launch of a new product experience.
- TrustRadius recognizes GoTo products for twelve of their 2022 Top Rated Awards following GoTo's recent rebrand from LogMeIn
- 2021: [TMC](#), a global, integrated media company, has named GoToConnect Contact Center as a 2021 Contact Center Technology Award winner, presented by [CUSTOMER Magazine](#)
- 2022 Shortlist Awards for VoIP and Call Center Software
- Leader in G2's Spring 2022 Grid Reports for VoIP Providers
- 2022 TrustRadius Top Rated Awards in Unified Communications as a Service (UCaaS), VoIP and Video Conferences



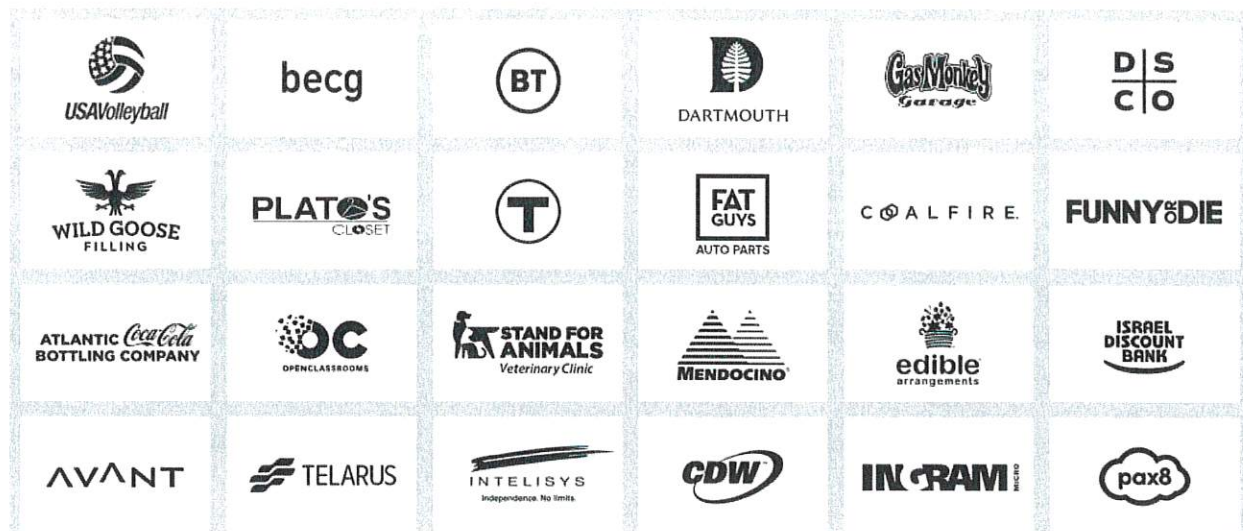
GoTo is the All-In-One Solution for Essential connections. We have top-notch offerings for all of the business communications and IT support software you would need to connect and support your employees and community easily. With a zero-trust security architecture, 99.999% uptime and 24/7 dedicated support, we have been trusted for reliability and security since 2003. In addition, we have numerous integrations, such as with Slack and Teams, plus a global network of partners to help you to connect from anywhere.

Unique Advantage

GoTo Connect offers several unique advantages and competitive differentiators that set it apart from other Unified Communications providers:

- **Admin Tools:** GoTo Connect continually invests in research and development, resulting in an easy-to-use admin experience. Its intuitive Visual Dial Plan editor and other tools work cohesively to simplify phone system management. Compared to other top competitors in the Unified Communications market, GoTo Connect excels in industry Ease of Admin.
- **Customer Support:** GoTo Connect boasts exceptional customer support rated #1 by end users. With 24/7 availability, they prioritize providing top-notch assistance to customers of all sizes. GoTo aims to answer 80% of calls within 2 minutes of a call landing in the queue, offering prompt assistance. GoTo also responds to emails within 24 hours, ensuring quick issue resolution.
- **Simplicity:** The user interface of GoTo Connect is designed with simplicity in mind, providing customers with everything they need and nothing they don't. This approach makes the platform incredibly user-friendly. Additionally, GoTo's all-inclusive pricing model allows for scalability and easy end-user adoption, avoiding complex billing structures.
- **Reliable and Secure:** GoTo guarantees a Service Level agreement of 99.996% uptime which is included in every contract and is met every year. GoTo Connect has been recognized for its robust security measures, ensuring that communication remains confidential and protected from unauthorized access. This is especially crucial when dealing with sensitive business information and conversations.
- **User-Friendly Interface:** The platform is designed to be user-friendly, allowing both employees and administrators to easily set up and manage communication channels without extensive technical expertise. This ease of use reduces the learning curve and speeds up the adoption process within organizations.
- **Cost-Effective:** By consolidating multiple communication tools into one platform, GoTo Connect can help businesses save on costs associated with purchasing and maintaining separate systems. This consolidated approach can lead to more efficient resource utilization and streamlined billing processes.
- **Scalability and Flexibility:** GoTo Connect is designed to cater to businesses of all sizes, from small startups to large enterprises. Its scalable infrastructure allows companies to expand or downsize their communication needs according to their requirements, ensuring cost-effectiveness and adaptability.
- **Value:** The Value for Money proposition of GoTo Connect translates into significant savings, with potential reductions of up to 33% when compared to competitors. Being a Unified Communications and Collaboration provider that owns its technology, GoTo Connect is billed as software rather than telecom, leading to lower taxes and fees, averaging around ~12% compared to up to 40% from competitors.
- **Comprehensive Offerings:** GoTo Connect stands out as the only UCaaS vendor providing a unique offering encompassing 18 products in its portfolio. These products include phones, meetings, messaging, webinars, training, ticketing, remote access, and more, enabling businesses to address all essential communication needs within a single platform.

We know the benefits and rewards of flexible work are achievable because every day, we work with businesses like yours to help them enable effective, flexible work experiences. We're trusted by nearly 1M companies, from a wide range of industries from hospitality and healthcare, to professional services and professional sports. We power more than 1.5 billion minutes of meetings across more than 1 billion colleagues, customers and partners each year. We're the technology behind IT teams that support over 500 million workers when they need help with applications, software or devices.



References

Ponce Health Science University
 Beth Caldwell – Office Operations Partner
 314-499-6051
bcaldwell@psm.edu

Central Heights USD 288
 Sam Oram – IT Director
 785-869-1090
soram@usd288.org

Warrensburg R6 Schools
 Alex Anstine
 Director of Technology
 660-422-5561 x2405
aanstine@warrensburg6.org

Response to RFP Requirements

GoTo is proposing our GoTo Connect solution, for we understand your needs and feel that this proposed solution can meet your needs.

Phones: Enterprise-grade with 100+ features, and comes with inclusive minutes for local, long distance and international calls.

Meetings: Video & Audio conferencing with screen share and advanced collaboration capabilities included. Meet with up to 250 people.

Contact Center: Feature-rich and easy to deploy cloud-based customer engagement solution that is designed to fit the budget of any small-mid-sized business.

Webinars & Virtual Events: An online event platform to deliver delightful experiences for your customers, while driving better engagement and lead generation.

Training & Townhalls: Online training software for better connections. Engage before, during and after session for enhanced virtual experiences

GoTo Connect

All-in-one digital communications software built for all Business's

Essential Digital Connections
Facebook, Instagram, SMS, Instant Response, Co-Browsing, Omni-channel contact conversations.

Flexible-work portfolio
Unified communications in the GoTo app, with a first-of-its-kind, comprehensive IT management and support solution. Everything you need, nothing you don't.

Easy to manage Business Communications
Simple, unified admin tool with drag-and-drop Visual Dial Plan editor

Reliability you can trust
#1 Hosted VoIP provider and Best Video Conferencing & Best Webinar provider software*

1B people joining meetings, trainings, and webinars annually

*TrueRadius Top Rated Awards 2021 & G2 Crowd 2022 ratings

Why GoToConnect

- We have the Best Administration Tools on the market.
- We're experienced, and it helped us be the Most Reliable platform throughout COVID-19.
- Our Customer Support is rated #1 by end-users; we are available 24-7

- We provide a Unique Portfolio of Flexible Software—UCaaS, CCaaS, Webinars & Virtual Events, Training & Support.
- We won't be beaten on Value for Money, for you can save up to 33% against leading competitors.

All of the Features You Need to Succeed!

Voice & Call Management	Meeting & Video	Customer Support	Admin Tools
✓ Call Forwarding ✓ Call on Hold ✓ Call Routing ✓ Dial-by-Name Directory ✓ Hosted VoIP Phone Service ✓ Phone Number Extensions ✓ Virtual Voicemail ✓ Toll-Free & Vanity Phone Numbers ✓ Custom Greetings & Messages ✓ Virtual Fax ✓ Number Porting & Transfers ✓ Auto Attendants ✓ Call Filtering & Blocking ✓ Caller ID ✓ Music-on-Hold ✓ Do Not Disturb ✓ 4-digit extension dialing ✓ SMS Messaging ✓ Hot Desking ✓ Microsoft Teams Integration ✓ Custom auto-attendants ✓ Emergency Call Notifications	✓ Conference Calls ✓ 3-way calls (audio & video) ✓ Screen Sharing ✓ HD Video Conferencing ✓ Video Equipment Conferencing ✓ Conference Bridge Technology	✓ Scalable Call Center Software ✓ Call Monitoring ✓ Voice, Video, Chat, SMS & Social Support ✓ Agent Dashboards ✓ Outbound dialer ✓ Intelligent Call routing ✓ Real-time analytics & reporting ✓ Callback queues ✓ Call-queue management and drill-down ✓ Queue status notifications ✓ Customizable Supervisor Dashboards (in real time)	✓ SAML Single Sign-On ✓ User level call blocking ✓ Business Call Management ✓ Call Center Analytics ✓ Custom call flows ✓ Full Admin Portal ✓ Role-Based Access Control ✓ Automated User Provisioning

GoTo Meeting, included with GoToConnect

With an extensive series of updates to the product, GoToMeeting delivers a flawless experience from start to finish for both IT and end users. Shaped by thousands of customer conversations, the new GoToMeeting revolutionizes the way you communicate with features designed to save you time, so you can build stronger relationships and collaborate with ease. We're by your side before, during, and after your meetings take place – modernizing workforce productivity that will prepare your organization for years to come.

Powering collaboration and productivity

With work to be done anywhere, at any time, on any device, your organization needs a virtual meeting platform built for better business.



Collaborate quickly and securely

Built for business means virtual meetings are even easier with no downloads necessary



Unmatched on mobile

A simple, easy and reliable virtual meeting experience from the highest-rated mobile app in the iOS and Android stores.



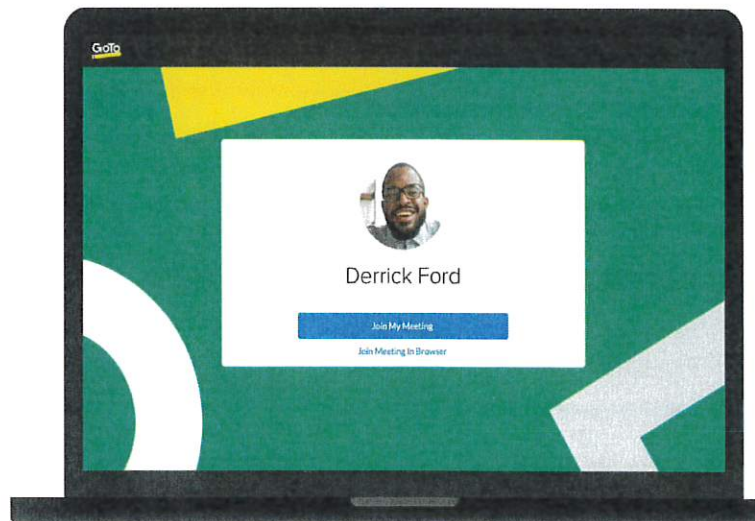
One vendor for every solution

GoTo offers tools for communication & collaboration, engagement & support and identity & access, all under one roof

Pre-Meeting:

Get started with meeting tools that make launching and joining meetings easy.

- **Business messaging:** Communicate anytime with integrated chat. Start or join meetings in a single click – right from your current conversation. [Learn More.](#)
- **Your personal online meeting room:** Create a custom meeting link that makes it easy to invite attendees to your own personal meeting room, reserved just for you. [Learn More.](#)
- **Call Me:** Let GoTo Meeting call your phone when it's time for a meeting to start. [Learn More.](#)
- **Join from your phone:** Participants can dial in to the meeting from their phone for added flexibility on-the-go. Toll-free in over 50 countries.
- **Webcam preview:** Test and preview your webcam before entering a meeting to check your connection and video.



In-Meeting:

Share, collaborate and come up with new ideas with in real-time with these GoTo Meeting features.

- **Screen sharing:** Easily share your desktop, smartphone, or tablet screen with everyone. Present, collaborate and keep everyone on the same page. [Learn More.](#)
- **Meeting drawing tools:** Draw on your screen to collaborate, brainstorm or present in real-time. [Learn More.](#)
- **Commuter Mode for mobile meetings:** Call in with a distraction-free environment while on the go. Commuter mode turns your entire phone screen into a color-coded audio/mute button that uses up to 90% less bandwidth. [Learn More.](#)
- **Custom backgrounds:** Customize your webcam background and truly work from “anywhere.”
- **Presenter control:** Give meeting guests presenter control so they can share their screen and help run the meeting. You can even share control of your keyboard or mouse.



After your meeting

See what went well in your meeting and find action items or key takeaways.

- **Meeting transcriptions:** Easily share automatic transcripts of your recorded meetings or look back for important notes and action items. [Learn More.](#)
- **Cloud recording:** Record your meetings locally or in the cloud and share or revisit them later. [Learn More.](#)
- **Meeting diagnostic reports:** View stats and analysis of meeting performance on an individual level, for quick troubleshooting.

Integrate with your favorite tools: Integrate GoTo Meeting with apps you already use in your workflow. Launch meetings directly from Slack, Outlook, Chrome, or Salesforce for a smoother, more convenient meeting experience.

Over 100+ Features

Connect an office or remote workforce with the flexible tools and unified administration.



Auto Attendants

Leverage an endless number of auto attendants to create custom menu options and gain IVR functionality.



HD Video Conferencing

Host professional meetings with up to 250 attendees using screenshare and meeting recording.



Conference Bridge

Utilize an unlimited number of conference bridges across the organization.



Voicemail to Email

Listen to voicemails directly from any inbox, on any device.



Ring Groups/Queues

Route calls to the right people in the shortest amount of time — empowering the organization with call center functionality.



Mobile Apps

Make and receive calls on any iOS or Android device — turn any smartphone or tablet into an office phone.



SMS/MMS Text Messaging

Send and receive messages between teams across desktop, mobile or web with SMS/MMS available in North America.



Virtual Fax

Send and receive faxes and view them in any email box at no additional cost.



Music on Hold

Present a professional image with custom music and messaging for promotions or instructions.



In-Country Calling

Call anyone in your country free up to fair-use limits.



Global Calling

Call over 50 countries at no additional cost.



GoTo Contact

GoTo Contact is a feature-rich, cloud-based contact center solution designed to improve customer experiences, and boost sales.

Proposers should provide in-line responses to all requirements outlined below:

GoTo has provided response to all requirements below, in-line.

Technical

These have been addressed. We have also provided an overview of our solution to show how we can meet technical needs.

Requirements

These have been addressed.

Platform

These have been addressed; we also have provided an overview of our platform with our solution.

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

GoTo develops and maintains the platform solution in house.

Where is the platform hosted?

GoTo Connect hosted services are run on Jive Cloud, a proprietary, cloud-based platform. Jive Cloud has been purpose-built from the ground up to deliver the most economical and powerful hosted services on the market.

Jive Cloud provides an interconnect between the public internet, the public switched telephone network (PSTN), and client-side LAN that allows GoToConnect users to place voice and video calls from their Internet-connected IP telephones to other users on the PSTN regardless of how they are connected (e.g., cellular, VoIP, analog, etc.).

Unlike traditional premises-based VoIP deployments that connect to the PSTN on the premises via a dedicated voice circuit (e.g., PRI, T1, SIP Trunks, ISDN), with GoToConnect, all inbound and outbound voice traffic travels via the Internet (WAN connection) to Jive Cloud.

Jive Cloud is currently hosted in a combination of public cloud and private infrastructure and has fully redundant computing and networking components. In the public cloud, GoTo is leveraging AWS, specifically in the US West (Oregon), US East (N. Virginia) and Asia Pacific (Singapore) Regions. In addition, GoTo collocates with top-tier data center facilities, offering high levels of security, redundancy (including power, cooling, and network), and scalability. Data centers are geographically situated to provide fast and reliable network access and to minimize round-trip latency for GoTo's hosted services. GoTo data centers are located in Grand Rapids MI, Salt Lake City UT, Los Angeles CA, Las Vegas NV. Additional GoTo data centers located outside the US are in Frankfurt DE, London UK, Sydney AU.

For information on data centers and sub-processors that GoTo uses for GoTo Connect, please visit GoTo's Product Resource Center and see the GoTo Connect Sub-Processor Disclosure -

<https://www.goto.com/company/trust/resource-center>

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

The solution is geographically distributed. Please see our response above for the locations of datacenter hosting locations. We have also provided our SubProcessor disclosure list as part of our solution.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

GoTo's Service Level Agreement (SLA) describes the specific service level agreements and conditions for Jive Cloud Voice and Unified Communications (UC). The SLA also specifies the measures to be taken in case of

deviation or failure to meet the asserted service guarantees. GoTo guarantees Cloud Voice and UC will maintain four 9's (99.99%) in any given calendar year. The SLA has been provided with our solution.

1. What business continuity / system survivability options are available?

GoToConnect is well-equipped to deal with Business Continuity and Disaster Recovery (BCDR). In the event that a major disaster closes a customer site, GoToConnect provides a number of advantages over traditional analog telephone service.

First, GoTo Standalone VoIP handsets are configured such that they will work from virtually any high-speed Broadband Internet connection. This means that staff can take their handsets to another site (such as another office location, or even to their home), plug them into the Internet, and be up and running exactly as if they were at the office—with the same access to voicemail, extension dialing, transferring, and all other features. Second, if the magnitude of the disaster is such that handsets are inaccessible, replacement handsets can be ordered from GoTo. These handsets will be pre-programmed for plug-and-play installation, and can be shipped overnight for next-day delivery.

Finally, in response to an adverse event, incoming calls can be rerouted to other locations, or even to a group of cellular phones.

GoTo provides PSTN Failover as a feature associated with GoTo Connect via the Business Continuity appliance solution. The Business Continuity appliance provides service continuity and survivability in the event of a local outage, ensuring calls can still be made if Jive Cloud is inaccessible to the phones.

In the simplest terms, the GoTo Connect Business Continuity appliance allows continuation of internal calling. With the addition of POTS lines to the device, outbound calling is preserved as well. This was initially designed to ensure that schools could always call 911, regardless of internet connectivity.

Note that GoTo Connect includes a mobile app that is available to every user. This provides users the ability to continue to make and take phone calls regardless of the situation at their location (internet, power, etc) as long as they have a cell signal. Callers will not know that anything is different on the user's end.

The Business Continuity appliance provides the following features:

- Built in Jive Netview Appliance for voice network monitoring
- SIP Proxy configuration for Internal Dialing during an outage
- WAN failure (Detection, Failover and Fallback)
- Emergency Analog Failover (via the addition of POTS lines)
- Outbound Calls Analog Failover and Emergency (911) Priority
- Logging and Monitoring
- VPN services to allow remote management by GoTo
- DNS Server
- STP, SIP over TLS

2. What happens to service in the event of a local power or WAN outage?

In the event of failure -

1. On the GoTo side -

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

2. On the customer side, WAN failure -

There are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on premise gateway called Jive Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls.

GoTo also offers an SD-WAN solution which accepts internet connections from multiple providers and manages failure and optimizes traffic flow to ensure no loss of connectivity.

In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

3. Please describe platform security measure. How is call data protected?

GoTo maintains a cryptographic standard that aligns with recommendations from industry groups, government publications, and other reputable standards groups. The cryptographic standard is periodically reviewed, and selected technologies and ciphers may be updated in accordance with the assessed risk and market acceptance of new standards.

In-Transit Encryption: The Service provides end-to-end data security measures. The Service is designed to ensure that communication data is not exposed in unencrypted form with communication servers or during transmission across public or private networks. Internet Engineering Task Force (IETF) standard Transport Layer Security (TLS) protocols are used to protect communication between endpoints. All network traffic flowing in and out of GoTo datacenters, including all Customer Content, is encrypted in transit. See the [Terms of Service](#) for more information.

For their own protection, GoTo recommends that customers configure their browsers to use strong cryptography by default whenever possible and to ensure that operating system and browser security patches are kept up to date.

When TLS connections are established GoTo servers authenticate themselves to clients using public key certificates. TLS is also supported for signaling between physical phones and the Service infrastructure to secure the traffic and communication when supported by Customer equipment. Media is transmitted using Secure Real-time Transport Protocol (sRTP) utilizing shared keys transmitted over Session Initiation Protocol Secure (SIPS) to secure audio traffic. Provisioning information containing the physical phones credentials from the Service's infrastructure to the phones are also secured using TLS.

At-Rest Encryption Customer voicemail recordings, voicemail greetings, and call recordings are encrypted at-rest using 256-bit AES encryption when stored with GoTo's cloud storage

Secure Provisioning Secure Provisioning makes our provisioning process more secure, protecting both GoTo and the customer from fraud and malicious behavior by encrypting configuration files and changing known provisioning paths to make it more difficult to access files only the device should have access to.

Secure Calling GoToConnect customers have the ability to enable Secure Calling which uses SRTP which uses AES (Advanced Encryption Standard).

Secure Calling protects your conversations with audio encryption—ensuring unwanted listeners can't hack into your calls. When you're on a call, audio travels between two separate paths. First, between your phone network and the Cloud; and second, between the Cloud and your caller's phone network. The two paths together allow you to speak to and hear each other. Secure Calling encrypts the first path of audio and encrypts both if your call is with another device that has Secure Calling enabled as well.

All three of our Tier 1 phone manufacturers (Poly, Yealink and Cisco MPP) support Secure Calling call encryption.

In addition to Secure Provisioning and Secure Calling, the GoToConnect softphone and mobile apps require a user to log in using their GoToConnect credentials. If your organization has a Single Sign-On solution in place, GoToConnect can be integrated with it so that you control users' access to GoToConnect in the same way as

other applications. Finally, each device has a device admin password. This password controls access to a device's web interface and is managed through the administration portal.

GoTo employs industry standard perimeter protection tools, techniques and services that are designed to prevent unauthorized network traffic from entering its product infrastructure. The GoTo network features externally facing firewalls and internal network segmentation. Critical system files are protected against malicious and unintended infection or destruction.

The Service leverages a multi-tenant (and multi-PBX) architecture, logically separated at the database level, based on a user's or organization's Service account. Only authenticated parties are granted access to relevant accounts.

Further details are outlined in our [Technical and Organizational Measures](#) document.

An Information Security Policy has been established at GoTo and assist in defining the role of technology and management at our organization. It is aligned to ISO27001:2013. At least annually, applicable policies are reviewed by management to ensure that any procedures or standards are updated in accordance with contractual and legal commitments and company requirements/standards. In order to ensure the confidentiality, integrity, and availability of GoTo Information and IT systems we do not send customers these documents. Security Policies are relayed to employees at the time of hire and available in the Employee Handbook. They are also communicated to all Global Employees on a regular basis. Additionally, they are hosted on our internal site.

GoTo employees and temporary workers are informed on a continuous basis, as determined by the company, about security and privacy guidelines, procedures, policies and standards through various mediums of communication such as awareness campaigns, new hire on-boarding kits, webinars with the CISO, annual policy compliance, security training targeting specific roles (such as software developers), security champion programs, as well as visual media campaigns. In order to share our Information Security Policy Table of Contents, a mutual NDA is required. We are happy to help facilitate this further along in the sales cycle

b) As the global "work from anywhere" company, GoTo provides products that simplify how people connect with each other and the world around them. With users in nearly every country around the world, we maintain a global data privacy program designed to secure and protect the data entrusted to us by our customers, users, and end-users. GoTo's data privacy program is designed to respond to today's applicable privacy rules and regulations and takes into account many of the world's major data protection regimes, including, but not limited to:

- Australia's Privacy Act (1988)
- Brazil's General Data Protection Law (LGPD)
- California Consumer Privacy Act (CCPA)
- General Data Protection Regulation (GDPR)
- United Kingdom's Data Protection Act (2018)

Annually, third party penetration tests are conducted on each of our applications. We rescan the systems on a quarterly basis to ensure any findings have been resolved or mitigated to a lower level. Summary results of most recent test can be shared with active NDA in place

GoTo complies with applicable legal, financial, data privacy, and regulatory requirements, and maintains compliance with the following certifications and external audit reports:

- TRUSTe Enterprise Privacy & Data Governance Practices Certification to address operational privacy and data protection controls that are aligned with key privacy laws and recognized privacy frameworks.
- American Institute of Certified Public Accountants' (AICPA) Service Organization Control (SOC) 2 Type 2 attestation report. BSI Cloud Computing Catalogue (C5).
- American Institute of Certified Public Accountants (AICPA) Service Organization Control (SOC) 3 Type II attestation report

- Payment Card Industry Data Security Standard (PCI DSS) compliance for GoTo's eCommerce and payment environments
- Internal controls assessment as required under a Public Company Accounting Oversight Board (PCAOB) annual financial statements audit

Please reference our Trust Center for further details:

<https://www.goto.com/company/trust/>

We can also share our SOC 2 Type II report upon requests, which outlines the policies, procedures and controls that we have in place.

Service

Question	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Yes	Included. Existing numbers can be ported (transferred) over to GoToConnect service. Upon receiving the bid award, GoTo will issue the port request form. This form is to be filled out by the client with all the complete and accurate information. When GoTo receives this request form, they will send it to the losing carrier. The losing carrier then has up to 72 hours to respond to the request. The process of porting existing numbers can take anywhere from 5–20 business days—depending on area and existing telephone provider. Incorrect/incomplete information may cause the order to be rejected by the existing telephone provider. If a port request is rejected, the request will be resubmitted and the porting timeline will start over. It is also possible to submit port requests directly from within the GoTo Admin portal. The system walks you through a simple process of providing the required information, GoTo submits the port request, and the process updates are visible in the Admin portal.
3-digit extension dialing, regardless of geographic location	Y	Included GoToConnect supports 3, 4, 5, or 6-digit extension dialing across all system endpoints regardless of geographic location. Even if employees span many different locations (home offices, various campuses, or even international offices), employees can connect via extension no matter how far away they are from each other.
Unlimited local dialing	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling.
Unlimited domestic long distance	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution

		also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling .
International dialing (include current rates)	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling .
Toll-Free service (include current rates)	Y	included GoTo provides the opportunity to set up toll-free telephone numbers. This means that customers can call your company on a toll-free line without incurring any expense. GoTo has a toll-free billing rate of 1.9 cents per minute for these incoming calls.

System Management

1. How is the system managed/administered? Please describe customer Administrator interface.

GoToConnect's administrator portal is browser-based and offers easy, intuitive access and control over all system features and functions. These password-protected controls are available online and can be used anywhere the administrator has Internet access. Administrators can view, configure, and modify all system user information, devices, lines/extensions, and services. Within the portal, administrators use drag-and-drop functionality and wizard tools to quickly and easily create user groups, manage policies and permissions, modify dial plans and schedules, and upload prompts and hold music, and much more. User administrators have virtually the same level of account access as GoTo support engineers. Customers therefore have the ability to self-serve in almost every aspect of the hosted services. The administrator portal is an integrated part of the GoToConnect, included at no additional cost.

Within the Administration Portal, there is a System Health dashboard which allows client administrators to monitor the following areas:

- Audio Quality and Call Volume - Total number of call legs and audio quality over 24 hours. This shows the hourly call volume with Mean Opinion Score (MOS), which measures audio quality based on how a listener would rate a call's clarity.
- Average Audio Quality - Mean Opinion Score. The Mean Opinion Score is a measure of quality based on how a listener would rate a call's clarity from 1-5. This is a useful benchmark for the overall audio quality of your phone system.
- Audio Delay - Average latency in milliseconds. This is how long it takes for your system to send and receive voice data over the internet. Delays longer than 100 ms can cause audio to lag in conversations.
- Audio Connection - Percent of packets lost. This measures the percentage of voice data packets lost out of all of those sent from a phone to your system. Too many packets lost (above 1%) may cause the audio to noticeably drop in and out. Higher numbers may cause the call to drop completely.
- Device Statistics - Number of devices online and offline. A device is "online" when it can readily communicate with other devices and is "offline" when not turned on or connected to other devices.

The GoToConnect softphone on a PC or Mac also functions as a user portal. This is where users can set their preferences in areas of their communications such as Find Me/Follow Me and voicemail.

2. Is self-service supported?

Self-service is supported.

3. How are moves, adds, and changes performed?

Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

4. How is service added, removed?

GoToConnect is particularly scalable from the standpoint of adding services to an existing account. Clients can add users and extensions at any time on GoTo's administrator portal, which automatically adds these services to their monthly statement. GoTo clients are also able to purchase IP handsets to use with GoTo Hosted VoIP from several online retailers. However, when ordering hardware, clients typically call their GoTo Sales representative to ensure handset compatibility.

5. Please describe real-time reporting options.

There are several different categories of reporting available.

- **System Reporting** - GoTo Connect provides system reporting through a variety of reports. These include data such as mean/min/max reports and time-of-day reports for all extensions and numbers, and downloadable call detail reports. The following list details GoToConnect's capabilities for providing enhanced visibility into our call accounting solution:
- **Call Logs:** Detailed call information that includes dates, times, extensions, numbers, duration, type, and direction of all calls.
- **Call Analytics.** Interactive reports, charts, tables, maps, and graphs that provide overview and aggregated information on GoTo Contact Center Hosted VoIP usage.
- **Queue Usage.** Detailed information on call center agents and queue activity including historical wait times, abandon rates, and more.
- **User Lists.** Specific details on users of GoToConnect Hosted VoIP including names, extensions, voicemail boxes, DIDs, fax settings, device information, and other configuration information.
- **Monthly Invoices.** Detailed information on billable services including number of handsets, DIDs, toll free and international usage, recently added handsets, etc.
- **Aggregated Invoice Statements.** Combined billing report for all sub-entities which includes totals and line items for each account associated with a parent account.

In addition to the capabilities listed above, GoTo can provide any number of custom reports at your request. Like all of GoTo Connect's features, system reporting capabilities are provided at no additional cost.

Call Detail reporting - GoToConnect includes interactive reports accessible in real time within the GoToConnect administrator portal, many of which can be exported into a .csv file for data storage or manipulation. Reports may include the following data points:

- **Calls:** total/mean/min/max by type, per day, by day of the week, by time of day, by state, per number/extension; abandoned calls
- **Minutes:** total/mean/min/max by type, per day, by day of the week, by time of day, by state, per call, per number/extension
- **Top Numbers / Extensions:** total/mean/min/max by calls, by minutes
- **Queue:** statistics, scores, calls, minutes

Call Reports can be accessed via the GoToConnect administration portal. Within call reports there are Visual Summary Graphs that provide a quick snapshot of the calling activity on your system. This helps to identify trends, campaign effectiveness, calling spikes, and staffing needs.

Three additional reports are available for in-depth analytics:

User Activity - This provides call activity for each user. These high-level, user-specific numbers can serve as a good starting point for determining employee performance or training opportunities. By default, results are sorted by total duration, potentially putting your most productive users at the top.

Phone Number Activity - This provides call activity from the perspective of your GoToConnect phone numbers. These high-level, number-specific details can serve as a great resource for managers needing to understand the call volume routing through their phone numbers to various sales and support teams. By default, results are sorted by total duration, putting your most active GoToConnect phone numbers at the top.

Caller Activity - This provides the activity for all the phone numbers that are calling into your system. You can see specific activity for each number, such as every outgoing and incoming call, date, and talk time.

Each of these reports can drill down to a *details page* for the specific caller, user, or phone number that has been selected.

GoTo Contact Center Reporting and Analytics

GoTo Contact Center offers Supervisors historical and real-time analytics for all or specified queues on the system accessible from their GoTo desktop/web softphone applications.

Real-time information -

Real-time Supervisor reports are broken down to different categories throughout the current day in an overview, or specifically. These may also be custom created using GoTo Contact Center graphical real-time wallboard editor as desired. The real-time view provides performance and status of agents, chats and for outbound calling campaigns provided in GoTo Contact Center Complete.

Call queues will display rate/percentage of the current day's abandoned, handled, and timed-out calls as well as give visibility to the amount of inbound calls, agents talking, how many agents are paused and logged in, the longest call and wait time for the specific queue. Supervisor's real-time dashboard also includes interaction features such as the ability to place agents on pause, login/logout agents, monitor agents calls by listen, whisper and barge drop down menus, and view calls waiting by phone number and caller-ID that can be answered or transferred as needed.

Custom reports can be created as a wallboard, which can be displayed on a computer for an individual to see or a tv on the wall for all to see.

Historical reporting -

Details of all standard analytics included with GoTo Contact Center Complete can be found here:

<https://support.goto.com/connect/help/what-data-does-the-contact-center-analytics-provide>

There are three standard reports included with GoTo Contact Center Complete. The data shown can be filtered based on a number of different criteria, such as

Queue Caller Board is designed to help you understand what is happening with your call queues, and can be filtered by date(s), queue(s), call outcome(s), time in queue, call duration. This board shows:

- Total calls over time
- Average call duration
- Average time in queue
- Total calls by outcome (handled, timed out, evicted, abandoned)

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Queues (select individual queues or select all), Outcomes (handled, abandoned, timed out, evicted), Time in Queue (set the range for time in queue that you want to see), and Call Duration (set the range for call duration that you want to see)

Agent Performance Board is designed to help you understand how your agents are performing overall, and can be filtered by date(s), queue(s), agent(s), and call type(s). This board shows:

- Handled contacts
- Average talk time (ATT)
- Total talk time (TTT)
- Total talk time trends
- % of talk time spent on queue calls, outbound calls, and direct inbound calls
- Total call volume trends broken down by type
- % of calls answered broken down by type
- % of queue calls transferred by agent
- Agent summary table shows handled contacts, missed contacts, ATT, and TTT totals for the filtered data.
- Availability and pause time by agent
- Shows the amount of time an agent was logged in each day, including when they started, when they paused, and when they logged out of a queue.

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Queues (select individual queues or select all), Agents (select individual agents or select all), and Call Types (queue calls, direct inbound, outbound)

Resolved Conversations Board is designed to help you understand what is happening with your chat queues, and can be filtered by date(s), agent(s), chat queue(s), conversation tag(s), chat type(s), survey(s), and survey response(s). This board shows:

1. Total resolved conversations graph
2. Resolved conversations summary table

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Chat Queues (select individual queues or select all), Agents (select individual agents or select all), Conversation Tags (customizable, whatever you have as options for your agents), and Chat Types (SMS, Webchat, Facebook, Instagram)

For more in-depth descriptions of the information available, please see the support article available at <https://support.goto.com/connect/help/what-data-does-the-contact-center-analytics-provide>

Custom Reports -

In addition to the Dashboards above, you can create any number of custom reports by setting filters to particular values and saving the board to be rerun at a later time.

Conversation Review is a new feature in the Contact Center Analytics that will empower customers with a deeper understanding of their customer phone call interactions by offering the following:

- **Call Recording Playback:** Access call recordings directly from the Conversation Review.
- **Overview Tab:** The overview tab presents essential call details, including start time, end time, call duration, outcome, agent involvement, last agent engaged, disposition, and associated tags.
- **Interaction Details Tab:** Interaction Details tab showcases the complete call journey from start to finish, which includes call started, ringing/connecting to an agent, agent connection, hold placement, call resumption after hold, blind transfer, voicemail reached, and hang up. Each event is accompanied by a timestamp, duration, agent name, and extension.
- **Notes Tab:** The notes tab captures any relevant annotations made during the call, ensuring important details and observations are easily accessible and documented for future reference.
- **Transcript Tab:** View call transcripts between the caller and business.
- **Export Button:** Directly export the Interaction Details view as a .csv file.

5. Implementation

1. What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Initiating: GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (SAM) is available to support the system and troubleshoot and resolve any service issues.

2. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

Your implementation team will consist of a Project Manager, Field Engineer, Project System Trainer, and others from GoTo. All members of your implementation team are highly qualified and skilled at implementing, maintaining and administering the GoToConnect solution. Specific information regarding qualifications can be provided once team members are assigned at time of contract acceptance.

3. What are the typical challenges in this type of implementation?

Typical challenges revolve around:

- Number porting

- Network Readiness

- Administrator/ End-User Training

For this reason, dedicated members of the project/onboarding team are tasked with making sure these tasks are completed. The Project Manager works on behalf of you to coordinate the number transfer (porting) from the losing carrier to GoTo. An assigned engineer will work with customer's IT staff to make any required firewall changes and/or network configuration changes to ensure phone functionality for go-live. The Project System Trainer uses a "train the trainer" methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion.

4. What is the typical timeline for an implementation of this nature?

GoTo's deployment team works closely with customers to establish timelines and schedules to fit individual needs. GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general, the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via a tool called GuideCX, which provides real-time project management and feedback on status.

6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

From the host side:

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

All core call-processing intelligence is clustered and housed in geographically separated, fault tolerant co-location facilities with automatic failure-over. This allows us to guarantee an uptime of 99.99% in any calendar year. In reality, we have consistently been seeing 99.995% or better uptime for many quarters.

The system also detects if a specific location is down and automatically re-routing calls/messages to a pre-determined location. For example, a call may be forwarded to a cell or home phone, emailed as a voice message, or a variety of other customizable scenarios. With GoToConnect, no matter the severity of a local situation, your communications are safe, redundant, and accessible via multiple devices.

From the client side:

GoToConnect's solution is well-equipped to deal with your Business Continuity and Disaster Recovery (BCDR). If a major disaster closes a customer site, GoToConnect's Standalone VoIP solution provides a number of advantages over traditional analog telephone service.

First, our Standalone VoIP handsets are configured such that they will work from virtually any high-speed Broadband Internet connection. This means that staff can take their handsets to another site (such as another

office location, or even to their home), plug them into the Internet, and be up and running exactly as if they were at the office—with the same access to voicemail, extension dialing, transferring, and all other features. Second, if the magnitude of the disaster is such that handsets are inaccessible, replacement handsets can be ordered from GoTo. These handsets will be pre-programmed for plug-and-play installation, and can be shipped overnight for next-day delivery.

Finally, in response to an adverse event, incoming calls can be rerouted to other locations, or even to a group of cellular phones.

In the event of WAN failure on the customer side, there are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on premise gateway called GoTo Connect Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls. In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

2. What is your strategy for upgrading your current service?

GoTo's strategy for upgrades and new releases of Jive Cloud is based on an Agile Methodology of continuous integration and rapid iteration. All upgrades and new releases of Jive Cloud are free of charge to GoTo Hosted VoIP customers.

Every enhancement, upgrade, new feature, or software patch is introduced seamlessly into Jive Cloud once ready for release. In general, GoTo releases updates to Jive Cloud every two weeks, based on the length of developer sprints and milestones.

The integration of the new functionality begins by following a beta-testing process (with select beta customers) before the feature is released to mainline customers over a period of time. The period is often defined by the size of the enhancement, the service it affects, or the number of clients utilizing the feature. Jive Cloud is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

A primary advantage of the hosted delivery model discussed in this proposal is that the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivery the solution, and ensures that everything is up-to-date. Jive Cloud is engineered in such a way that updates and maintenance do not require scheduled downtime but can instead be rolled out across the platform during periods of low utilization. Also, our qualified maintenance and support team is available 24/7 to answer any questions or concerns. The Jive Cloud platform is deployed across multiple datacenters in the U.S. Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

Maintenance is not required on-site for GoTo's Hosted VoIP installs. Phones are plug and play, and most customers opt to keep spares on hand. Phones can also be shipped from GoTo overnight. With regards to Jive Cloud (GoTo's service delivery platform), GoTo has contract relationships with our datacenter providers to deliver remote hands—if physical changes are required to the Jive Cloud infrastructure, these remote hands are typically available within fifteen minutes.

GoTo employs technical support professionals, NOC engineers, and Customer Care representatives dedicated to GoToConnect. Both local and remote network engineers are frequently deployed to assess, install, and maintain GoTo supplied LAN/WAN network equipment at client sites. We also have an extensive network of

local partnerships that provide additional skilled headcount based on project size and need. These authorized partners perform a variety of tasks, including network equipment and IP handset installation, under the direction of network and field engineering managers.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

All upgrades and new releases of Jive Cloud are free of charge to our hosted VoIP customers.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

GoTo Customer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required, or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases
- Proactive notification for emergencies, maintenance, and product updates

2. Detail the issue resolution process.

1. Email a ticket to support@goto.com. In your ticket:

- a) Describe issue (e.g., "Inbound calls to number xxx-xxx-xxxx not ringing through")
- b) Include relevant details (e.g., "Start time, how to replicate, scope of affected users")

2. State priority level (e.g., "1, 2, or 3 based on the above table")

3. You will receive a ticket number responder, indicating a ticket has been opened for the issue.

4. Place a call to GoTo at 801-717-1556 after 10 minutes to confirm ticket submission and priority.

The issue will be internally logged and confirmed by the GoTo support team. An engineer will review your open ticket with the resolution times stated above. Your response will then be processed via phone or email, and a resolution path suggested. Please note that calls may NOT be put straight to an engineer, but the engineers on call will be made aware of your issue and its priority and will respond within the allocated time frame

3. What is your average time to solve a moderate to difficult issue?

The SLA response time for GoToConnect is noted below:

Priority 1 - Total loss of service. Voice quality deemed unusable. (Response time occurs within 2-10 minutes.)

Priority 2 - Degraded service performance. Isolated call incidents. Impaired feature functionality. (Response time occurs within 5-10 minutes.)

Priority 3 - Service change requests. Issues impact a single phone/user. (Standard response times are 15 minutes for initial response, with Best Endeavor Resolution within 2 hours.)

4. Is support available 24/7?

Yes

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

Every level of GoToConnect powered by Jive is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters.

Within GoToConnect powered by Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy. All core call-processing intelligence is clustered and housed in eight SSAE16-certified, geographically separated, fault tolerant co-location facilities with automatic failure-over.

This allows us to guarantee an uptime of 99.99% in any calendar year. While we guarantee and promote our 99.99% uptime, we are constantly tracking this and seeing 99.995% or better uptime. That equates to roughly 2 minutes and 11 seconds of downtime a month, or 26 minutes 17 seconds a year.

Datacenters are geographically situated to provide fast and reliable network access, and to minimize round-trip latency for GoToConnect.

GoToConnect phones are set up to connect to our data centers by using GeoDNS - which gives the phone the capability to connect to the closest datacenters to it. The phone maintains a list of 3 data centers, a primary, secondary, and tertiary. If one of the data centers becomes unavailable, the phone will query for a new data center to replace the one that is unavailable.

If a failure happens within a datacenter, a call in progress will continue but there won't be any call control - i.e. transferring, etc. Phones will register to the backup datacenter and service continues.

If an entire datacenter fails, a call in progress will be dropped except in the case where media release is enabled, and the call is internal. (Media release keeps internal communications within the customer network.)

Phones will register to the backup datacenter and service continues.

2. Are there multiple, redundant instances at geographically dispersed datacenters?

GoTo collocates with top-tier datacenter facilities, offering high levels of security, redundancy (power, cooling, and network), and scalability. Jive Cloud is housed in eight SSAE16 certified datacenters across the United States and has fully redundant computing and networking components. Datacenters are geographically dispersed to provide fast and reliable network access, and to minimize round-trip latency for GoTo's hosted services. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

3. What happens to service in the event of a public Internet outage?

In the event of failure -

1. On the GoTo side -

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

2. On the customer side, WAN failure -

There are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on-premises gateway called Jive Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls.

GoTo also offers an SD-WAN solution which accepts internet connections from multiple providers and manages failure and optimizes traffic flow to ensure no loss of connectivity.

In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

4. What happens to service in the event of a local power or WAN failure?

Please see response above.

5. What routing options does the vendor provide in the event of an outage?

Please see response to #3 of this section.

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this request provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. No estimates shall be excepted. Vendors are required to collect and pay all Missouri State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed. GoTo has read and understands.

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.

GoTo did not receive the pricing proposal form. Therefore we have provided our pricing to meet your needs. If you have any further questions, we would be happy to discuss further.

Proposal for Unified Communications Services

City of Neosho

Quote #: Q-816815
Service Term: 36.0 Months
Expiration Date: 03/15/24

Free Months: 1

TODAY'S TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
Professional Services - Per Seat GTC Managed Install (Over 50 Licenses)	79	USD 50.00	USD 50.00	USD 0.00	USD 0.00
Voice Number DID Port - Configuration Fee	73	USD 5.00	USD 5.00	USD 0.00	USD 0.00
Yealink T33G SIP phone w/power supply	73	USD 119.00	USD 119.00	USD 0.00	USD 0.00
Yealink T54W IP Phone w/Power Supply	6	USD 294.00	USD 197.90	USD 96.10	USD 576.60
Yealink EXP50 (Expansion)	6	USD 105.00	USD 0.00	USD 105.00	USD 630.00
Cisco ATA 192	5	USD 294.47	USD 170.69	USD 123.78	USD 618.90
ESTIMATED TAXES and FEES					USD 143.30
TOTAL					USD 1,968.80

MONTHLY TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
GoToConnect Standard	79	USD 24.00	USD 11.05	USD 12.95	USD 1,023.05
Conference Device User- Monthly Service	1	USD 29.95	USD 17.00	USD 12.95	USD 12.95
Voice - Standard DID - Monthly Charge	73	USD 5.00	USD 4.75	USD 0.25	USD 18.25
Interconnected VoIP, Low Usage - Monthly Charge	5	USD 12.95	USD 3.00	USD 9.95	USD 49.75
ESTIMATED TAXES and FEES					USD 218.12
TOTAL					USD 1,322.12

TODAY'S TOTAL
USD 1968.80

MONTHLY TOTAL
USD 1322.12

Supplemental Information

Project Implementation Approach and Timeline

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Initiating: GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (SAM) is available to support the system and troubleshoot and resolve any service issues.

Project Implementation Plan and Timeline

We have provided our implementation plan and overview above in Project Approach Section. GoTo's deployment team works closely with customers to establish timelines and schedules to fit individual needs. GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on

the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via a tool called GuideCX, which provides real-time project management and feedback on status.

Hardware and Equipment

All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). GoTo's services manufacture warranties for products we sell. For customers under contract who are renting the phones, GoTo provides warranty support for the duration of the contract. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, GoTo will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via GoToConnect's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from GoTo, programmed, and sent to the customer site (next-day shipping is available).

As a hosted solution, we are not providing any equipment.

Configuration and Installation

While onsite installation can be chosen (for an extra charge), usually the only hardware that needs to be installed at the customer site is the handsets. The rest of the installation/configuration is done remotely. A primary advantage of the hosted delivery model discussed in this proposal is that the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivering the solution, and ensures that everything is up-to-date. GoTo Cloud is engineered in such a way that updates and maintenance do not require scheduled downtime but can instead be rolled out across the platform during periods of low utilization. Also, our qualified maintenance and support team is available 24/7 to answer any questions or concerns. The GoTo Cloud platform is deployed across multiple datacenters in the U.S. Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

Maintenance is not required on-site for GoTo's Hosted VoIP installs. Phones are plug and play, and most customers opt to keep spares on hand. Phones can also be shipped from GoTo overnight. We also have an extensive network of local partnerships that provide additional skilled headcount based on project size and need. These authorized partners perform a variety of tasks, including network equipment and IP handset installation, under the direction of network and field engineering managers.

GoToConnect has been designed to deploy OTT (over the top) of the customer's existing network infrastructure and broadband internet connection. This can significantly save on costs - both OPEX and CAPEX - as it allows your new voice system to utilize equipment and connectivity already in place. Often, it requires only minimal configuration for your network.

GoToConnect includes remote installation and configuration. As this is a hosted solution, all hardware except phones resides in our datacenters. If onsite unpacking and placing telephones is required, we can quote that once we have a deeper dive conversation into your requirements.

GoTo's Professional Services team provides personalized support no matter the size of your business. Our expert team will guide you through the entire implementation process, from project inception through go-live, with best practice recommendations to help your business thrive.

Managed Install includes hands-on project management, implementation, and deployment. You will have a dedicated team of experienced technical experts assigned to your account.

The following are included with Managed Install -

- An Implementation Project Manager
- Weekly check-in calls
- An assigned Field Engineer (virtual)
- A Dedicated Trainer
- Program Plan and Strategy
- Network Verification
- Porting Guidance
- Call flow configuration
- System Test and Activation
- Training for Admins and Users
- Go-Live Support.

Once the deal closes, our Professional Services team will kick off the onboarding process by scheduling an initial meeting with you to introduce you to your Professional Services team. The onboarding experience includes dedicated resources to keep everyone accountable to the tasks and milestones of the project. We will schedule weekly calls with you and the Project Manager, Field Engineer, and System Trainer to track installation progress.

The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation.

Details of implementation overview has been provided above.

Training

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across all phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Part of this process is training. The following types of training are available, all at no extra charge to the customer with the exception of onsite training requirements.

Administrator Training

GoTo follows a "train the trainer" methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion. All trainings, with the exception of on-site classes, are provided for no additional cost. The following administrator training options are available:

- **Customer On-Boarding Training.** GoTo provides on-boarding administrator trainings provided by specialized GoTo customer service personnel. These one-hour trainings, done over the phone with screen-sharing, are tailored to customer needs and provide an overview of how to configure and use GoToConnect specifically for their organization. Customers may schedule additional follow-up sessions as required at any time.

- Online Video Tutorials. GoTo has created a series of training videos demonstrating the configuration and utilization of GoToConnect. The videos are located here: <https://support.goto.com/connect/user-guide/getting-started-users>
- Administrator Guide. GoTo has detailed written guides that provide instructions on how to use all features included with GoToConnect. Guides are available online here: <https://support.goto.com/connect/user-guide/getting-started-admins> and can also be provided in printed format.
- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based trainings on an ad hoc basis. Customers may either schedule a time with a Customer Service Representative to attend a personalized training or they may simply call GoTo customer service with any questions they have. Ad hoc training is provided to all customers at no additional cost.
- On-Site Administrator Training Classes. On-site classes include training on the web-based PBX controls (administrator software), Dial Plan Editor, and Call Reporting applications. Classes are administered on the customer site; additional charges may apply.

End-User Training

GoTo also offers several training options for end-users, all for no additional cost. Training topics range from actual handset utilization (e.g. "how do I transfer") to voicemail settings. The following options are available:

- Self-Guided Training. GoTo provides online video tutorials, quick-start and quick reference guides, and interactive user manuals similar to those provided for administrators for end users. These training references are available online at any time and are provided at no additional cost. GoTo Getting Started for Users can be found here: <https://support.goto.com/connect/user-guide/getting-started-admins>
- Administrator-Led Training. GoTo will provide customers with access to training support materials to enable administrators who have completed GoTo administrator training to train other members of their organization. Materials are available online at any time.
- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based user training on an ad hoc basis. Customers may either schedule a time with a Representative to attend a personalized user training or they simply call GoTo customer service with any questions they have.
- On-Site User Training Classes. On-site classes include training on end-user features like Find Me/Follow Me settings and voicemail configuration, as well as an overview of handset operations and settings. Classes are administered on-site upon request; additional charges may apply.

Support and Service Level Agreement

Hardware: All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). GoTo's services manufacture warranties for products we sell. For customers under contract who are renting the phones, GoTo provides warranty support for the duration of the contract. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, GoTo will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via GoToConnect's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from GoTo, programmed, and sent to the customer site (next-day shipping is available).

Platform: A primary advantage of the hosted delivery model is the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivery the solution, and makes sure that everything is always up to date. Jive Cloud, our service delivery platform, is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

GoTo Customer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases
- Proactive notification for emergencies, maintenance, and product updates



SERVICE LEVEL AGREEMENT – GOTOCONNECT SERVICES

Introduction

This Service Level Agreement ("SLA") supplements your service agreement and describes the specific service level agreement for the GoToConnect Hosted VoIP service, GoTo's cloud-based telephony service which routes voice calls over the Internet from our data centers to your office location and vice-versa ("Service"), provided by GoTo through its communications subsidiary ("GoTo").

Service Commitment

GoTo will use commercially reasonable efforts to maintain Availability of at least 99.99% in any given calendar quarter ("Service Commitment").

Service Credits

If Availability drops below 99.99% as a result of Critical Error(s) or any other reason (excluding a Force Majeure Failure) for any calendar quarter, GoTo may issue you a credit against recurring charges on your next invoicing cycle, in an amount corresponding to the credit table below, as follows:

AVAILABILITY	CREDIT ON RECURRING CHARGES
<99.99%	0%
<99.90%	5%
<99.80%	10%
<99.70%	15%
<99.60%	20%
<99.50%	25%
<99.40%	30%
<99.30%	35%
<99.20%	40%
<99.10%	45%
<99.00%	50%

For purposes of clarification, any Critical Errors induced to resolve an initial Critical Error shall not be counted as separate events (for example, if an inability to hear by multiple callers requires a re-boot of the machine, it shall be treated as a single event for the purposes of these calculations).

A Service Credit may only be applied to invoices issued after the calendar quarter in which the Service Commitment was not met. Service Credits are not cumulative and may not be redeemed for cash or refunded upon termination. Upon termination or expiration of your Services, any unapplied Service Credits will expire.

Request Reporting and Submission

Follow GoTo's reporting procedure carefully to ensure any service credits are applied properly. Before reporting an issue, confirm the problem is replicable from one or more sources internally. Only authorized contacts listed on the client account can formally report issues to GoTo. The following table provides examples of potential issues that are reported to GoTo and may affect service credits:

PRIORITY	SUMMARY	EXAMPLE(S)	RESOLUTION TARGETS
1	Total loss of service. Voice quality deemed unusable.	Inbound calls do not connect. Users cannot dial outbound. Incomprehensible audio.	Initial Response: Within 15 min. Best Effort Resolution: Within 4 hrs.
2	Degraded service performance. Isolated call incidents. Impaired feature functionality	Calls sound choppy. Dropped calls. Cannot dial a certain number.	Initial Response: Within 4 hrs. Best Effort Resolution: Within 24 hrs.
3	Service change request. Issues impacting a single user/phone.	A phone will not connect. Need to change inbound call routing.	Initial Response: Within 24 hrs. Best Effort Resolution: Within 72 hrs.

To make a credit request:

1. Create a ticket online at <https://support.goto.com/connect>. In your ticket:
 - a. Describe issue (e.g., "Inbound calls to number xxx-xxx-xxxx not ringing through")
 - b. Include relevant details (e.g., "Start time, how to replicate, scope of affected users")
 - c. State priority level (e.g., "1, 2, or 3 based on the above table")
2. You will receive a ticket number response, indicating a ticket has been opened for the issue.

The issue will be internally logged and confirmed by the GoTo Communications support team. We will make reasonable efforts to review your open ticket in accordance with the target resolution times stated above. Your response will then be processed via phone or email, and a resolution path suggested.

You must submit your request within 5 business days of the end of the calendar quarter in which the incident occurred. If GoTo confirms that it failed to meet its Service Commitment, then GoTo will provide the applicable Service Credit to your account. Failure to provide a request as required above will disqualify you from receiving a Service Credit.

Exclusions

The Service Commitment above does not apply to any performance issues: (i) caused by any Force Majeure Failure or any unavoidable outages that occur due to Internet or router problems, or other downtime outside of GoTo's control; (ii) that result from your equipment, software, or other technology and/or third-party equipment, software, or other technology (other than third-party equipment within our direct control); and (iii) that result from Scheduled Downtime. You retain responsibility for your own connection to the Internet including maintenance of sufficient bandwidth to run the Service and the functionality of your own private systems and network.

Definitions

"Availability" means the amount of time that the Services are available to make and receive calls from internal and external extensions and access administrative controls in the applicable calendar quarter, expressed as a percentage and rounded to the nearest minute and is calculated as follows:

$$\frac{(\text{Time in Period} - \text{Unscheduled Downtime} - \text{Scheduled Downtime})}{\text{Time in Period} - \text{Scheduled Downtime}} \times 100 = \text{Availability}$$

"Critical Error" occurs when the Service fails to function in accordance with its documentation provided to you at the time you ordered the Service and you are unable to make or receive calls without a fix to the problem or a work-around solution provided by GoTo.

"Force Majeure Failure" occurs when there is a failure of the telephone grid/service on which the Service relies, or any other hardware and software used by GoTo to provide the Service due to fires, flood, storm, explosions, earthquakes, strikes or acts of God.

"Scheduled Downtime" means any scheduled, ad hoc, or periodic downtime and maintenance activities that cause a service outage or adversely impact the performance of the Services (including, for example, required upgrade, testing, corrections and maintenance work, or modifications).

"Service Credit" means dollar amount credits against your future purchase of Services, if any, in the amounts described above.

"Time in Period" means from the beginning of the first day of the calendar quarter to the end of the last day of the calendar quarter.

"Unscheduled Downtime" occurs when the Service is not accessible by multiple callers as the result of a Critical Error or any other reason other than a Force Majeure Failure or Scheduled Downtime.

Data Hosting Locations

Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud hosting provider for product features	United States
Equinix Inc. CoreSite Realty Corporation (Coresite) Internap Corporation (Internap/INAP) ServerCentral, LLC. (Server Central) Switch Communications Group, LLC. (Switch)	Third-party co-location hosting providers	United States, Brazil, Germany, Australia, United Kingdom, Singapore <i>Note: Primary hosting location is based on closest data center location.</i>

Third Party Sub-Processors

Entity Name	Purpose	Location
Google LLC, Incl. Google Cloud (if enabled)	Voice-to-text transcription provider	Worldwide* *Google Transcription is an optional feature and Google does not store or maintain translations after conclusion of the processing operation.
Syniverse Technologies LLC	Call routing engine	United States
MixPanel	Product analytics	United States, Netherlands
Pendo	Customer engagement/messaging platform that facilitates communication with users based on their behavior within the application	United States
DSTNY AUTOMATE (formerly Qunifi)	Call routing integration for Microsoft Teams (Call2Teams)	United Kingdom

GOTO AFFILIATES

In addition to the sub-processors above, GoTo may utilize the affiliates listed in the GoTo Affiliates Sub-Processor Disclosure which can be found at <https://www.goto.com/company/trust/resource-center>.

DATA TRANSFERS

Where GoTo transfers personal data in connection with its services, it does so in compliance with data protection regulations and utilizes the following frameworks to safeguard transfers, as applicable:

- Standard Contractual Clauses (or "Model Clauses")
- APEC Cross-Border Privacy Rules (or "APEC CBPR")
- APEC Privacy Recognition for Processors (or "APEC PRP")

More information on GoTo's privacy program, including transfer mechanisms, risk assessments, and supplemental measures may be found at <https://www.goto.com/company/trust/privacy>.

DATA PROCESSING ADDENDUM

GoTo offers a comprehensive global Data Processing Addendum ("DPA"), which is designed to meet the requirements of applicable data privacy laws and regulations. Please visit <https://www.goto.com/company/legal> to learn more.

TECHNICAL AND ORGANIZATIONAL MEASURES

GoTo's security and privacy practices are outlined in its Trust and Privacy Center at <https://www.goto.com/company/trust/privacy>, as well as in Technical and Organizational Measures ("TOMs") documentation which outline encryption types used, data retention periods, certifications maintained, and other relevant measures implemented by GoTo. Product-specific TOMs may be found at <https://www.goto.com/company/trust/resource-center>.



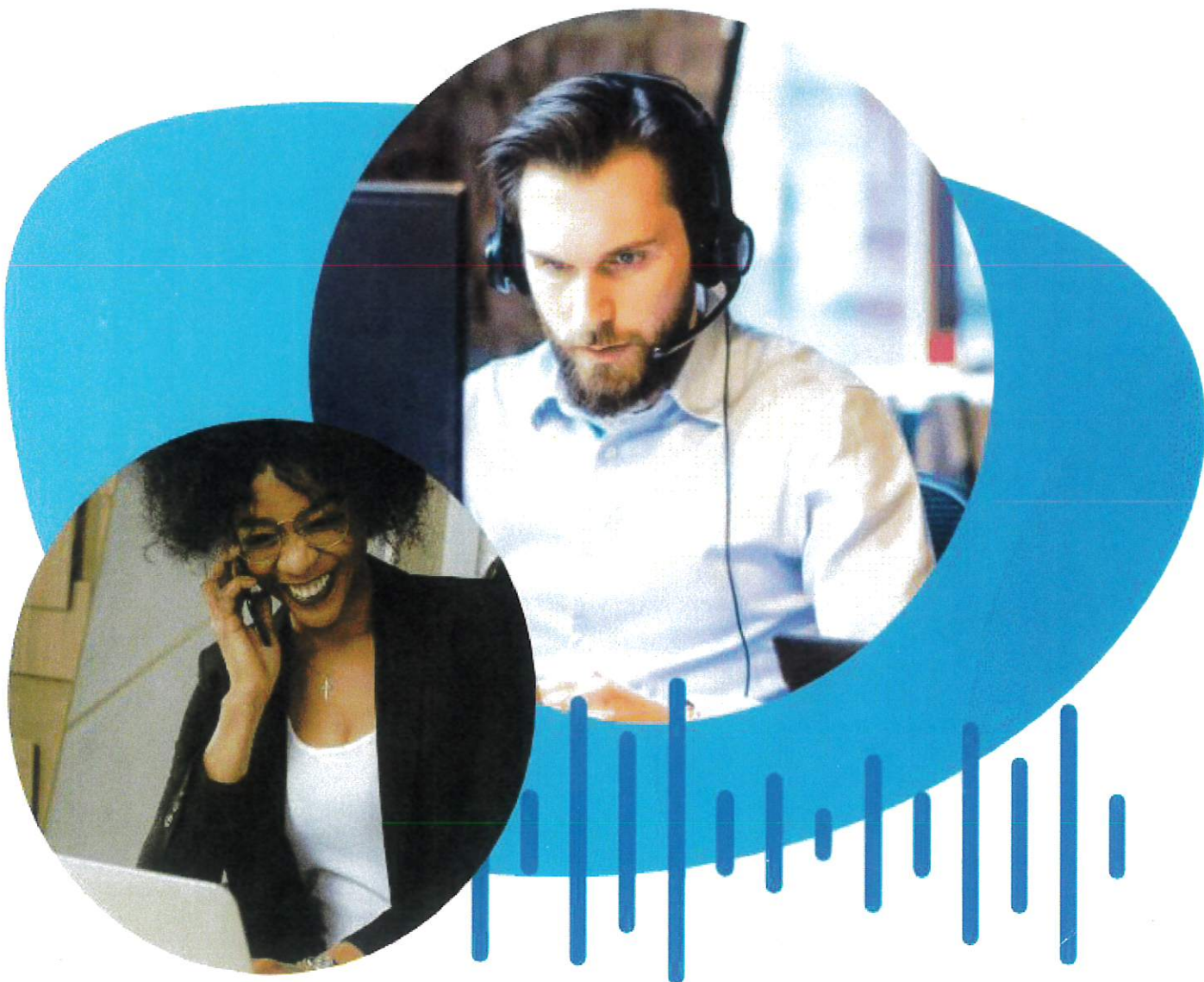
Prepared for:
City of Neosho
203 E. Main Street
Neosho, MO, 64850

February 23, 2024

City of Neosho

Request for Proposals/Bids

Phone System Platform



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1. Executive Summary

Our Team. Crexendo is pleased to submit our proposal in response to the City of Neosho 's Request for Proposals/Bids Phone System Platform. We've reviewed the requirements and determined that this is an effort we can support with our partner UScellular, who we have successfully worked on other opportunities with. Crexendo and UScellular have a longstanding history of working with municipalities, schools, and other government entities across the entire country. Together we deliver our customers technology expertise in communication solutions, quality and cost efficiency that the City of Neosho can benefit from.

Crexendo, for almost 30 years has been providing award winning, patented VoIP solutions for businesses with a focus on customer service. We provide 100% U.S. based support, solutions engineered, and custom developed in-house. You get the power of a world-class solution with the personalized cost saving service your business deserves.

Crexendo offers:

- 28+ years of providing VoIP cloud solutions
- Over 3.5 million users
- 100% Uptime Guarantee Service Level Agreement
- Industry leading US based Support Team 24/7/365

UScellular (USCC) is the fourth-largest full-service wireless carrier in the United States providing national network coverage and industry-leading innovations designed to elevate the customer experience. USCC has been successfully serving government organizations like yours for over 30 years. We are dedicated and focused on meeting the expectations of our government customers. We take immense pride in delivering the highest quality products and services with a personal touch

UScellular offers:

- 40+ years' operating cellular networks
- Currently operates 5 commercial cores
- Access to licensed spectrum
- Public/private hybridization of network

Our Solution. The CrexendoVIP cloud-hosted Unified Communications as a Service (UCaaS) platform is designed for how you work today. Whether you are working from the corporate office, local office, home office, or from the road, stay connected with key staff and stakeholders with flexible solutions and technology that enable productivity from anywhere, on any device. Plus, choose how you want to meet, from large-scale webinar-style meetings with our optional HD meeting add on, to chat or instant message (SMS) and everything in between. Whatever your locality, modality, or connection type, Crexendo's VIP Platform delivers the reliable foundation for your organization's communication needs.

VIP (Video, Interactions, and Phone) allow you to work the way you need to today. Our HD Video Meetings (optional add on, not included based on scope of RFP) improve team productivity with HD-quality one-to-one, group, and webinar-style meetings for up to 1,000 attendees. Interactions streamline workflows with Voicemail, Fax, Messaging, SMS, Team Chat, and over 300 powerful integrations. Our Phone options allow you to use the device of your choice for business communication, whether mobile, browser-based or traditional desk phone with HD Voice.

A robust, web browser-based experience helps to manage all of your business communications on one screen, including integrating with over 300 popular business applications with single sign-on access, click-to-call, screen pop, auto-answer, and other advanced productivity features. The customizable Crexendo VIP portal-based interface is easy to set up and easy to use for managing all your business communications. Plus, log in and go capability enables anywhere access from any device.

Crexendo offers our industry-leading 100% Uptime Guarantee (*see service level agreement for full details) because we know rock-solid reliability is a key consideration for your organization. Our VIP Platform Service Level Agreement guarantees you 100% uptime* because we are committed to keeping you connected and able to support your employees and customers wherever you choose to work from, so your productivity will continue uninterrupted. Our best-in-class VIP Platform is hosted in the world's highest-rated, Tier 5, Exascale, geo-redundant data centers. Our software is also backed by the highest levels of security and is trusted by over 4 million users globally. We take our performance seriously, so you can focus on everything else you need to succeed.

Crexendo's VIP platform leverages a dynamic business phone experience that supports using each user's device of choice, delivering the ability to manage your communications over multiple devices for optimal efficiency with deep integration into our device portfolio for ease of management and use. Pair the capability of your preferred mobile device(s) with a rich iOS or Android client wireless experience to manage your business communications. The VIP platform enables users' business phone numbers on their personal devices for inbound and outbound communications to ensure privacy and to manage the company's external image. Choose from Crexendo's award-winning portfolio of business desk, cordless, and conference phones to facilitate a traditional desk-phone experience with HD quality audio and ergonomic, aesthetic design for all user types. And manage your communications from your desktop phone with built-in tools for simple and effective communications.

Crexendo is looking forward to the opportunity to renew the business relationship with the City of Neosho, MO. Based on conversations with the city, we understand that some of the features described above may not be needed for all users (mobile application, web phone, video meetings) and have designed a custom solution based on our discussions and the scope of the RFP. Our VIP platform offers significant upgrades to our legacy Classic platform, at a very competitive price point. Our goal is not just to renew the current relationship, but to ensure Crexendo and the City of Neosho, MO are set up to do business with each other long into the future.

If there are any questions or concerns with our response to this RFP, you can contact your account manager, Adam Southwell, at any of the methods provided below at any time.

Adam Southwell – Strategic Channel Manager

Direct: 603-602-7712

Cell: 603-209-2314

Email: asouthwell@crexendo.com

(*Warranty: Crexendo warranty's that the information is true and correct at the time of the submission.)

2. Company Background Information

1. Legal name of the company	Crexendo Inc.
2. Number of years in business	28
3. Headquarters location address, phone number, website	1615 S. 52nd St, Tempe, AZ 85281 602-903-7271 www.crexendo.com
4. Company type	Cloud Unified Communications Provider
5. Number of employees	200+
6. Tax ID number	27-0369194

3. Company Experience and References

Crexendo provides award winning, patented VoIP solutions for your municipality with a focus on customer service. We provide 100% U.S. based support, solutions engineered and custom developed solutions in-house. You get the power of a world-class solution with the personalized cost saving service your municipality deserves. Our process focuses on exactly what your organization needs and making sure your platform is implemented to support you.

Our all-inclusive cloud phone system will modernize your communications all while helping you save money. In addition, your municipality will be backed with our industry leading 100% Uptime Guarantee SLA and your deskphones will be backed with our Lifetime Warranty, giving you peace of mind with your telephony ensuring constituents and employees are able to communicate uninterrupted. Our cloud platform streamlines your organization's communications, makes your employees more productive and efficient while reducing telecom cost. With all that efficiency, you'll be able to focus on serving your constituents and we will do all of the legwork to make sure your system is built to scale with you.

Reference:

Client: Village of Germantown, WI (70 phones)
POC: Erin Hirn, Support Services Manager
Phone: 262-250-4750
Email: ehirn@germantownwi.gov

4. Response to RFP Requirements

4.1 Technical Requirements

1. Crexendo is a cloud-hosted solution and will utilize your WAN/LAN network you have in place. We provide a Firewall Best Practice Guide for our VIP platform (different than our Classic platform*) that includes the recommended firewall settings to ensure the best experience with your VoIP platform. Given that your current network is supporting the Crexendo Classic platform, we are more than confident you will meet all requirements required for our updated VIP platform.
2. The CrexendoVIP platform is built and maintained in-house. Crexendo is the parent company of Netsapiens, an organization that provides OUR platform to be sold by other licensees and white labeled as their own.
3. The CrexendoVIP platform is hosted in Tier 5, Geo-Redundant data centers. Tier 5 not only encompasses the resiliency and redundancy i other data center ratings systems, but also evaluates more than 30 additional key elements, such as low risk geo zones, long-term power system capabilities, the number of available carriers, zero roof penetrations, the location of cooling system lines i or above the data center, physical network security and 100% use of renewable energy. This also includes redundant servers at each facility, and redundant facilities across the nation. Our hosting infrastructure is our biggest improvement compared to our Classic platform, and why we can stand behind our 100% Uptime Guarantee SLA.
 - 3a. Our data centers are geographically distributed and are in active state. We have never had an outage with our VIP platform.
4. As stated above, Crexendo provides a 100% Uptime Guarantee backed with our Service Level Agreement (attached).
 - 4a. Our data centers are geographically dispersed running in tandem with redundant modules and associated servers per location. An outage in one module or service fails over to the backups of the other redundant servers at that location. An outage for a location is real time fail over to the other locations.
 - 4b. Our system allows you to set up programming rules that can be automatically or manually initiated in the event of a power or WAN outage. Calls can easily be forwarded to an alternate destination using our easy-to-use admin portal (browser based) or by calling our Support team who is available 24/7/365. Individual users can also set up our "When Offline" answering rules that can send calls to their extension to an alternate destination when their device(s) are offline. We also offer our VIP Mobile Application for Advanced License Users that function in tandem with their deskphone extension and can leverage cellular networks to remain 'Online' and able to make and receive calls.
 - 4c. We are fully redundant with both IP and MPLS Networking. Any interruption in services is cover by that infrastructure. Crexendo VIP is a 100% cloud-based solution. The only on-site components are desktop phones or computers. The Crexendo System will still work if your power or network goes down because you are in Crexendo's cloud, your cell phone app, Auto Attendants, and system will still be working just the devices will not be working where the power or internet is down. If there is LAN power or network outage, users can still access the system through mobile devices.

Service	Vendor Response (Y/N) /QTY*	Included or Optional**
Number portability for all numbers	Y (already Crexendo customer)	1 DID included per Advanced User, additional numbers billed at \$.85/number.
3-digit extension dialing, regardless of geographic location	Y; 1 extension per user.	Programming/Routing extensions (auto attendants, ring groups, etc.) unlimited.
Unlimited local dialing	Y; unlimited	Included
Unlimited domestic long distance	Y; unlimited to US and Canada	Included
International dialing (include current rates)	Y; rates dependent on country being called. Can provide specific rates upon request.	Included
Toll-Free service (include current rates)	Y; \$2.95 per number + \$0.05/minute	Included

5. System Management

1. Our system management is browser based offering a solution that is powerful, simple to manage, and easy to use. Your entire phone system can be managed through our online portal, and accessible by 'admins' or Support from any computer with internet access.
2. Customer 'Admins' do have the ability to manage their system on their own, allowing for adds, moves, and/or changes to the phone system. Everything from adding a user to changing your auto attendants or time of day routing is very simple to manage and training will be offered for Admins that plan to leverage this ability.
3. Adds, Moves and Changes can be performed by contacting our Support Staff, who will do all changes for you, or by customer Admins logging in to their management portal to make changes.
4. If new additions are outside of the given scope/agreement, a change order will be put together by your account manager and sent for approval before any adds are completed. e.g. 10 additional users need to be added to the agreement, your account manager will send a change order for these 10 new users and the change order will be coterminous with the original agreement and pricing honored from the original agreement. Services can be removed at the end of the agreement term.
5. Real time reporting options are available and can be accessed through the management portal. Our Call History section allows you to run reports based on specific departments, sites, caller numbers, and dialed numbers at any time. Call history is available immediately after a call is completed. These reports also include Quality of Service reporting, as well as full cradle to grave reports for each call allowing you (and Support) immediate access to understand how each call is being handled in your new VIP system. In addition, Office Managers (no cost) and Supervisors (additional cost) can have access to enhanced reporting options for any Call Queues that score specific call metrics such as Average Hold Time, Callers Waiting, Abandonment Rate, Call Volume, Calls Answered, etc. These enhanced reports can be accessed in real time, and can also be programmed to send automatic reports daily, weekly, or monthly.

6. Implementation

1. This implementation/migration to our VIP platform will follow a process that has been perfected over several years. You will be assigned a Project Manager that will be your main point of contact for the entire process. Your Project Manager will pull your existing user information from our legacy platform and confirm all users, call flows, etc. are to remain the same. This may be a good time to make any changes that you feel will better enhance the way you communicate internally and with your constituents. You will have several meetings and/or calls with your Project Manager to discuss these details. Your Project Manager will do all programming, and will complete testing on the new system to ensure it meets your standards. Training will be provided through our online training portal, Coassemble, or through live virtual trainings directly with our training department. Multiple levels of training will be available, including Admin Training and End User Training. Your Account Manager will be readily available to discuss any potential needs outside of the scope of this RFP that come up, and to assist with any questions related to the overall transition.
2. The most common challenge we run into with any new implementation tends to be the porting of your phone numbers. Because Crexendo already has these numbers, there will be no issues or delays in this regard. The only challenge may just be user changes that have occurred from the old system to the new system or call flow changes, but that will be easily handled by your Project Manager.
3. For our migrations from our legacy product to the VIP platform, we typically set the expectation of 6-8 weeks to ensure everything properly translates over. We can prioritize and plan to move faster on this transition if required by the City.

7. Support and Maintenance

1. Our Tier 5 Data Center infrastructure and 100% Uptime Guarantee SLA ensure that the CrexendoVIP service is operating 24/7/365.
2. Crexendo has 2 to 3 version releases a year, along with minor patches and upgrades as needed. Notification are sent to our customer base. The upgrades are completed after hours.
3. Changes and upgrades are seamless to our customer base. Any change is thoroughly tested in a 'sandbox' environment prior to rolling out to our customer base. This ensures that any bugs or disruptions to service are identified long before upgrades are rolled out to customers.
4. New features are automatically available to existing customers as soon as they become available on the system.

8. Customer Service and Technical Support

- 1 and 2. The Crexendo support team can be contacted 24x7, 365 days a year. There are no limitations in how to contact Crexendo Support. You Can Contact Crexendo Support via Phone call, Email, Web Portal. The Crexendo support team is fully trained and receives supplemental training as needed. Our Support team has three layers: SD1 (Phone team), SD2 (escalated tickets, emails, and calls), SD3 (escalated tickets and emails from SD2 and other departments from with Crexendo).
3. Most moderate to difficult issues when not resolved on the initial call to our SD1 team are resolved within a few days based on the difficulty level of the issue.
 4. Yes. Support is available 24/7/365. Normal business hours for our service desk is 8am - 8pm ET Monday - Friday and on call support is available by phone after hours, on weekends, and holidays.

9. Survivability / Redundancy

1. The CrexendoVIP platform is hosted in Tier 5, Geo-Redundant data centers. Tier 5 not only encompasses the resiliency and redundancy i other data center ratings systems, but also evaluates more than 30 additional key elements, such as low risk geo zones, long-term power system capabilities, the number of available carriers, zero roof penetrations, the location of cooling system lines i or above the data center, physical network security and 100% use of renewable energy. This also includes redundant servers at each facility, and redundant facilities across the nation. Our hosting infrastructure is our biggest improvement compared to our Classic platform, and why we can stand behind our 100% Uptime Guarantee SLA.
2. Our data centers are geographically dispersed running in tandem with redundant modules and associated servers per location. An outage in one module or service fails over to the backups of the other redundant servers at that location. An outage for a location is real time fail over to the other locations.
3. Calls are still received by the CrexendoVIP cloud platform and can maintain continuity and a number of ways. Our mobile application can be utilized for all 'Advanced Users' which will leverage the users cellular connectivity and ring simultaneously with their desk phone or web phone. Our business continuity 'answering rule' allows the system to identify when a user's devices are offline and calls can be sent to an alternate destination, like a cell phone number, any PSTN number, a voicemail, auto attendant, etc. Customers can also enable call forwarding manually in their admin portal or contact our Support team who can enable the forwarding for you.
4. Calls are still received by the CrexendoVIP cloud platform and can maintain continuity and a number of ways. Our mobile application can be utilized for all 'Advanced Users' which will leverage the users cellular connectivity and ring simultaneously with their desk phone or web phone. Our business continuity 'answering rule' allows the system to identify when a user's devices are offline and calls can be sent to an alternate destination, like a cell phone number, any PSTN number, a voicemail, auto attendant, etc. Customers can also enable call forwarding manually in their admin portal or contact our Support team who can enable the forwarding for you.
5. The CrexendoVIP platform is covered by our 100% Uptime Guarantee and has never experienced an outage. For local power/network outages, see answer above.

Personalized Quote and Pricing Overview

CUSTOMIZED TO YOUR NEEDS

Key Requirements for Your Business

The pricing shown below is based on a 60-month service agreement with a total monthly term for services of \$1,407.52 plus applicable taxes plus a one-time activation and porting fee (if applicable) total of \$0.00.

New Monthly Payment: \$1,407.52

One-Time Activation Fee: \$0.00

RFQ: 6024409642

SERVICES QUOTED

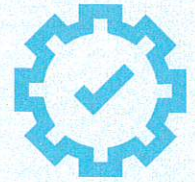
Products and Services for:
203 E MAIN ST, NEOSHO, MO 64850

MRC Charges	Qty	Unit Price	Total
Advanced User (up to 100)	6	\$14.33	\$85.98
Professional User (Up to 100)	73	\$8.38	\$611.74
Extension Only User	1	\$4.95	\$4.95
Extra DIDs	73	\$1.00	\$73.00
VIP Enterprise Fax with DID (1,000 Pages)	1	\$49.95	\$49.95
Additional Fax ATA Monthly Service Charge	4	\$4.95	\$19.80
Crexendo CX540 w/power	78	\$6.95	\$542.10
Yealink W73P Wireless DECT Base With Handset	1	\$5.00	\$5.00
VIP Enterprise Fax ATA (requires Fax package)	5	\$3.00	\$15.00

Site Total	One-Time	Monthly
	\$0.00	\$1,407.52

Order Totals	One-Time	Monthly
	\$0.00	\$1,407.52

Crexendo VIP Platform 100% Uptime Guarantee, Service Level Agreement, and Customer Lifetime Warranty



Crexendo will use commercially reasonable efforts to avoid and remedy situations in which the Customer cannot receive inbound or make outbound calls through the Crexendo VIP Service (the "Service"). Crexendo will also provide the 100% Uptime Guarantee for core communications services on the VIP Platform. Finally, Crexendo will also offer the Customer Lifetime Warranty for Crexendo Provided devices. This Service Level Agreement ("SLA") describes the remedies available to the Customer in the event Crexendo's Telephony Service application falls below the service levels provided herein, or there are deficiencies under any of the above programs. It also describes the terms of the Crexendo Device Customer Lifetime Warranty.

1. Phone Service Availability

The Customer acknowledges that Crexendo may schedule a system maintenance period, as defined below. Crexendo may occasionally have to interrupt services outside of this time period, including for purposes of upgrades and maintenance to the Phone Service application and the Crexendo's data center, in which case Crexendo shall endeavor to provide notice to Customer of the scheduled Downtime via System Status - Crexendo. The Service Levels provided under this SLA do not include services provided with respect to the following matters: (i) any problems caused by modifications by Customer to Phone Service not made or authorized by Crexendo; or (ii) any problems resulting from the Customer combining or merging the Phone Service with any hardware or software not supplied by Crexendo, or not identified by Crexendo as compatible with the Phone Service. (iii) any problems caused by the Customer's Internet Service Provider, local area network, wide area network, or internet transmission issues (iv) Customer using the system in a nonconforming manner. Notwithstanding anything contained herein to the contrary, the parties agree on the following definitions, terms, and conditions:

- (i) "Permitted Downtime" means any time during a calendar month in which the Customer is not able to receive inbound calls for the following reasons:
 - (a) a scheduled maintenance period that occurs between the hours of 12:00 am to 4:00 am Eastern Time;
 - (b) any maintenance outside the daily scheduled maintenance for which Crexendo shall endeavor to provide notice to Customer at least 24 hours in advance via System Status - Crexendo ;
 - (c) an emergency maintenance period in which Crexendo is required to provide maintenance as a result of conditions beyond Crexendo's control, including, without limitation, a Force Majeure Event (as hereinafter defined) or otherwise, which maintenance is required to be performed on an emergency basis to maintain Total Scheduled Availability;

- (d) software or hardware not provided, controlled, or authorized by Crexendo;
 - (e) Force Majeure Events;
 - (f) negligent or willful acts of Customer or its users; and
 - (g) Customer's failure to implement commercially reasonable changes in equipment or software recommended by Crexendo as essential to maintain service levels.
- (ii) "Downtime" means any time during a calendar month in which the Customer is not able to receive inbound or make outbound calls for five (5) continuous minutes or longer due to the Phone Service for any reason other than a Permitted Downtime.
- (iii) "Force Majeure Events" means any event or condition that directly or indirectly prevents Crexendo from performing the Services hereunder is beyond the reasonable control of Crexendo and could not, by the exercise of due diligence, have been avoided in whole or in part by Crexendo, and shall include, subject to the foregoing and without limitation: any act of God, natural disaster, earthquake, war, riot, civil war, blockade, insurrection, cyber-attack (hacking and DDOS), acts of public enemies, civil disturbances or general restraint or arrest of government and people, boycott, strike (including a general strike), service interruption by a telecommunications services provider, or connectivity delays with internet providers outside of Crexendo's reasonable control.
- (iv) "Total Scheduled Availability" means 7 days a week, 24 hours a day in a calendar month, in minutes.
- (v) "Actual Uptime" means Total Scheduled Availability minus Downtime, in minutes.
- (vi) "Actual Uptime Percentage" means the Actual Uptime divided by the Total Scheduled Availability multiplied by 100 (Actual Uptime/Total Scheduled Availability X 100)

2. Service Availability Credits

In accordance with the 100% Uptime Guarantee, if during Customer's Service Term, the Actual Uptime Percentage during any calendar month is 99.999% or lower, and Customer requests a credit in writing within ten (10) calendar days of the Downtime, Crexendo will give Customer a credit with respect to the Service fees paid by Customer for that month for the Services that were affected by the Downtime by a percentage equal to the applicable service credit percentage set forth below. Such credit will be applied to the Customer's next monthly invoice.

Actual Uptime Percentage	Service Credit Percentage
99.98% to 99.999% (inclusive)	5%
99.50% to 99.98% (inclusive)	10%
99.00% to 99.49% (inclusive)	15%
<99%	20%

3. The Crexendo Customer Lifetime Warranty

This warranty extends to Crexendo Devices purchased or rented as a Service from Crexendo for as long as you remain a customer and identified in the Crexendo devices section of the Crexendo service configuration document associated with the contracted services on the VIP Platform. This right warrants that all new Crexendo devices are free from defects in manufacturing, materials, and workmanship. If there are defects as outlined, Crexendo will replace that device at no cost to the Customer. In some instances, Crexendo may assess a shipping fee to the customer site based on the class of service. The Lifetime Warranty will be deemed invalid if the device has not been actively registered on the Crexendo platform and associated with a user profile on the customer account where the device was initially registered. This warranty does not cover malfunction caused by misuse, abuse, or improper maintenance, failure to follow operating instructions or use of the equipment in ways which it is not intended to be used. It does not cover cosmetic or incidental damages. Also, the warranty will not apply to damage caused by unauthorized alteration, modification, or repair of the product. Crexendo does not warrant any third-party products. This warranty will be void if the Customer defaults under the payment terms or their Crexendo Service agreement or has left the Crexendo service and is no longer a VIP Platform customer. The Customer Lifetime Warranty is not transferrable and is governed by any applicable state and local law.



CREXENDO VIP NETWORK SETUP/BEST PRACTICES:

This document outlines the necessary steps to configure your customer's network to allow the Crexendo VIP Desk phones, Mobile App, Web phone and CrexendoHD products to function and communicate correctly with our platform.

A customer's network should be configured to standard industry practices to provide VOIP traffic proper signaling and quality of service. A network administrator should consider the proper items and best practices to have a successful installation and high-quality baseline:

- **ISP Connectivity**
 - Broadband – install or verify you have a modem that can be put into a bridge or pass-through mode.
 - Best model modems usually provide one coax input and one or two Ethernet outputs that can be connected to your firewall.
 - Fiber – Ethernet handoff to the firewall
 - DHCP/Static – this is a customer preference; our service will function with either setup. The firewall WAN interface should have a Public IP Address.
- **ISP Throughput**
 - The download and upload speeds should be considered when adding VOIP or any additional services to your network.
 - Network administrator should allocate enough bandwidth (download/upload) for data services and for VOIP traffic.
 - VoIP Traffic takes up approximately 100-120kbps per active call.
- **Firewall**
 - A business class firewall is required to provide proper SIP signaling, QoS and traffic shaping.
 - Examples: Sonicwall TZ/NSA models; Watchguard, Sophos, Fortinet, Meraki, etc... (please see our list of "Recommended/Tested Firewalls")
- **Network Switches**
 - A business class switch is required to provide best practice LAN configurations for VoIP and Data.
 - POE is recommended to eliminate the need for power adaptors for phone devices.
 - Managed Switch will allow a network administrator to configure VLANs, QoS and security on the network.
- **Network Segmentation**
 - Proper segmentation of network services is best industry practice.
 - Provide separate logical VLANs for your VoIP and Data traffic.
 - This will allow the network admin to use/share one Ethernet cable between a phone and computer. This would logically segment the traffic by tagging the VoIP traffic to a specified VLAN and the Data traffic to its own/or Native VLAN.
 - Provide separate physical Ethernet jacks for VoIP devices (on Voice VLAN) and for Data devices (on Data VLAN).

VIP Geo IP Addresses and URLs:

FQDN	IP Address	Description
usw.crexendovip.com	136.179.46.97	West
usw2.crexendovip.com	136.179.46.103	West 2
usc.crexendovip.com	162.217.15.97	Central 2
usc2.crexendovip.com	162.217.15.102	Central 2
use.crexendovip.com	155.130.141.97	East
use2.crexendovip.com	155.130.141.102	East 2
portal.crexendovip.com/portal	136.179.46.100 136.179.46.96/28 162.217.15.96/28 155.130.141.96/28	CrexVIPMobile, Web Phones, Physical Phones

VIP Additional Services IP Address and URLs:

Service	IP Address	URL Filtering	Ports
VIP Enterprise Fax – ATA's	54.219.249.208 52.32.130.83	ataini.ipfax.net ataserver.ipfax.net	TCP 80 TCP 442 TCP 443
CrexendoHD – video conferencing		usw.snaphd.com use.snaphd.com	8080 8081 443
DNS Entries	ap-south.snaphd.io ca-east.snaphd.io eu-west.snaphd.io us-east.snaphd.io us-west.snaphd.io us-west.snaphd.io		
Current Active Conferencing Clusters & (AWS Tenet Floater)	3.130.158.184 18.130.7.254 35.183.150.146 35.175.185.150 52.34.73.65 54.188.133.147 54.153.249.187		
Google Text to Speech Info	Please review Googles Site: https://www.gstatic.com/ipranges/goog.json		
Yealink Redirect Trusted IP's/Ports	https://support.yealink.com/en/portal/knowledge/show?id=035c46eea77827eb20d53a4d		
CrexendoVIP Teams Integration	https://docs.connecttoteams.com/en/articles/55		

SIP ALG

SIP ALG is a proxy function of firewalls that allows the firewall to translate and speak as a "proxy" to VoIP providers SBC and Endpoint servers. This communication on most firewalls tends to have difficulty making this translation (i.e., translating English to Greek, then Greek to English on its way back), the signaling may get malformed.

- We recommend on most firewalls to disable SIP ALG.
- Only on certain Cisco ASA model's do we recommend enabling or keeping SIP ALG on:
 - IOS versions between 8.2 to 9.3
 - If the IOS version is 9.4 and above disable SIP ALG ("no sip-inspect" within the policy-map global policy)

UDP Timers

UDP timers come in play on networks with VoIP devices where there is a registration cycle that keeps the session and pinholes open for communication between the VoIP device and Crexendo VIP servers. Depending on your firewall's default setting we recommend raising the UDP Timers to ensure the session and port is not torn down.

- UDP Timer or UDP Inactivity Timers
 - Set to anything above 60 seconds, we typically use 80 seconds as a standard.
- Cisco ASA and ISR models we use the following CLI commands to update:
 - `timeout xlate 3:00:00`
 - `timeouts conn 1:00:00 half-closed 0:10:00 udp 0:02:00 icmp 0:00:02`
 - `timeout sunrpc 0:10:00 h323 0:05:00 h225 1:00:00 mgcp 0:05:00 mgcp-pat 0:05:00`
 - `timeout sip 1:10:00 sip_media 0:10:00 sip-invite 0:03:00 sip-disconnect 0:02:00`
 - `timeout sip-provisional-media 0:02:00 uauth 0:05:00 absolute`

Access Control Lists

ACLs are security lists that allow or deny specified traffic flow within and through a firewall or router. Depending on your network design and setup some instances require very specific traffic to be allowed through a firewall while simpler designs may already have all traffic allowed. ACLs also help with adding QoS services, UDP timers, bandwidth management rules to be applied to in our case specified VoIP traffic.

- Outbound ACL's
 - Allow VoIP defined traffic (see table above) by ports and IP Addresses.
 - Allow NTP traffic for the devices on this subnet.
 - Allow DNS lookup for the devices on this subnet.
- Inbound ACL's
 - Allow inbound traffic from the IP Addresses defined in above table to the VoIP device subnet.

QoS

Quality of Service allows the firewall to prioritize the VoIP traffic over normal data traffic. The QoS can be identified based on DIFF SRV tag (EF 46), ports or destination IP Addresses (see table above.)

- Define the VoIP Specified traffic to be "Priority" traffic when traversing the firewall.
- On a lot of firewalls this can be done within the ACL rules and ordering of the ACL rules putting the more important traffic (VoIP) at the top of the list.

Note: Typically, we can only control the outbound traffic's priority.

Traffic Shaping/Bandwidth Reservation

Shaping or reserving of bandwidth allows a network administrator to allot a static or dynamic (depending on firewall model) amount of bandwidth for VoIP traffic. Shaping goes hand in hand with QoS/Prioritizing VoIP traffic.

These features together help protect the quality of the voice traffic even on high transactional, high-volume firewalls and in case of bandwidth saturation.

- Configure either traffic shaping or bandwidth reservation to allot for a minimum of half the number of VoIP devices on the network. Also allowing bandwidth up to what is needed (infinite) or if all the VoIP devices were active at the same time.
- I.E. If 10 phones are on a network, I would set my minimum bandwidth limit to be at least 500kbps (5x100kbps) and a max of 1-1.5mbps.
- Some models use percentage % for the shaping, this can be calculated in the same way based on the upload bandwidth.

Other Considerations

All business class firewall's have many different security modules added to their software. We want to make sure that we "whitelist" or "exclude" all VoIP traffic from any of these types of services. The goal is to provide the VoIP traffic with the most efficient path in and out of your company's firewall. Below are some services that you will want to disable or whitelist the VoIP traffic detailed in the table above:

- Antivirus
- DPI – Deep Packet Inspection
- Intrusion Prevention
- Content Filtering

Once these items have been configured you will be ready to install and implement the Crexendo VIP Phones on your network with confidence.

If you have any further issues, please contact us by opening a ticket at support@crexendo.com

Crexendo Operations Support Team

Prime Business Phone to Deliver Optimum Desktop Productivity

Especially designed for busy executives and professionals, Yealink SIP-T54W is an easy-to-use Prime Business Phone with an adjustable 4.3-inch color LCD screen that you can easily and flexibly find the comfortable viewing angle according to the personal and environmental needs. With the built-in Bluetooth 4.2 and the built-in dual band 2.4G/5G Wi-Fi, the SIP-T54W IP Phone ensures you to keep up with the modern wireless technology and take the first chance in the future wireless age. Its built-in USB 2.0 port allows for USB recording or a direct wired/wireless USB headset or up to three Yealink EXP50 expansion modules connection. Benefitting from these features, the Yealink SIP-T54W is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.



Key Features and Benefits

User Friendly

Yealink SIP-T54W IP Phone features an adjustable 4.3-inch color LCD screen that you can readily adjust it to the comfortable viewing angle according to yourself. As to the audio quality, the SIP-T54W is coupled with the latest version of Yealink Optimal HD Voice technologies, including Yealink Acoustic Shield technology, that effectively eliminate background distractions and noises, deliver crystal clear voice even in a noisy environment. Meanwhile, complying with the latest Hearing Aid Compatibility (HAC) Regulations, its HAC handset helps the person who is with hearing loss to hear the voice more clearly.

Wireless Transmission

Yealink SIP-T54W IP Phone not only furnish you with the built-in Bluetooth 4.2 for Bluetooth headsets and mobile contacts synchronization, but also the built-in dual band Wi-Fi for Wi-Fi connectivity, allowing you to access the 5G Wi-Fi connectivity handily. Also if you want to expand your horizons for busy environments, or, share one phone system with your small team by adding multiple handsets, just simply turn your IP phone to the corded-cordless phone via DECT technology. Moreover, the IP phone can function with Yealink VC Desktop together to share content from your laptop, making collaboration much easier than before.

High Expandability

A built-in USB 2.0 port allows you to enjoy USB call recording via USB flash drive. Via this USB port, you also can connect wired/wireless USB headset without connecting Yealink EHS36 anymore, and connect up to 3 Yealink expansion modules EXP50 which can be programmed with up to 180 paperless DSS keys.

Efficient Installation and Provisioning

The Yealink SIP-T54W supports efficient provisioning and effortless mass deployment with Yealink's Redirection and Provisioning Service (RPS) and Boot mechanism to help you realize the Zero Touch Provisioning without any complex manual settings. Furthermore, a unified firmware and auto-p template that applies to T53/T53W/T54W/T57W phone models, saves even more time and costs for businesses, as well as simplifies the management and maintenance.

- 4.3" 480 x 272-pixel color display with backlight
- Adjustable LCD screen
- Dual firmware images
- T53/T53W/T54W/T57W firmware unified
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/n)
- USB 2.0 port for USB recording, wired/wireless USB headsets and EXP50
- Up to 16 VoIP accounts
- Dual-port Gigabit Ethernet
- PoE support
- HAC Handset
- Paperless label design
- Wall mountable

Audio Features

- HD voice; HD handset, HD speaker
- Hearing aid compatible (HAC) handset
- Acoustic Shield
- Smart Noise Filtering
- Audio codec: Opus, G.722, PCMU (G.711A), PCMA (G.711μ), G.729, G.729A, G.729B, G.729AB, G.726, G.723.1, iLBC
- DTMF: In-band, Out-of-band (RFC 2833) and SIP INFO
- Full-duplex hands-free speakerphone with AEC
- VAD, CNG, AEC, PLC, AJS, AGC

Phone Features

- 16 VoIP accounts
- Call hold, call forward, call waiting, call transfer
- One-touch speed dial, hotline, mute, DND
- Group listening, SMS, emergency call
- Redial, call return, auto answer
- 10-way conferencing
- Direct IP call without SIP proxy
- Ring tone selection/import/delete
- Set date time manually or automatically
- Dial plan, XML Browser, Action URL/URI
- RTCP-XR (RFC3611), VQ-RTCPXR (RFC6035)
- Built-in dual band Wi-Fi:
 - Network standard: IEEE802.11a/b/g/n
 - Transmission rate: Up to 433Mbps (dynamic)
 - Frequency range: 2.4GHz/5.0GHz
- Built-in Bluetooth for:
 - Bluetooth headset
 - Mobile contacts synchronization
 - Bluetooth call
 - Simultaneous connection of one headset and one mobile phone
- USB port (2.0 compliant) for:
 - Wired/wireless USB headset
 - USB call recording through USB flash drive
 - Color-screen expansion modules EXP50 (up to 3)
 - Wireless Headset Adapter EHS40
- USB/Bluetooth connectivity to Yealink CP900/CP700 speakerphone, USB connectivity to Yealink UH36 headset:
 - Basic functions: Answer / end, call mute
 - Enhanced function: audio optimization, redial, call hold, volume synchronization, multiple calls control
- Content Sharing (via Yealink VCD)
- Enhanced DSS key

Directory

- Local phonebook up to 1000 entries
- Black list
- XML/LDAP remote phonebook
- Smart dialing
- Phonebook search/import/export
- Call history: dialed/received/missed/forwarded

Corded-Cordless Phone (via DECT Dongle DD10K)

- Up to 4 DECT cordless handsets
- Up to 4 concurrent calls
- Support Yealink W52H/W53H/W56H/DD Phone/CP930W
- Slave Handset for Master Deskset

IP-PBX Features

- Busy Lamp Field (BLF)
- Bridged Line Appearance (BLA)
- Anonymous call, anonymous call rejection
- Hot-desking, voice mail
- Flexible seating
- Executive and Assistant
- Call park, call pickup
- Centralized call recording, call recording

Display and Indicator

- 4.3" 480 x 272-pixel color display with backlight
- 16 bit depth color
- LED for call and message waiting indication
- Dual-color (red or green) illuminated LEDs for line status information
- Wallpaper
- Intuitive user interface with icons and soft keys
- Multilingual user interface
- Caller ID with name and number
- Screensaver
- Power saving

Feature keys

- 10 line keys with LED
- 10 line keys can be programmed up to 27 various features (3-page view)
- 7 features keys: message, headset, hold, mute, transfer, redial, hands-free speakerphone
- 4 context-sensitive "soft" keys
- 6 navigation keys
- Volume control keys
- Illuminated mute/headset/hands-free speakerphone key

Interface

- Dual-port Gigabit Ethernet
- Power over Ethernet (IEEE 802.3af), class 3
- 1 x USB port (2.0 compliant)
- 1 x RJ9 (4P4C) handset port
- 1 x RJ9 (4P4C) headset port

Management

- Configuration: browser/phone/auto-provision
- Auto provision via FTP/TFTP/HTTP/HTTPS for mass deploy
- Auto-provision with PnP
- Broadsoft device management
- Zero-sp-touch, TR-069
- Phone lock for personal privacy protection
- Reset to factory, reboot

- Package tracing export, system log

Network and Security

- SIP v1 (RFC2543), v2 (RFC3261)
- Call server redundancy supported
- NAT traversal: STUN mode
- Proxy mode and peer-to-peer SIP link mode
- IP assignment: static/DHCP
- HTTP/HTTPS web server
- Time and date synchronization using SNTP
- UDP/TCP/DNS-SRV(RFC 3263)
- QoS: 802.1p/Q tagging (VLAN), Layer 3 ToS DSCP
- SRTP for voice
- Transport Layer Security (TLS 1.3)
- HTTPS certificate manager
- AES encryption for configuration file (AES256)
- Digest authentication using MD5/MD5-session
- OpenVPN, IEEE802.1X, L2TP VPN
- IPv6, LLDP/CDP/DHCP VLAN, ICE
- > WPA2/WPA3
- > Secure boot
- > GARP (Generic Attribute Registration Protocol)

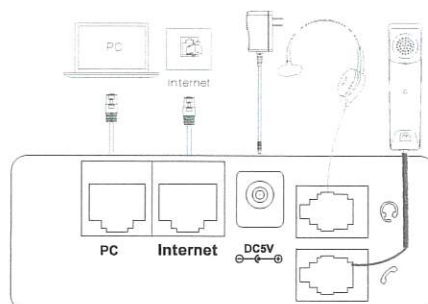
Other Physical Features

- Color: Classic Grey
- Wall mountable (optional)
- External Yealink AC adapter (optional):
 - AC 100~240V input and DC 5V/2A output
- USB output currency: 5V $\pm$ 500mA
- Power consumption (PSU): 1.7W-4.3W
- Power consumption (PoE): 2.2W-5.5W
- Dimension (W*D*H*):
 - 233mm*222.6mm*186.1mm*41.7mm
- Operating humidity: 10~95%
- Operating temperature: -10~50°C (+14~122°F)

Package Features

- Package content:
 - Yealink SIP-T54W IP phone
 - Handset with handset cord
 - Ethernet Cable
 - Stand
 - Quick Start Guide
 - Power Adapter (Optional)
- Qty/CTN: 5 PCS
- N.W/CTN: 6.3 kg
- G.W/CTN: 6.8 kg
- Giftbox size: 259 mm*243 mm*103 mm
- Carton Meas: 538 mm*250 mm*265 mm

Compliance



About Yealink

Yealink (Stock Code: 300628) is a global brand that specializes in video conferencing, voice communications and collaboration solutions with best-in-class quality, innovative technology and user-friendly experience. As one of the best providers in more than 140 countries and regions, Yealink ranks No.1 in the global market share of SIP phone shipments (Global IP Desktop Phone Growth Excellence Leadership Award Report, Frost & Sullivan, 2019).

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Technical Support

Visit Yealink WIKI (<http://support.yealink.com/>) for firmware downloads, product documents, FAQ, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (<https://ticket.yealink.com>) to submit all your technical issues.

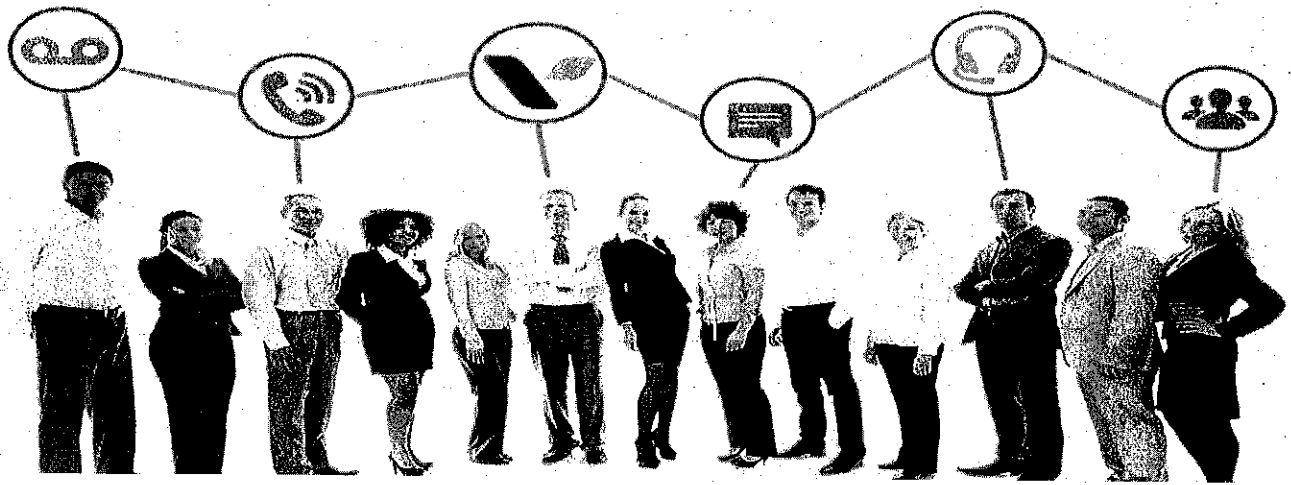


YEALINK(XIAMEN) NETWORK TECHNOLOGY CO., LTD.

Web: www.yealink.com

Addr: No.1 Ling-Xia North Road, High Tech Park,
Huli District, Xiamen, Fujian, P.R.C

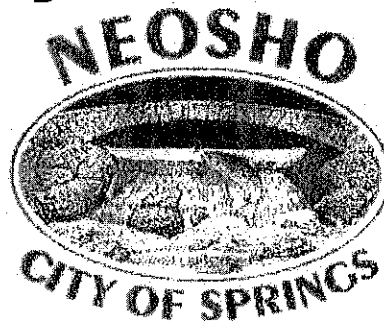
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Vertical Communications

Response to

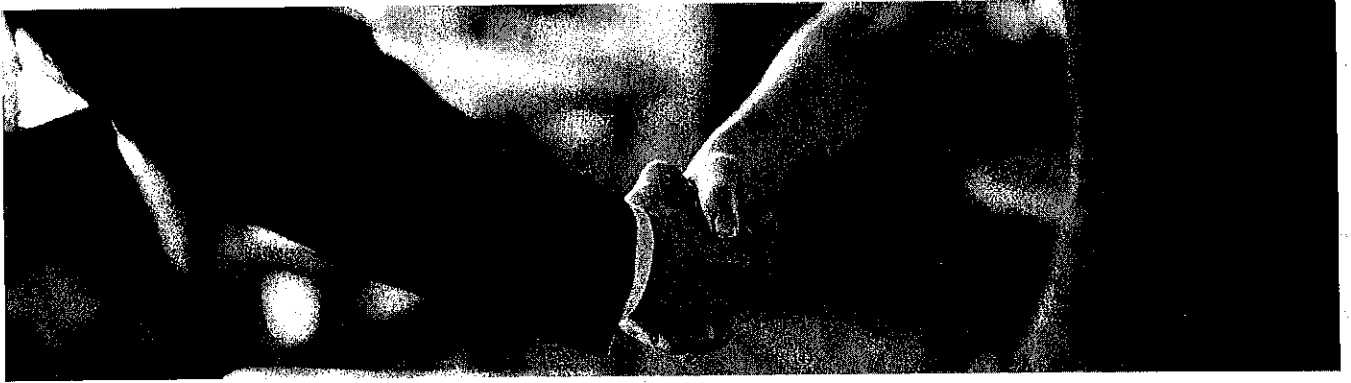
City of Neosho



Request for Proposals – Phone System Platform

Prepared by:
Neil Sabot
Nsabot@vertical.com
443-283-3712

The Vertical Commitment



On behalf of all the people at Vertical Communications, I would like to thank you for considering us to be your partner. We are committed to delivering a world-class solution and implementation that will benefit the City of Neosho every day. We've been doing this for decades and our team has served over 10,000 customers. We know that experience will be apparent in every step of this process.

More than building solutions, here at Vertical, we pride ourselves on building long-lasting relationships with our customers. We are committed to earning your trust one day at a time, first by delivering the solution outlined in this proposal and then by delivering great service every day afterward. Please rely on us whenever you have an issue with your voice, video, chat, contact center, data, network, or other communications solutions.

Here is my personal commitment to you. If you ever feel that we aren't delivering the best possible experience, please reach out to me directly and we will make sure it is fixed. We have a clear escalation process for issues that you can find at <http://info.vertical.com/serviceescalation>, but my cell number is listed below. If you feel we aren't giving you world-class service, call me. We want to make sure we are delivering the best possible customer experience.

The attached response to this RFP constitutes a sworn statement that the document is genuine and all information is true and correct.

Thanks for considering Vertical and we look forward to years being your go-to communications partner.

Benny Treadway



Ben Treadway
President, Vertical Communications
btreadway@vertical.com
Direct – 770-864-8701
Cell – 678-429-9802

Main point of contact
Neil Sabot, Account Manager
nsabot@vertical.com
443-283-3712

Request for Proposals/Bids Phone System Platform

Proposals/Bids must be received by:

February 23, 2024, at 10:00 am

Submit to: City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

Please mark the outside of the packet: Phone System Proposal/Bid

THIS REQUEST IS FOR SEALED BIDS. DO NOT EMAIL YOUR SUBMISSION.

For any additional information contact:

George Moody
417.451.8050 ext. 101
gmoody@neoshomo.gov

Purpose

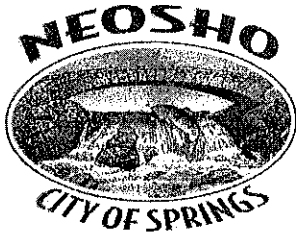
This Request for Proposals/Bids is seeking a vendor to provide the City of Neosho with an operating system, hardware and support for a city system.

Vendor(s) selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

Background

The city has 76 leased phones on the current system and three older unintegrated phones that we are wanting converted, 1 wireless and 5 fax data devices and 1 conference phone system. The phones are:

76 Crexendo CX 350 (leased) we will be adding three older unintegrated phones not currently on a VOIP system
1 wireless KXTGP 600
1 yealink c960
5 ht812 Grandstream data fax devices



City of Neosho

203 E. Main Street
Neosho, MO, 64850
417 / 451-8050 phone
417 / 451-8065 facsimile
www.neoshomo.gov

There are currently 11 city facilities (with phones) that are currently being linked via fiber optic internet provided by Liberty Electric.

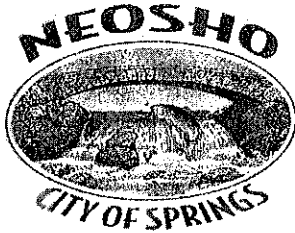
Services to be Provided

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Network VLAN Support and QoS options
- Cloud Solution Preferred
- Compatible with Conference Phone Yealink CP960. If that is not possible, provide a reasonable equivalent and credit for trading existing phones.
- Allow incoming calls to direct dial a user's number.
- Keep all 73 existing phone numbers.
- Conference calling, ability to host calls with 10 or more callers. (Voice Conference Technology: the ability to connect to multiple internal and external locations in a conference call structure)
- Caller ID
- Speaker Phone
- Call forwarding to external/internal destinations (including cell phones). Using a Mobile App and/or desktop app, allowing for transfer of calls to mobile phone but show office phone number.
- Unified messaging: Ability to selectively route incoming voicemail to our email service (Voicemail to e-mail)
- Allowing multiple users to use the same phone with a virtual voicemail box extension.
- Fax to/from phone or e-mail and receive them on an actual fax machine.
- Ability to send voicemail that converts to text message/e-mail.
- Intercom capabilities within a building and to other buildings in the city.
- Recording capability and to have those recordings downloaded locally.

We are seeking 79 phones between 12 locations here in the City of Neosho and we would like these features on a handful of specific phones for our front and customer facing positions.

- 6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.
- 3 will need to be set up with a call recording button.
- All others need only the base model phone with extension buttons and features



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It is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work on the proposal.

The successful respondent(s) will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate the proposals received:

1. Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding.
2. Capability of proposed solution.
3. Cost of services provided.

Proposal Preparation and Submission Requirements

The proposal shall clearly address all the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. The proposal should be thorough yet concise and prepared at your own expense.

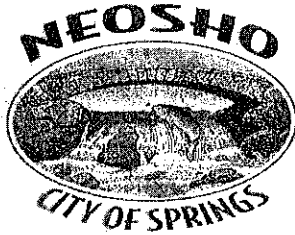
Any questions regarding this RFP must be submitted by e-mail. All questions will be answered promptly. Responses to inquiries that substantially or materially change the Request for Proposal will be available to all prospective vendors that have submitted a formal Letter of Intent.

Proposal Format and Submission Requirements

1. Executive Summary
2. Company Background Information
3. Experience and References
4. Responses to RFP Requirements
5. Implementation
6. Support and Maintenance
7. Pricing

1. Executive Summary

The one or two-page executive summary is to briefly describe the Proposer's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The reader should be able to determine the essence of the proposal by reading the executive



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summary.

The city of Neosho is looking for a way to provide the right communications capabilities for everyone in the company. The 8x8 platform user plans include rich features for every role in the organization. The City will be able to mix and match user plans to give employees and customers modern, anywhere communications experience.

The City's requirements can be broken down into two separate areas. The general users (full licenses) and the police department for remote usage.

The 8x8 X1 user license fits the needs of the full license. X1 users receive a DID phone number, a desktop application (unified communications and a softphone), a mobile application and the ability to have a physical desk phone. Users also receive unlimited calling to the United States and Canada. If an individual wants the ability to send an SMS text from their business DID or they require the ability to send and receive faxes from their desktop, then simply upgrade the X1 license to an X2. We have also included one X4 license which is for a supervisor or an analyst. This license give the ability to run reports on call volumes and or research specific items that may have occurred during a call.

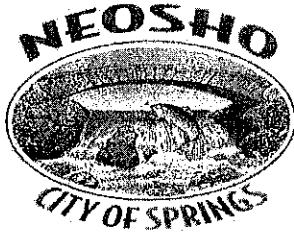
For the remote users in the police department, we have included the X0 license. This will give the users the ability to have a voicemail and a mobile application. They can receive unlimited calls and voicemail messages via the mobile app. Outgoing calls are metered. They will also have unified messaging that will deliver the messages to their email box with a transcription of the message.

For the fax machines we have included 5 ATA devices and an X1 user license and we plan on porting all 73 of the existing numbers.

Why Vertical Communications

Vertical has built a successful business by always putting the customer first. **We offer a white glove implementation process not offered by other cloud providers that includes on-site installation and training.** We will be on site during parts of the implementation process and the go live date, just to make sure everything goes smoothly. Our experienced, tenured management team, sophisticated communications consultants and technical support team work together to provide every customer with leading technology solutions that drive value for their business. We are committed to offering unparalleled level of quality service while supplying the latest in data communications products. Vertical has been recognized by Frost & Sullivan for Best Practices for Customer Engagement and Support process. By CIO magazine as a top 10 provider of Mitel applications. The Eastern Management Group has rated Vertical number 1 in Customer Support, Reliability and in Contact Centers. For more information visit www.vertical.com.

Vertical has a web based customer portal for use with our current customers. Customer can log in and create new service/MAC tickets and view their own history of tickets. This is



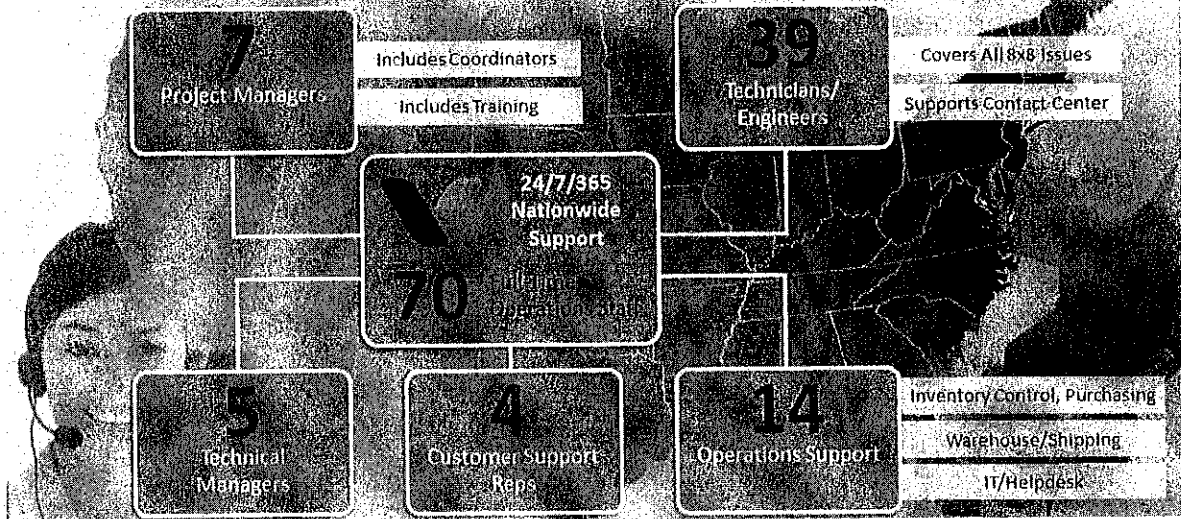
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especially useful to utilize prior to making a call into the support center as the answering support technician can then reference the ticket number immediately.

The Vertical Team Is Always Ready to Back You Up



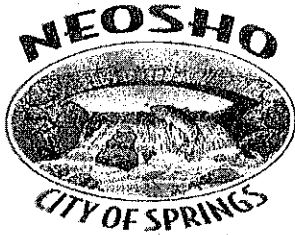
2. Company Background Information

1. Legal name of the company
Fulton Communications dba Vertical Communications
2. Number of years in business
43 years
3. Headquarters location address, phone number, website
*1000 Holcomb Woods Parkway
Roswell, GA 30076
770-446-3100
Vertical.com*
4. Company type
Corporation
5. Number of employees
150
6. Tax ID number
86-0446453

3. Company Experience and References

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Vertical Communications, Inc. is a provider of unified communications (UC) and IP telephony solutions and services to enterprise and business customers throughout North America and Europe. On June 2, 2014, Vertical merged with Fulton Communications, a national systems integrator of voice, data and video communications technologies,



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recognized as one of the Inc. 5000 "fastest growing companies in North America," to form one of the largest vendor-direct communications provider organizations in the country. With headquarters in Santa Clara, CA, and Atlanta, GA, the Company offers business customers vendor-direct communications technology solutions, including cloud and premise-based enterprise telephony, unified communications, and vertical-market voice applications. It maintains local offices for direct sales, support and professional services in major markets and cities across the United States, including Phoenix, AZ, Denver, CO, Washington, DC, Atlanta, GA, Boston, MA, St. Louis, MO, Cincinnati, OH, and Dallas, TX.

The Vertical portfolio enables complete, turnkey deployment and management of voice infrastructure, software, enterprise integration and ongoing support. Vertical sells its products and services to business customers, with a focus on vertical markets including the Retail, Education, Automotive, Hospitality and Health Care sectors, and state and local Governments. 8x8 recently appointed Vertical as their go to partner for SLED opportunities.

Vertical has built a successful business by always putting the customer first. Our experienced, tenured management team, sophisticated communications consultants and technical support experts work together to provide every customer with leading technology solutions that drive value for their business. We are committed to offering an unparalleled level of quality service while supplying the latest in data and communications products. Vertical has been recognized by Frost & Sullivan for Best Practices for Customer Engagement and Support process. By CIO magazine as a top 10 provider of Mitel applications. The Eastern Management Group has rated Vertical Number 1 in Customer Support, Reliability and in Contact Centers. For more information, visit www.vertical.com.

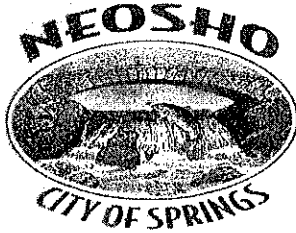
The Vertical Difference is why you buy from us. It's the difference between someone selling you a product and Vertical's commitment as your long-term partner. The Vertical Difference is built on three key pillars:

Exceptional Solution Design

Vertical's team of expert solution engineers serves as your technical consultant who will understand your business needs and tailor a solution to solve your problems and accelerate your business. Your Vertical SE works hand in hand with your account executive to guide you through the entire process and make sure the solution you were sold is what is delivered.

Worry-Free Planning, Preparation, and Install

Implementing new solutions is stressful. A new Vertical solution will bring many benefits, but it's also a big change. Vertical ensures that you don't have to worry with our professional implementation team. Leave the planning to our experience project manager who will work with you every step of the way. The PM works with your technical implementation team who ensures that the solution design is implemented with little effort from you. Whatever issues arise, you don't need to worry, because Vertical will solve them!



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World-Class Ongoing Support

Once your solution is in place, you will begin working with Vertical's award-winning support team. If you have any concerns, then just give us a call, e-mail, or open a ticket on our support portal. The Vertical team has a combined 974 years of experience solving problems quickly so you can focus on your business.

Your solution will be handled using Vertical's proven process which helps thousands of customers each year achieve a Worry-Free implementation

Select one project as a contactable reference. Include contact information (name, title, phone, and email) for a customer reference who can speak to project performance throughout the life of the contract.

*City of Lodi
221 W Pine Street
Lodi, CA 95240
Ben Buecher, Information Technology Manager
209-333-5569
bbuecher@lodi.gov*

Installed in December 2019 on a 3-year contract. Renewed after 2 years for an additional 5 years. Includes 460 business users spread across the City's properties.

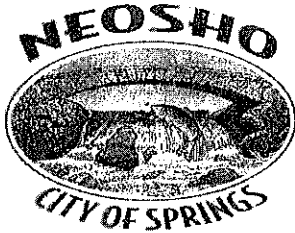
4. Response to RFP Requirements

Proposers should provide in-line responses to all requirements outlined below:

Technical
Requirements
Platform

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

Vertical Communications was the first wholesale partner in the United States for 8x8. This partnership was entered into in October 2018. The key advantage of this partnership is to enhance the 8x8 sales and implementation experience through the 30 plus years that Vertical Communications brings to clients through our background as systems integrator. We are not an agent that hands the sale off for installation. Vertical Communications sells the product, Vertical Engineers design and install the product, Vertical Project Manager manages the



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installation and Vertical Trainers train on the product.

8x8 develops and maintains the platform using their own engineers and software developers.

Where is the platform hosted?

35 Cloud agnostic regions that are geographically diverse strategically located for optimum global reach and platform resilience.

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

The platform is geographically distributed with North American data centers in Ashburn, VA and Santa Clara, CA. As a US based municipality all of your data stays in the continental US

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?

Vertical and 8x8 offer a two-tier SLA with an additional voice quality SLA. If the customer's site passes the network assessment, then uptime is guaranteed for the platform features at the level of 99.999%.

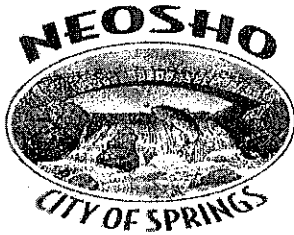
Uptime SLA

In the event of unplanned downtime in excess of .01% (for platform) or .05% (for contact center) in a calendar month ("excess unplanned downtime"), customer shall be eligible to receive a credit in the amount of 10% of the total amount of Service Fees incurred by the Customer for the Ordered VO/VCC services for such calendar month, provided that such percentage shall increase to 30% in the event that such Excess Monthly Unplanned Downtime exceeds 1.0% in such calendar month.

If the "Excess Unplanned Downtime" occurs in three or more calendar months out of six consecutive months, the customer may terminate the service agreement with Vertical and 8x8.

Call Quality SLA

If the call quality levels are not met in three or more calendar months out of six consecutive months, the customer may terminate the service agreement with Vertical and 8x8.



City of Neosho

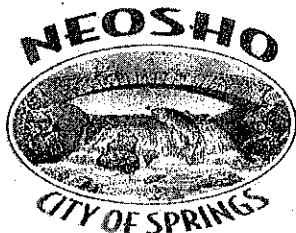
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2. What happens to service in the event of a local power or WAN outage?

Customers that have installed the mobile application will be able to receive calls on their mobile devices. Users are able to access all the same features on their mobile as

3. Please describe platform security measure. How is call data protected?

All VoIP data is secured using SRTP. SRTP secures all the voice traffic with AES encryption. All other communication (UC and Contact Center) is encrypted at rest and while in motion. Even in cases where call recording is in use, the stream is encrypted. 8x8's solutions are FIPS 140 Level 2 certified for data in motion and at rest. Data-in-motion encryption with SIP enables full end-to-end encryption of both voice signaling and media streams, to and through the cloud. This capability thwarts eavesdropping attempts on you conversations or "man-in-the-middle" attacks on IP data traversing the cloud.



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Service

City of Neosho requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	Included
3-digit extension dialing, regardless of geographic location	Y	Included
Unlimited local dialing	Y	Included
Unlimited domestic long distance	Y	Included
International dialing (include current rates)	Y Rates vary by country https://www.8x8.com/resources/international-numbers	Optional - Certain licenses include international calling plans
Toll-Free service (include current rates)	Y	\$5.00 per mo. for the number and .02 per minute for inbound calls. Quantity discounts are available.

* Please identify if your solution supports this requirement (Y/N) and state any limits on quantity (e.g., 1 per user, etc.). If quantity is unlimited, please state unlimited.

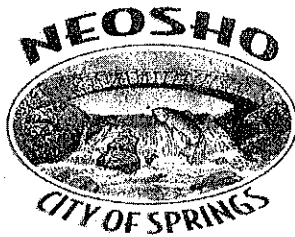
** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

System Management

1. How is the system managed/administered? Please describe customer Administrator interface.

8x8 Admin Console is an online portal for account administrators to manage their company's phone system from any desktop. Using the Admin Console, administrators can:

- *Claim and manage numbers*
- *Manage users*
- *Manage system features, such as automatic call handling, call queues, ring groups, music on hold*



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- Assign active phone numbers
- Check device inventory
- Manage sites and phone systems.

8x8 Application Panel

secondary admin

My Applications
 You have access to the following applications.

- Admin Console**
 Administration portal for managing your 8x8 service including users and telephony features.
- Analytics for Contact Center**
 Reporting platform for Contact Center, including reports, dashboards, wallboards, and widgets.
- Configuration Manager for Contact Center**
 Administration portal for Contact Center specific items, including queues and IVR scripts.
- Contact Center Agent**
 Agent interface to handle and handle customer interactions in a seamless flow of work.
- ContactNow**
 Agent interface and Admin portal for outbound dialing campaigns.
- Customer Experience and Post-Call Survey Analytics**
 Reporting platform for measuring real-time customer journeys for voice, IVR, and post-call survey analytics.
- Knowledge Base**
 Home to 8x8 product answers, solutions, and troubleshooting.
- Meetings**
 Administration panel for managing or configuring settings for Meetings.
- My 8x8**
 Portal for management of your 8x8 account, billing, orders, and support cases.
- Work**
 Unified communication web app with voice, text, video, SMS/MMS, video meetings, team collaboration, and fax capabilities.
- Quality Management & Speech Analytics**
 Analytics platform to discover, analyze, review, and monitor interactions.

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8x8 Admin Console

Help & Setup

Users

Search by name, extension, username or email

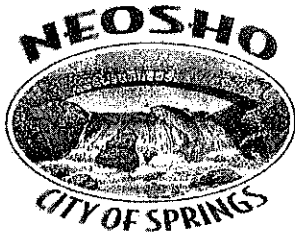
+ Create User Bulk upload

Showing: 60 results for Users

Generate users report

Name	Phone number	Extension number	Email
AD. Allen Doe			denisa.pitelu@8x8.c...
BU. bulk userx8	+1 808-464-8798	1170	mmaris@8x8.com
BU. bulk1 user1		1000	mmaris@8x8.com
BU. bulk10 user10		1009	mmaris@8x8.com
BU. bulk100 user100		1099	mmaris@8x8.com
BU. bulk101 user101		1100	mmaris@8x8.com

Version: v1.40.6



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2. Is self-service supported?

Yes. Vertical Communications will provide administrative training to designated IT staff. The Vertical staff is on hand to help with any programming questions.

3. How are moves, adds, and changes performed?

Vertical Communications will perform all changes as part of the contract. Customers are also free to make changes and Vertical will provide help when needed.

4. How is service added, removed?

From the admin console you would click on users and then edit. Under Roles and Permissions use the drop down menu to select the desired license. You can only choose licenses that are available to you. The same procedures are used for adding, editing, and deleting licenses. If additional licenses are needed, then Vertical is able to add the new licenses in a day or two.

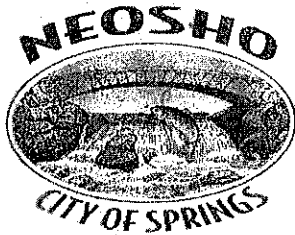
5. Please describe real-time reporting options.

Analytics for 8x8 is a robust suite of web-based tools that provide enterprise-level analytics and democratization of information that can be used to make highly informed business decisions. This suite of services deliver easy-to-use, customizable, and rapid insights into historical and real-time information associated with all extensions and devices in the system. Granular details are available from a highly-scalable data platform, and can be viewed in a graphical or tabular format on any device. You can also export many reports into Excel or CSV for further evaluation and archiving. Features include:

- Access user friendly dashboards with company-wide, department, or extension user-level call metrics.*
- Get vital custom reports on desktop and mobile devices.*
- Apply custom filters and extract desired data.*
- Export report data to CSV or Excel*
- Offer managers the ability to monitor call traffic and adjust their workforce.*
- Allow managers to monitor agent performance*
- Retrieve call quality trends and call quality detail information.*
- Get individual endpoint device status around the globe in real time, and take corrective measures in the event of a disaster.*

5. Implementation

What is your standard operating procedure for implementing a project such as this?
Please give a brief overview of your methodology, not a detailed project implementation plan.



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Vertical's process is focused on customer-satisfaction from beginning to end. It starts with an assessment of the requirements in the RFP and understanding what is critical to the City of Neosho. Once awarded the project, Vertical will engage in further discovery to ensure that the solution is tailored to the needs of the City. Vertical will dig deeply into daily usage, key operations, and future growth plans. There will be discussion about each aspect of the proposed solution to make sure it's the right fit. The assigned solution engineer will be introduced and will be the City's advocate and source of continuity from sales process through implementation.

Vertical Six-Step Process

- | | | |
|---|---|--|
| 1 Project Kick Off
The Vertical team, including a dedicated project manager (PM) & sales engineer, use Vertical's proven "Steps to Success" process. | 3 Preparation Phase
The Vertical team builds the tailored solution to meet your business needs. | 5 Installation Phase
The Vertical team delivers the solution, provide training, and ensure the transition goes smoothly. |
| 2 Network Assessment
The Vertical team evaluates your infrastructure to ensure it's ready. | 4 Ongoing Status Updates
The Vertical team checks in regularly to make sure you know what's happening. | 6 Implementation Assurance Phase
The Vertical team follows up over the next 90 days to ensure there are no issues and answer any questions. |

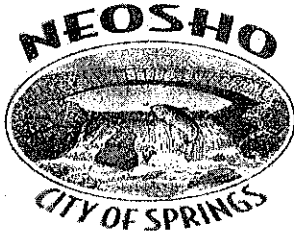
The solution engineer will next be joined by our PMP-certified Project Manager who will use our proven six-step process. This begins with a project kick-off call with all stakeholders to make sure everyone is aligned. The City will be introduced to the entire team as well as Vertical's Steps to Success workbook. This detailed document represents decades of experience in how to succeed at implementing a custom data solution.

The kick-off call and its follow-on communication will develop the detailed schedule and plan for a successful implementation. This will determine how each site is phased and if the porting of phone numbers drives the cut date or if the best date is chosen and Remote Call Forwarding is used until the port completes.

Vertical will conduct network assessments, site surveys, and other activities to ensure no detail is missed. The network assessment uses a proprietary tool that evaluates networks and looks for specific trouble-spots with VoIP phones. It doesn't just send SIP test traffic; it actively evaluates network configuration from the inside. Passing this assessment is so important that it's a requirement to receive the 8x8 Service Level Agreement (SLA). If your network fails the test, we will work with you to remedy the problem and pass the assessment. This testing is combined with the work of our technical team's evaluation of your physical sites to build a complete picture and spot potential problem areas or missed requirements.

This information will drive our preparation phase where the solution is designed and built out ahead of time. Our team will manage porting of the City's phone numbers and coordinate the installation of new network services if required. All hardware will be shipped on-site.

Throughout all of this, regular update meetings each week combined with status



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emails will keep the City informed. If the scope changes, or there is a cost adjustment, this will be immediately communicated and sign-off gained. Vertical is a big believer in constant communication. The installation phase begins as we bring online the network components (if the City and Vertical determine the additional network connections are needed). The circuit will be tested and all phones activated prior to the cut date.

On-site training is backed up by an array of online tools and videos to give continuing training and education opportunities to your staff. This training happens before the cut. The City staff will be ready for the new system on day one. Vertical will be on-site for the cut as well to resolve any issues and smooth out any problems.

After the system cut, the City then enters the Implementation Assurance phase with Vertical staying close and continuing constant status updates over the next 90 days. Every major project has issues, this phase is the Vertical answer to making sure all issues are resolved and the City is completely satisfied.

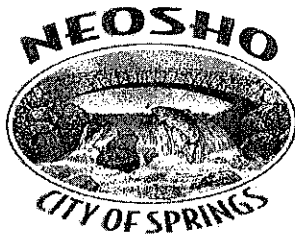
1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

Each project at Vertical Communications is assigned a team that is comprised of:

- *Executive Sponsorship – Executive overview of the Project*
- *Project Manager – Day to day responsibility, manages the project.*
- *System Engineer – Programs the system.*
- *Design Engineer – Overall design of the system and all applications.*
- *Account Manager – Ensure all requirements of the RFP are met and prepares any change orders.*

2. What are the typical challenges in this type of implementation?

The biggest challenge is the porting of the numbers from the existing carrier to the new carrier. As long as all the T's are crossed and I's are dotted the process works well, but it still is a six week time frame. The other issue is if the existing network can handle the VoIP traffic. This should not be an issue as the City is currently on a hosted cloud system and a network assessment will be run to make sure no issues are encountered.



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3. What is the typical timeline for an implementation of this nature?

We use 6 weeks for a typical installation. Schedules can be adjusted based on the time frame of the porting of the telephone numbers.

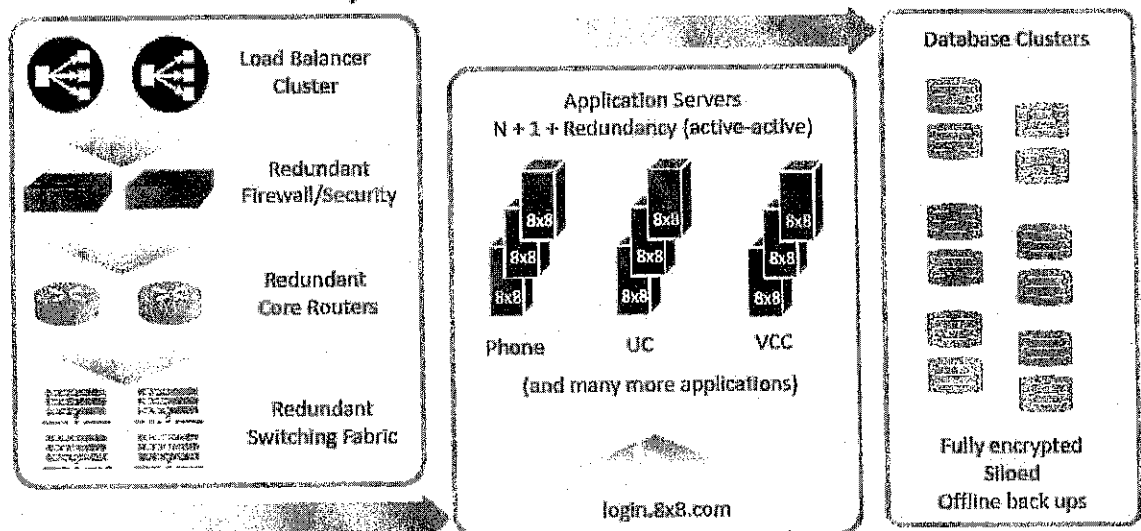
6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

8x8 uses a cluster implementation, from hardware to the application layer, with core network redundancy for each element, including dual power supplies, UPS, and data replication across data centers. Dual data connections from separate carriers utilizing SDWan technology also increases the connectivity.

Active Redundancy In The Data Center

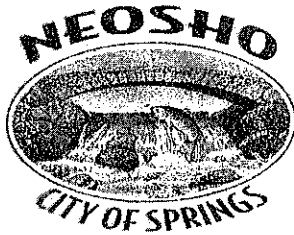


2. What is your strategy for upgrading your current service?

All software updates and patches are included with the cost of service at no additional charge. 8x8 is constantly delivering improved software updates using an Agile software delivery model. Platform updates generally happen monthly, but the customer is never aware of these updates (customers are notified in the "What's New announcement" describing feature upgrades made to the system.)

3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

8x8 does not use maintenance windows to update software. Software updates and equipment changes happen seamlessly in the background using the robust architecture to avoid any customer



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downtime.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

Upgrades, patches and updates are included in the monthly cost. New features may require an additional license.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

The proposed solution is a hosted service, the warranty is all inclusive with all software and associated upgrades included for the life of the contract. All maintenance is also included.

2. Detail the issue resolution process.

Vertical Communications has a web-based customer portal. Customers can log in and create new Service/MAC tickets and view their own history of tickets.

3. What is your average time to solve a moderate to difficult issue?

Response within 2 hours upon receipt of a trouble report of a major failure by attempting to clear the failure remotely and or contacting the end-user to begin troubleshooting the failure. Minor issues will be addressed the next business day. Resolution time depends on the nature of the issue. Multiple carriers are involved and problems can be any number of things. 8x8 keeps a web site on system status where issues are reported and time frames for resolution are posted. Status.8x8.com

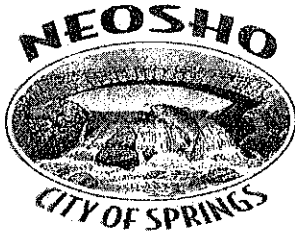
4. Is support available 24/7?

Support services are available from 8-5 local time for customers. Outside of these hours the 8x8 solution is monitored 24x7 for any outages and Vertical is on-call for problems and will work with 8x8 to ensure any outages are remediated ASAP. However, non-outages will not be addressed outside of business hours until the next business day.

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

The 8x8 platform is optimized for creating modern microservices-based applications in the cloud. The tier 1 platform infrastructure enables rapid innovation, automated testing, and frequent deployments with minimal risk through management toolsets



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geared towards continuous delivery elastic scale, and high availability.

2. Are there multiple, redundant instances at geographically dispersed datacenters?

8x8 sets a new industry standard for platform reliability with a financially backed, platform-wide 99.999% SLA across both UCaaS and CCaaS. 8x8 is the only cloud communications provider able to offer this uptime guarantee, using fully mirrored top-tier, state-of-the-art data centers across 35 geographically diverse locations running of global public cloud infrastructure. Each Tier 3+ data center is serviced by:

- *Multiple Tier 1 ISPs with multiple redundant links and direct private connections.*
- *Multiple top-tier PSTN carriers*
- *Redundancy at four layers: infrastructure, platform, data and geographic.*

3. What happens to service in the event of a public Internet outage?

We suggest having redundant providers so the City is able to switch to an alternative carrier during an outage. The mobile application will receive calls over the cellular network. If the caller is still unable to reach the designated party then the call will go directly to the voicemail.

4. What happens to service in the event of a local power or WAN failure?

8x8's mobile app provides the same functionality as the desk top phones and applications. The mobile app allows workers to continue to use the 8x8 services seamlessly.

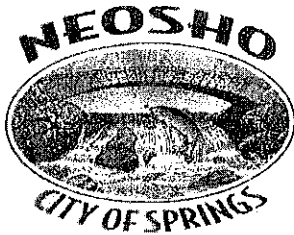
5. What routing options does the vendor provide in the event of an outage?

All traffic routing decisions take place in real time and factor in the current internet and carrier network conditions to determine the best call routes.

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this request provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. **No estimates shall be excepted.** Vendors are required to collect and pay all Missouri State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed.

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP).

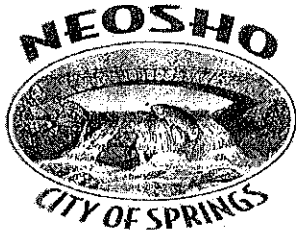


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Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.

Description	8x8 User License	Cost per Month	Quantity	Monthly Cost
Monthly Recurring Charges				
X Series User License, Unlimited Calling to the US and Canada, includes desktop application with voicemail and softphone, mobile application and a desk phone. 61 users + 5 fax machines + 1 cordless + 1 conference phone	X1	\$9.90	68	\$673.20
X Series User License, Unlimited Calling to the US and Canada and 47 countries. Includes everything above plus SMS messaging, Efax, Reporting and Analytics	X4	\$36.90	1	\$36.90
X Series User License, Unlimited Inbound calling, includes desktop application with Voicemail and Softphone, mobile application. Desk is not included in this proposal. Outbound calls are metered	X0	\$7.20	17	\$122.40
Monthly Rental charges on phones:				
Poly Edge E320 IP Phone		\$6.34	62	\$393.08
Poly Trio C60 IP Conference Phone		\$27.64	1	\$27.64
Poly Rove 20 Cordless Phone		\$5.90	1	\$5.90
Estimated monthly regulatory taxes and surcharges				\$224.75
Total Monthly Recurring Charges				\$1,483.87
One-Time Non-Recurring Charges				
Remote Professional Services, Full turnkey installation, Project Management, Design engineering and programming, Training, and Porting of all phone numbers		\$48.50	86	\$4,171.00
Obihai OBI300 1-port ATA – Analog/Fax/Paging		\$117.00	5	\$585.00
Total One-Time Non-Recurring Charges				\$4,756.00
Optional On-Site Installation – In addition to the remote charge listed above				\$3,000.00
Optional Purchase on phones listed above				
Poly Edge E320 IP Phone		\$185.00	56	\$10,360.00
Poly Trio C60 IP Conference Phone		\$397.00	1	\$397.00
Poly Rove 20 Cordless Phone		\$132.00	1	132.00
Poly Edge E450 IP Phone with 50 button expansion module		\$621.00	6	\$3,726.00
				\$14,615.00



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Award Process

The award may be granted to one of the top three highest scoring vendors. Final selection will be made by the Mayor and City Council.

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the responding company.

Non-Discrimination

All selected vendors must comply with the City of Neosho's equal opportunity requirements. The City of Neosho is committed to a program of equal employment opportunity regardless of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental or physical disability. It is the City of Neosho's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities.

Non-Collusion

Submittal of a signed response to this RFP constitutes a sworn statement that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the vendor has not induced or solicited others to submit a sham submittal, or to refrain from responding.

Warranty

The vendor shall warranty that the information is true and correct at the time of the submission.

Additional Information

Submitted responses to this RFP become the property of the City of Neosho. The City of Neosho reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.

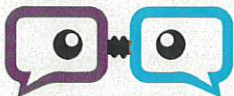
Communication Square LLC Consulting Services

PHONE SYSTEM PLATFORM

City of Neosho

Delivered on 02/23/2024

Submitted by Communication Square LLC



Communication Square



EXECUTIVE SUMMARY

Introduction to Communication Square LLC and Proposal Overview:

Communication Square LLC is proud to present our proposal for a state-of-the-art Phone System Platform to the City of Neosho. With over eight years of industry experience and a solid track record as a Microsoft Solutions Partner, our proposal aims to deliver a telecommunications solution that is not just cutting-edge but also seamlessly integrated with the city's existing infrastructure. Our proposed solution leverages **Microsoft Teams Phone System**, which represents the pinnacle of modern communication technology, designed to enhance operational efficiency, collaboration, and user satisfaction across city departments.

Solution Features and Benefits:

Our proposal outlines a comprehensive approach to transforming the City of Neosho's communication systems. By integrating with Microsoft Teams, we offer a unified communication platform that simplifies interactions both within the city's operations and with the public. This approach not only streamlines communication processes but also introduces advanced features such as direct routing, voicemail transcription, and enhanced security protocols. The benefits of adopting our proposed system include improved accessibility for remote work, superior reliability and uptime, and the potential for significant cost savings over traditional telephony services.

Compliance with RFP Requirements and Transparent Communication:

We have meticulously designed our proposal to meet the detailed requirements specified in the RFP. Our solution encompasses not only the technical aspects but also addresses operational continuity, with strategies for minimizing disruptions during the transition period. We are committed to a transparent partnership with the City of Neosho, and our proposal includes a clear outline of any requirements that we may not fully meet. Our goal is to work collaboratively to find suitable alternatives or adjustments that ensure the project's success and the city's satisfaction.

Commitment to Partnership and Conclusion:

In conclusion, Communication Square LLC is not merely proposing a telecommunications solution but is offering a partnership aimed at significantly advancing the City of Neosho's communication capabilities. Our proposal is designed to lay the foundation for a resilient, efficient, and future-proof communication system. We look forward to the opportunity to discuss this proposal further and to collaborate with the City of Neosho in achieving a transformative upgrade to its communication infrastructure.

COMPANY BACKGROUND INFORMATION

1. Legal name of the company

Communication Square LLC

2. Number of years in business

More than 8 years.

3. Headquarters location address, phone number, website

Address: 30 N Gould St, Ste 20333, Sheridan, Wyoming, 82801

Phone number: 772-210-1040

Website: <https://www.communicationsquare.com/>

4. Company type

Sole Limited Liability Company.

5. Number of employees

10-15 employees.

6. Tax ID number

35-2536011

COMPANY EXPERIENCE AND REFERENCES

FIRM HISTORY | KEY DIFFERENTIATORS | CASE STUDY | PARTNERS | ACHIEVEMENTS | CAPABILITY STATEMENT |

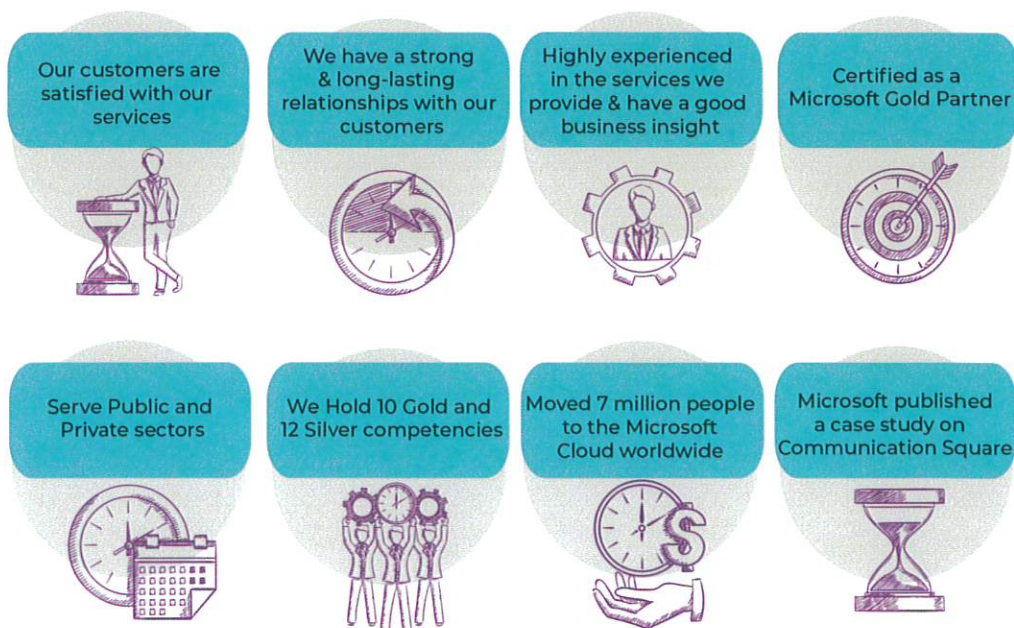
Firm History

Communication Square was established in **2015** and has been operating in the market for the past 8 years now. Since the early years of establishment, our company has achieved recognition in the market. We provide IT services to different sectors around the globe. These sectors include:

- Government & State Agencies
- HealthCare
- Non-Profits
- Commercial Entities
- Educational institutions

Communication Square LLC was formed in **Wyoming**, USA with employees based in **Florida**, USA. We have a qualified team of Microsoft Certified Professionals at each location with extensive experience in **Microsoft 365 workloads** including **Exchange Online**, **Azure Active Directory**, **SharePoint**, **OneDrive**, **Microsoft Teams**, **Intune**, etc.

Our Key Differentiators



Achievements

7 million+ Cloud Seats Sold

Ever since we started, we have successfully helped move 7 million people into Microsoft Cloud, while having deployed 8.55K seats worldwide.



Microsoft Co-Sell Ready Partner

As a Microsoft Co-Sell Ready Partner, Microsoft has preferred us as one of the Select Go-to-Partners, not only in USA but worldwide.

Microsoft invites us to participate in opportunities identified by their own Sales Team.



Tier-1 CSP Partner

Communication Square is a Tier 1 Cloud Solution Provider. We work directly with Microsoft as a Distributor and a Solution Provider.

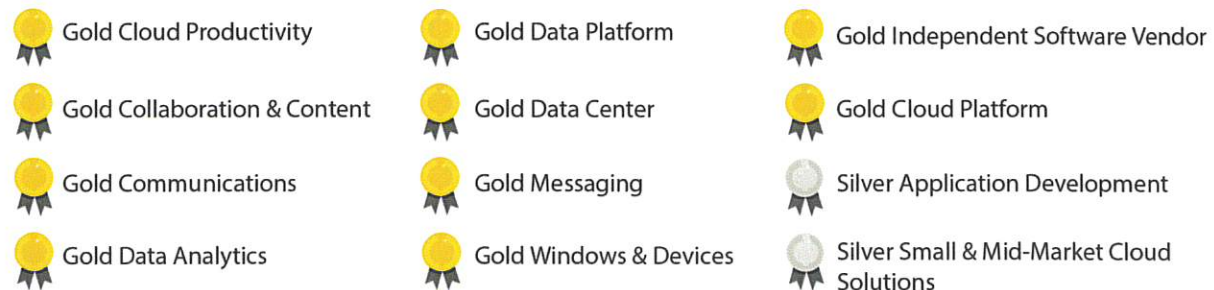


FastTrack Enabled Partner

Being a Fast-Track Enabled Partner, Communication Square has direct access to Microsoft Advisory, Planning, and Deployment Team as well as a variety of tools and resources limited to select partners.



Microsoft Gold Partner - Competencies



Microsoft Published a Case Study about Communication Square

As a trusted **Microsoft partner for over 8 years**, Communication Square is committed to maintaining the highest status and relationship with Microsoft. Being a valued partner of Microsoft, Communication Square works carefully to enhance reliability, growth, and passion for itself and its esteemed clients.

A remarkable and esteemed achievement has been [Microsoft 365 - Firstline Worker Partner Case Study](#), published by Microsoft itself. The case study highlights and recognized Communication Square's capabilities to cater to the specific needs of



each customer, using Microsoft Cloud technologies to improve processes and collaborations. Moreover, it focuses on how Communication Square helps its customers' Firstline Workers achieve more by introducing secure digital tools to complement their remote workplace routines.

Our Partners



Capability Statement



Communication Square

About Us

An organization that helps Government and Enterprise customers get more productive & secure in the cloud, Communication Square LLC is a leading Microsoft Partner across the globe. From government entities to enterprise customers – we help facilities utilize the power of world's No.1 Cloud infrastructure – Microsoft Cloud!

Core Competencies

- Cloud Gold Productivity
- Gold Collaboration & Content
- Gold Communications
- Gold Data Analytics
- Gold Data Platform
- Gold Data Center
- Gold Messaging
- Gold Windows & Devices
- Gold Independent Software Vendor
- Gold Cloud Platform
- Silver Application Development
- Silver Small 7 Mid-Market Cloud Solutions

 **Microsoft**
FastTrack
Partner

 **Microsoft**
Tier-1 Cloud Solutions Provider

 **Microsoft**
Co-Sell Ready
Partner

Key Differentiators

- Our Customers are satisfied with our services
- We have strong and long-lasting relationship with our customers
- Highly experienced in the services we provide & have good insight
- Certified as a Microsoft Gold Partner
- Serve Public & Private sectors
- Hold 10 Gold & 12 Silver competencies
- Moved over 7 Million people to the Microsoft Cloud Worldwide.
- Microsoft published a case study on Communication Square

Corporate Data

Address: 7108 S Kanner Hwy, Stuart, FL 34997

Phone Number: +1-772-210-1040

Website: <https://www.communicationssquare.com>

Fax Number: 347-823-6223

CAGE: 8WAS1

DUNS: 080188460

NAICS CODES: 541512 - Computer System Designs Services

541519 - Other Computer related services

UNSPC CODE: 80101507 - IT Services

Service Offerings

- Teams Phone System
- 3CX Phone System
- Office 365 Migration
- Mobile Device Management
- Document Management System
- Azure Virtual Desktop
- Managed Services for Office 365
- Purchase Office 365

Past Performances



Phone System References

Reference 1: City of Boulder

Reference Name: David Kulhanek

Title: IT Project Manager

Phone: +1 303-919-3916

Email: kulhanekd@bouldercolorado.gov



Project Details:

Tenant to Tenant Migration Planning for 6,000+ users, including Police and Emergency departments, encompassing over 500 SharePoint and Teams Sites.

Reference 2: Positive Behavior Support Corporation

Reference Name: David Graci

Title: Chief Information Officer

Phone: +1 855-832-6727x3333

Email: dgraci@teampbs.com



Project Details:

Multiple projects including Exchange Migration and Teams integrations. Currently, Teams is used for their entire operations with 4000+ contractors and employees, ensuring HIPAA compliance.

Reference 3: Kuester Management Group

Reference Name: Karen Hults

Title: Director of Finance

Phone: +1 803-578-7725

Email: Karen@Kuester.com



Project Details:

Implemented a combination of Azure, Microsoft Teams, and SharePoint Online to move their operations entirely to the cloud, with a focus on compliance.

Reference 4: Orange County Transportation Authority

Reference Name: Lenny Francona

Title: Telecommunication Technicians

Phone: +1 714-560-5558

Email: lfrancona@octa.net



Project Details:

Teams Phone System integration with SharePoint-based Team sites, ensuring compliance with California laws.

Reference 5: South Tahoe Public Utility District

Reference Name: Chris Skelly

Title: Information Technology Manager

Phone: +1 530-603-1234

Email: cskelly@stpud.us



Project Details:

Rolled out Office 365, including Microsoft Teams fully integrated into their file shares, ensuring compliance with their specific needs.

RESPONSES TO RFP REQUIREMENTS

REQUIREMENTS & AVAILABILITY

City of Neosho Requirements

CUSTOMER QUESTIONS	COMMUNICATION SQUARE RESPONSE
Does the vendor develop and maintain the platform solution in-house or resell another vendor's solution?	Communication Square integrates Microsoft Teams and Nuwave, leveraging Microsoft's platform while providing expert configuration and maintenance.
Where is the platform hosted? Is it centrally or geographically distributed?	Hosted on Microsoft's globally distributed data centers, ensuring high availability and redundancy.
Describe guaranteed availability/up-time. Include SLA.	Guarantees a 99.9% uptime, aligning with Microsoft's SLA for Teams.
What business continuity/system survivability options are available?	Includes features like cloud voicemail and emergency calling for operational continuity during local outages.
What happens in the event of a local power or WAN outage?	Services like voicemail remain accessible via mobile devices or alternate internet connections. Or we can also define paths for failover, i.e. enduser will start receiving calls on their personal numbers.
Please describe platform security measures. How is call data protected?	Encryption in transit and at rest, adhering to security protocols and compliance certifications. Nuwave adds further security for operator interfaces.
SERVICE	
Number portability for all numbers	Yes, included
3-digit extension dialing, regardless of geographic location	Yes, included.
Unlimited local dialing	Yes (unlimited), included.
Unlimited domestic long distance	Yes (unlimited), included.
International dialing (Include current rates)	No, optional.
No, optional.	

Toll-Free service (include current rates)	No, optional.
--	---------------

SYSTEM MANAGEMENT

How is the system managed/administered?	Through the Microsoft Teams admin center, providing comprehensive management capabilities.
--	--

Is self-service supported?	Yes, allowing users to adjust settings and access features within the Teams app.
-----------------------------------	--

How are moves, adds, and changes performed?	Via the Teams admin center or Nuwave's portal, for quick profile and configuration updates.
--	---

How is service added or removed?	Through the admin interface, with scalable options based on needs.
---	--

Describe real-time reporting options.	Detailed reporting and analytics within Teams admin center for call quality, usage, and activity.
--	---

SUPPORT AND MAINTENANCE

Platform Maintenance

What is your strategy for ensuring 24/7 operation?	Utilizing Microsoft's and Nuwave's network with proactive monitoring and redundancy.
---	--

What is your strategy for upgrading your current service?	Regularly scheduled, minimally disruptive upgrades via cloud deployment.
--	--

Is deployment of changes seamless and remote?	Yes, designed to be non-disruptive with remote deployment capabilities.
--	---

Are new features automatically available?	Typically, without requiring a service upgrade.
--	---

Customer Service and Technical Support

What levels of customer service and technical support do you offer?	Multiple tiers, from basic to enhanced support for all users.
--	---

Detail the issue resolution process.	A structured process for issue logging, tracking, and resolving, with escalation for complex problems.
---	--

Average time to solve moderate to difficult issues?	Focus on prompt resolution, time varies based on complexity.
--	--

Is support available 24/7?

Yes, ensuring assistance anytime.

Survivability / Redundancy

How is the service delivery platform distributed?

Through Microsoft's globally distributed architecture and Nuwave's network.

Are there redundant instances at dispersed datacenters?

Yes, hosted in multiple, geographically dispersed data centers.

What happens during a public Internet outage?

Redundant network paths and cloud voicemail maintain service.

What occurs during a local power or WAN failure?

Rerouting calls to unaffected locations or mobile devices.

Routing options in an outage?

Automatic failover and rerouting to predefined alternate paths.

IMPLEMENTATION

WHY MICROSOFT TEAMS | PROJECT APPROACH

Why Teams Is the Ideal Telephone System for City of Neosho?

City of Neosho is already onboard the Microsoft 365 journey and has now decided to move to Microsoft Teams Phone System.

It means:-

1. Licensing Cost up to 70% Discounted
2. Minimal Change Management for End Users as they are already familiar with Microsoft Teams Interface
3. Microsoft as a Vendor at the backend means - an extensive Partner eco-system

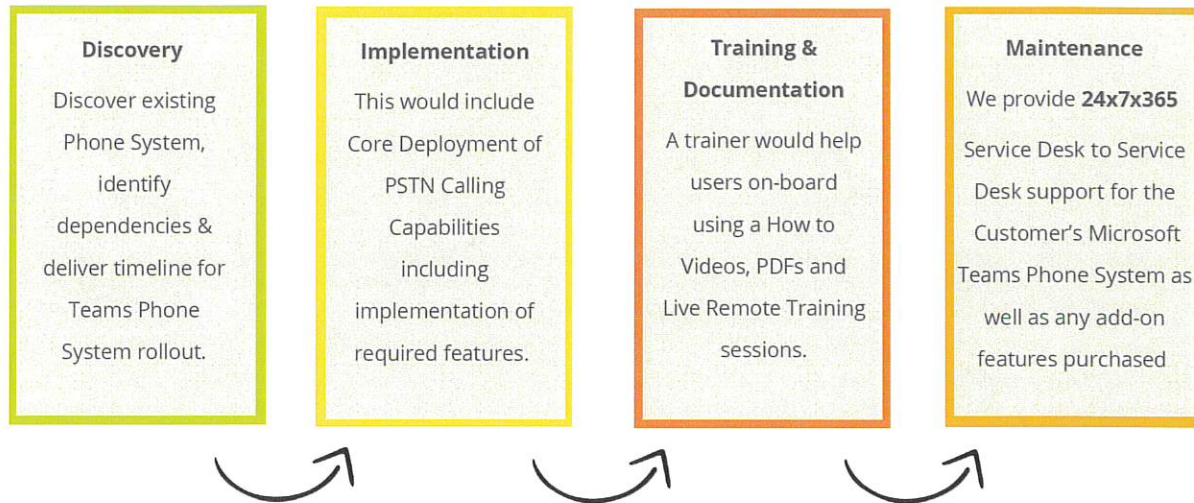
Below is a more detailed comparison listing the benefits of Teams Phone System

MICROSOFT TEAMS VOIP SOLUTION	OTHER HOSTED VOIP
Accessed through Microsoft Teams workspace. Users can work remotely using Soft Phones, Hardware Phones or Mobile Phone app.	Installing and learning new apps and interface is always a Change Management challenge.
Meets superior Industry standards and is built into Microsoft Teams. Microsoft is the manufacturer itself.	Not all 3rd party solutions offer built-in encryption for compliance.
Cloud-based, no server to manage. Compliance call Recordings are built-in too.	Most 3rd party VoIP providers don't have built-in support for complex needs like call centers.
Call Center Solution is built and integrated inside Teams.	Using different brands/vendors for Phones, Calling Plans and Software means potential conflict issues always exist.
High level of built-in security fully compliant with City of Neosho compliance requirements.	
Communication Square will be the Single Vendor for Phone Bill, Phone Hardware and Support Services.	
Effortless in usage and daily maintenance using the existing Teams Admin Center.	
Minimal Change Management for end users as they would have the phone functionality added in the existing Teams app they already use.	

Project Approach – 4 Phases

Project Planning Process/Methodology/Project Plan

Communication Square proposes approximately a 12 - week implementation plan to complete deployment of this project with primary focus on uptime and least business disruption.



Phase 1 - Discovery

Objective: Gain a thorough understanding of the existing infrastructure and user requirements.



1. Network Assessment (Duration: 5 days)

- **Initial Network Audit:** Inventory and document current network equipment and topology.
- **Performance Assessment:** Conduct bandwidth, and throughput tests, and analyze latency.
- **Wi-Fi Analysis:** Map Wi-Fi signal strength and identify weak areas.
- **Security Review:** Evaluate current network security measures.

Change Management: Engage stakeholders to understand their current network experiences and prepare them for potential changes.

2. User Needs Analysis (Duration: 5 days)

- **Departmental Survey Distribution:** Customized surveys sent to each department to gather data on current communication tool usage.
- **Interview Key Users:** Conduct in-depth interviews with selected employees across various departments.
- **Remote User Assessment:** Evaluate tools and needs of remote workforce.

Change Management: Involve users in the analysis process to foster buy-in and accurately capture user requirements.

3. Microsoft Licensing Review (Duration: 5 days)

- **Licensing Inventory:** Document all existing Microsoft licenses and verify compliance.
- **Software Compatibility Check:** Assess the compatibility of current software with Microsoft Teams Phone.
- **Upgrade and Optimization Recommendations:** Identify needs for additional licenses or changes in licensing strategy, including any software upgrades necessary for optimal use of Microsoft Teams Phone.
- **Report Generation:** Provide a comprehensive overview of licensing status and recommendations for enhancements.

Change Management: Communicate potential impacts of licensing changes to stakeholders.

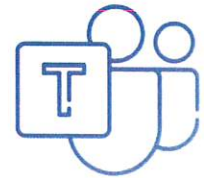
4. Stakeholder Meetings (Duration: 5 days)

- **Initial Briefing:** Meeting with IT, management (specifically with the Head of Operations), and key stakeholders to present the project scope.
- **Progress Meetings:** Regular discussions to review findings from assessments, surveys, and licensing reviews.
- **Final Review Meeting:** Summarize discovery findings and obtain approval on the project scope from senior stakeholders like the Head of Change Management.

Change Management: Establish a clear communication plan to keep stakeholders informed and involved.

Phase 2 - Phone System Implementation

Objective: Implement the Microsoft Teams Phone System with necessary configurations and customizations.



1. Infrastructure Upgrade (OPTIONAL - Duration: 5 days)

Step-by-Step Process:

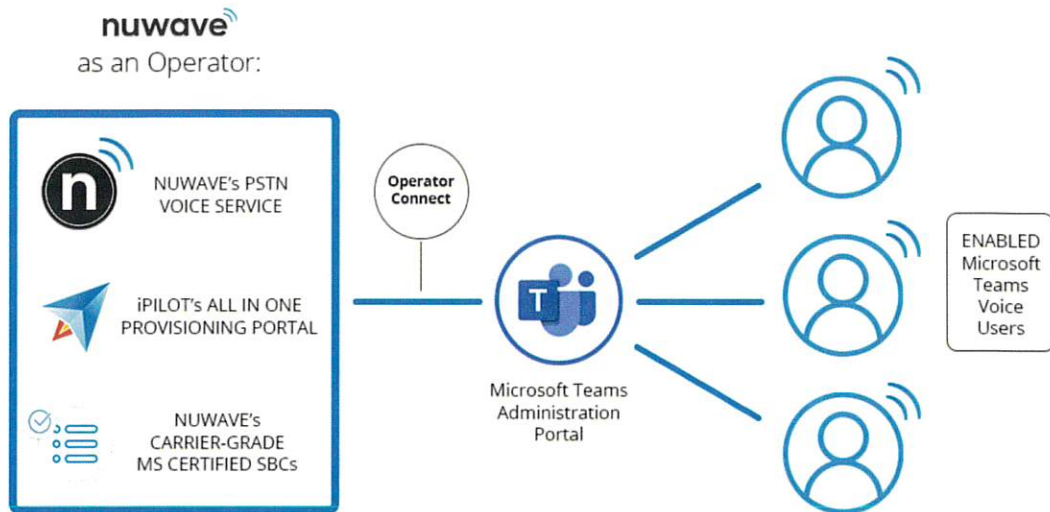
- **Evaluate Network Upgrade Needs:** Assess the existing network infrastructure for potential upgrades.
- **Implement Upgrades:** Enhance network hardware and software as identified.
- **Configure QoS:** Set up Quality of Service rules for voice traffic prioritization.

Change Management: Prepare the organization for upcoming network changes and minimize disruptions.

2. Microsoft Teams Phone Configuration (Duration: 10 days)

Step-by-Step Process:

- **Initial Setup:** Create and configure the Teams Phone system in the Microsoft 365 admin center.
- **Feature Configuration:** Set up call routing, auto attendants, and voicemail options.
- **Integration:** Integrate Teams Phone with the existing Microsoft 365 ecosystem.



3. Phone Number Porting (Duration: 7 days)

Step-by-Step Process:

- **Gather Information:** Compile a list of all existing phone numbers and related details.
- **Coordinate with Providers:** Contact current service providers to initiate the porting process.
- **Verify Porting:** Confirm successful transfer and test numbers for functionality.

Change Management: Communicate changes to users and prepare them for the transition.

4. E911 Setup (Duration: 3 days)

Step-by-Step Process:

- **Configure E911 Settings:** Set up E911 functionality in the Teams admin center.
- **Location Verification:** Ensure each phone number is correctly associated with a physical address.
- **Testing:** Perform tests to verify accurate location reporting.

Change Management: Ensure users are aware of new emergency protocols.

5. Paging System Integration (OPTIONAL - Duration: 4 days)

Step-by-Step Process:

- **Assess Integration Requirements:** Determine the compatibility and setup needs for paging integration.
- **Implement Integration:** Connect the paging system with Teams Phone setup.
- **Test Functionality:** Conduct thorough testing to ensure reliable paging system operation.

Change Management: Train users on the new paging system and address their concerns.

6. Compliance Call Recording Setup (OPTIONAL - Duration 5 days) -

Step-by-Step Process:

- **Configuration:** Set up and configure call recording, including storage and access settings.
- **Compliance Check:** Verify that the setup meets regulatory and compliance requirements.

Change Management: Ensure understanding and compliance with new recording policies.

7. Security Configuration (Duration: 5 days) -

Step-by-Step Process:

- **User Permissions:** Define and implement user roles and permissions within the Teams environment.
- **Data Protection:** Set up encryption protocols and data protection measures.
- **Policy Enforcement:** Ensure security policies are enforced across the Teams Phone system.

Change Management: Educate users on new security measures to foster a secure environment.

Phase 3: Landis Contact Center Implementation

Objective: Incorporate Landis Contact Center to enhance customer engagement and service management.

1. Contact Center Setup (Duration: 10 days) -

Installation:

- Install Landis Contact Center software.
- Configure initial settings according to system requirements.

Queue Configuration:

- Set up various call queues as per departmental needs and call flow design.

Agent Group Setup:

- Define and create agent groups based on skill sets and departmental roles.

Routing Policy Establishment:

- Develop and implement call routing policies to efficiently manage incoming calls.

Initial Testing:

- Conduct basic functionality tests to ensure setup completeness.

Change Management: Engage with contact center staff to adapt to new system and collect feedback.

2. Integration with Teams (Duration: 7 days)

Integration Setup:

- Configure the integration settings between Microsoft Teams and Landis Contact Center.

Data Synchronization:

- Ensure user data and configurations are synchronized between Teams and Landis.

Functionality Testing:

- Perform extensive tests to assess the seamless interaction between Teams and Landis.

Reliability Checks:

- Conduct stress tests and scenario-based testing to confirm system reliability.

Change Management: Ensure seamless transition and minimal impact on daily operations.

3. Customization (Duration: 8 days)

Requirement Gathering:

- Collaborate with department heads to understand specific customization needs.

System Customization:

- Tailor the Landis Contact Center system, including UI and feature sets, based on gathered requirements.

Reporting and Analytics Setup:

- Implement reporting tools and analytics features for performance tracking and data-driven decision-making.

Customization Testing:

- Test the customized features for functionality and usability.

Feedback and Adjustments:

- Gather initial user feedback on customizations and make adjustments as needed.

Change Management: Tailor the system to meet specific departmental needs and improve user satisfaction.

Phase 4: Training

Objective: Equip users with the knowledge and skills to effectively use the new system.



1. Comprehensive User Training (Duration: 10 days)

Training Needs Assessment:

- Identify specific training needs for different user groups.
- Develop tailored training agendas for each group.

Session Planning:

- Schedule training sessions, ensuring minimal disruption to daily operations.
- Allocate trainers and resources for each session.

Conduct Training Sessions:

- Deliver customized training sessions, focusing on Microsoft Teams Phone Contact Center features if deployed.
- Include hands-on training for practical experience.

Training Documentation:

- Provide participants with training materials for future reference.

Change Management: Empower users through training to ease the transition to the new system.

2. Support Material (Duration 5 days)

Content Creation:

- Develop comprehensive user guides, FAQs, and quick reference materials.
- Ensure content is clear, concise, and easy to understand.

Review and Edit:

- Review materials for accuracy and completeness.
- Edit content based on stakeholder feedback.

Distribution:

- Distribute digital resources via email and Microsoft Teams integrated SharePoint Libraries

Accessibility Adjustments:

- Ensure all materials are accessible to users with different needs.

Change Management: Provide resources for ongoing support and reference.

3. Feedback and Follow-Up Sessions (Duration: 7 days)

Feedback Collection:

- Organize post-training surveys to collect participant feedback.
- Conduct focus group sessions for detailed insights.

Analysis of Feedback:

- Analyze feedback to identify common issues or areas for improvement.

Follow-Up Sessions:

- Schedule follow-up sessions to address specific questions or concerns.

Material Modification:

- Modify training materials and methods based on the feedback received.

Change Management: Address user concerns and continuously improve training materials based on feedback.

Phase 5: Managed Services (Post-Support)

Objective: Provide ongoing support and system optimization.



1. Dedicated Helpdesk Support (Duration: Ongoing)

Helpdesk Setup:

- Establish a dedicated support system so they can reach out to the Communication Square Helpdesk
- Explain support protocols and escalation procedures.

Staffing and Training:

- Allocate and train support staff on system features and common issues.
- Implement a tiered support structure to handle varying complexity of issues.

Communication Channels:

- Set up multiple channels for support (phone and email).
- Ensure 24/7 availability for critical support needs.

Change Management: Offer continuous support to adapt to the new system and resolve issues promptly.

2. System Monitoring and Maintenance (Duration: Ongoing)

Performance Monitoring:

- Regularly monitor system performance, including call quality and uptime.
- Use monitoring tools to track system health and usage patterns.

Preventive Maintenance:

- Schedule and conduct routine maintenance activities.
- Update system software and patch any security vulnerabilities.

System Optimization:

- Analyze performance data to identify optimization opportunities.
- Implement changes to improve system efficiency and user experience.

Change Management: Regularly update and optimize the system based on user feedback and performance data.

3. Regular Review and Feedback Collection (Duration: Ongoing - Quarterly Review)

Schedule Review Meetings:

- Organize regular meetings with key stakeholders to review system performance.
- Include IT staff, management, and user representatives in the meetings.

Implementing Improvements:

- Analyze feedback to identify areas for improvement.
- Plan and implement changes based on user feedback and business needs.

Change Management: Foster an environment of continuous improvement and adaptation to changing needs.

4. Refresher Training and Updates (Duration: Ongoing - Bi-Annually)

Training Needs Assessment:

- Regularly assess training needs based on system updates and user feedback.
- Identify specific topics or areas where refresher training is needed.

Conduct Training Sessions:

- Provide ongoing training sessions covering new features, updates, or best practices.
- Use a mix of training methods, including webinars and online tutorials.

Communication of Updates:

- Keep users informed about upcoming system changes and enhancements.
- Distribute update notes, guides, and best practice recommendations.

Change Management: Keep users informed and skilled in handling updates and new features.

Response Times

Priority	Description	Targeted Resolution time	Service Affecting	Escalation Rating
1	Critical: A failure of the entire service where the customer is experiencing a complete loss of Services.	2 hours	Yes	Priority
2	High: A failure where there has been a substantial loss of the services, which has created a significant impact on the users.	4 hours	Yes	Priority
3	Medium: A failure where there has been a partial loss of services, and the core business is partially affected.	24 hours	Yes	Medium
4	Low: Minor failure where single users are partially affected.	48 hours	No	Low

Microsoft Teams PSTN Voice Simplified Calling Plans

N. America

- 1000 Domestic minutes per user pooled

All-In-One Solution

- 1 phone number & Dynamic 911 included.

IPILLOT platform Included

- Microsoft Teams Direct Routing
- Microsoft Operator Connect

24/7 Support & Training

- Phone, Email, Web Chat, Teams

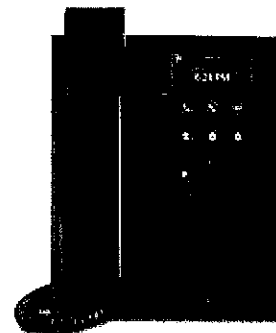
PROPOSED HARDWARE

Poly CCX400 - Basic Desk Phones and Common Area Phone

The Poly CCX 400 is easy to provision and manage from the Microsoft Teams Device Portal. It's simple to install on desktops and lobby tables and can also be mounted on a wall with an optional wall mounting bracket. If there's no ethernet drop nearby, you're covered. The optional Wi-Fi accessory lets you deploy the CCX 400 anywhere with access to an electrical outlet.

Features:

- Color touch-screen operation with 5" multi-touch LCD display
- Use as a common area phone (CAP) or with native Microsoft Teams experience
- Hear every nuance with Poly HD Voice and Poly Acoustic Clarity
- Eliminate distracting background noise with Poly Acoustic Fence
- Full-duplex speakerphone operation with world-class echo cancellation
- Wall mountable with optional CCX400 wall mount Kit



Benefits:

- Conversations stay on track with Poly HD Voice
- Eliminate distracting background noise at the source with exclusive award-winning Poly Acoustic Fence technology
- Easy for IT to manage with robust provisioning and management of telephony deployment and support
- Deploy the CCX 400 with a simple dial pad (no voicemail) with Microsoft Teams Common Area Phone (CAP) license
- Or deploy the CCX 400 as an entry level phone with native Microsoft Teams experience (Microsoft Teams license users)

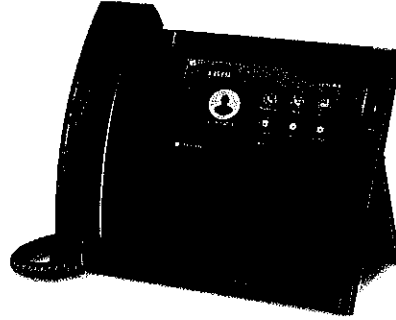
Hear even the tiniest nuance with Poly HD Voice and Poly Acoustic Clarity technologies. Exclusive Poly Acoustic Fence technology eliminates distracting background noise and makes calling a pleasure.

Poly CCX 600 - Desk Phone for Managers & Executives

Meet your phone of choice. The Poly CCX 600 starts with a 7-inch color touchscreen, killer Bluetooth® connectivity, integrated Wi-Fi, and Android 9-powered performance. Top it off with Poly's famous audio quality. Order it with a Poly headset, go without and use your own, or take it full-modern with the "no handset" option. The CCX 600 is the phone for the big desk.

Features

- 7" color LCD (1024 x 600 pixel)
- 16:9 aspect ratio screensaver
- On-screen virtual keyboard
- Voicemail support
- And a lot more!



Benefits:

- The best audio quality available
- No downtime
- Collaboration & Productivity boost

Expect 100% availability to make collaboration more fruitful than ever. And the gorgeous ergonomic design, and large, intuitive user touchscreen interface don't hurt either. Throw in a dedicated Teams button (Microsoft Teams edition) or Application button (Open SIP) and you're ready for a serious productivity boost.

The Poly CCX 600 starts with a 7-inch color touchscreen, killer Bluetooth® connectivity, integrated Wi-Fi, and Android 9-powered performance. Top it off with Poly's famous audio quality. Order it with a Poly headset, go without and use your own, or take it full-modern with the "no handset" option. The CCX 600 is the phone for the big desk. It's an IT manager's dream. Robust provisioning and management of telephony deployment and support make setup a snap.

Poly Trio 8800 - Conferencing Phones

Whip your large meeting rooms into havens of productive collaboration with one simple addition. Poly Trio 8800. Our super-smart conference phone has a great sense of space. With its 6 m/20 ft of pickup, legendary voice quality, and Noise Block technology, it makes sure the flow of ideas is uninterrupted. Meetings are launched in seconds with a single touch. And video conferencing and content sharing can be easily added, ensuring future-proof flexibility. Wi-Fi, USB, and Bluetooth® are built-in—so feel free to BYOD. With Poly Trio 8800, think big rooms, big possibilities.

Features:

- Connectivity to multiple platforms
- Versatile, modular architecture
- Poly Noise Block
- Supports a range of feature-rich Eagle Eye cameras



Benefits:

- Poly's legendary voice quality fills the room with HD Voice 22 kHz audio and 6 m/20 ft pickup
- Enjoy versatile audio connectivity from your preferred mobile devices (USB, Bluetooth®)
- Start a meeting in seconds with OneTouch-join
- Make decisions faster with rich video and content sharing options

Microsoft Modern USB-C Headset

Connect fast and stay focused on Microsoft Teams calls and more with Microsoft Modern USB Headset, featuring high-quality audio and voice, a noise-reducing microphone, and intuitive call controls. Certified for Microsoft Teams.

Features:

- Featuring lightweight, padded earcups for all-day wear.
- Improve call quality with background noise-reducing microphone.
- High-quality stereo speakers optimized for voice.
- Easily see at a glance, whether you can be heard or not.
- The mute, volume, and the Microsoft Teams button, are in-line and easy to reach.
- Join meetings at a touch of a button and enjoy high-quality video and audio, plus easy setup and management. Integrates seamlessly with your Surface computer and other Windows PCs.



Stay focused and connect seamlessly to your Surface or other Windows PC with Microsoft Modern USB-C Headset, the wired, Certified for Microsoft Teams headset that makes calls and productivity comfortable and reliable, with great audio quality — all at an exceptional value.

Microsoft Modern Wireless Headset

Featuring high-quality audio, a noise-reducing microphone, wireless convenience, and intuitive on-ear call controls for Microsoft Teams calls and more. Stay focused and connect seamlessly to your Surface or other Windows 11 Home/Pro and Windows 10 PC with the Certified for Microsoft Teams wireless headset.

Features:

- Comfortable on ear design
- Convenient call control
- Background noise reducing microphone
- Certified for Microsoft Teams



Whether you're at an office or working from home, these accessories are designed to enhance your productivity when communicating with colleagues or clients with Teams.

STAFFING

PROPOSED TEAM



Favad Qaisar

Cloud Architect

- 10+ years of experience
- Among the Top Cloud Communication Solutions Experts in USA
- CEO & Co founder of Communication Square



Awais Khalid

Lead Engineer

- 10+ years of Experience
- IT Specialist
- Skilled in Microsoft Excel, Office 365, project planning and implementation, integration, and team management



Fiona Roberts

Change Management Specialist

- 20+ years of experience
- Proven expertise in senior leadership, program management, operations transformation, and corporate governance
- Coaching Accreditation



Maham Asad

Project Manager

- Experienced in managing complex projects
- Expert at planning and running multiple programs
- Team Management
- Creative and Critical thinking

COST PROPOSAL

HARDWARE | CONSULTANCY | LICENSING | MAINTENANCE

Communication Square LLC provides the following estimate based on the project summary provided:

ONE-TIME COSTS

HARDWARE

Below is recommended hardware. You may edit quantity based on preferences as needed. We are proposing Microsoft wired headsets for Standard Phone users. NOTE: All hardware items are OPTIONAL.

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Grandstream - Corporate - One-Time - GS-HT802 ATA ATA Adapter for Analogue Devices (non-fax)	\$200	0	\$0
Hardware - Poly - Corporate - One Time - CCX 400 Microsoft Teams Certified Desk Phone and Common Area Phone	\$275	79	\$21,725
Hardware - Poly - Corporate - One Time - CCX 600 Microsoft Teams Certified Executive Desk Phone	\$550	3	\$1,650
Hardware - Poly - Corporate - One Time - Trio 8800 Microsoft Teams Certified Conference Phone	\$900	0	\$0
Hardware - Microsoft - Corporate - One Time - Modern Wireless Headset Microsoft Teams Certified Wireless Headset - Featuring high-quality audio, a noise-reducing microphone, and intuitive on-ear call controls for Microsoft Teams calls.	\$125	0	\$0

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Microsoft - Corporate - One-Time - Microsoft Modern USB Headset Modern USB Headset - Connect fast and stay focused on Teams calls and more with a headset featuring quality audio, voice, a noise-reducing mic, and intuitive control.	\$50	0	\$0
TOTAL			\$23,375

CONSULTANCY

DESCRIPTION	SUBTOTAL
Service - Planning - Microsoft 365 - Admin Center - One Time - Discovery and Planning Discover your existing Microsoft 365 Tenant and document all the applications and policies.	\$10,000
Service - Implementation - Microsoft 365 - Meetings and Voice - One Time - Migration to Teams Phone System Transitioning the organizations existing phone system to cloud-based Teams Phone System.	\$15,000
Service - Training - Microsoft 365 - User Workstation - One Time - User User Training	\$5,000
TOTAL	\$30,000

MONTHLY COSTS

LICENSING

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Poly - Corporate - Monthly - CCX 400 Microsoft Teams Certified Desk Phone and Common Area Phone - Monthly Lease	\$27.50/month	0	\$0/month
Hardware - Poly - Corporate - Monthly - CCX 600 Microsoft Teams Certified Executive Desk Phone - Monthly Lease	\$55/month	0	\$0/month
Hardware - Poly - Corporate - Monthly - Trio 8800 Microsoft Teams Certified Conference Phone - Monthly Lease	\$90/month	0	\$0/month
Hardware - Microsoft - Corporate - Monthly - Modern Wireless Headset Microsoft Teams Certified Wireless Headset - Featuring high-quality audio, a noise-reducing microphone, and intuitive on-ear call controls for Microsoft Teams calls. - Monthly Lease	\$12.50/month	0	\$0/month
Hardware - Microsoft - Corporate - Monthly - Microsoft Modern USB Headset Modern USB Headset - Connect fast and stay focused on Teams calls and more with a headset featuring quality audio, voice, a noise-reducing mic, and intuitive control. - Monthly Lease	\$5/month	0	\$0/month
License - NuWave - Corporate - Monthly - Unified Voice All in One Unlimited Plan including E911 1,000 Outbound Pooled minutes per user with unlimited FREE inbound minutes and dedicated DID per User.	\$5.50/month	79	\$434.50/month
License - NuWave - Corporate - Monthly - Paging & Analogue Service Per Device Needed for each Analogue device (non-fax)	\$20/month	0	\$0/month

DESCRIPTION	PRICE	QTY	SUBTOTAL
License - eFax - Corporate - Monthly Will replace existing analog fax - Per fax line	\$20/month	5	\$100/month
License - Microsoft - Government - Monthly - Microsoft Teams Phone Standard Microsoft Phone System License Add-On for existing Microsoft 365 G3 GCC Licenses	\$8/month	0	\$0/month
License - Call Cabinet - Corporate - Monthly - Teams Compliance Call Recording	\$10/month	3	\$30/month
License - Landis - Corporate - Monthly - Contact Center Agent or Admin	\$75/month	0	\$0/month
License - Landis - Corporate - Monthly - Attendant Console	\$95/month	0	\$0/month
TOTAL PER MONTH			\$130.00
TOTAL			\$564.50

MAINTENANCE

DESCRIPTION	PRICE	QTY	SUBTOTAL
Service - Managed Services - Microsoft 365 - Admin Center - Monthly - Basic Includes Platform Support & Purchased Hardware Support	\$500/month	1	\$500/month
TOTAL PER MONTH			\$500
TOTAL			\$500

Communication Square LLC bills at the end of each month for fees and expenses incurred during that month. Payment is due within 30 days.

APPENDIX

EMPLOYEE EXPERIENCE | ADMIN EXPERIENCE | CONTACT CENTER EXPERIENCE

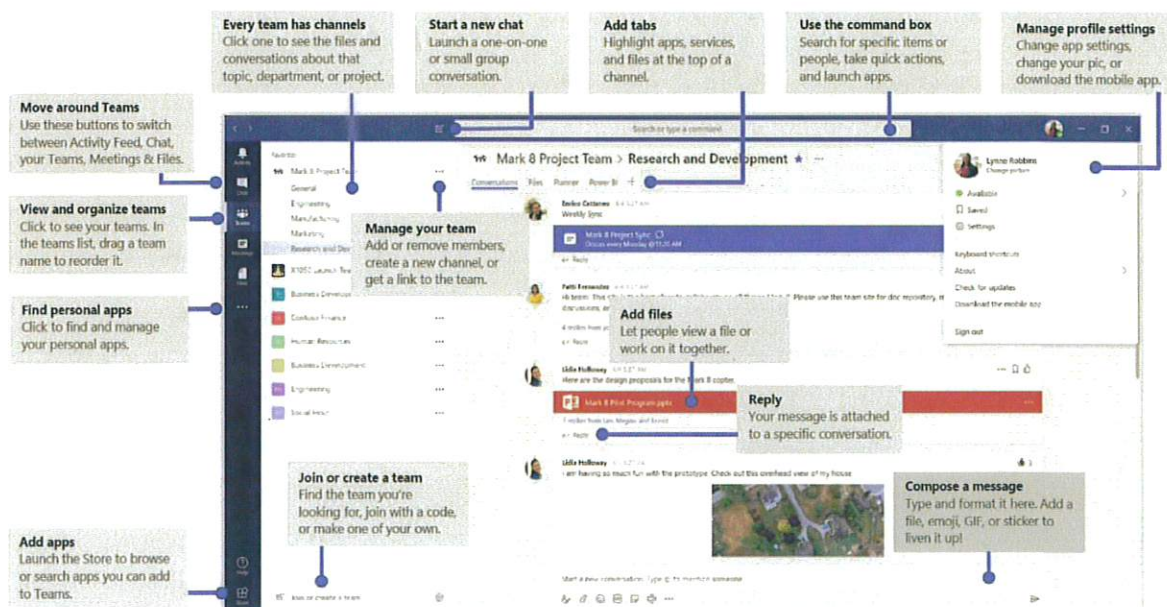
Microsoft Teams - Unified Communication Made Easy

Teams is unified communication and collaboration platform offered by Microsoft that helps enable those who work for businesses and organizations to collaborate and communicate from all around the world. Microsoft Teams allows astute communication via chat, email, video meetings, file storage, and app integration from anywhere, so Teams users can keep in touch no matter where they are.

Employees can have the flexibility to use Teams on any device from anywhere in the world, which is critical in today's remote work environment. Meanwhile, IT staff can more easily manage the centralized cloud communication infrastructure and adapt as the workforce changes going forward. Microsoft Phone System lets you connect a supported, customer-provided Session Border Controller (Ribbon SBC lite Microsoft certified) to achieve the paging feature.

Employee Experience

Just to make things simpler for you, we will now walk you through what your Microsoft Teams app would look like and how you would be able to execute various tasks within the app.



USER AND ADMIN EXPERIENCE

Microsoft Teams - Unified Communication Made Easy

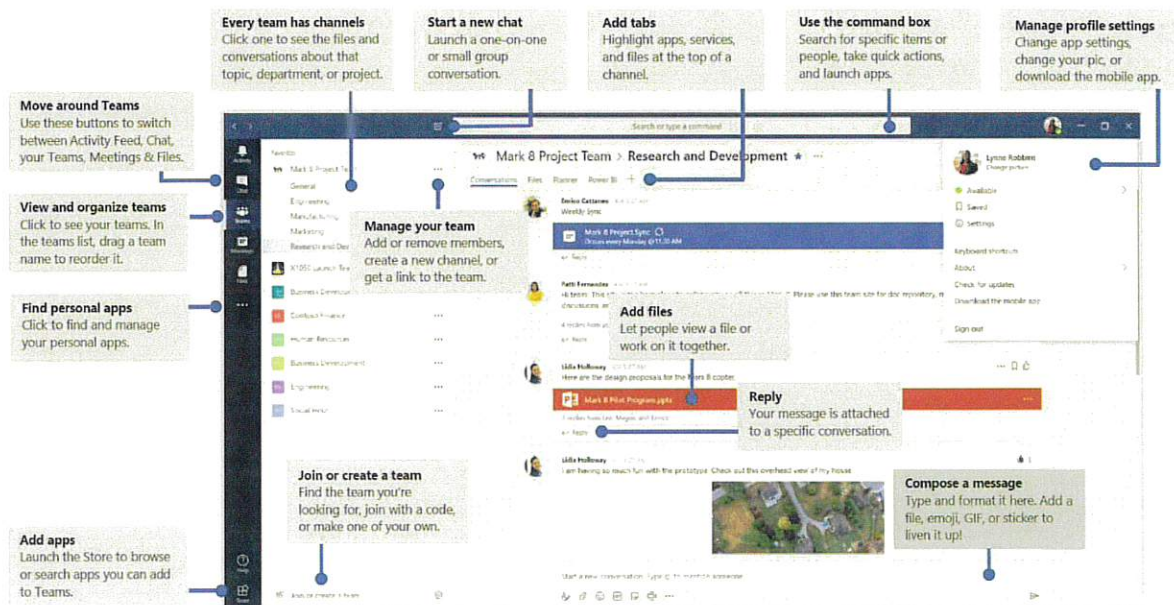
Teams is unified communication and collaboration platform offered by Microsoft that helps enable those who work for businesses and organizations to collaborate and communicate from all around the world. Microsoft Teams allows astute communication via chat, email, video meetings, file storage, and app integration from anywhere, so Teams users can keep in touch no matter where they are. We'll discuss how Microsoft Teams Phone System Integration works and would benefit your company.

Employees can have the flexibility to use Teams on any device from anywhere in the world, which is critical in today's remote work environment. Meanwhile, IT staff can more easily manage the centralized cloud communication infrastructure and adapt as the workforce changes going forward. Microsoft Teams Phone System lets you connect a supported, customer-provided Session Border Controller (Ribbon SBC lite Microsoft certified) to achieve the paging feature.

Communication Square provides a fully managed service, including planning and implementation, support, and training of employees. This is essential for complex, multinational deployments. We will help organizations to obtain the proper licenses. We will port DID/DDI phone numbers from the current service provider carrier so that users don't have to change their phone numbers and can also provide new numbers.

Employee Experience - Your Microsoft Teams App

Just to make things simpler for you, we will now walk you through what your Microsoft Teams app would look like and how you would be able to execute various tasks within the app.



PTSN Calling

Conference Calling in Teams

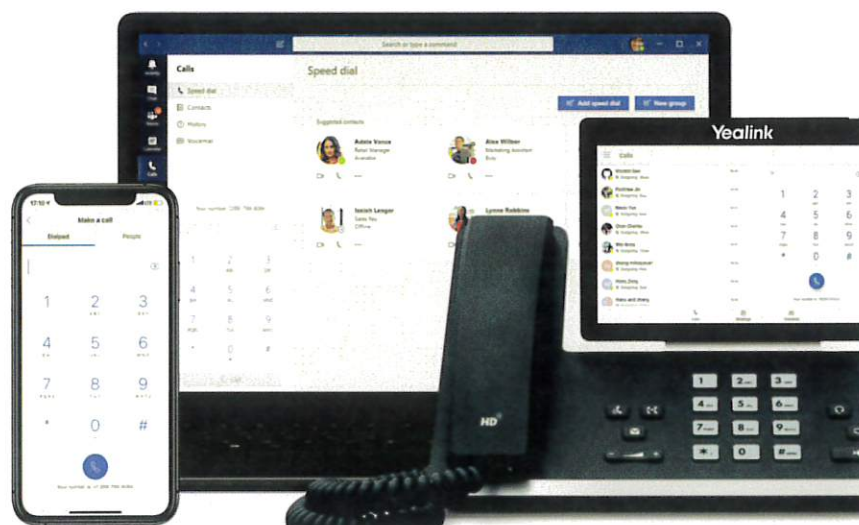
Conference calling is available in Microsoft Teams. This includes Dial-In conferencing from PSTN devices like Mobile or landlines as well as joining using the Web. While you're on a call with another person (or a group call), you might decide you want to ask someone else a relevant question. You can make another call while you're still on the first call. When the second call connects, you can merge it with your first call.



Starting a Call using the Dial-Pad

The Dial-Pad can be used to Dial someone who is outside of the University.

- Navigate to the calls section.
- Using the Dialpad, type the number that you wish to call.
- To start a call, click the call button.



Answering a call

When someone calls you, you'll get a notification in the corner of your screen that lets you accept or decline the call. You can answer by clicking on the phone icon on your screen or your YU-issued headset.

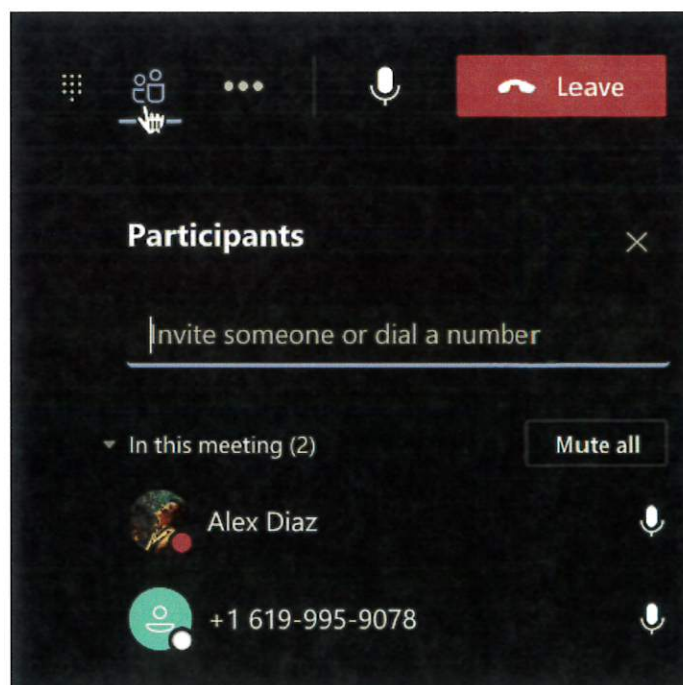
- Click the Phone icon to answer with audio-only.
- Click the Video icon to accept the call and enable video as well.



Adding Someone to a Call

Multi-party calling is allowed. A maximum of 50 people can be added to a call.

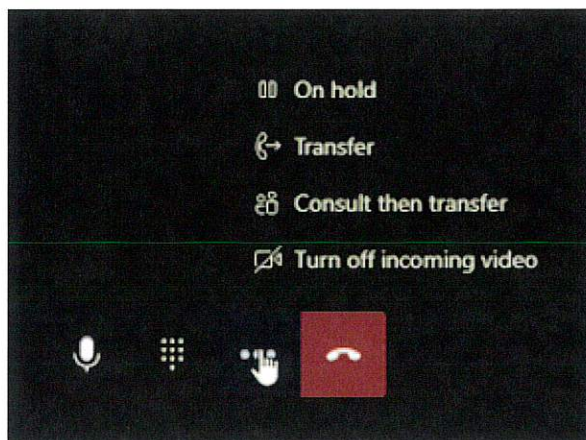
- To add someone new to a group call, select the Show participants icon in your call controls.
- Then type their name or phone number in the search box and hit enter. This will add them to the call.



Transferring a Call

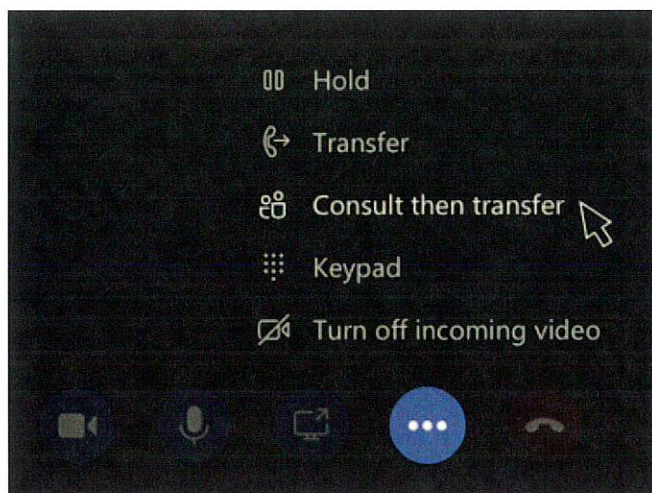
Blind Transfer

Microsoft Teams provides the ability to transfer the call to another user. There are two types of transfers: Transfer (aka. Blind Transfer), and Consultative Transfer.



Consultative Transfer

Consultative transfer allows the person to consult with the person prior to transferring the call. This may be done via the phone or using Chat. (Physical phones do not allow chat).



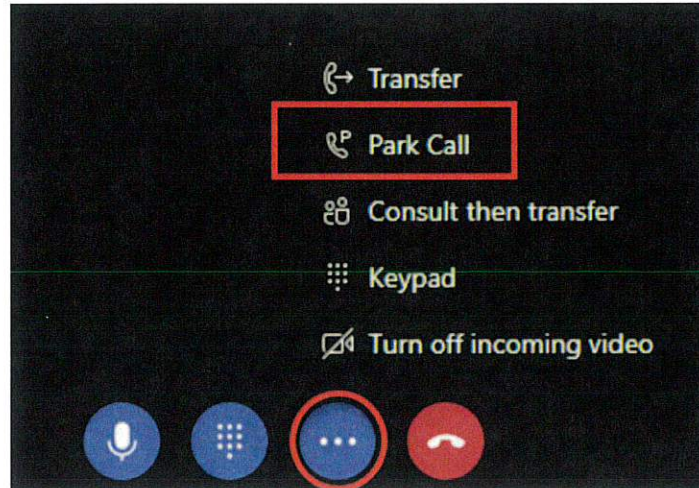
Call Park

Microsoft Teams offers many different types of clients from mobile, desktop, or web. Therefore, a call can be picked up from any device. You may want to transfer the call to another device. This is done by using Call Park. By using Call Park, the call is temporarily put on hold so it can be picked up on another device by using a Pickup code.

Parking a Call

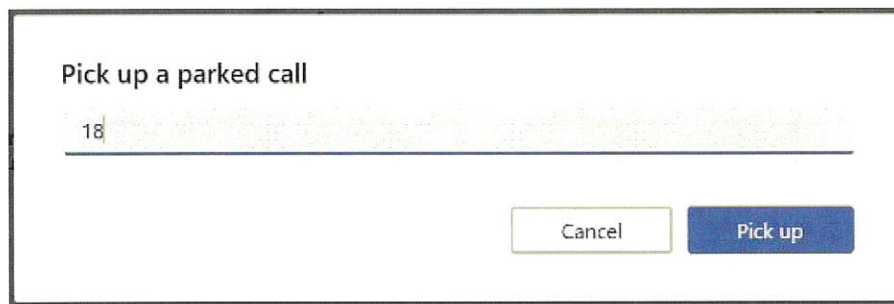
To move a call from one device to another.

- To place a call on hold, click More actions in your call window.
- Select Park Call



Picking up a Parked Call

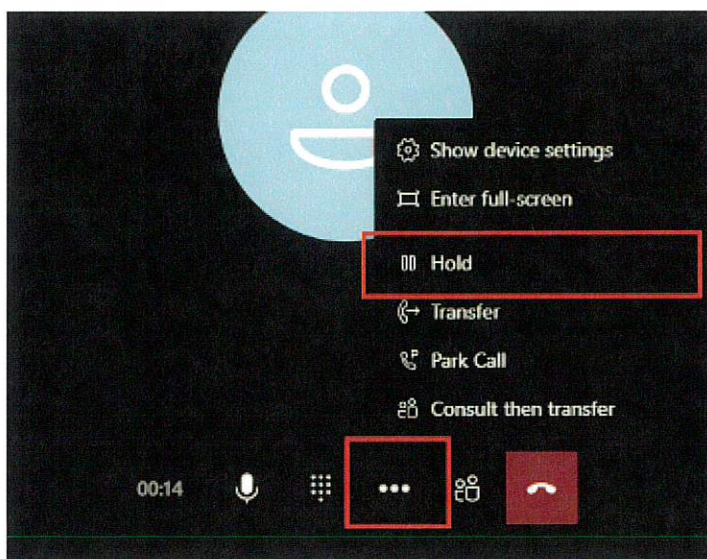
- Navigate to the calls section.
- Click on Speed Dial.
- Click on Parked Calls.
- At the Pickup, a parked call, enter the # and then click Pick up



Putting a call on hold

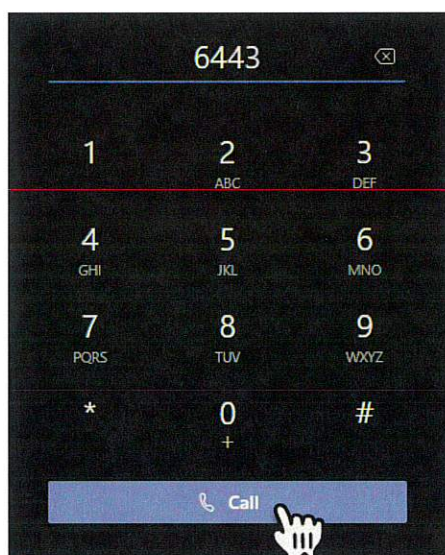
To place a call on hold, click on the three ellipses in your call window. Then select Hold. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking Resume.

People on hold (including you) won't be able to see or hear anyone else on the call. Screen sharing is suspended, too. Everything will return to normal once you resume your call.



4-digit extension dialing in Teams

You can dial the 4-digit number using the dial pad in Teams. That will normalize after you hit dial and it will route to the full number. Punch in the number for your resource account and place a call to the call queue.



Simultaneous ring

Go to the Ring order menu and select All at the same time to ring everyone simultaneously or In the order above to call people in the order in 20-second intervals. If your call group has six or more people, incoming calls will ring all of them at the same time.

Call answering rules

Choose how you want to handle incoming calls.

☐ Calls ring me

☒ Forward my calls

Forward to:

Voicemail

Forward to: [dropdown arrow]

Voicemail

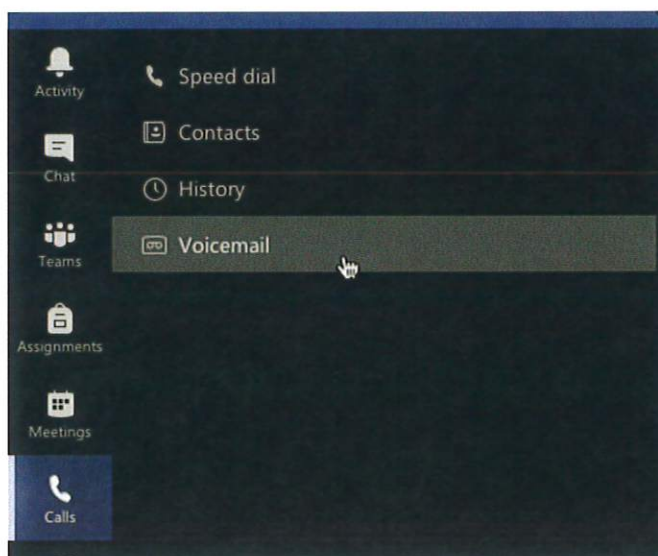
New number or contact

Call group

Voicemail

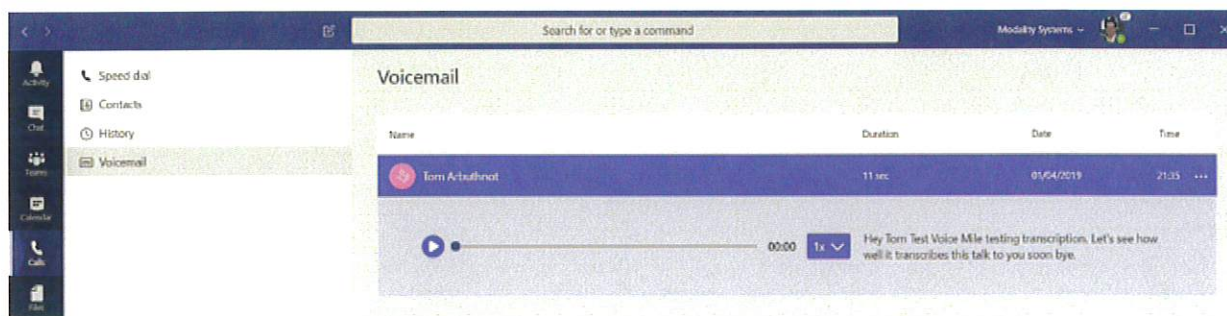
Checking your Voicemail on Microsoft Teams

The easiest way to check your voicemail is from the Teams Client Calling Pane. However, you also will receive an email with the voicemail attached and transcribed to text. You are not able to check your voicemail from a cell phone or phone without using the Teams client.



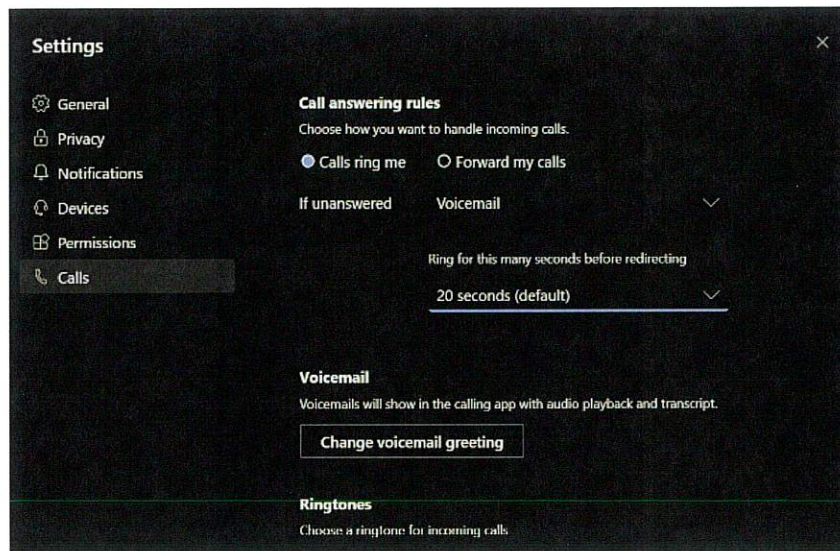
Voicemail to Email

Voicemail to email can be set up. When someone leaves a voicemail message for a user in your organization, the voicemail can be delivered to the user's mailbox as an email message.



Voice Mail with Message Waiting Indicator

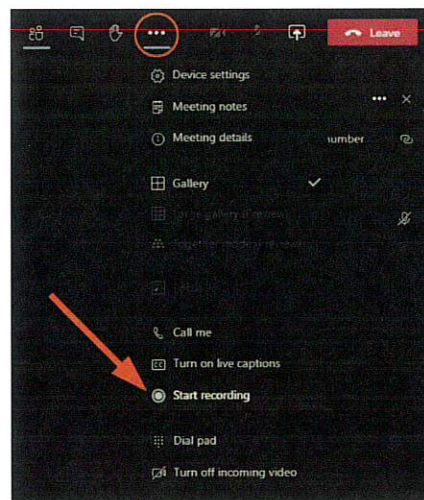
If someone calls you in Teams when you're unable to answer, they can leave you a voicemail that you can check later. If you have unheard voicemail messages, a red dot will appear as an indicator on the App bar's Calls button.



Call Recording

Recording a Meeting

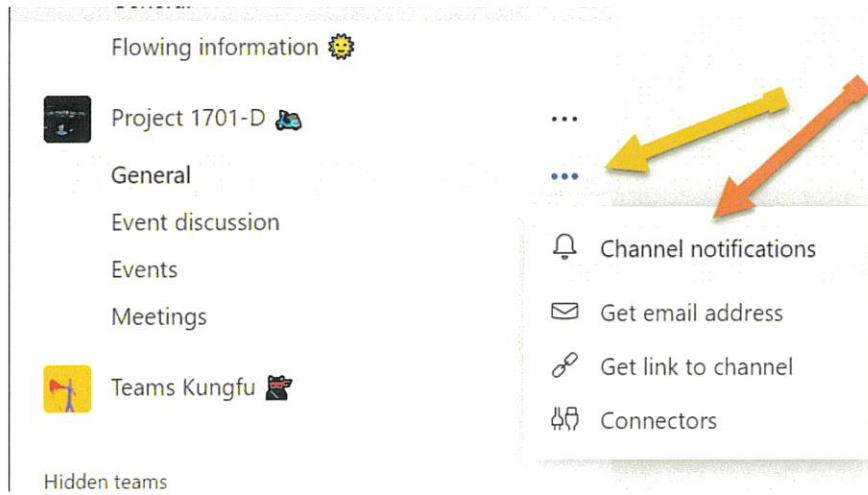
Any Teams meeting or call can be recorded to capture audio, video, and screen sharing activity. The recording happens in the cloud and is saved so you can share it securely across your organization.



Additional Features

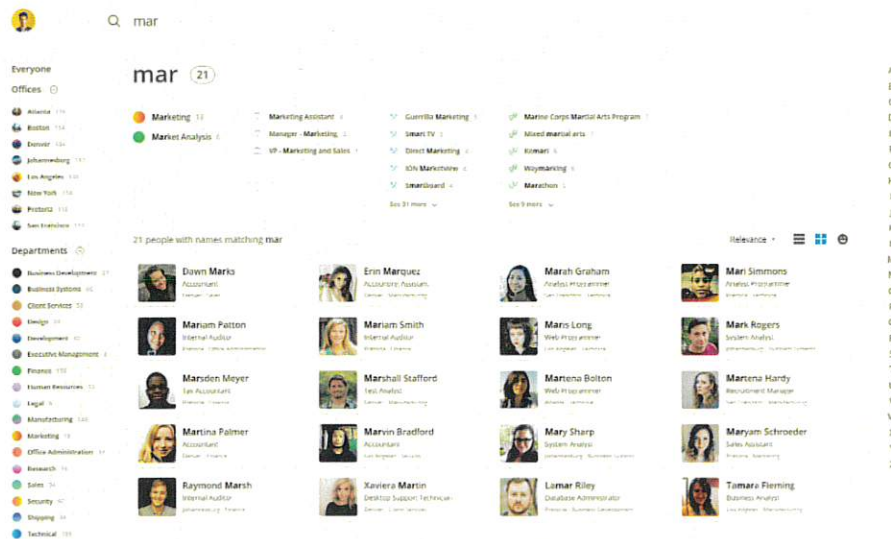
Alerts in Teams

In Microsoft Teams, you have the control to decide what notifications you receive, where you receive them, and how often you get them.



Searchable Corporate Directory in Microsoft Teams

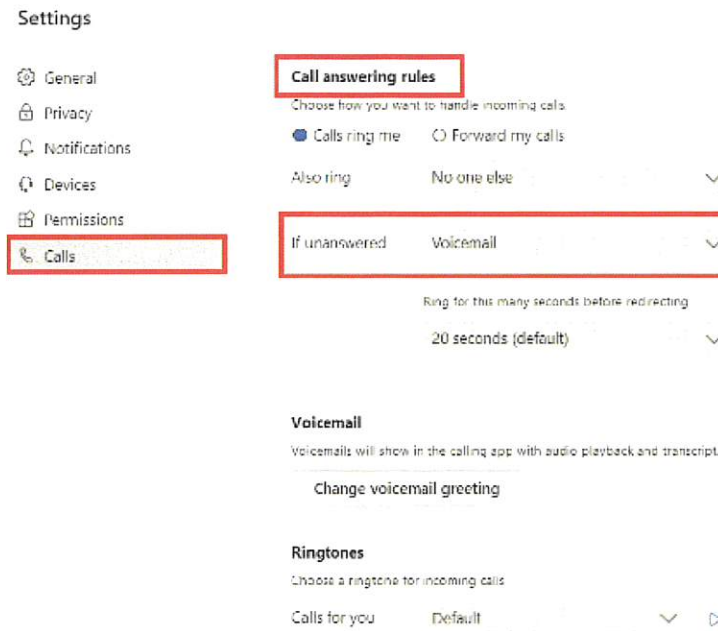
Microsoft Teams scoped directory search allows organizations to create virtual boundaries that control how users can find and communicate with other users in their organization. Microsoft Teams lets organizations provide custom views of the directory to their users. Microsoft Teams uses Information Barrier policies to support these custom views. Once the policies are enabled, the results returned by searches for other users (for example, to initiate a chat or to add members to a team) will be scoped according to the configured policies. Users will not be able to search or discover any teams when a scoped search is in effect, but existing members in those teams can add users, as allowed by active Information Barrier policies.



Selective call Acceptance/Rejection in Teams

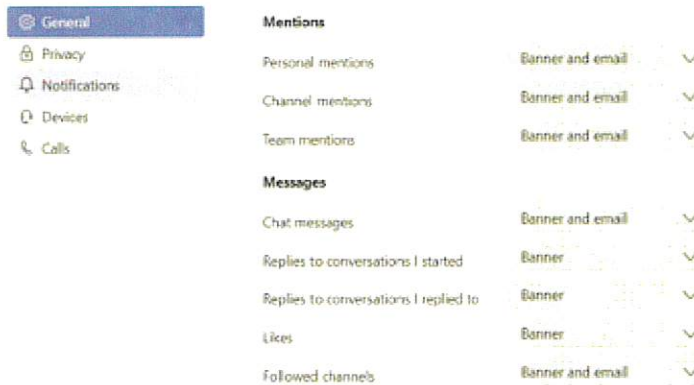
Microsoft Calling Plans, Direct Routing, and Operator Connect all support blocking inbound calls from the Public Switched Telephone Network (PSTN). This feature allows an administrator to define a list of number patterns at the tenant global level so that the caller ID of every incoming PSTN call to the tenant can be checked against the list for a match. If a match is made, an incoming call is rejected.

This inbound call blocking feature only works on inbound calls that originate from the PSTN and only work on a tenant global level. Individual Teams users can't manipulate this list.



Distinctive Ringing in Teams

Teams lets users choose separate ringtones for normal calls, forwarded calls, and delegated calls so they can distinguish the type of call.



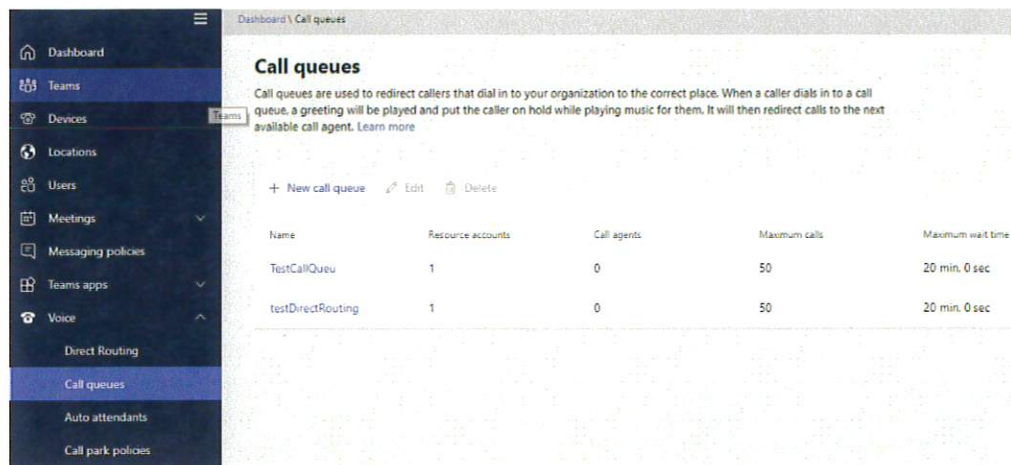
Do Not Disturb Status

Teams allows you to set your status to Do Not Disturb. When a user enables the Do not disturb setting in Microsoft Teams, phone calls will not ring on that user's Teams client. To explicitly set it yourself, go to your profile at the top of Teams and select one from the list. You can also update your status from the command box.

Admin Experience

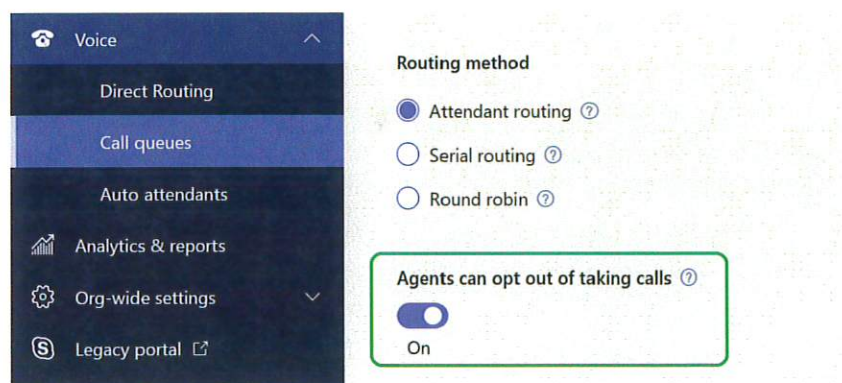
Cloud Auto-Attendants

Cloud auto attendants provide a series of voice prompts or an audio file that callers hear instead of a human operator when they call into an organization. Cloud call queues include greetings that are used when someone calls into a phone number for your organization, the ability to automatically put the calls on hold, and the ability to search for the next available call agent to handle the call while the people who call are listening to music on hold.



Call Queues

Call queues provide a method of routing callers to people in your organization who can help with a particular issue or question. Calls are distributed one at a time to the people in the queue (who are known as *agents*).



Custom Holiday Mode in Teams

You can set up the custom holiday mode setting in teams. The holidays you create here are available when you set up an auto-attendant, each with its own greeting and call routing settings.

DID and DOD in Teams

Teams offers both, Direct Inward Dialing (DID) & Direct Outward Dialing (DOD). DID provides a block of telephone numbers that will be assigned to each individual or room phone system. Common Area phones will also have individual DIDs assigned.

Caller ID in Teams

As an administrator, you can use caller ID policies to change or block the caller ID (also known as calling line ID). You can use caller ID policies to display an alternate phone number for Teams users in your organization, block the outbound phone number, block an incoming number from being displayed, or set the Calling Party Name (CNAM). For example, when a user makes a call, you can change the caller ID to display your organization's main phone number and company name instead of the user's phone number.

New caller ID policy

Add a friendly description so you know why it was created

Block incoming caller ID

☒ On

Override the caller ID policy

☒ On

Replace the caller ID with

Anonymous

Replace the caller ID with this service number

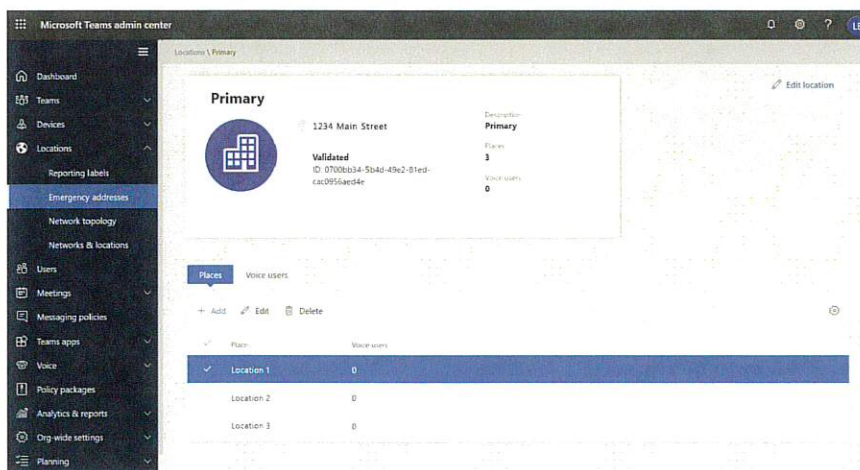
Choose a service number

Save

Cancel

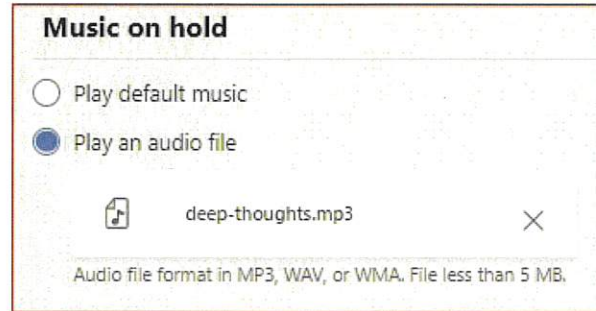
E-911 Registration & Identification

E-911 registration is available in Microsoft Teams. E911 for Microsoft Teams Direct Routing provides emergency call routing and location capabilities based on the location. 911 Location identification can be set up. The Emergency Location\Place in Dynamic 911 parlance is also referred to as a "dispatchable location". These are the addresses that are provided to emergency responders to direct them to an Emergency Services caller.



Music on Hold

When a Microsoft Teams user places an incoming call from the Public Switched Telephone Network (PSTN) on hold, the PSTN caller can listen to selected music. The music that is played is either the default music provided by Microsoft or custom music that you upload and configure. As the tenant administrator, you configure whether Music on Hold is available by creating a Teams calling policy and assigning the policy to the Teams user.



Music on hold

☐ Play default music

☒ Play an audio file

 deep-thoughts.mp3 

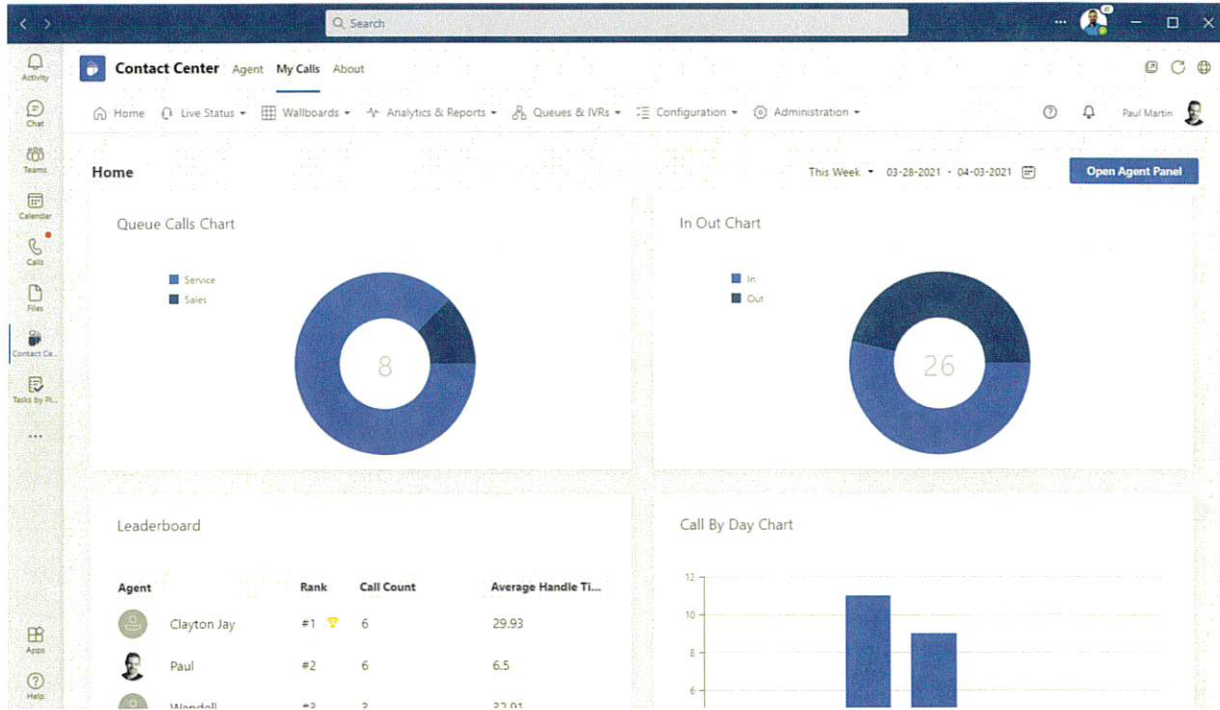
Audio file format in MP3, WAV, or WMA. File less than 5 MB.

Contact Center Experience

Landis Contact Center is built directly on Teams platform via native Communications APIs utilizing existing Microsoft Calling & Direct Routing trunks. It is simple to use, and fast to buy, set up, and use.

Dashboard

The manager can easily get an overview of relevant agents & queues in their Teams tenant:



Live & Abandoned Calls

The manager can see the list of all calls that are currently in progress, and who the callers are, and abandoned calls.

Contact Center Agent **My Calls** About

Home Live Status Wallboards Analytics & Reports Queues & IVRs Configuration

Live Calls Live calls displays all calls that have not yet been completed.

Filter By OU Agent

Select Search

Barge	Start	Name	Number	Status	Agent	Queue/Team	Length	Ringing	Holding
	6/4/2020, 11:23:13 AM	Test User 02	testuser02@... ..		Test 02	CCQ1	00:00:00	00:00:00	00:00:00
	6/4/2020, 11:23:21 AM	+1711111111	+1711111111		Test 01	CCQ3	00:00:00	00:00:00	00:00:00
	6/4/2020, 11:25:37 AM	+1411111111	+1411111111	No agents available to ta...		CCQ4	00:00:00	00:00:00	00:00:00

Contact Center Agent **My Calls** About

Home Live Status Wallboards Analytics & Reports Queues & IVRs Configuration

Abandoned Calls

This Week 05-31-2020 - 06-06-2020

Direction	Start	Callback	Name	Number	Queue/Team	Length	Ringing	Holding
	6/1/2020, 3:35:54 PM		+1711111111	+1711111111	CCQ1	00:00:06	00:00:06	00:00:00
	6/1/2020, 4:12:03 PM		+1711111111	+1711111111	CCQ1	00:00:03	00:00:03	00:00:00
	6/2/2020, 9:20:50 AM		+1711111111	+1711111111	CCQ1	00:00:09	00:00:09	00:00:00
	6/3/2020, 9:51:02 AM		+1211111111	+1211111111	CCQ1	00:00:10	00:00:10	00:00:00
	6/3/2020, 9:57:57 AM		+1711111111	+1711111111	CCQ1	00:00:07	00:00:07	00:00:00
	6/4/2020, 11:13:46 AM		+1711111111	+1711111111	CCQ1	00:00:10	00:00:10	00:00:00
	6/4/2020, 11:23:21 AM		+1711111111	+1711111111	CCQ3	00:04:55	00:04:55	00:00:00
	6/4/2020, 11:25:37 AM		+1411111111	+1411111111	CCQ4	00:00:23	00:00:23	00:00:00
	6/4/2020, 11:31:03 AM		+1411111111	+1411111111	CCQ3	00:00:52	00:00:52	00:00:00

5 10 25 50 100 250 500

Page 1 of 1 (9 items)

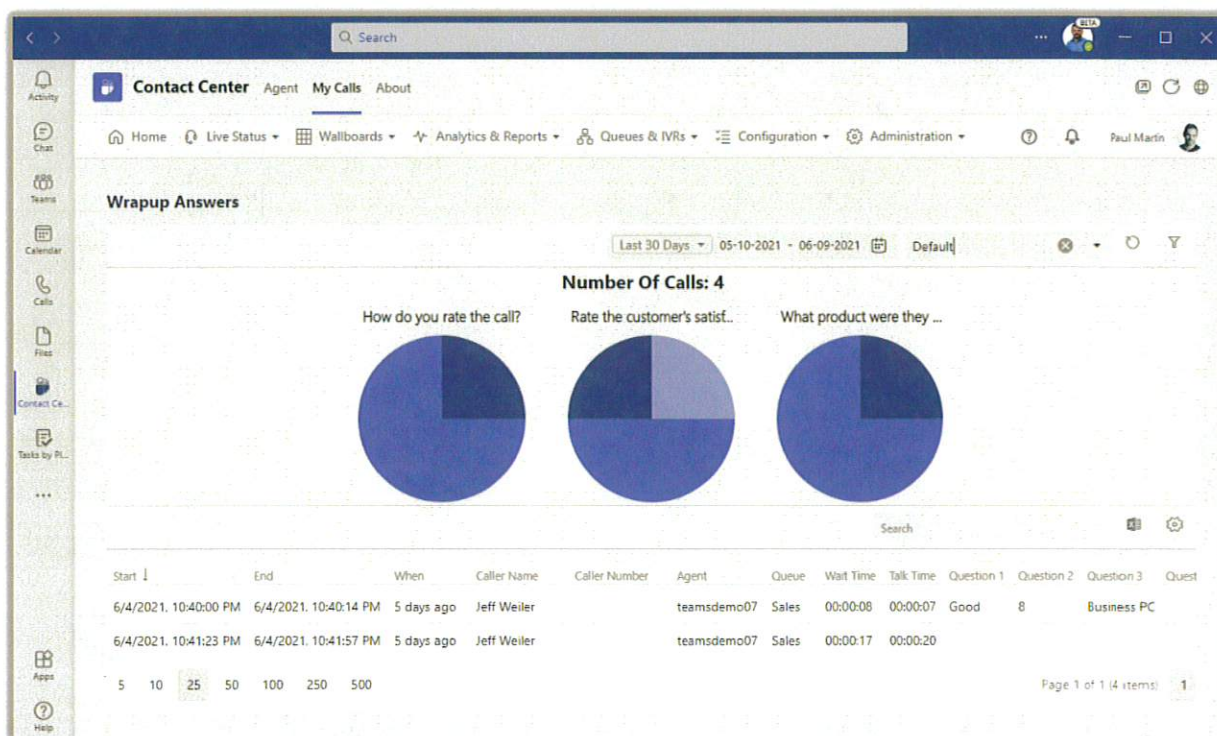
Agent Summary Report

Agent summary shows a overview of all agent activity.

Agent	Total Inbound Calls	Inbound Queue Calls	Inbound Direct Calls	Total Outbound Calls	Outbound Queue Calls	Outbound Direct Calls	Total Answered Calls
admin	1	1	0	0	0	0	1
Clayton Jay	1	0	1	0	0	0	0
Matt	2	2	0	0	0	0	2
teamsdemo01	4	0	4	8	0	8	0
Ryan	17	17	0	0	0	0	8
Paul	10	1	9	7	0	7	1
Teamsdemo02	4	0	4	1	0	1	0
teamsdemo07	0	0	0	1	0	1	0
Wendell	2	0	2	0	0	0	0
Chrs	1	0	1	3	0	3	0

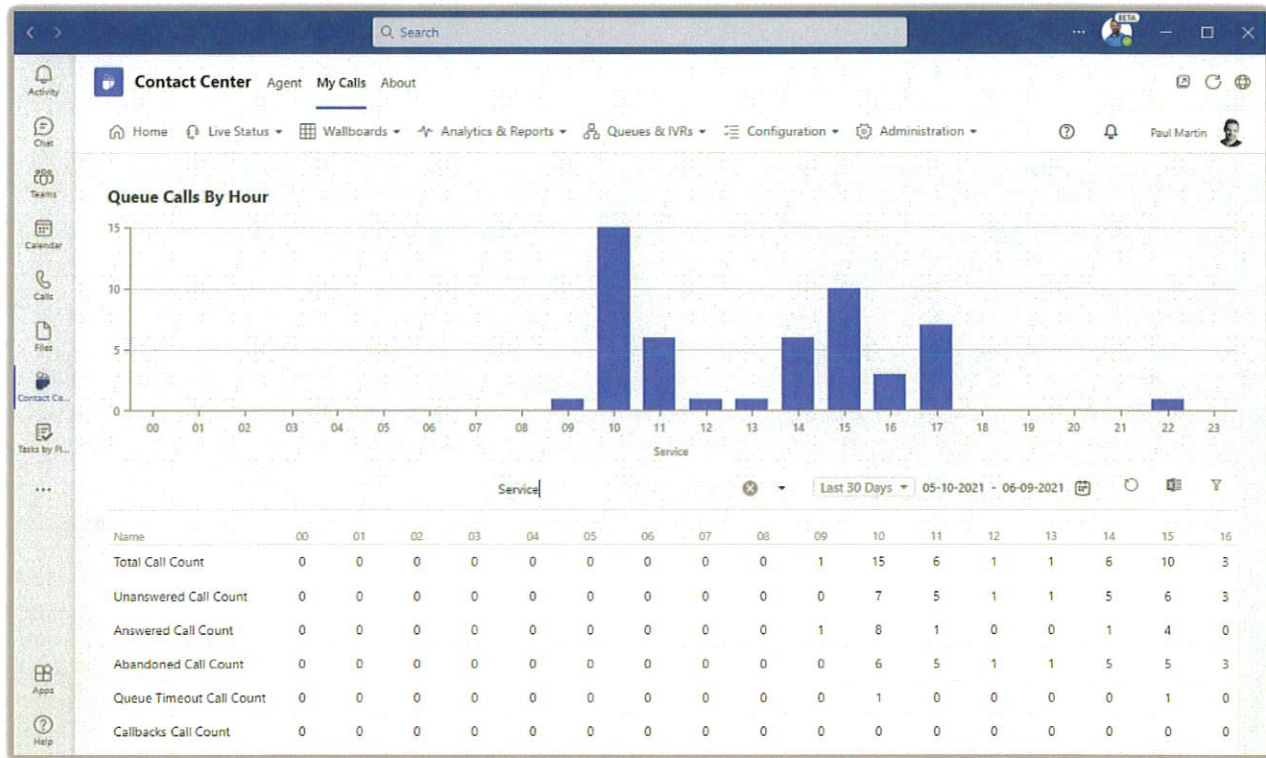
Wrap-Up Question Analysis

A report showing the wrap-up question responses.



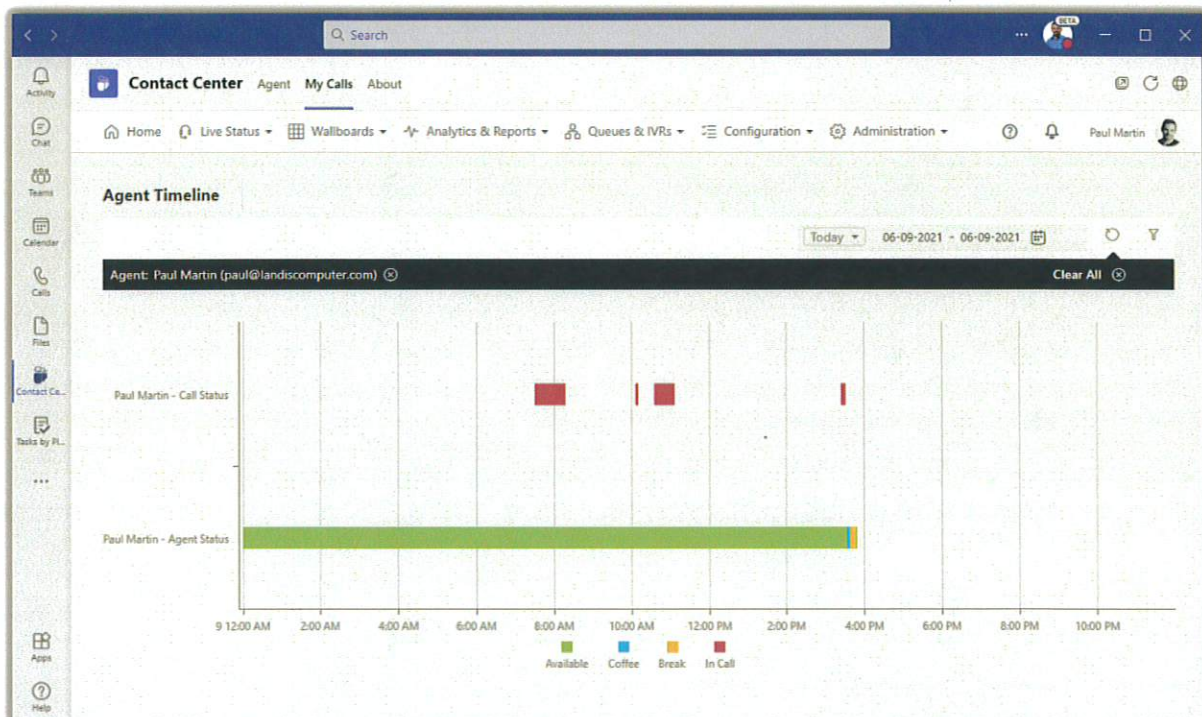
Queue Calls by Hour Report

Call queue activity by hour, showing when your contact center is the busiest.



Agent Timeline Report

Call queue activity by hour, showing when your contact center is the busiest.





February 21, 2024

City of Neosho, Missouri
Re: Phone System Proposal / Bid
203 E Main St
Neosho, MO 64850
Attention: Cheyenne Wright, City Clerk

Subject: Phone System Proposal / Bid
Due Date: February 23, 2024

Cheyenne & The City of Neosho IT Team:

We, at PEC, understand the value and importance that a reliable phone system provides to its users and the staff at City of Neosho's offices. The system and service must be reliable, scalable, flexible, and easy to use. We realize that City of Neosho has had a running, self-managed solution for many years, and we are eager to replace that solution with a cloud-based, managed product and service that has an improved feature set, increased scalability, the ability to add functionality and services if needed, but is also cost effective, reliable, and easy to use. In addition, the transition from your old system & service should be as seamless as possible. That is where we come in.

PEC is a small business that has been in the telecom systems business for 40 years. Over that time, we have learned to prioritize our relationships with our customers above immediate profits. We look forward to developing a mutually beneficial partnership with City of Neosho for years to come.

We have reviewed the RFP and we understand what needs to be done, and we are ready, willing and able to provide a solution to meet and exceed all of your requirements. We are excited to have the opportunity to bid on your RFP for a new VoIP Phone System and hope to replace your system by July 2024 (or earlier). Our proposal is comprehensive with minimal marketing material and provides clear insight into our offering. All proposed pricing in this proposal is valid for 120 days from submission date. **Pricing can be found on pages 20-22.**

Please feel free to reach out to me directly with any questions or comments that you may have. The PEC team and I look forward to hearing from you. Thank you!

Vinay Tschand

Parwan Electronics Corporation (PEC)

1230 Highway 34, Aberdeen, NJ 07747

Contact Name: Vinay P Tschand, Chief Operating Officer (COO)

Contact Phone: 732-290-1900 x 3224

Contact Fax: 732-566-8771

Contact Email: vinay@voicesaver.com

SIGNATURE:

DATE:

February 21, 2024

2. TABLE OF CONTENTS

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3. EXECUTIVE SUMMARY

Purpose of this Document

Parwan Electronics Corporation (PEC) has prepared the following response to RFP Phone System Proposal / Bid prepared by The City of Neosho, Missouri.

Goal of this Project

The City of Neosho is looking to replace its existing Crexendo phone system and all phones/devices with a modern, redundant, feature-rich VoIP-based phone system. The City of Neosho presently has 79+ users within its 11-12 interconnected facilities, all located within the city. PEC will replace the phone system, phones, and devices for all offices and all users cost-effectively and seamlessly. PEC will also provide reliable VoIP phone services and text messaging for the new setup.

Scope of Project

Phone System. PEC will provide The City of Neosho with a highly redundant, highly available, highly scalable phone system based on proven technology used by Amazon and Vonage. One system will be installed in Amazon's East Region, and a backup system will be installed on Amazon's West Region. The system is capable of handling thousands of extensions and hundreds of concurrent calls. The system meets and exceeds the requirements of The City of Neosho as listed in the RFP.

Phone Services. PEC will provide The City of Neosho with redundant, reliable, scalable phone services from Tier 1 providers that it has contracted with since 2006. PEC will provide inbound and outbound voice services, optional text messaging, and E911 services. Detailed phone service offerings are provided in this proposal.

Phones/Hardware. PEC will provide The City of Neosho with 79 Yealink phones and ATA devices that meet or exceed its requirements listed. Yealink is the preferred phone vendor because of their ease of use, speed, open architecture and reliability. The phones provided will meet or exceed the City of Neosho's requirements. Product details and pictures are provided in this proposal..

Monitoring/Backup. PEC will provide real-time monitoring of all equipment that is installed. PEC will also provide daily backups of all important data.

Warranty/Support. PEC will warranty all hardware components for the entirety of the contract, extending beyond the first year. Extended warranty includes support and advanced replacement of all phones, servers, converters, and conference phones. PEC offers standard support from 9 AM to 6 PM EST and emergency support 24/7/365. A detailed SLA is included in this document.

Timeline & Transition Plan

Assuming the contract process is completed by March 28, 2024, PEC plans to complete the project and cutover to the new system on June 28, 2024. A successful transition requires active participation by both parties and involves the key steps that are detailed in the project plan. Since the new system is completely independent of the old system, a parallel system can be built prior to deployment. This will make the transition as seamless as possible.

Company Qualifications & References

PEC is headquartered in central New Jersey, the telecom industry capital of the world. PEC is geared to develop or quality software products that meet the telecom requirements of today at cost effective prices. PEC employs skilled senior software and engineers, support staff members and sales personnel devoted to bringing you quality products, competitive prices and full technical support.

PEC has been developing, deploying, and supporting telecom systems since 1984 and has installed thousands of systems in both government and private sectors. Our telecom technology has handled billions of calls over the years and has been time and load tested over the years and is continually being improved.

PEC is a certified toll free RespOrg (ID KVQ01) with Somos. PEC is also a member of NENA (The 911 Association) and is certified compliant with STIR/SHAKEN, an FCC mandate that has been implemented to ensure the authenticity of calls. PEC uses SOC2 compliant cloud services that store data securely.

PEC recently deployed a system of similar size and scope for Lextran (Lexington Kentucky's Transportation Authority). All of the customers still actively use our systems today.

Project Cost

PEC has broken the project cost down into **upfront costs** for hardware, installation and training, and **recurring costs** for maintenance, warranty, support, and phone services. Some optional items have been listed as well.

The proposed upfront cost for hardware is \$9,280.

Training is included.

The optional upfront cost for onsite installation & migration is \$8,600.

The proposed recurring cost after year 1 for services/warranty/support is \$1,896 per month (\$22,752 per year).

We are flexible with payment terms and method and can work with the clients payment requirements.

4. COMPANY INFORMATION

Company Name:	Parwan Electronics Corporation (PEC)
Company Address:	1230 Hwy 34, Aberdeen, New Jersey 07747
Corporation Type:	C Corporation
Incorporation Date:	January 1984
Years in Business:	40 Years
Number of Employees:	15
Tax ID:	222-498-342

PEC is headquartered in central New Jersey, the a major telecommunication industry hub. PEC is geared to develop or quality software products that meet the telecom requirements of today at cost effective prices. PEC employs skilled senior software and electrical engineers, support staff members and sales personnel devoted to bringing you quality products, competitive prices and technical support.

PEC owns two buildings, one in New Jersey, which serves North America, South America & Europe, and one in India, which servers Asia, Australia & Africa.



Figure 1. PEC Building located in Aberdeen, New Jersey

3A. COMPANY EXPERIENCE

Parwan Electronics Corporation (PEC) has been developing, deploying, and supporting telecom systems since 1984, and was one of the pioneers of the voicemail industry in the mid-1980s. Since then, we have installed thousands of on-premise and cloud based phone systems and IVR systems around the world ranging from 4 lines to 2,000 lines (thousands of extensions) in both government and private sectors. Our systems have successfully handled billions of calls over years. Our telecom technology has been time and load tested over the years and is continually being improved to integrate with the latest technology.

Aside from the fact that PEC has been in business for 40 years, another major key differentiator is that PEC has the ability to build custom solutions around the main system quickly and cost effectively. IVR functionality, speech to text transcription of call recordings, and custom reporting are just some examples of customizations we've provided to customers.

PEC is a certified toll free Responsible Organization (RespOrg ID KVQ01) with Somos (formerly SMS/800), and after porting City of Neosho's phone numbers to our service, will provide both toll-free and local phone number service via SIP/VoIP to the phone system. PEC currently processes 50 million minutes of call traffic and 2 million SMS messages per month. PEC's network is redundant and reliable. Toll free and local numbers throughout the country can be added with minutes without any system performance degradation.

PEC is a member of NENA (The 911 Association) and can provision E911 numbers in real-time. PEC uses multiple E911 backbone providers to ensure delivery of all 911 calls.

PEC is certified compliant with STIR/SHAKEN, an FCC mandate that has been implemented to ensure the authenticity of outbound calls.

PEC uses SOC2 compliant cloud services (namely Amazon Web Services) that store data securely.

PEC has a team of 15 people (11 are technical staff). Since majority of PEC's sales are made through value added resellers, PEC does not have a dedicated sales staff. PEC also works with several consultants for one-off projects and some remote installations.

PEC has around 200 active clients around the world using its various products. However, there are thousands of installations that are running around the world that have no regular communication with PEC. Some of these systems have been running for over 20 years. Our customers range in size from 4 lines to thousands of lines; we do not discriminate.

Out of the 200 active clients, less than 10 are government entities, including Maryland DOT, EVMS, and Lexington Transit Authority (Lextran). In the past, Fort Mead Army Base, United States Department of Labor, Riverside County (CA) Court System, and Delaware Army base used our systems for 15+ years.

Here is a small list of the clients that have used our telecom solutions:

- 3Com Corporation, Guatemala
- AAA, USA
- Bombay Cellular, India
- Boston Natural Gas, USA

- BPL Telecom, India
- Budweiser, Czech Republic
- Canadian Western Natural Gas, Canada
- Coca Cola International, India
- Eastern Virginia Medical School (EVMS)
- El Paso Electric, USA
- Fort Mead Army Base, Maryland, USA
- GamTel, Gambia
- General Motors, Chevrolet Division, USA
- Hutchinson Telecom, India
- Lesotho Telecom (Lesotho, Africa)
- LILCO (Keyspan), New York, USA
- Lexington Transit Authority (Lextran)
- Lipton Tea, USA
- Maryland Department of Transportation (MDOT)
- Motorola Corporation, USA
- Northern Utilities, Ltd., Canada
- Oracle Corporation, India
- Palau Cellular Phone Company, Republic of Palau
- Ramada Hotels, USA
- San Diego Gas & Electric, USA
- Sheraton Hotels & Resorts, India
- Sony Electronics, USA
- Tecnologia Digital, S.A., Dominican Republic
- The New York Public Library, USA
- TouchTel, India
- United States Air Force, Delaware, USA
- United States Department of Labor, USA

In addition to VoIP Phone Systems & Services, PEC also offers the following products:

VoiceSaver IVR System – This allows organizations to develop complex call flows with deep integration to backend platforms. Many companies, such as banks, E-Commerce companies, utility companies, and hotels use this technology to provide unique services to their clients.

CardSaver Prepaid Authentication System – This allows phone companies to authenticate calls leaving a phone network based on customer's prepaid balance. The system is used by prepaid cellular phone companies and large calling card providers around the world. Combined, CardSaver systems have processed over 20 billion calls since it launched in 2003.

USANotify Notification System – This system is used by municipalities, hospital systems, and private organizations, to send out mass notifications to a large group of people in a short period of time. The notifications can be customized for a specific department and for a specific called party.

3B. COMPANY REFERENCES

PEC has been developing, deploying, and supporting telecom systems since 1984. Since then, we have installed thousands of systems around the world ranging from 4 lines to 2,000 lines in both government and private sectors. Our systems have successfully handled billions of calls over years.

The system we are proposing to City of Neosho has been installed in over 200,000 sites around the world and currently has over 12 million daily users. The solution is time and load tested, and City of Neosho can rest assured that it can handle today's capacity requirements and any additional capacity that may be required in the future.

Below are projects PEC has implemented and supported related products and services to its clients. All of these clients can be used as references with prior notice.

Lexington Transportation Authority (LEXTRAN)	
Locations	Lexington, Kentucky Headquarters & Remote Home Workers
Contact	Alan Jones
Email	ajones@lextran.com
Phone	859-244-2036
Industry	Transportation Authority for Lexington KY and surround areas
Product Used	VoIP Phone System / UC (same product proposed for City of Neosho)
Start Date	May 2023
User Count	70+ users & 140+ extensions
Customer Description	Lextran is the official transit authority for the Lexington Kentucky area. Lextran has a staff of over 200 employees (across multiple facilities) some of which provide call center functions to its clients. Customer Care Agents handle inbound question and complaint calls from citizens from 6 AM to 6 PM EST. The main office has 1 primary number with an auto attendant and each user also has their own dedicated number for callers to reach them directly.
Why Relevant to City of Neosho?	Lextran uses the same cloud based phone system on AWS with 70+ users across multiple locations and also uses PEC's phone services (inbound, outbound, and E911). Lextran uses the same phones proposed to City of Neosho. Lextran uses many of the phone system's features including call center/queues, call forwarding, call parking, hunt groups, ring groups, call reporting, call paging, time conditions, fax to email, and call blocking. Significant migration effort was required to move Lextran from their old Mitel/Shoretel phone system to our new cloud-based platform.

R and D Logistics (also RND Logistics)	
Locations	East Brunswick, NJ Kathmandu, Nepal Bangalore, India Remote Home Workers
Contact	Renu Sharma
Email	renu.sharma@randdlogistics.com
Phone	201-772-3555 x 705 or 201-699-8414 (Direct)
Industry	Transportation & Warehouse Logistics
Product Used	VoIP Phone System / UC (same product proposed for City of Neosho)
Start Date	November 2020
User Count	200 active phone users & 250+ extensions
Customer Description	RND Logistics provides transportation logistics services throughout the United States. RND has over 300 employees (across multiple locations) coordinating transportation services with customers, freight companies, truckers, & other logistics companies. Customer Care Agents primarily work out of 2 locations and all calls are automatically routed to the proper location based on the inbound callers. All calls are tracked and recorded for quality assurance. The main office has 1 primary number with an auto attendant and each user also has their own dedicated number. Some extensions are blocked from making outgoing calls for security purposes.
Why Relevant to City of Neosho?	RND uses the same cloud based phone system on AWS with 100+ users across multiple locations and also uses PEC's phone services (inbound, outbound, and E911). RND uses the same Yealink phones proposed to City of Neosho. RND uses many of the phone system's features including call forwarding, call parking, hunt groups, ring groups, call recording, call reporting, call paging, time conditions, fax to email, and call blocking. RND has more users and voice traffic than City of Neosho and is a perfect example of an actively used system.

4. Response to RFP Requirements

Q1: Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

A1: Although PEC does develop most of its telephone systems, for this project, PEC will use the 3CX phone system. Since, 3CX has been deployed in over 200,000 sites. For any call transcription or call reporting tools, PEC will provide its on in-house tools.

Q2: Where is the platform hosted? Is it centrally hosted or geographically distributed?

A2: For this project, PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California. This distributed model improves uptime.

Q3-0: Describe guaranteed availability/up-time. Include standard Service Level Agreement.

A3-0: By using a primary and backup phone system on reliable cloud networks, we target 99.99% uptime. The following SLA uptime and credits will be applied to this project. Customer understands that in order to achieve these goals, Customer must make technical staff available to PEC to resolve issues in a timely manner. Customer must submit a request for any SLA Credits.

SLA: Goals & SLA Credit

-SLA is not applicable to power / hardware / Internet outages at site
- Maximum liability is monthly service amount
- Assumes client has exhausted escalation list

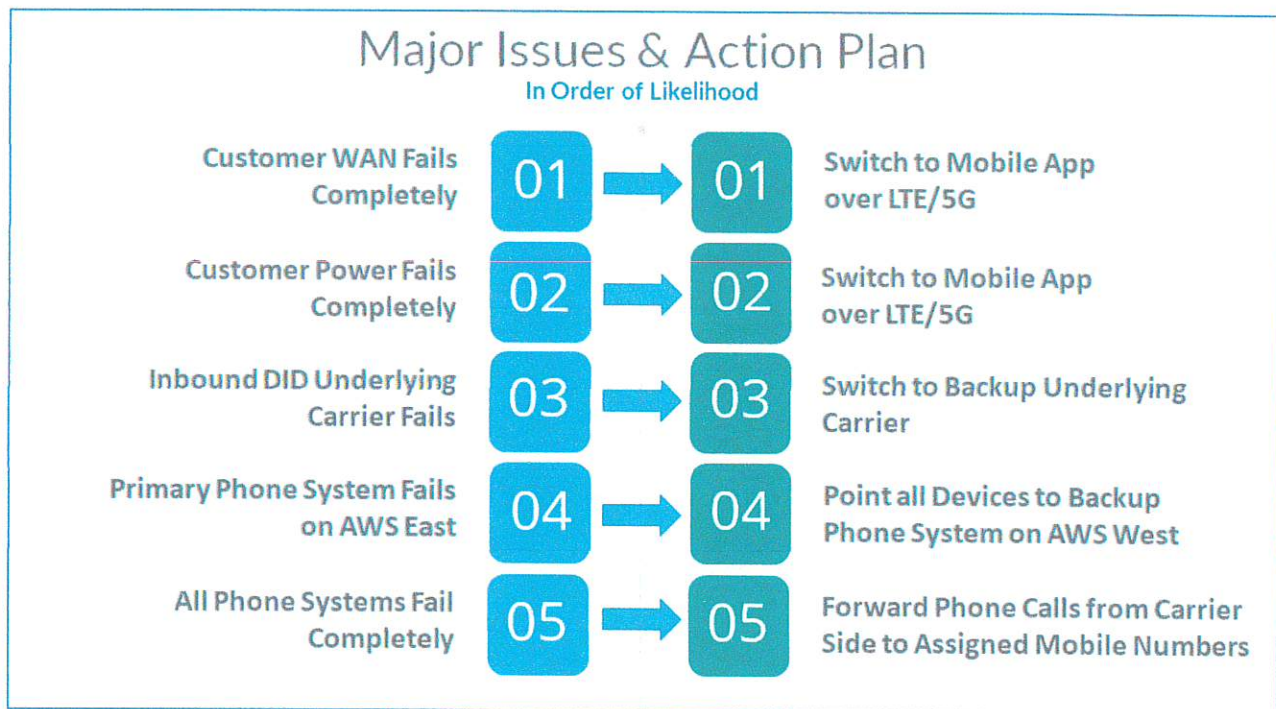
Uptime Goal	Standard Support Response Goal	Emergency Support Response Goal
99.99%	2 hours Business hours	1 hour 24/7/365
SLA Credit at	SLA Credit at	SLA Credit at
99.9% annually	1 Day Business hours	4 hours 24/7/365
Credit Amount	SLA Credit at	SLA Credit at
1 Service Day per 0.1%	1 Service Day per 8 hours	1 Service Day per 4 hours

Q3-1: What business continuity / system survivability options are available?

A3-1: Our goal is to maintain 99.99% availability of the phone system network and phone services. While we don't have control of the Internet connection at City of Neosho, we do have complete control of the phone system network and phone services. In order to achieve this goal, we have

- Primary and backup systems are installed on different AWS regions
- Hardware components, such as phones, networks switches, and conference devices will have their settings backed up so that a failed unit can be replaced quickly
- Monitoring tools will help to identify issues quickly so they can be resolved quickly
- Multiple phone service providers will be used to offer a backup phone number through a different provider

Below, you will find our failover action plan that we use in the event of an outage:



Q3-2: What happens to service in the event of a local power or WAN outage?

A3-2: See A3-1 above.

Q3-3: Please describe platform security measures. How is call data protected?

A3-3: Amazon's Web Services cloud platform adhere to strict SOC 2 requirements. SOC 2 is a voluntary compliance standard for service organizations, developed by the American Institute of CPAs (AICPA), which specifies how organizations should manage customer data. The standard is based on the following Trust Services Criteria: security, availability, processing integrity, confidentiality, privacy.

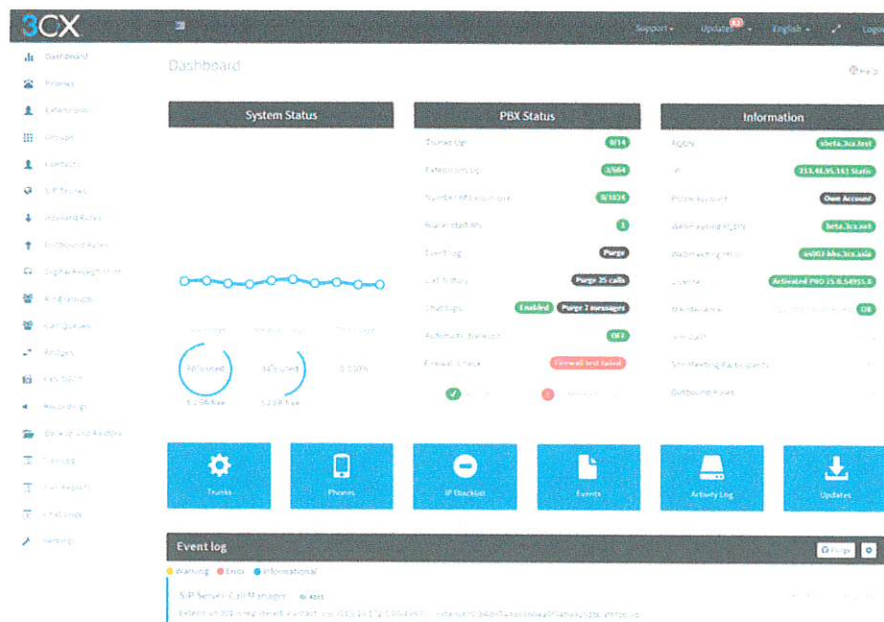
Q4: City of Neosho requires the following basic phone service requirements:

Service	Response (Y/N / Qty)	Included or Optional
Number portability	YES	Included
3 digit extension dialing Regardless of location	YES	Included
Unlimited local dialing	YES	Included – Unlimited
Unlimited domestic long distance	YES	Included – Unlimited
International dialing	YES *	Most Canadian provinces are included. Other countries are blocked by default, but rates can be provided based on the countries requested.
Toll Free Services	YES	Optional. \$0.029 per minute.

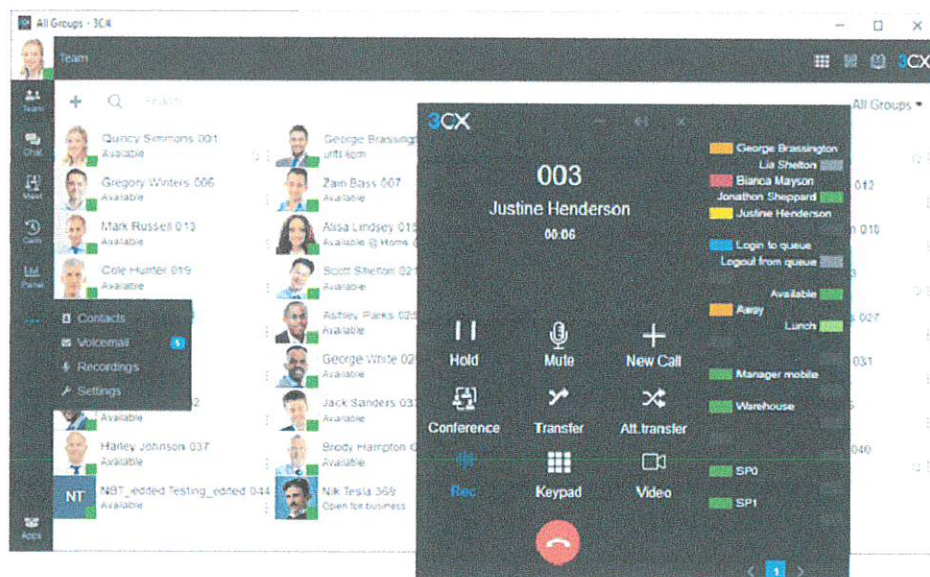
System Management:

Q5-1: How is the system managed/administered? Please describe customer Administrator interface.

Administration for the VoIP phone system is completely remote via a web browser. The Admin interface is a simple to use GUI interface that can be accessed via Chrome, Safari, Edge, or Firefox. Super Admins can access all system functions and reports. Standard Admins can access only the functions that are granted to them by the Super Admin. A screenshot is below:



End users can login to manage their phone books, make voice or video calls, or see the statuses of other extensions. A screenshot of this functionality is below:



Q5-2: Is self-service supported?

A5-2: Yes, self service is supported, and functions to specific Admins or end users can be limited on a case by case basis. Depending on the capabilities of your IT staff, PEC can provide as little or as much support as needed.

Q5-3: How are moves, adds, and changes performed?

A5-3: Through the same Admin interface, system Admins, or PEC can perform and required moves, adds, or changes. Depending on the urgency of the requirement, PEC recommends performing these changes off hours at a scheduled time. PEC support makes its self available to assist with any adds or changes, small or large.

Q5-4: How is service added, removed?

A5-4: After submitting a request via email or phone call, The City of Neosho and PEC will determine a timeline and any associated costs changes with additional or the removal of any services. On the date and time agreed on, PEC will perform the service change and test the change thoroughly. After the service is changed, The City of Neosho will be asked to test the change from its end.

Q5-5: Please describe real-time reporting options.

A5-5: The proposed phone system collects and stores a large amount of data regarding system usage, inbound, and outbound calls. All call reporting is available on one centralized call accounting system that can be accessed via web interface. All live calls and call reporting is in real time.

Some call reporting features are:

- Ability to distinguish calls based on internal/external and inbound/outbound
- Search and filter calls based on date/time, extension, caller ID or dialed number
- Export call data into CSV format for use in other programs
- Follow a call through its call path journey

- Group calls by outbound destination (area code / country code)
- View maximum call counts by day, hour, month (see below)

Implementation:

Q6-0: What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

A6-0: PEC has successfully migrated/transitioned hundreds of VoIP phone systems and other telecom systems over the years. Our goal is to make the process as seamless as possible for all parties involved. The only way to achieve a seamless transition is through proper planning, preparation, and testing. The transition process is truly our competitive advantage.

The transition from the existing system to the PEC 3CX/VoiceSaver system is fairly straightforward since it does not involve minor data migration and the physical network cabling is already installed. The most involved part of the project will be mimicking the current user, menu, and greeting settings.

In addition, due to the size of the installation, we highly recommend that PEC's team provide onsite installation & training to mitigate any potential downtime or issues. However, this is not required.

We will use the breakdown to design, procure, configure, install, and transition to the new system.

1. Contract Signing
2. Onsite Assessment
3. Get Customer User & Porting Details
4. Procure hardware
5. Setup primary system in cloud
6. Setup backup system in cloud
7. Setup test DIDs and test primary & backup phone systems at PEC Site in NJ
8. Send test devices to City of Neosho and test these devices remotely with the systems
9. Ship all configured devices to City of Neosho
10. City of Neosho IT staff or PEC staff can then install these devices onsite
11. Once devices are tested onsite, phone service **cutover** will occur
12. Training can commence remotely or onsite

Q6-1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

A6-1: This project will require the following roles:

Vendor Project Lead – this person will spearhead and manage the project on PEC's end. This project lead will be the main point of contact for the City of Neosho.

Migration Lead – this person will handle all migration related activities including migrating old extensions, users, call flows, and other data.

Client Project Lead – this person will manage and coordinate all activities for the City of Neosho.

Port Out Lead - this person will manage all port related activities and ensure a smooth cutover.

Support Manager – this person will be the main point of contact at PEC for all post-installation support related questions.

Accounts Receivable – the accounts receivable personnel will handle all invoice and payment related questions.

Q6-2. What are the typical challenges in this type of implementation?

The biggest challenge in this type of implementation is the migration of old extensions, greetings, and data from the existing system. We go to great lengths to ensure that the transition to the new system is seamless, but this requires the involvement of the client's IT staff.

Q6-3. What is the typical timeline for an implementation of this nature.

From start to finish, the project can be completed in less than 90 days accounting for delays, assuming that all parties complete their respective tasks in a timely manner. A detailed timelines will be provided.

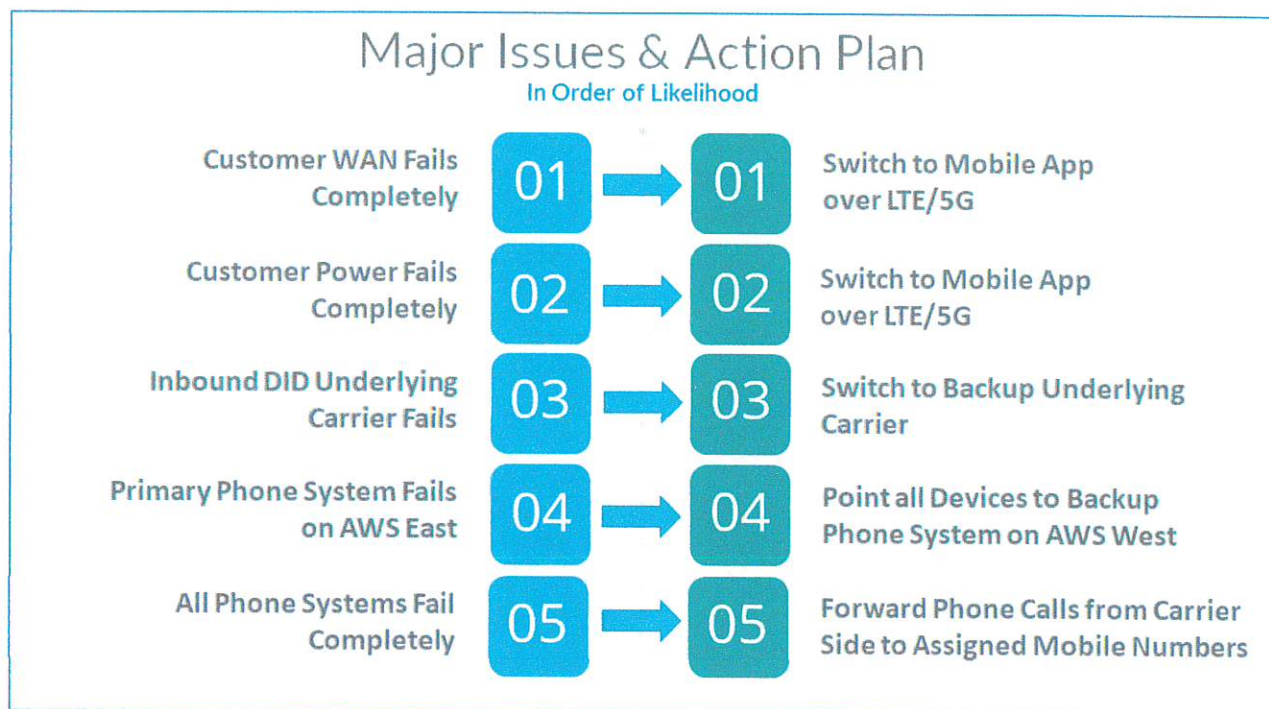
Support and Maintenance: Platform Maintenance

Q7-1: What is your strategy for ensuring connection is operating 24/7?

We strive to achieve 99.99% uptime and 24/7 availability. While we don't have control of the Internet connection at City of Neosho, we do have complete control of the phone system network and phone services. In order to achieve this goal, we have

- Primary and backup systems are installed on different AWS regions
- Hardware components, such as phones, networks switches, and conference devices will have their settings backed up so that a failed unit can be replaced quickly
- Monitoring tools will help to identify issues quickly so they can be resolved quickly
- Multiple phone service providers will be used to offer a backup phone number through a different provider

Below, you will find our failover action plan that we use in the event of an outage:



Q7-2: What is your strategy for ensuring upgrading your current service?

A7-2: Our strategy for ensuring that our service is upgraded and up to date involves the following:

- Conducting market analysis by identifying emerging trends, analyzing competitors, and gathering customer feedback
- Investing in technology upgrades such as voice gateways, routers, and firewalls to ensure that our network is modern and secure
- Scaling ahead of schedule to ensure that we stay ahead of customer growth

Q7-3: Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

Unless the change is performed based on a emergency request, the deployment of changes is seamless, non-disruptive, and remote. Our process is as follows:

- Plan and prepare by documenting the customer's detailed request and developing a remote implementation plan. Minor changes may not require this level of detail.
- If necessary, we will stage and validate the change in our sandbox environment prior to production implementation
- We then make the change in the production environment at a time that least impacts the client's users. This can be off hours or on a weekend. If the change is minor, it can happen during the normal workday.
- PEC will then test the changes to ensure that it works as expected
- The City of Neosho can then test the changes to ensure that it works as expected

Q7-4: Are new features automatically available to existing customers? Or is a service upgrade required?

To ensure system stability and uptime, new features are usually made available through a scheduled, planned system upgrade.

Support and Maintenance: Customer Service and Technical Support

Q8-1: What levels (tiers) of service do you offer and what are the details of each level of service?

The service agreement below is PEC's standard software & service agreement. City of Neosho will receive the Platinum Plan as standard as its SLA requirements match the offerings in this tier. The details of this SLA are as follows:

Platinum Plan: For some companies, downtime is never an option, and performance and stability are mission-critical. The Platinum plan delivers our most comprehensive offering of prioritized and proactive support services, including: Highest priority response times & Priority access to the PEC Technical Team

This plan truly offers customers the ultimate in service levels and priority, and a focus on continuous improvement and getting the most from your PEC investment.

	Platinum
Telephone Support	
Standard Support – M to F 9 AM to 6 PM EST	√
Emergency Support (24/ 7 / 365)	√
Number of Cases	unlimited
Emergency Response Time	Within 2 hours
Priority Case Escalation	√
Online & Email Support	
Email Support - M to F, 900 to 1800 EST	√
Remote Connectivity Support	√
Live Chat / Slack / Zoom / WhatsApp / Skype	√
Software Services	
New Version Releases	Up to 12 times
Advanced Services	
System Migration	Up to 2 times
Refresher Training (remote)	Up to 4 times

Q8-2. Detail the issue resolution process.

A8-2: Our entire support staff is comprised of engineers and IT specialists. Our issues resolution process is as follows:

- Gather information from the customer and all users/vendors involved
- Replicate the issue and identify the scenarios that cause the issue to occur
- Work with support & IT staff to identify the root cause of the issue
- Develop a long-term permanent solution to address the issue
- Provide issue resolution

Q8-3. What is your average time to solve a moderate to difficult issue?

Most moderate issues can be resolved in 1-4 hours. Most difficult issues that have been longstanding can be resolved in 1-3 days.

Q8-4. Is support available 24/7?

Emergency support is available 24/7. End user and non service impacting support is available during normal working hours. A dedicated support rep will be provided to your IT staff.

Support and Maintenance: Survivability / Redundancy

Q9-1: How is the vendor's service delivery platform distributed?

For this project, PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California.

Q9-2: Are there multiple, redundant instances at geographically dispersed datacenters?

PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California. This distributed model improves uptime.

Q9-3. What happens to service in the event of a public Internet outage?

In the event of an Internet outage, user's can use the softphone loaded onto their iPhone or Android phones to make and receive calls. The City of Neosho may also opt to maintain some analog lines from the phone company, but this is not necessary.

Q9-4. What happens to service in the event of a local power or WAN failure?

In the event of an power outage or WAN failure, user's can use the softphone loaded onto their iPhone or Android phones to make and receive calls. The City of Neosho may also opt to maintain some analog lines from the phone company, but this is not necessary.

Q9-5. What routing options does the vendor provide in the event of an outage?

Please see the chart below:

Major Issues & Action Plan

In Order of Likelihood

Customer WAN Fails Completely	01	→	01	Switch to Mobile App over LTE/5G
Customer Power Fails Completely	02	→	02	Switch to Mobile App over LTE/5G
Inbound DID Underlying Carrier Fails	03	→	03	Switch to Backup Underlying Carrier
Primary Phone System Fails on AWS East	04	→	04	Point all Devices to Backup Phone System on AWS West
All Phone Systems Fail Completely	05	→	05	Forward Phone Calls from Carrier Side to Assigned Mobile Numbers

5A. Cost & Fees – Monthly Usage Pricing

Below, you will find pricing for monthly recurring services:

Ongoing Services (Monthly Recurring)			
Qty	Description	Unit Price	Ext Price
79	UC / Phone System (Dedicated Primary & Backup) for 79 users - Includes unlimited inbound calls on local numbers - Includes outbound calls within USA & Canada - International calls outside of US/Canada will be billed per minute - Includes up to 200 menus & non-user extensions	\$19	\$1,501
3	Call recording, full conversation, searchable transcription & storage per extension (120 day retention) - optional	\$10	\$30
79	Speech to Text functionality for Voicemail & Call Recording per user	\$2	\$158
73	DIDS (Phone Numbers) with outbound CNAM	\$0.40	\$29
12	E911 Provisioned numbers	\$2	\$24
TOTAL MONTHLY RECURRING			\$1742

5B. Cost & Fees – Hardware Pricing

Below, you will find the equipment list and associated cost / fees. One (1) Year of warranty comes standard with all equipment.

Equipment Pricing (Shipping to PEC is included)			
Qty	Description	Unit Price	Ext Price
6	Yealink T54W VoIP Phone (Supports PoE/Wifi/Bluetooth)	\$175	\$1,050
73	Yealink T34W VoIP Phone (Supports PoE/Wifi)	\$91	\$6,643
0	Grandstream HT812 ATA Adapter (customer already provided)	\$40	\$0
79	Softphones for iPhone, Android, Windows, Mac, Chromebook	\$3	\$237
0	Yealink CP960 Conference Phone (customer provided)	\$425	\$0

2	Session Border Controller Computers for Security for main sites	\$675	\$1,350
79	Yealink 5V 2A Power Supplies (Optional if not using PoE)	\$0	\$0
TOTAL HARDWARE PRICING			\$9,280

5C. Cost & Fees – Additional Services Pricing

Below, you will find the list of additional services and associated cost / fees. Travel and onsite installation charges are optional. The entire setup can be done by your IT staff if preferred.

Installation & Setup			
Qty	Description	Unit Price	Ext Price
1	Receive, setup, and test all phones & switches at PEC Site	Included	Included
1	Travel charges to and from City of Neosho	\$1,500	\$1,500
2	Onsite Installers / Trainers for 2 Days (phones & devices)	\$2,000	\$4,000
3	Lodging for 3 Days	\$200	\$600
1	Coordinate with City's team to migrate routes & settings	\$2,500	\$2,500
73	Number porting charges	\$0	\$0
TOTAL INSTALLATION & ONSITE SETUP/TRAINING PRICING			\$8,600

Training Pricing			
Qty	Description	Unit Price	Ext Price
1	Onsite Training	Included above	Included above
1	Training Documentation / Videos	Included	Included
TOTAL ADDITIONAL TRAINING PRICING			\$0

Optional services can be added at any time during the contract term.

Optional Services			
Qty	Description	Unit Price	Ext Price
2	Onsite Support for Phones & Networking Issues - Provided by Local Company near site - w/ remote coordination by PEC - Charge is per hour with a minimum of 2 hours	\$150	\$300
1	Toll Free Inbound Phone Service (charge is per minute)	\$0.029	\$0.029
1	Toll Free DIDs (charge is per number per month)	\$2	\$2
1	SMS messaging (inbound or outbound) – per message - Includes carrier surcharges	\$0.025	\$0.025
1	SMS-enable any local phone number (per number per month)	\$2	\$2

Ongoing Services (Monthly Recurring)			
Qty	Description	Unit Price	Ext Price
1	Hardware Extended Advanced Replacement Warranty	\$154	\$154
1	Standard Support 9AM to 6PM (Monday to Friday)	Included	Included
1	Emergency Support (24/7/365)	Included	Included
TOTAL MONTHLY RECURRING FOR ALL SERVICES			*\$154

***Note:** Pricing may change on a month to month basis if users or functionalities are added or removed.

6. Services Provided - OVERVIEW

PEC will replace City of Neosho's existing VoIP phone system with a new, cost-effective, feature-rich, scalable, reliable cloud-based VoIP phone system. The system will act as a single system that will cover the 11-12 locations indicated and have the ability to add more in the future. Based on the scale of the system, we will have our technicians and installers onsite before, during and after cutover.

The new system will include the following components and services:

Phone System

- Migration of system from existing system to 3CX Cloud based, redundant VoIP Phone System
- Primary, dedicated cloud-based phone system hosted on Amazon Web Services (East-Region)
- Backup, dedicated cloud-based phone system hosted on Amazon Web Services (West-Region)
- All required licensing phones/controllers/software/etc
- (79+) extensions for phones, menus, etc (with capacity to increase to 2,000)

Phone Services

- Porting of numbers and seamless transition from Current Provider(s) to PEC
- Call Paths for inbound/outbound/internal calls
- 73+ Local DID/Numbers (with capacity to handle up to 5,000 DIDs) – toll Free is available
- E911 support for all outgoing caller IDs (we will assume 12 for the purposes of this quote)
- Centralized phone service for multiple sites
- (5) Analog extensions with T38 support and fax to email support (more can be added)
- Keep existing DIDs and Fax lines

Physical Hardware (adjustments can be made)

- Assessment of existing infrastructure & design of new infrastructure
- Utilize existing CAT cabling and wireless networking equipment
- Installation of all hardware onsite (optional)
- (6) Yealink T54W Multi-Line Desk Phones (4.3" color LCD) with PoE/Wifi/Bluetooth/1GBps
- (73) Yealink T34W Multi-Line Desk Phones (2.4" Color LCD) with PoE/Wifi/1GBps
- (73) Softphones for iPhone/Android/Windows/Mac/ChromeOS
- Support for Yealink CP960 Conference phone and Grandstream HT812 Analog ATAs

Testing & Training

- Thorough testing of all equipment and software prior to deployment at site
- Thorough testing of all equipment after deployment at site
- End user training on demo phones prior to onsite install

- Remote Admin training on demo phones prior to on site install
- Onsite Training on a date that suits City of Neosho (optional)
- Additional end user & Admin training onsite after installation

Monitoring, Warranty, Maintenance & Support

- Real-time monitoring & notification of phone system status
- Ongoing hardware and software warranty
- Standard support (M-F 9 AM to 6 PM EST) and emergency support (24/7/365) for outages

7. Services Provided – PHONE SYSTEM

VoIP Phone System solutions such as Mitel, Shoretel, and Allworx, all use proprietary equipment that is rendered useless if switching to another vendor. At PEC, we believe that your phones and end user equipment should be vendor agnostic.

PEC will implement two (2) phone systems for City of Neosho:

- A primary cloud-based 3CX phone system on AWS US-East Region in Ohio
- A backup cloud-based 3CX phone system on AWS US-West Region Northern California

In the unlikely event that AWS's East region goes down, PEC will change the IP address associated with the phone system domain name, and all of the phone devices will point to the backup system hosted on AWS's West region. The second phone system is standard and included in our standard system package. There is no extra charge for this system.

PEC recommends that City of Neosho implement the following to mitigate potential outages:

- To prevent power outages, PEC recommends that City of Neosho maintain adequate power backup batteries to power the onsite equipment and the PoE network switches
- To prevent an Internet outage, PEC recommends that City of Neosho maintains two Internet connections from two different providers.
- To allow for continuity of services, PEC recommends that City of Neosho staff download the PEC/3CX phone system mobile app on their phones. When used, this app can use the cell provider's LTE/5G connection to connect to the phone system on each staff member's extension.
- Maintain 2 to 4 analog lines that are not dependent on power.

In the event that City of Neosho's Internet connection fails, staff members can rely on their mobile phone apps to send and receive calls, messages, and video.

The phone system technology that we use is used by Fortune 500 companies and government organizations for their telecom services. It has carrier-grade reliability, flexibility, and scalability. Although not required, the system we are implementing for City of Neosho can be scaled up to 3 times its current capacity with any system degradation.

The system is easily managed through a web GUI interface.

PEC prioritizes security and implements very strict security protocols to make sure that there will be no unauthorized access to the phone system. Access will only be permitted from a list of IP addresses that City of Neosho provides to PEC. In addition, AWS servers are SOC2 compliant which means that any user or call data will be stored securely in the cloud with limited access.

7.1 FEATURES OF PHONE SYSTEM

The phone system has the following features to meet and exceed City of Neosho's requirements:

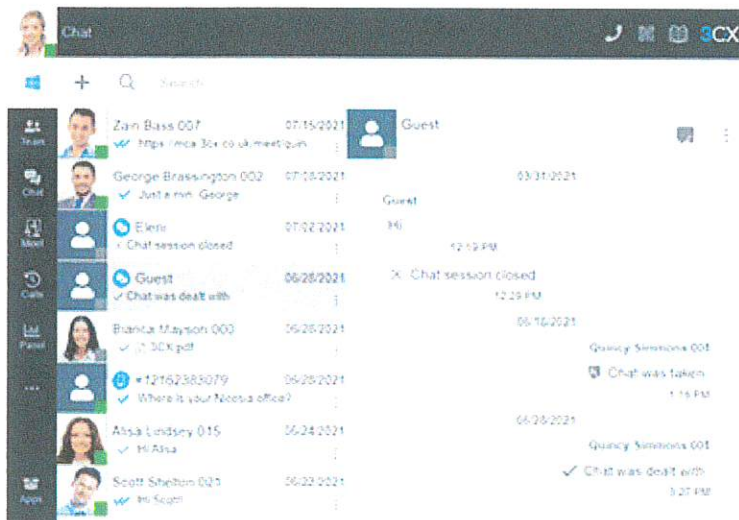
- **Auto-attendant** - Create an unlimited number of auto-attendants and customize them to the function differently based on the DID.
- **IVR (Interactive Voice Response)** – create custom call flows per DID to meet inbound & outbound call requirements. IVR call flows can even be designed to pull information from external systems.
- **Video & Voice Conference Bridging** is available via video or voice through the web client, phone, or mobile app. Through the phone system, City of Neosho will be able to support 200+ concurrent voice conference callers, but it will utilize many of the SIP Trunks. The phone system will also support up to 12 concurrent conference groups, assuming the total number of conference callers is below the number of trunks assigned. Video conference/collaborations are limited to 250 total participants.
 - **Voice bridge capabilities and ability to interface into meeting invites** – voice conferencing is available and can be interfaced into meeting invites with a web link. The voice conferencing can be achieved via phone, web client (WebRTC), or and app that can be downloaded on a mobile phone.
 - **Video person to person or conference calls** – video conferences are standard with the version of the system City of Neosho will be receiving. Video conferencing can be achieved using the web based client or a thin client that can be downloaded to a cell phone or a computer. Collaboration is standard.



- **Assign / Manage DIDs** - assign any DID to an IVR, a ring group, or an extension.
- **Caller ID Manipulation** – set different DIDs for each extension or share caller IDs across multiple extensions or users.
- **Unlimited local and long distance calling** within the United States
- **Supports multiple lines** per user account and on hardware endpoints, mobile phone applications, and desktop applications
- **Call Center Agent capability**

The proposed phone system supports basic call center functionality that is capable of exceeding City of Neosho's defined requirements. Call center features will only be available to any phones that are programmed to use them. PEC will configure the initial call flow with the guidance of City of Neosho's technical staff to ensure it meets any requirements. The system will allow the following capabilities:

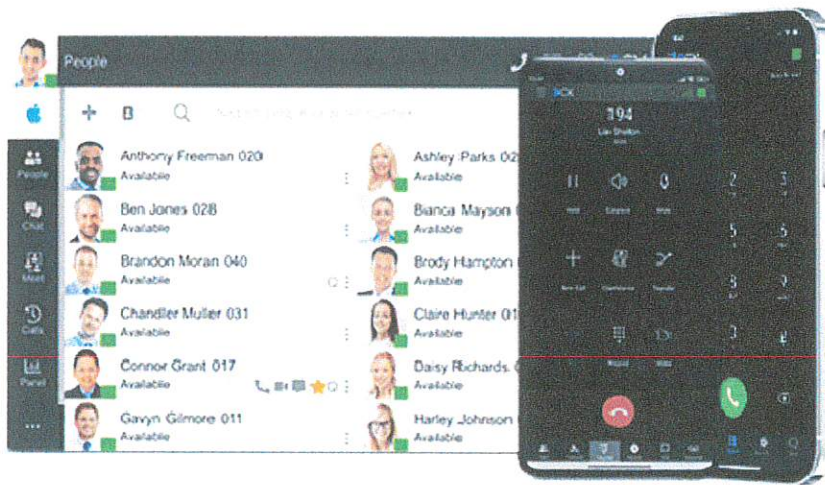
- Voice communication with ability to transfer to another agent
- SMS communication with ability to transfer to another agent



- Video communication
- Ability to create dozens of workgroups
- Create workgroups, which are a defined group of agent phones that act as one group

- Use a desk phone or a desktop app
 - Managers can view and manage agent calls from a computer
 - Agents can log in or log out of a workgroup using a specified dialing code
 - Round robin, sequential, random, even distribution, and ring all call strategies
 - Music/Message on hold
 - Timeout before an agent is deemed unavailable
 - Call recording for internal and external calls
 - Call announcements to callers in queue
 - Forward calls to any cell phone using the handset or admin call forward feature
 - Hot desk, which allows any user to access his/her own settings from a shared phone
- **Call Recording – full-time and on-demand call recording** – both options are available and can be defined per extension or per DID. On-demand can be started with a * key code or through the web interface. Additional call recording features are:
- **TRANSCRIPTION** of all call recordings that can be searched by text at a later date. Transcriptions are broken down by speaker (up to 9 speakers) and stores as text. We are the only VoIP phone system provider that provides high quality, full length transcriptions of call recordings at no additional cost. This includes calls into and out of call center desks.
 - Record on any or all extensions
 - Specify extensions to turn call recording on for via phone keypad or web interface
 - Retrieve all recorded calls and conference calls via web interface
 - Search for call records by date, time, extension, phone number, or name
 - Search for call recordings based on keyword (requires speech to text option)
 - Restrict access to call recordings to specific users
 - Adjust user access permission to call recordings
-
- **Detailed call reporting** including the ability to troubleshoot the SIP call flow in detail – all internal and external calls are kept for several years. A wide variety of reports are available in different formats. Since the call data is readily available, these reports can also be customized to most formats that you need. SIP details are available for each call for the purposes of troubleshooting.
- **Voicemail** – the VoIP Phone System supports all of the following feature:
- Maintain Time and Date of call & extension of caller
 - Roll calls over to another extension if no answer/busy
 - Variable / Customizable greetings based on time of day or status
 - Message notification light on handsets when a voicemail is unread
 - Ability to Save, Delete, or forward the message with or without annotation to another extension or multiple extensions

- **Voicemail to Email** (with option to delete email after forwarded)
 - Voice mail messages can be retrieved through the following methods:
 - Press the "mail" button on the phone handset
 - Dial *97 from the handset
 - Call in from an outside, enter extension, enter the PIN
 - Email a voice file to a specified email address for that user
 - Email a voice transcript of the voicemail to a specified email address for that user
- **Three way / Multi-way Calling** - is standard with every phone provided and allows 3 parties to talk on one call.
- **Mobile phone client capability** for both Android & iOS - the mobile app can be installed on iPhone or Android smart phones to act as an extension with video/voice/chat features:



- **Softphone capability (Windows OS) & Instant messaging presence** – the web client pictured below allows users to have presence and view all other users and their status. This tool is extremely powerful and allows you to launch video, chat or voice messaging with a click
- **Flexible ring configuration options.** A single number can ring multiple phones at simultaneously, a specified cascade order, and is configurable by the system admin
- **Configurable time frames / day/night mode (e.g. holidays, business hours, special events, etc ...)** – different call flows can be implemented for hunt groups and auto-attendants based on the day of the week, time of day, or whether or not it's a holiday.
- **Per-user web portal / interface for configuring devices** – Users can self-configure specific user options, see call history, and retrieve stored recorded calls.
- **Multiple Devices per User** – a user can have multiple devices including desk phone, mobile app, softphone and it will be treated as one extension for the purposes of billing
- **Ability to have electronic bill presentment broken down by department and/or extension, billable charges by extension, hunt group, or DID** – Many reports are already available, but

there is no one report that satisfies every client's needs. Since the call data is readily available, these reports can also be customized to most formats that you need.

An extensive list of features is available upon request.

Additional features include:

- **Keep Existing Numbers** – we will port all of the existing numbers to PEC Cloud VoIP Service.
- **Integrated Corporate Directory** – the VoIP Phone System maintains a company phonebook and a user phonebook which stores internal and external contacts. The VoIP Phone System also offers a dial by name feature which allows callers to dial an extension by the user's name.
- **Programmable Call Queue** – Call queues are completely programmable and you can decide which actions to take based on different events
- **Conforms to FCC requirements for Enhanced 911** – PEC registers any DID that is used for outbound calling with NENA. City of Neosho must provide PEC with the exact address and location within the facility tied to that DID. When that phone calls 911, the number will be linked to the exact location (i.e. room number) within the building. A notification will be sent to one or more persons letting them know that 911 was called. PEC supports Kari's Law and Ray Baum's Act.
- **Four or six-digit extension dialing** – the system supports 3 or more digit extensions (4 & 6 are fine). All extensions must be the same length of digits.
- **Hunt Groups** – hunt groups are a standard feature in the system and can be set up to support several different hunting strategies (i.e. round robin, least called, etc)
- **Ability to tag an extension for reporting/billing purposes** – Reports are available for one or more extensions. When generating a report, simply specify the extension to pull the report for.
- **Failover for extensions** – Calls to any extension can failover to another extension, a voicemail, a ring group, to a mobile app, to a web client, or to an operator.
- **Announcement line** – Any DID can be set up to play a message (X number of times) and then hang up. No other option will be made available to the caller.
- **9-1-1 Notification** – specified persons will be notified when a 911 call is made via email or SMS.
- **Programmable call flow** – the call flow is 100% programmable.
- **Redundant phone servers/call managers in separate geographic areas** – one phone system will be installed in East-USA and another in West-USA. The East system will be the primary and can failover to the West system.
- **Capability to replace an extension with a spare phone** – "Hot Desking" is available to allow a user to take over a spare phone by entering a * code on the phone followed by the extension and a PIN. The phone will now be active with that user's extension and settings.
- **Provide a wide range of phone types including: Basic phone, Soft phones, Multiline phones, Expansion ports for secretaries, Blue-tooth capable phones:** We have provided options for all

of these types of phones and devices. Soft phones are included with the phone system. Expansion ports are available for the Yealink T54W phones used for secretaries.

- **Custom hold music/message by department, Hunt Group, or extension** – Music/message on hold is programmable.
- **Ability to block certain toll calls** – calls can be blocked based on country, area code, or a specific number.
- **Ability to block nuisance callers** – calls can be blocked based on caller ID.
- **Direct Dial / Ability to route specific incoming calls to an extension** – inbound calls can be routed based on the caller ID or the DID number dialed. They can then be routed directly to an extension.
- **Ability to page a hunt group or all extensions** – paging groups can be created to define a list of extensions to be paged. This can be 1 to all extensions. One extension can be a part of multiple paging groups if needed.
- **Overhead paging interface** – overhead paging can be achieved by integrating the paging device with the VoIP Phone System with the use of an ATA or Analog to VoIP device.
- **Incoming Fax to e-mail** – this feature is supported. A DID can be tagged as a fax number and any faxes that come into that number will be emailed to one or more email addresses.
- **D2A device for modems and/or faxes** – fax machines can be connected to the VoIP Phone System using an ATA device (D2A). Modems can be finicky and it is recommended to maintain analog lines.
- **Per Extension** – Extension functionality includes the following features:
 - **Call Hold, Call Transfer, Call Pickup** (from any parking lot) from the phone or the web interface
 - Set to Do not Disturb from the phone or web interface
 - Support for Wired & Wireless Headsets / Hands Free Headset Support / Bluetooth support
 - Support for Hearing impaired TTY using analog adapters (ATA)
 - **Call Forward** on Busy, No Answer or DND statuses
 - Each extension has Voicemail with a unique passcode
 - **Distinctive Ring** is available for each extension
 - Unique four digit extension for each user
 - **Enhanced 911** address available to all users from any specified DID
 - a DID number can be assigned to an extension & an extension can be a member of a hunt group.
 - **Extension monitoring by light/display** – On the web interface, all extensions are visible and the status light indicates their current status. On the phone itself, a green phone indicates that the phone is active and a red phone indicates that it's inactive.
 - **Incoming message/voicemail light/display** – Yealink phones have message waiting indicator lights that indicate when a voicemail is unread in the user's mailbox.
 - **AutoDial** – a phone can be programmed to automatically call another desk when the phone's

handset is picked up. This is a function of the phone.

- **Caller ID** is passed with every call.
- **Multi way calling** is standard with every phone provided and allows 3 parties to talk on one call.
- **Follow me** is available for each extension and can be set up to ring multiple phones at the same time or ring in a sequential pattern.
- **Speed Dial** is available from both phone sets and web clients
- **Memory Buttons** are available on Yealink phones. Each phone has a different number of buttons.
- **Redial** is available on all phones and web clients provided.
- **Busy Redial** is available through Yealink phones
- **Outlook Integration** is available with the right version of Outlook or Office 365. It has limited functionality, and is primarily used to set the user's current status based on their calendar.
- Extensions can be limited to call specific destinations (i.e. within USA or within network only)
- **Ability to reassign E911 address for mobile/travelling workers** – Each DID can be linked to a 911 registration with a unique address and location. If a worker is remote, however, we recommend that they use their cell phone to call 911 so that GPS coordinates can be sent to 911 agencies.
- **Forward call to extension voicemail** – calls can be forwarded directly to an extensions voicemail without trying to ring the phone
- **Different messages for no answer or busy** – greetings can be different depending on the user's status, such as busy or no answer. Actions can also be different based on the status.
- **Additional features:**
 - Custom IVR menus & advanced IVR scripting (on a project basis)
 - Blind / Supervised call transfers

8. Services Provided – PHONE SERVICES

PEC has been providing phone services such as SIP Trunking, local and toll-free inbound & outbound calling, SMS/text messaging, DIDs, E911, CNAM, number porting, and more since 2006. PEC only works with Tier 1, reliable, redundant providers such as AT&T, Verizon, Bandwidth, Intelliquent and Touchtone communications. In addition, by working with multiple providers, PEC can easily migrate between providers in case there is any unforeseen issue with a specific provider.

PEC maintains a triple-redundant network for all inbound and outbound phone and messaging services. We presently handle over 50 million minutes of voice traffic per month.

PEC has the following memberships, licenses, and certifications:

- Somos (SMS/800) RespOrg certification since 2008
- NENA 9-1-1 member since 2017
- Kari's Law compliant since 2021
- Ray Baum's Act compliant since 2021
- STIR/SHAKEN compliant since 2022
- SOC2 compliant when using AWS cloud or Azure

PEC will provide the following phone services to City of Neosho:

- Inbound calling via SIP VoIP trunks/lines
- Outbound calling for US/Canada and any specified international destinations
- E911 outbound service & registration for required numbers
- Number porting for any and all numbers
- DID service for 400 or more DIDs (or as specified by City of Neosho)
- CNAM service for inbound calls
- Caller ID service for all inbound calls
- Outbound calling name

Upon request, PEC can also provide the following services:

- SMS / MMS/ text messaging from the phone numbers you own
- Toll-free calling & text messaging

9. Services Provided – PHYSICAL HARDWARE

PEC's philosophy has always been to use industry standard, time tested hardware that will likely be available for years to come. We also choose hardware that is not proprietary, is readily available in the market, and can work with most third party vendors, including phone systems, phone service providers and network switches. Rather than going with low-end, lowest-cost models, we prefer to propose devices that are reasonably priced for the quality and level of features they offer. The phones and devices below reflect that philosophy. Models and quantities can be adjusted at a later date. The environment proposed supports The City of Neosho's existing conference and ATA hardware from Yealink and Grandstream.

- (6) Yealink T54W Multi-Line Desk Phones (4.3" color LCD) with PoE/Wifi/Bluetooth/1GBps
- (73) Yealink T34W Multi-Line Desk Phones (Color LCD) with PoE/Wifi/1GBps
- (79) Softphones for iPhone/Android/Windows/Mac/ChromeOS



Yealink T54W Desk Phone

- 4.3" Color Display
- 10 line keys, 16 SIP Accts, 27 Memory keys
- Built in Bluetooth, Wifi, DECT, RJ9 Support
- HD Quality Voice & Acoustic Shield
- Dual-port Gigabit Ethernet
- PoE Support

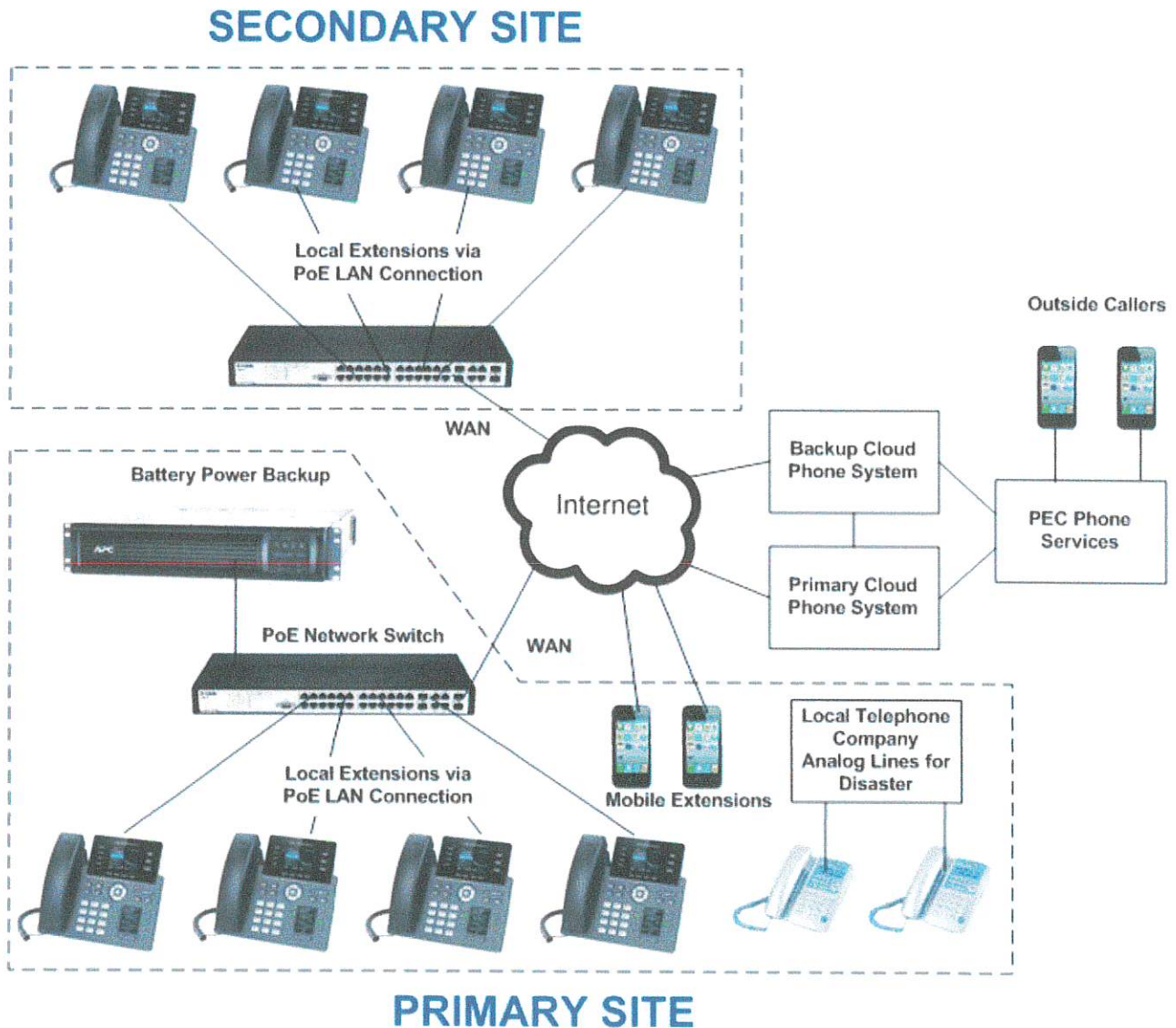


Yealink T34W Office Desk Phone

- 3.7" Black & White Display
- 10 line keys, 16 SIP Accts, 27 Memory keys
- Built in Bluetooth, Wifi, DECT, RJ9 Support
- HD Quality Voice & Acoustic Shield
- Dual-port Gigabit Ethernet
- PoE Support

10. Services Provided – NETWORK DIAGRAM

The diagram below shows the basic topology of the network we will implement. Any additional sites can be built out as depicted in the “Secondary Site.” Mobile Extensions can work over WiFi on the local office network or can work off of LTE/5G through the user’s mobile provider.



11. TRAINING PLAN

Over the years, PEC has learned that effective training can only be accomplished through a multi-stage process across multiple training sessions onsite and offsite.

In order to make efficient use of time, PEC has separate training for System Administrators, Users, and Operators. Each training type is catered to the specific tasks of the respective role. Training duration varies on the number of users being trained and the depth of training users request.

12.1 User Training (if needed)

User training will be available to users during four (4) different stages of the project:

Stage 1 – Prior to onsite installation, training resources will be provided to all staff which will allow staff members to familiarize themselves with the phones and end user phone system features in advance. Since this stage of training is not hands on, the training is more general and will cover general features, capabilities, and features. Staff members will have the opportunity to reach out to PEC with any questions they may have. Training resources provided will cover the following end user topics:

- Yealink phone and it's general features and buttons
- Desktop app and it's general capabilities and features
- Mobile app and it's general capabilities and features
- Phone system (end-user side) and it's general capabilities and features

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to train City of Neosho users on the following topics:

- Yealink phone and the button layout
- Initial account setup, including voicemail greetings and personalized settings
- Answering & Making Outbound Calls
- Transferring Calls (Blind Transfer, Attended Transfer)
- Using Conference calling
- Using Call Parking and Parking Lots
- Using Call hold
- Mute, Do Not Disturb, and Speakerphone
- Phonebook and Calling from a Phonebook
- Voicemail (checking, forwarding, deleting)
- Accessing and using the Desktop app (including call presence)
- Downloading and using the Mobile app
- Video conferencing

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the entire staff to provide the same training provided in Stage 2 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have.

Stage 4 – After the cutover is complete and PEC's staff has left the site, staff will be able to reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan

Galligan. Training resources covering the phones, phone system, and general information will be able to staff as well.

12.2 Admin Training

Admin training is designed to teach Administrators to handle day to day questions and requests from the general staff members. Admin training will be available to System Admin(s) during four (4) different stages of the project. Some of the information below only applies to onsite installation/training.

Stage 1 – Prior to onsite installation, training resources will be provided to Admin(s) to allow them to familiarize themselves with the infrastructure, the backend phone system, the phones, and end user features. Backend system training will be provided remotely via Zoom/3CX Meet/Google Meet/etc and will be scheduled through Dan Galligan. The phone system will already be set up and we will use this system for the demo. Admin Stage 1 Training will cover the following topics:

- Understanding the basic network infrastructure
- Connecting the physical phones to PoE and to desktops computers
- Logging in to the Admin interface
- Understanding key concepts within the interface (trunks, ring groups, receptionists, etc)
- Understanding how calls are routed in and out of the system
- Understanding how backups are performed
- Managing inbound calls and routing them to intended destinations
- Managing Digital Receptionist settings (already set up by PEC)
- Managing Extensions/Accounts and associated settings
- Managing user permissions for Extensions/Operators
- Managing Contacts / Phonebook settings (company-wide & per user)
- Managing Ring Groups and assigned extensions
- Managing voicemail settings for end-users
- Resetting end-user passwords
- Call recording functionality and retrieval
- Creating and managing Call Queues
- Understanding and setting up hot-desking
- Using the fax server & setting up inbound faxes
- Brief overview of Reporting and the different reports available
- Yealink phone and it's general features and buttons
- Desktop app and it's general capabilities and features
- Mobile app and it's general capabilities and features
- Phone system and it's general capabilities and features

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to provide hands-on training to reinforce the training provided in Stage 1. During this hands-on training, Admins will have an opportunity to ask questions and see the system in action. Admins can see the effect of making changes on the interface, and they will also learn how to do basic trouble shooting.

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the City of Neosho Admins to provide the same training provided in Stage 1 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have. PEC staff will also work with Admins to instruct them how to address any basic technical issues that may arise after cutover.

Stage 4 – After the cutover is complete and PEC's staff has left the site, Admins can reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan Galligan.

12.3 Operator Training (if needed)

Operator training is designed to teach Call Center Operators (CCO) to manage call queues and call center functionality through the web interface and on the handsets. Operator training will be available to CCOs during four (4) different stages of the project:

Stage 1 – Prior to onsite installation, training resources will be provided to CCOs to allow them to familiarize themselves with the concept and functionality of call queues and agents. The phone system will already be set up and we will use this system for the demo. Operator Stage 1 Training will cover the following topics:

- Creating and managing one or more call queues
- Understanding Polling Strategies and Wait Time Outs
- Setting up Call Backs
- Setting up Music on Hold
- Adding users/agents to one or more call queues
- Queue manager notifications
- Seeing the call queue in action using web agents
- General overview of call queue/agent reports

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to provide hands-on training to reinforce the training provided in Stage 1. During this hands-on training, CCOs will have an opportunity to ask questions and see the system in action. CCOs can see the effect of making changes on the interface.

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the City of Neosho CCOs to provide the same training provided in Stage 1 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have. CCOs are usually the most active users of the system since the call queues and agent setups change more frequently than that of other users.

Stage 4 – After the cutover is complete and PEC's staff has left the site, City of Neosho CCOs can reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan Galligan.



**PEARSON-KELLY
TECHNOLOGY**

RIGHT TECHNOLOGY. DONE RIGHT.

IT SERVICES • BUSINESS PHONES • COPIERS & PRINTERS • CAMERAS

- **Help Desk Services**

Both remote and on-site support is included along with 24/7 system and network monitoring.

- **vCIO Services**

Helping your business plan the future as well as analyze your present infrastructure. Technology road mapping reviews help you see the higher-level overview of how your business can implement IT standards to help you achieve your business goals.

- **vCISO Services**

On Staff security expert to respond to any cybersecurity threats identified by cyber security tools and answer any information security questions.

- **Next Gen Antivirus**

Endpoint Detection and Response (EDR) agents with 24x7 Security Operations Center (SOC).

- **Threat Hunting**

Managed Security Platform finds and eliminates threats, delivering a suite of managed, detection, and response capabilities—backed by a team of 24x7 Security Operations Center (SOC) Analysts

- **Vulnerability Management**

Cyber Security, Vulnerability Management, Vulnerability Patching, and Active Directory Scans

INFORMATION TECHNOLOGY SOLUTIONS THAT WORK FOR YOUR BUSINESS

► SPECIALIZED SKILL SET.

Outsourced IT services give you access to a full team of technical experts and specialists to supplement the skills of your internal team or act as your internal IT team.

► MITIGATE RISK.

Outsourced IT mitigates the risk for your business by leveraging a team of experts skilled in network security and compliance. Let them do the heavy lifting and take on the bulk of the responsibility for you.

► SIMPLE SCALABILITY.

IT services is priced as a flat fee based on the number of workstations, servers and users you have. So, as you add users, you're looking at minimal IT cost changes, as opposed to adding new IT specialists.

► MANAGED ACCOUNTABILITY.

Hiring an internal IT team can have unpredictable results. When you hire an outsourced IT service provider, you plug into your business a fully developed IT department with business processes held to compliance and industry standards.

► THE RIGHT TOOLS.

Managing information technology systems requires certain tools. But enterprise-level tools are often too expensive up front for most business. With IT service providers, get access to those applications in a subscription model.

YOU MAKE IT HAPPEN WE MAKE IT POSSIBLE

Pearson Kelly Technology/ City of Neosho VoIP Proposal

Executive Summary

Wherever work takes you, a better way to communicate needs to come too. With Pearson Kelly Technology®, a full office communications suite goes wherever you go.

PKT combines a feature-rich business phone system with video conferencing, chat, contact center, file sharing, texting and more, with integrated mobile and desktop apps that allow for wherever, whenever communication. And with PKT, they are all available on one integrated, secure, reliable, and easy-to-use platform.

We are proposing 79 Fanvil Desk phones, local number porting and toll-free service. Our Unified communications offering consists of Cloud PBX with advanced call center, unlimited local and long-distance calling, Chat and 50GB of file sharing per user Online meetings with 100 participants per meeting. Along with full implementation, training and continued service and management of the product. We will utilize Web Fax for your faxing needs. Your numbers will port at 12pm on the day of the proposed installation. PKT will be there prior to the cutover making sure all infrastructure, Apps and desk phones are in place before the cutover occurs. There will be about a 30-minute period when the old system switches to the new. PKT will assist in training and any other issues that arise. We will continue fully supporting the system with all additions, moves, and changes for the life of the contract. Prior to the install we conduct our own discovery to ensure all the needed equipment, software and infrastructure will be available and ready on the proposed date.

What we do may change from client to client, but how we drive results doesn't. For our relationship to work, you must trust us to do what's in your business' best interest, so we build a partnership framework built on respect, honesty, and communication. This is one of the most important tenets of our business, and our leadership team models it well. We believe that being honest and open about what's going on in our business and our community is the best way to ensure a culture of respect, gratitude, and dedication. With this fully integrated business phone system, users can collaborate whenever, wherever, and however they want. I know there are many competitors out there, but most of them don't listen to your needs or try to figure out you are in pain, they just want you to stop talking so they can sell you something or try to find the person to blame it on when things don't work. Not PKT! We value customer service; we believe in Integrity.

Toll free phone numbers are billed at \$1.00 a month and then you can buy packages of minutes.

500 min-\$13.00 a month

1,000 min-\$23.00 a month

2,500 min-\$50.00 a month

5,000 min-\$95.00 a month

Confidential Service Proposal for Elevate

ALL YOUR BUSINESS COMMUNICATIONS –
INTEGRATED, EFFICIENT, AND RELIABLE

Provided by:

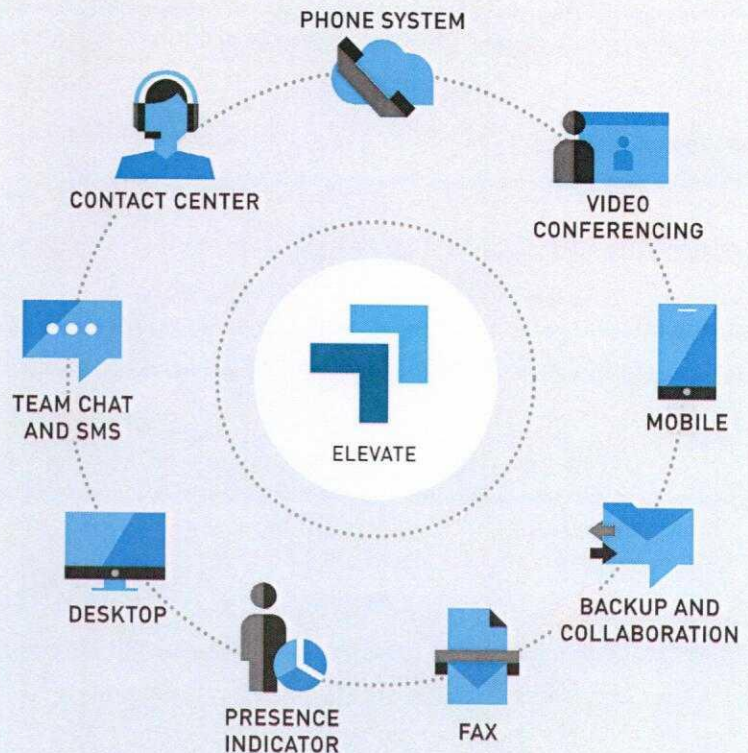
Pearson Kelly Technology
charles@pearsonkelly.com
14178770003



Elevate

Elevate is an easy-to-use cloud-based communication platform that helps employees to be more productive and collaborative.

It includes a full-featured phone system combined with chat, web/video conferencing, and file collaboration and backup capabilities.



ELEVATE INCLUDES

- Includes 90+ enterprise-grade calling features
- Free local and long distance calling to the US, Canada and Puerto Rico
- Elevate's pre-programmed, plug and play desk phones makes installation easy
- Flat, per-user rates, with no annual contract required
- The Elevate Mobile App makes any smart phone an essential collaboration tool
- The Elevate Desktop App integrates with company directory, showing employee availability and enabling click-to-call
- Changes to system settings, devices, or users can be performed by phone administrators online
- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

Benefits to Your Business



INCREASED PRODUCTIVITY

Elevate makes a more productive workforce.

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Integrated chat, video conferencing, screen sharing, file sharing, file backup and integrations extends reach and facilitates collaboration



LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace.

- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with no extra or hidden fees*
- 90+ enterprise-grade calling features INCLUDED in the service



HIGH RELIABILITY

The Elevate voice network is purpose-built for reliability.

- 99.999% financially-backed uptime SLA
- Proprietary Elevate VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

Elevate scales according to the needs of any business.

- Mix and Match packages according to user needs: Essentials, Pro and Enterprise
- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy & can be done online; no technician or special expertise required
- Manage service and features using user-friendly HostPilot™ portal
- Scales to a large number of users per business



BUSINESS CONTINUITY

Never miss an important business call.

- Elevate automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)



ENHANCED CUSTOMER EXPERIENCE

Contact Center delivers more responsive, informed, and positive customer experiences.

- Upgrade your Elevate Contact Center plan to access even more features (like omni-channel support) at any time
- Plans for businesses of all sizes, industries, and levels of sophistication

The Business-Class Features You Deserve



90+ ENTERPRISE-LEVEL FEATURES INCLUDED

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Receptionist Routing
- Music on Hold
- Spam Caller Protection
- ... And many more



VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access
- Voicemail transcription (Included with Pro and Enterprise packages only)



CONFERENCE BRIDGE

- Includes a unique local phone number
- Gather up to 200 participants
- Start conferences at any time with Always-On conferencing
- Ability to add video and screen sharing to your conference, if desired



TEAM CHAT

- Pin favorite contacts to the top of your list
- Chat messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts
- Chat messages are securely encrypted in transit and at rest



WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

*Included with Pro and Enterprise packages only



COMPANY MESSAGING

- Enhances customer interaction by enabling the ability to send and receive text (SMS) and picture messages (MMS) to and from your main company number or toll-free phone number (SMS only)
- Easily create specific groups of one or more users to send and receive text messages all within the Elevate desktop and mobile applications
- Improves communication efforts with customers by providing fast and customized text responses



CONTACT CENTER

- Smart queueing technology tells customers their position in line, plus wait time
- Deep analytics and reporting help you visualize gaps and improve performance
- Access to Advanced Hunt Groups included with Elevate Pro and Enterprise
- Upgrade your contact center features to include omni-channel capabilities (SMS, chat, email) to connect with customers through their preferred modes of communication

Agent	Date	Type	Status	Evaluation	Template	Status	Collaboration	Acknowledgment
Walter Bunker	Apr 20, 2020	Service	Completed	Excellent	Service production	Excellent	Completed	
Maria Hernandez	Apr 20, 2020	Service	Completed	Good	Service production	Good	Completed	
Imagel Thoms	Apr 20, 2020	Service	Completed	Good	Service production	Good	Completed	
Laurenna Cardona	Apr 20, 2020	Service	Completed	Good	Service production	Good	Completed	
Jordan Vercos	Apr 20, 2020	Service	Completed	Good	Service production	Good	Completed	
Geoff Tate	Apr 19, 2020	Service	Completed	Good	Service production	Good	Completed	
Emily York	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Marshall Anderson	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Nicole Howell	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Marlyn Newell	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Shirley Dineen	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Scott Miller	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Valerie Puccio	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Taylor Whitman	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Leah Brinkman	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	
Brace Bailey	Apr 18, 2020	Service	Completed	Good	Service production	Good	Completed	

Apps/Productivity Included with Elevate



ELEVATE MOBILE APP

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send chats and SMS messages, place calls and see voicemails - anytime, anywhere.

Never miss important calls

Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption.

Easily collaborate from anywhere

Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.



ELEVATE DESKTOP APP

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send chats, place and receive calls, share screens, start video calls and share files - all from one application.*

Communicate your way

Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®.

One application for collaboration

One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference.

Stay connected on-the-go

With the Elevate desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are.



*Elevate Pro and Enterprise packages add SMS messaging to the Desktop App



ONLINE MEETING® VIDEO CONFERENCING

- HD video conferencing empowers teams with remote members to be more productive
- Screen sharing in real-time improves collaboration and speed of decision making
- Screen annotation can call out important points on a shared screen in during a meeting
- Includes a conference dial-in number, and custom URLs for meetings



SHARESYNC FILE MANAGEMENT

- The most current version of files from any device for easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Exchange Email, Active Directory, Outlook, and Microsoft 365
- Full control over files, users, devices, and sharing activities



ELEVATE ARCHIVING

Captures, stores and provides powerful search across chats, SMS, phone calls, voicemails and more so you can quickly find information when it's needed.

Automated data capture

Integrates with Elevate to automatically capture and retain data without administrative or user action.

Fast, powerful contextual search

Indexes both content and metadata using dozens of properties for fast and easy searching.

Retention

Stores data for as long as the business case requires with retention options ranging up to 10 years.

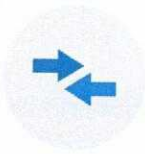
Regulations and compliance

Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4.

Security

Securely stores and encrypts data in transit and at rest with multi-factor authentication to protect access and limit export to authorized users.





ELEVATE EXTEND

Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more — driving higher productivity and increasing customer retention with no heavy costs.



Increase Employee Productivity

Embed communications into everyday business applications across various teams to streamline business workflows and maximize employee efficiency.



Drive customer retention and increase revenue

Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.



No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Integrations packages:

ELEVATE ESSENTIALS + ELEVATE PRO + ELEVATE ENTERPRISE	Office 365 slack	Outlook G Suite	INTERMEDIA UNITE® CRM SCREEN POPS Microsoft Teams
	ZOHO	sugarcrm	zendesk
	servicenow	Microsoft Dynamics 365 ORACLE® NETSUITE	salesforce

Prepared for

City of Neosho
203 E Main St
Neosho, MO
64850-1812, United States

Provided by

Pearson Kelly Technology
charles@pearsonkelly.com
14178770003

**Summary of services**

Description	Customer total	
	One-time	Monthly
Services		
Unified Communications Services	\$219.00	\$1,579.21
Equipment	Free	Free
Shipping	\$229.18	
Professional services & other items		
Professional Services	\$5,925.00	
Subtotal	\$6,373.18	\$1,579.21
Surcharges & Other fees		\$353.13
Estimated taxes	\$1,242.24	\$219.36
TOTAL	\$7,615.42	\$2,151.70
	One-time	Monthly

Details

Main location 203 E Main St, Neosho, Missouri 64850-1812

			Customer total	
Description	Quantity	Unit price	One-time	Monthly
Unified Communications Services				
Elevate Pro Includes Cloud PBX with advanced call center, unlimited local and long distance calling, connection to up to 5 devices, Chat, File Sharing (50 GB/user), Online Meeting (100 web participants per meeting) and Business SMS. 1 license is required for each unified communications user in the organization.	79	\$19.99		\$1,579.21
Local Number Porting Fee	73	\$3.00	\$219.00	

Notes:

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

Customer total				
Description	Quantity	Unit price	One-time	Monthly
Equipment				
 Fanvil V64 An IP desk phone with a 3.5-inch 480x320 Color Screen, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi, and a USB port. Includes 8 physical line keys capable of 21 configurable positions for calls, presence, or speed dial.	79	Free	Free	Free
Shipping				
2013 W Woodland St, Springfield, Missouri 65807-5913	—	—	\$229.18	
Taxes & Fees				
Surcharges & Other fees	—	—		\$353.13
Estimated taxes	—	—	\$1,242.24	\$219.36
Total - Main location			\$1,690.42	\$2,151.70

Notes:

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

**Response
to
Request for Proposal
Phone System Platform
City of Neosho**

Vendor Name: SMART IT PROS, INC

Vendor Contact Person: David Thomas

Vendor Address: 2305 Ridge Road Suite 101D Rockwall, TX 75087

Vendor Phone Number: (734) 238-1553

Email: Dave.thomas@smartitpros.com

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1. Cover Letter

George Moody

Ph: 417.451.8050 ext. 101

Email: gmoody@neoshomo.gov

Dear George

Smart IT Pros, Inc is pleased to submit the following Proposal in **Response to Request for Proposal from The City of Neosho to provide Phone System Platform solution**. SMART IT PROS has read the documents and agrees to each and all of the terms and conditions, provisions, and requirements set forth.

SMART IT PROS **has around 12 years of experience working with Government, County and Municipal Entities across the United States**. SMART IT PROS can provide professional and operational team to assist with Strategy, Design, Transition, Operation and Continuous Service Improvements. We are confident that we have the experience, resources and infrastructure necessary to deliver outstanding service that will meet or exceed the short and long-term IT objectives.

SMART IT PROS look forward to work with leadership team and ensure delivering best services. Please direct all questions (technical and contractual) to David Thomas, Director Sales (Primary Contact), at (734) 238- 1553 or at Dave.Thomas@smartitpros.com.

Thank you for your time and consideration,



Sincerely,

David Thomas.

SMART IT PROS, INC.

Address: 2305 Ridge Road Suite 101D Rockwall, TX 75087

Contact Name: David Thomas

Title: Director-Sales

Dave.thomas@smartitpros.com

Phone: (734) 238-1553

Fax: (877) 763-6359

2. Executive Summary

SMART IT PROS INC is a privately held S corporation owned by its founder and president, Radhika Rani. Our firm is WBE (Woman owned Business Enterprise), WOSB (Woman owned Small Business), MBE (Minority owned Business), certified Michigan Corporation. Our president has more than 20 years of IT, ERP, Applications, Development, Services Management, Infrastructure support that includes asset management, network management, firewalls, security, architecture, solutioning, and project and program management services. We have founded in 2012 and grew YOY 150%.

Our firm includes 40 full time employees and 25 Contractors, under the president and four managers. Our main management divisions are IT Consulting, Managed Services, Hardware and Software Reselling and Solution Provider, Sales, Marketing and administration. We got reviews as best employer rated by employees. The service department handles service requests, support, training, and development. At present, we are focusing on in-house technical capabilities to manage the outsourced contracts to manage helpdesk, Service Management and production support projects. We also focus on Knowledge transfer of existing employees by train the trainer approach to build internal knowledge hub.

By focusing on its strengths, its key customers, and the underlying values they need, Smart IT Pros Inc will increase sales to more than \$4million in three years, while improving the quality of services and customer base. We are currently focusing on State, federal and local government units to who needs immediate help and support in better services while focusing on cost savings and adding value

2.1 Why partner with SMART IT PROS for your IT Infrastructure needs?

- Local Support: Our sales and technical teams are located throughout the Eastern U.S. and Pacific Coast area to work directly with you at your location(s).
- Technical Excellence: Through rigorous training, our team holds sales and technical certifications, enabling us to help design and configure your IT environment end-to-end to meet your requirements.
- Vendor Agnostic: SMART IT PROS represents a broad range of hardware and software vendors, allowing us to design the best solution for your business requirements.
- Competitive Pricing Having achieved premier partnerships with many IT manufacturers, SMART IT PROS utilizes our superior buying power to ensure you get the right hardware and software solutions at the right price.

2.2 What is our Value Addition?

- **Access to specific skills currently unavailable inside:**

Smart IT pros clients often have to look outside the organization to IT consultants, contractors and freelancers for specific and highly specialized technical skills. Staff augmentation allows the Smart IT Pros Clients to add skilled resources to supplement their existing staff.

- **Flexibility and quick response:**

Smart IT Pros Clients can use staff augmentation to adapt quickly and create dedicated teams around specific skills, products, or technologies for critical projects or deadlines. Staff augmentation allows companies to quickly respond to change and take advantage of growth opportunities – and even quickly terminate contracts in the event of organizational change.

- **Cost-savings to the hiring organization:**

Smart IT Pros Clients can reduce business overhead costs associated with maintaining staff for finite or seasonal projects. Staff augmentation minimizes costs associated with administrative functions related to payroll, benefits, and unemployment concerns.

- **Time-savings to the hiring organization:**

Smart IT Pros Clients can hire consultants and contractors more quickly than full time employees. Staff augmentation helps organizations hire more quickly, often in days not weeks or months.

- **Objective addition to the team:**

IT consultants and contractors are less concerned with politics, and often approach projects and deadlines with an objective and unbiased perspective.

2.3 Qualifications and Experience

In today's competitive world along with evolving technologies, several businesses are confronted to stay much above the latest developments at the same time maintaining and establishing responsive and flexible IT capability to give their support. SMART IT PROS can help you in this by providing you with top-level IT Consultants, Administrators, Developers, Business Analysts, Project/Program Managers and Hardware Engineers.

Our IT staffing services will assist you in safeguarding and optimizing most strategic and varying components to give you success. We believe in offering you a partnership that will help in understanding your actual business targets. Our workforce strategy is to provide the right people with appropriate skillset and competencies, at the right place, at the right time.

- We provide extensive support with efficient knowledge of different technology products and services such as Dell, HP, Lenovo, Cisco and Apple work with different states and federal clients.
- We provide comprehensive support services such as; training, upgrade offers, installation services, patching, monitoring, network configuration services, etc.
- We turn IT visions into reality and provide you powerful solutions which are dedicated on improving, enhancing revenue prospects and also coming up with certain new inspiring advantages for you.

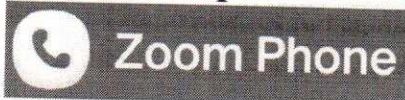
3. Company Background Information

1. Legal name of the company: **Smart IT Pros, Inc.**
2. Number of years in business :**12+ years**
3. Headquarters location address, phone number, website: **2305 Ridge Road Suite 101D Rockwall, Texas, 75087; (734) 238-1553; www.smartitpros.com**
4. Company type: **Corporation**
5. Number of employees: **48**
6. Tax ID number: **36-4647476**

SMART IT PROS has been providing services similar to the scope of work for years as exemplified by the following projects:

- **Chicago Housing Authority** – Cloud Colocation Services through Equinix Data Center
- **Superior Court of California, County of Los Angeles** – IDC and colocation Services through Equinix Data Center, LA County
- **North County Transit District** - (*Outsourced DMS Implementation Services*)
- **Omnitrans, San Bernadino, CA** – (*Outsourced Data Center Deployments*)
- **South-eastern Pennsylvania Transportation Authority** – (*Outsourced IT Hardware and Software Services*)
- **State of Arkansas, Little Rock, AR** (*Outsourced Information Technology Services such as Desktop Application Support, Server Administration, Network Administration, IT Security, 24/7 Help Desk and Strategic Planning*).
- **Pennsylvania Police Department, Harrisburg, PA** (*SCCM support*).
- **State of Michigan, Lansing, MI** (*Completely Outsourced IT Department: Avaya Support, Application Support, Server Administration, Network Administration, 24/7 Help Desk and IT Support, PD IT Support Services and City Department IT Support*).
- **Macomb Community College, Warren, MI** - Remote (*Project Management, Network Design/Implementation/Monitoring, 24/7 Help Desk, IT Security and Strategic Planning*).
- **The State of Oregon, Salem, OR** (*Security, Firewall, Network Monitoring and Management and 24/7 Help Desk*).
- **The State of Oregon, Salem, OR** (*Oregon Kids Support and Development on Java*).
- **State of Georgia - Security Architect** – Remote, Atlanta, GA
- **Microsoft - SAP Implementation Project** - Remote

4. Zoom Experience and References



Smart IT Pros is authorized to provide Zoom Phone as the Phone System Platform solution to The City of Neosho.

Zoom Phone is a secure, seamless, and reliable feature-rich cloud phone solution for businesses of all sizes. Its centralized management empowers admins, while the easy-to-use platform improves employee productivity. Future-proof your business, build stronger connections, and enable better access to services with Zoom Phone.

4.1 Why Zoom Phone

A Video-First Unified Communications Platform.

Zoom Phone is a simple, secure, video-first, cloud phone system that is innovative, reliable and scalable in 40+ countries across the world.

It offers a single platform (currently with over 400 features) that support inbound and outbound calling through the public switched telephone network (PSTN). This functionality makes Zoom Phone a competitive option as a cloud PBX and aims to revolutionise the enterprise phone network.

Those who make the switch to Zoom Phone can enjoy the benefits of:

A Modern Enterprise Communications Platform

Zoom Phone enables employees to talk and interact in new ways – anytime, anywhere.

Centralised Management

Provision and manage users while monitoring business interactions with an easy-to-use centralised administration portal. You can also have visibility across your contact centre and manage call queues.

Another reason you may like the Zoom phone app is the list of valuable features, including Nomadic E911, SMS, business app integrations, and more.

Zoom Phone has a few tricks up its sleeve for keeping teams connected. It has a one-click option to elevate calls to meetings and built-in call recording features, while the built-in Caller ID function makes it possible to change your outbound caller ID. This feature is helpful in various ways, allowing you to choose which name or number gets displayed for the receiver of your call.

Key Benefits

✓ Feel confident in your phone

Enable seamless and reliable communications, with a cloud phone system built with security from the start.

✓ **Simplify management**

Get onboarded fast, easily manage users and permissions, and monitor service performance with Zoom Phone's intuitive, centralized admin portal.

✓ **Optimize the way you work**

Reduce friction across workflows with an all-in-one app powered by AI for your communications and collaboration needs and tight integrations with your favorite third-party apps.

✓ **Elevate your customer experiences**

Exceed customer expectations by enabling seamless interactions and equipping employees with insights into areas of improvement.

✓ **Empower the modern workforce**

Enable your employees to work how and where they can be most effective while helping to boost efficiency with advanced calling capabilities across mobile, desktop, and devices.

37% Zoom costs 37% less
to manage and operate

Zoom Commissioned Metrigy TCO Study 2023

With Zoom Phone, you'll be able to securely and easily communicate and collaborate across locations, devices, and worker types. Zoom's all-in-one solution elevates your employee and customer experiences with robust, AI-powered voice, video, and chat, plus native integrations.



**Simplify
management**

- Easily deploy and manage a robust telephony network with complicated configurations, regardless of your business size or location.
- Connect in a way that works for you with PSTN connectivity in 49 countries and trunking options to work with your preferred carriers (BYOC).
- Give your team access to the right resources fast with scalable management.



**Optimize the
way you work**

- Boost collaboration with the Zoom mobile and desktop apps, which offer a single, unified solution for phone, team chat, meetings, and more.
- Elevate your calling capabilities with advanced features like video voicemail, call routing, and VIP delegation.
- Work within your favorite apps with over 80+ integrations for Zoom Phone on the Zoom App Marketplace.



Empower the modern workforce

- Work effortlessly on the go with the ability to move calls between your desktop client, mobile app, or desk phone.
- Seamlessly connect Zoom with desk phones and devices from leading manufacturers.
- Support hybrid and frontline workers with mobile, industry, and hotdesking solutions.



Feel confident in your phone

- Keep data and calls safe with standards-based and end-to-end encryption options and certifications, attestations, and standards such as SOC 2.
- Have peace of mind knowing your phone system will be up when you need it with support for up to 99.999% SLA.
- Create resiliency in your infrastructure and provide business continuity in the event of lost connectivity to the cloud with Zoom Phone Local Survivability.
- Keep employees safe with enhanced emergency calling that dynamically tracks location to ensure their location is up to date in the event of an emergency.



Elevate customer experiences

- Enable customers to receive customized services faster with features like auto attendant, call routing, call queues, the ability to elevate a call to a meeting, and more
- Coach and support your team in real-time with supervisory controls like monitor, whisper, and barge, along with reporting and wallboard capabilities.
- Gain insights into buyer engagement and sentiment, as well as the frequency and quality of conversations that signal opportunity health with Zoom Revenue Accelerator.
- Address customer inquiries with automated and innovative omnichannel experiences across Zoom Phone, Zoom Team Chat, and Zoom Contact Center.

Zoom Phone user interface - Natively Built For The Zoom Platform

Zoom Phone is one unified app for phone, video, meetings, and chat. It allows the user to seamlessly make and receive phone calls, share content, participate in video meetings, and send chat messages from Zoom desktop and mobile apps.

Easily elevate phone calls to a video meeting without requiring participants to hang up and dial into a separate conference bridge. The native apps for Windows, macOS, iOS, and Android are designed for ease of use while maximising voice and video quality of service.

Another one of our favourite features about the Zoom Phone is its integration with other Zoom products. Zoom Rooms can be assigned direct phone numbers as part of your Zoom Phone

plan. If you call using Zoom Phone, you can quickly transform the call into a Zoom meeting – or merge the call into a concurrent session. You can also switch between two separate, simultaneous Zoom Phone calls or meetings at your leisure.

The Zoom Phone app offers several call monitoring features, which admins can control:

Listen: listen to a call without the parties being aware.

Whisper: speak to a phone user in a call without other parties being aware.

Barge: join a call and speak to all parties (the call will become a 3-way call).

Take over: take over the call from a Zoom Phone user.

Finally, you can use call delegation via a shared line appearance functionality: This feature allows users to assign auto attendants to handle calls on their behalf.

For example, an executive can route calls and calling privileges to their assistant. An employee going on vacation can set calling privileges to a co-worker temporarily monitoring their accounts.

Why businesses choose Zoom Phone over than other systems?

Traditional telephony can be a complicated and costly endeavor — especially for global organizations — involving expensive hardware and multiple carriers. Over the past three-plus years, Zoom has focused on creating a phone solution that's easy enough for small and midsize businesses to use and deploy and has all the advanced capabilities large multinational organizations require to support global users.

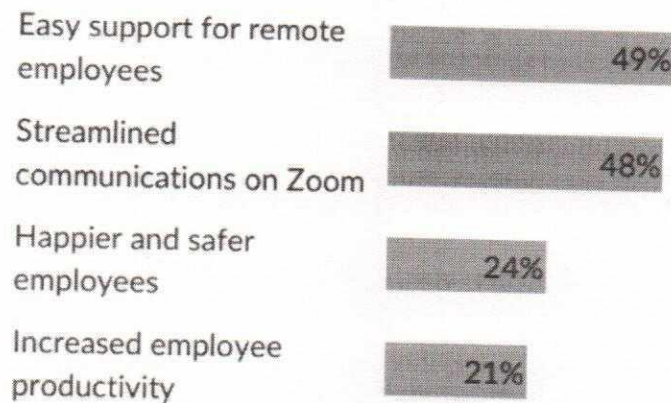
“Zoom Phone has been incredibly valuable when it comes to keeping our teams connected,” said Susan Delaney, Director, Global Network Services at **eBay**. “The one-click option to elevate calls to meetings allowed our users ease, and reduced time spent, alleviating the need to juggle multiple platforms. Zoom’s pricing plans made it easy to roll out a single solution across our offices around the world.”

All the surveys at the last 3 years proved the following:

- 90% said our audio quality is better.
- 93% said we were more affordable.
- 86% said our deployment was easier.
- 91% said our global coverage is better.
- 97% said we enabled their remote workforce better.

“Zoom Phone has been an astounding success,” said Elka Popova, VP of Connected Work Research at **Frost & Sullivan**. “Thanks to its innovative pricing model and widespread availability, it has quickly become an attractive option for many SMB and enterprise customers around the world.”

Zoom Phone benefits:



Zoom Phone Surpasses 3 million Seats Sold

Going from zero to 3 million licenses in just over three years is a testament to the growing need for a rich cloud telephony solution like Zoom Phone. Businesses, schools, and other organizations no longer have to settle for a phone solution; they can choose a comprehensive system that empowers their hybrid teams and strategically scales with their business.

With innovative VoIP service from Zoom, organizations of all sizes can:

- Support remote, hybrid, and mobile work styles with comprehensive cloud phone features
- Simplify management of voice and video communications with a centralized admin portal
- Enhance on-premises safety and security with Nomadic E911, internal safety team alerts when calling 911, and dashboard metrics for emergency location tracking

Improve productivity with integrations to essential applications like Salesforce, Microsoft Teams, and Google G-Suite, and call center integrations with Five9, Genesys, InContact, Talkdesk, and Twilio.

4.2 Case Studies

4.2.1 Case Study No. 1

Client Name: Hamilton County

How Hamilton County Developmental Disabilities Services Uses Zoom to Improve Constituent Support & Employee Experience



Founded: 1968

Location: Hamilton County, Ohio, USA

Industry: State and local government

Challenges: Legacy systems creating a poor user experience for employees and constituents alike

Solutions: Zoom Meetings, Zoom Phone, Zoom Rooms, Zoom Team Chat, and Zoom Video Webinars

Business benefits: Increased accessibility and attendance, simplified management, better user experience

Serving the public since 1968, Hamilton County Developmental Disabilities Services (HCDDS) supports more than 8,000 people annually by enabling opportunities for people with developmental disabilities to work, learn, and fully participate in their communities. Focused on supporting these individuals and their families throughout all stages of life, HCDDS sought a solution provider that would not only enable continuity during the COVID-19 pandemic, but also help the organization improve case management and service delivery.

We spoke with Brian Knight, Director of Information Technology, about how the Zoom platform helped his agency achieve its mission and evolve service delivery permanently.

Ease of use goes a long way

“Prior to March 2020, I could probably count on one hand how many video meetings I’d been a part of,” said Knight. HCDDS, like so many local agencies, was used to the in-person interactions traditional for the public sector, barely using their incumbent Skype solution. But that all changed when the pandemic started.

“When March 2020 hit, we knew Skype wouldn’t meet our needs anymore,” said Knight. His team was even offered a 90-day free license of Webex, but left with the same result. “When we got [Webex] out, I started hearing complaints [from our users]. It drops, disconnects often, choppy voice and video. It was a consistent issue we were seeing.”

That's when Knight decided to pilot Zoom, initially purchasing 10 meetings licenses for a small group to test out. The response was immediately overwhelming, as Knight remarked, "It was so much easier to use, especially for so many of the constituents we work with."

The HCDDS executive team echoed a similar response. When Knight decided to demo the solution in the hope of spawning adoption across the entire organization, the decision came easy for leadership. "We set up demos for both Zoom and [Microsoft] Teams for our leadership group. The Teams demo fell on its face. Each person experienced a different problem, my boss couldn't even get signed in. The Zoom demo went flawlessly — [the Zoom team] showed a lot of the features and capabilities. Executives really liked what they saw."

The HCDDS team applied a similar process to Zoom Phone adoption, testing licenses with a smaller group, and then bringing on more from there.

For Knight, implementation was both a cost-effective and seamless experience. "Our cost of entry was zero — didn't cost us anything other than initial phone licenses. Setting things up was a snap," he said. "Having everything in the same spot makes it so simple."

Uncovering new outcomes

Once Knight deployed Zoom Meetings and Team Chat, Zoom Rooms, and Zoom Phone across his agency, the impact was felt by employees and constituents alike. While the agency frequently leveraged Zoom Team Chat's file transfer feature and is exploring Zoom Apps, Knight and team found that a few features and aspects of the platform generated some key outcomes:

Better accessibility

"Now that you have it built-in, [Live Transcription] works flawlessly. We have some hearing-impaired individuals and employees, and having closed captioning helps them out."

Better work/life balance

"Something as simple as setting your business hours [in Zoom Phone] is helpful. When my day is over, I don't want my phone ringing off the hook — the people who need to get a hold of me know how to."

Increased attendance

"We have meetings where we bring in different parties working with someone — providers, parents, individuals themselves — and a lot of the time it was challenging to get everyone to attend that meeting. With Zoom, we had a lot better participation, especially with court-appointed guardians."

Simplified management & ease of use

"We needed to find something that was easy to use — that any other person on the outside can easily get access to. That's what really drove its popularity with our staff. I like it because it's so easy to manage. Not having my folks spend time trying to fix issues is worth its weight in gold."

Benefits for other service organizations

After seeing such success with the Zoom platform, Knight has started to spread the word to his colleagues and cohorts.

“We have a group for all IT county board directors in the State of Ohio and we meet every other month, and I have given [Zoom] nothing but glowing recommendations. People were utilizing a lot of traditional PBX systems, and I told them to call Zoom because I think the price is affordable and it works great,” said Knight.

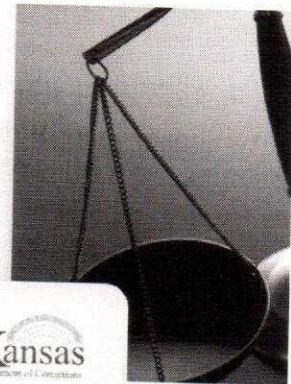
He’s also realized how Zoom Rooms can support some of the schools that HCDDS works with, deciding to show them the product first-hand. “I did a demo of our Zoom Room capabilities to our schools, and they’re excited about it. They’re going to use COVID-19-related grant money to purchase some of the Zoom Rooms hardware,” said Knight.

Now, the progress HCDDS has made with Zoom can expand to other organizations providing critical services to the public, helping to elevate the important work of state and local agencies around Ohio.

4.2.2 Case Study No. 2

Client Name: Kansas State Department of Corrections

How the Kansas State Department of Corrections Leverages Zoom to Support Justice Delivery



The COVID-19 pandemic posed new challenges to government agencies, businesses, and people everywhere. The Kansas State Department of Corrections is no exception, navigating uncertain times to fulfil a vital mission: supporting a safer Kansas and improving outcomes for incarcerated people.

Rather than maintain the status quo — which would still have been remarkable — the Kansas State Department of Corrections was able to optimize operations and drive positive outcomes across its operating mission through its use of the Zoom platform. This included:

- Augmenting a constructive culture for incarcerated persons
- Expanding representation and access across communities to public outreach activities
- Enabling the justice-centered mission to continue without disorganization

Addressing key objectives

Harold Sass, CIO of Kansas State Department of Corrections, leads the dedicated team supporting the technology needs of Kansas' criminal justice services — his vision allowed the team to not only meet their mission objectives, but improve outcomes when compared to pre-pandemic levels.

When Sass approached Zoom in the first days of the pandemic, he was strategizing to revolutionize his team's technology vision. "The collaboration had to support three mission-imperatives: improve outcomes for incarcerated people, democratize access to the Kansas State Department of Corrections's public outreach efforts, and ensure a safe and effective operational cadence for the agency staff," said Sass.

Enter: Zoom

The Kansas State Department of Corrections strives to lead its justice-involved population to safe and productive reintegration. Sass and team saw the Zoom platform as the perfect solution to help them accomplish exactly that.

"Zoom Meetings and Zoom Phone allowed for resident professional development opportunities for inmates, including advanced data science roles for those in the Topeka Women's Prison," Sass stated. In these instances, residents were able to work alongside the Kansas State Department of Corrections staff in a remote work context. "They communicated during their work shifts with the same type of professional environment as their department colleagues, only located within the structure of their residential facility," he added.

Zoom Meetings and Zoom Webinars also allowed the Kansas State Department of Corrections to expand its offering of job skills training programs, resident career fairs, and other educational programs. "The Zoom interface helped residents feel a greater sense of professionalism," Sass noted.

Sass felt strongly that his department's work for constructive resident culture must "prioritize familial, social, and health-oriented scenarios." Leveraging CARES Act funding, he deployed over 60 Zoom Rooms to create learning spaces and help foster digital connections. Zoom Rooms allowed mothers to see their children more frequently, even as in-person visits had to be stopped. The team also used Zoom Rooms to support remote substance abuse treatment, create cross-facility resident communities of interest, and sustain telemedicine through a partnership with Centurion Health.

Democratizing access to the Kansas State Department of Corrections's public outreach efforts

Focused on sustaining public outreach amid the pandemic, the Kansas State Department of Corrections's IT team soon realized transforming their approach via Zoom would open up new dialogues. Prior to using Zoom, engagement was solely in-person. This posed access challenges to lower-income populations with reduced transportation options.

"By leveraging Zoom [Meetings and Webinars], staff didn't have to travel across the state for multi-day sessions, and this resulted in unexpected cost savings that were invested back into technology improvements for the state residential correctional facilities," said Sass. With Zoom

Meetings and Zoom Webinars, the Kansas State Department of Corrections conducted public outreach sessions in a safe and fair manner as well – with greater than normal turn-out.

Supporting a safe and effective operational cadence for the agency staff

Sass wanted to ensure that employees-maintained productivity and felt like they could achieve effective remote work – his vision was proven right. “In one instance, the Kansas State Department of Corrections’s telework capabilities even allowed a warden, who had to be quarantined for health reasons, to continue running the prison remotely,” Sass said. Additionally, the Kansas State Department of Corrections turned to Zoom for remote court hearings and other judicial sessions, helping mitigate exposure to residents and facility staff, as well as reduce the public security risks involved in transporting residents to off-site sessions.

Creating better outcomes

Through the purposeful IT transformation with Zoom, the Kansas State Department of Corrections was able to improve outcomes across the board. “The pandemic drove 20 years of IT transformation in six months,” Sass claimed.

Beyond helping the Kansas State Department of Corrections navigate the pandemic, zoom technology has helped Sass and team build a new operational paradigm.

Zoom has allowed us to improve outcomes for our residents, better engage our communities, and build a more technology-forward department. We aren’t looking to go back to normal – we’re looking to do even more with technology than before.

Harold Sass

CIO, Kansas State Department of Corrections

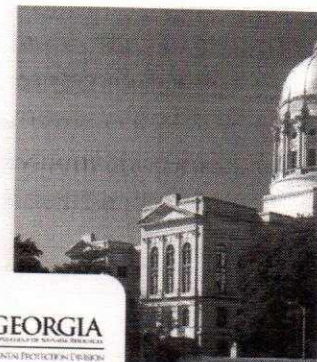
4.2.3 Case Study No.3

Client Name: Georgia Environmental Protection Division

Georgia Environmental Protection Division embraces resiliency and flexibility with Zoom Phone

Founded: 1972

Location: Atlanta, Georgia



Industry: Government

Challenges: Legacy and disparate solutions, extra costs due to overage fees

Solutions: Zoom Meetings, Zoom Phone, Zoom Webinars

Business benefits: Workforce mobility, increased attendance for public events, business resiliency

Within Georgia's Department of Natural Resources (DNR) lies the Environmental Protection Division (EPD), a group charged with protecting Georgia's land, air, and water resources. From regulating emissions to waste management to restoring water resources, the EPD works with local governments, industries, and farmers to protect Georgia's environment. The state authority enforces laws that regulate public and private facilities, with Steven Miles, director of information technology, leading these efforts from a technology standpoint.

Responsible for upgrading a dated video communications solution and enabling flexible work for the department, Steven turned to Zoom Meetings, eventually expanding to Zoom Phone and Zoom Webinars.

From disparate solutions to one interface

Back in 2019, Steven had to cobble together two solutions to enable virtual meetings for the EPD. And while one of them claimed to be "free video conferencing," it was anything but that.

"We were spending about \$30,000 plus a year on just conference calls for our small agency, and our division is not very big," Steven said. "Our staff was not familiar with the navigation of how to use that service, so there were all these overage charges because of call idling."

Their phone system wasn't much better. "We had a decentralized phone system, it was a combination of lines from AT&T and Avaya systems," Steven noted. This disparate structure meant processes had to remain manual. "We had to keep spreadsheets of who was assigned to what number because there was no system to track when people were off and onboarded, no centralized contact list or directory," he added.

Steven's hunt for a new solution didn't last too long. After a few proof-of-concepts with Cisco and Webex and months of testing, Georgia's EPD went with Zoom Meetings. Deployment — which clocked in at only two weeks — was paired with training sessions that shed light on important security controls. "We showed [employees] Zoom's available security features — not allowing meetings to be forwarded, having attendees authenticate with the Zoom account."

The training was effective, to say the least. "We've never had anyone attend a meeting who was not supposed to. It's only the people required and requested to be there — no stowaways at all."

But Steven didn't want security to stop there. "We enabled strong password requirements and expiring passwords. We wanted to take it a step further by securing the entire app by enabling two-factor authentication for logging into accounts, just to make sure that staff had that reassurance," he said. "We also use spam filtering; a lot of phishing happens over the phone these days."

With the right controls in place, it was smooth sailing from there for the EPD. “Because the platform is really easy to use, we didn’t have any problems when we went live.”

Embracing flexibility and agility with Zoom Phone

Phone was a little different for the EPD. While the agency originally preferred traditional VoIP systems, the onset of the pandemic changed that.

“When we went remote, there was no problem transitioning our public hearing meetings to Zoom Meetings, but we did have a problem if a constituent or a community member called our offices,” Steven reflected. “Not everyone had an agency-issued phone, and they didn’t know everyone’s numbers.”

Craving more flexibility, the EPD piloted Zoom Phone throughout 2020 and found its bandwidth optimization feature helped prove its value. “There are some people who live in rural areas — there’s not the highest availability of bandwidth — but the pilot program showed us the system performed in those areas.” From there, the EPD worked with Zoom’s Professional Services team to test, configure, and port over 733 numbers, which was all done remotely for 10 locations throughout the state.”

Zoom Phone came as a welcome reprieve from EPD’s previously stitched-together solution. “We had a few phone solutions cobbled together — a separate solution for voice calling, one for voicemails, and so on. So [with Zoom Phone] we got a lot of positive staff feedback that they didn’t have to sign into a whole other platform just to get voicemails or set greetings because they’re going to be out of the office for a day.”

Better connections with colleagues and constituents

Connecting with the public

Similar to other state and local agencies, EPD found that keeping public hearings virtual meant better attendance. “Once we started using Zoom Meetings and Webinars, attendance skyrocketed ... we’re talking about people throughout the state joining. “In fact, leadership has made the decision that Zoom Meetings will be the primary method of future public meetings for the agency. That’s not to say that EPD won’t have future in-person public meetings but the default moving forward will be via Zoom,” Steven said. “These actually helped with compliance efforts for the Freedom of Information Act.”

Finding resiliency with phone

“In 2022, state government leaders saw that many state agencies were working from home, doing it well, and being productive. As a result, state leadership, in conjunction with the Georgia legislative leaders, asked if agencies would consider shrinking their real estate footprint,” Steven said. The EPD has embraced flexible work ever since. “Nearly all of our employees working in the two Atlanta offices come into the office as necessary for reasons of equipment needs, mail processing, and package handling.

He said this approach to work makes the agency more resilient in the face of change, harkening back to 2014’s “snowmageddon” in Atlanta that posed major challenges to business continuity. “I think a benefit also by implementing Zoom Phone is that inclement weather doesn’t stop our business anymore. Prior to implementing Zoom Phone, someone had to be in the office to get the call. Now, it doesn’t really impact us the way it used to. We’re still able to

conduct the business without skipping a beat because we have such a versatile platform. Zoom Phone allows us to be able to be anywhere and work like we're in an office."

Building stronger bonds

Even though most of the EPD's staff isn't in the same room anymore, they still feel connected. "I think the meeting platform has really aided in assimilating most workers to being away from the office. They can get on video, see someone and talk with them like they're next door," Steve said.

"You foster a good working relationship in a remote capacity because you're able to get on and see each other and read those nonverbals, read the body language. Because you don't lose that element, you still retain the ability to be a good work buddy."

A flexible future

Since the staff at EPD are not physically in the office every day, they're looking into organizing those efforts potentially through workspace reservation. "When staff do need to come into the office, we need a way to show them what work areas are available for use. So we're working to implement workspace reservation to be able to accommodate or satisfy that need," Steven noted.

They're hoping to apply the same logic to EPD vehicles, too. "We have a fleet of vehicles that you must go into the office to reserve and sign out for use that is currently being managed in a paper binder. I could see workspace reservation potentially being used for that purpose," he added.

Whether the agency needs to reserve a vehicle online or just connect with constituents, the EPD views Zoom's unified communications platform as an essential resource. "With Zoom, everything can be done in one platform, you don't have to sign in and out of a bunch of different modules or apps. Everything is available and can be managed there," Steven said. "Having communication tools offered in such a scalable and secure way make a worthwhile investment."

"I think there's a good reason why Zoom has become the de facto standard when it comes to virtual meetings. You put the customer first in how you design and deliver your services, so it makes it easier for me to deploy and my users to adopt it," Steven added.

5. Responses to RFP Requirements

Zoom Phone is a simple, secure, video-first, cloud phone system that is innovative, reliable and scalable in 40+ countries across the world.

It offers a single platform (currently with over 400 features) that support inbound and outbound calling through the public switched telephone network (PSTN). This functionality makes Zoom Phone a competitive option as a cloud PBX and aims to revolutionise the enterprise phone network.

5.1 Service Level Agreements

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?
2. What happens to service in the event of a local power or WAN outage?
3. Please describe platform security measure. How is call data protected?

Response:

1. **Guaranteed Availability/Uptime and Standard SLA:** Guaranteed availability or uptime refers to the assurance provided by the service provider regarding the operational status of the platform. This typically involves a Service Level Agreement (SLA) which outlines the minimum level of availability that the service will maintain over a specific period. For example, the SLA might specify that the Zoom phone system will be available 99.99% of the time, with allowances for scheduled maintenance windows. If the service falls below this threshold, the SLA may dictate compensation or penalties for the provider. This ensures that businesses relying on the platform can expect consistent performance and minimal disruptions.
2. **Business Continuity/System Survivability Options:** Business continuity and system survivability options are crucial for maintaining communication functionality even in adverse conditions such as local power outages or wide area network (WAN) failures. Zoom's phone system may offer features like redundant data centers, failover mechanisms, and backup power sources to ensure uninterrupted service. In the event of a local power outage, for example, Zoom's system might seamlessly switch to backup generators or batteries to keep critical services running. Similarly, redundant network connections and failover protocols can mitigate the impact of WAN outages, ensuring that users can still make and receive calls even if one network link goes down.
3. **Platform Security Measures and Data Protection:** Zoom prioritizes platform security and takes measures to protect call data and ensure user privacy. This includes end-to-end encryption for calls, which ensures that communication remains secure and inaccessible to unauthorized parties. Additionally, Zoom implements robust authentication and access control mechanisms to prevent unauthorized access to call data and platform resources. User authentication, role-based access controls, and encryption protocols help safeguard sensitive information and mitigate the risk of data breaches. Regular security audits,

compliance certifications, and adherence to industry best practices further demonstrate Zoom's commitment to platform security and data protection.

5.2 Service

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	
3-digit extension dialing, regardless of geographic location	Y	
Unlimited local dialing	Y	
Unlimited domestic long distance	Y	
International dialing (include current rates)	Y	
Toll-Free service (include current rates)	Y	

5.3 System Management

1. How is the system managed/administered? Please describe customer Administrator interface.
2. Is self-service supported?
3. How are moves, adds, and changes performed?
4. How is service added, removed?
5. Please describe real-time reporting options.

Response:

1. **System Management/Administration and Customer Administrator Interface:** The system is typically managed and administered through a web-based customer administrator interface. This interface allows designated administrators within the organization to configure settings, manage users, assign permissions, and monitor system usage. It provides an intuitive dashboard where administrators can access various features and functionalities of the phone system, such as user management, call routing configurations, and integration settings.
2. **Self-Service Support:** Yes, self-service is often supported through the customer administrator interface. Users with appropriate permissions can perform certain tasks independently, such as updating their personal information, managing their call forwarding settings, and accessing voicemails. Self-service capabilities empower users to make quick changes and updates to their phone system preferences without relying on IT or administrative support.

3. **Moves, Adds, and Changes (MACs):** Moves, adds, and changes are typically performed through the customer administrator interface. Administrators can easily add new users, modify existing user profiles, and reconfigure call routing settings as needed. This might involve tasks such as assigning phone numbers, setting up voicemail boxes, and updating extension assignments. The interface provides a streamlined process for making these adjustments, ensuring that changes are implemented promptly and accurately.
4. **Adding and Removing Service:** Service additions and removals are typically managed through the customer administrator interface as well. Administrators can request additional services or features directly through the interface, such as adding new phone lines or subscribing to premium call management tools. Similarly, when service needs to be removed or deactivated, administrators can initiate these requests through the interface, ensuring that billing and service provisioning are aligned with organizational requirements.
5. **Real-Time Reporting Options:** Real-time reporting options provide administrators with valuable insights into system performance, call metrics, and usage patterns. These reporting features are often accessible through the customer administrator interface, allowing administrators to generate customized reports based on specific criteria and parameters. Real-time reports may include metrics such as call volume, call duration, call quality, and user activity. Administrators can use this data to monitor system health, identify trends, and optimize resource allocation to meet the organization's communication needs effectively.

6. Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.
2. What are the typical challenges in this type of implementation?
3. What is the typical timeline for an implementation of this nature?

Response:

Here's the standard operating procedure for implementing a project like this:

1. Roles on the Implementation Team:

- **Account Manager:** Serves as the main point of contact for the client, responsible for managing the overall relationship and ensuring client satisfaction.
- **Business Analyst:** Analyzes the client's requirements and translates them into technical specifications for the implementation team.
- **Project Manager:** Oversees the implementation process, including planning, scheduling, resource allocation, and risk management.

- **Tester:** Conducts quality assurance testing to ensure that the system meets the client's requirements and functions properly.
- **Trainer:** Provides training to end-users on how to use the new system effectively.

2. **Typical Challenges:**

- **Integration with existing systems:** Ensuring seamless integration with the client's existing infrastructure and applications can be challenging.
- **User adoption:** Getting buy-in from end-users and ensuring they are comfortable with the new system can be a challenge.
- **Customization requirements:** Meeting unique customization needs while staying within budget and timeline constraints.
- **Data migration:** Moving existing data from legacy systems to the new platform without loss or corruption.
- **Technical issues:** Dealing with unexpected technical issues or system failures during the implementation process.

3. **Typical Timeline:** The timeline for an implementation of this nature can vary depending on the complexity of the project, the size of the organization, and other factors. However, a typical timeline might include:

- **Discovery and planning phase:** 2-4 weeks
- **Implementation and customization phase:** 4-8 weeks
- **Testing and quality assurance phase:** 2-4 weeks
- **Training and user adoption phase:** 1-2 weeks
- **Post-implementation support and optimization:** Ongoing

Overall, the implementation process aims to deliver the new system on time, within budget, and according to the client's specifications, while minimizing disruption to the organization's operations.

7. **Support and Maintenance**

7.1 **Platform Maintenance**

1. What is your strategy for ensuring connection is operating 24/7?
2. What is your strategy for upgrading your current service?
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.
4. Are new features automatically available to existing customers? Or is a service upgrade required?

Response:

The platform maintenance strategies include:

1. Ensuring 24/7 Connection Operation:

- Redundancy and failover mechanisms: Implementing redundant systems and network connections to minimize the risk of downtime due to hardware failures or network issues.
- Continuous monitoring: Utilizing monitoring tools to proactively identify and address potential issues before they impact service availability.
- Rapid response protocols: Establishing procedures for quickly addressing and resolving any disruptions to service, including 24/7 support teams and escalation procedures.

2. Upgrading Current Service:

- Regular updates and patches: Implementing a schedule for regularly updating the platform with bug fixes, security patches, and new features.
- Planned maintenance windows: Communicating with customers in advance about planned maintenance activities and scheduling these updates during off-peak hours to minimize disruption.
- Incremental upgrades: Rolling out upgrades in incremental stages to minimize the impact on service availability and ensure compatibility with existing systems and configurations.

3. Seamless, Non-disruptive, and Remote Deployment:

- Staging environments: Testing updates and changes in staging environments before deploying them to the production environment to ensure compatibility and minimize the risk of disruption.
- Automated deployment pipelines: Implementing automated deployment pipelines to streamline the process of deploying changes to the production environment, reducing the potential for human error and ensuring consistency.
- Remote deployment tools: Leveraging remote deployment tools to deploy changes to the platform without requiring physical access to the underlying infrastructure, minimizing disruption and downtime.

4. Availability of New Features for Existing Customers:

- Automatic feature updates: Whenever possible, new features are automatically made available to existing customers as part of regular platform updates, without requiring a service upgrade.
- Optional feature upgrades: In some cases, certain new features may be offered as optional upgrades that existing customers can choose to enable or purchase separately, depending on their needs and preferences.

7.2 Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?
2. Detail the issue resolution process.
3. What is your average time to solve a moderate to difficult issue?
4. Is support available 24/7?

Response:

The customer service and technical support offerings include:

1. Levels of Service:

- **Basic Support:** Provides access to online documentation, knowledge base articles, and community forums for self-help. This level typically includes email support during standard business hours.
- **Standard Support:** Includes basic support features plus access to phone support during standard business hours. Response times may vary based on the severity of the issue.
- **Premium Support:** Offers priority support with guaranteed response times and access to a dedicated support representative. This level may include 24/7 support options and proactive monitoring of system health.

2. Issue Resolution Process:

- **Logging the issue:** Customers can log support tickets through the online portal, email, or phone.
- **Triage and prioritization:** Support teams assess the severity and impact of each issue and prioritize them accordingly.
- **Troubleshooting:** Support representatives work with the customer to diagnose and troubleshoot the issue, leveraging remote access tools or additional diagnostic information as needed.
- **Resolution:** Once the issue is identified, support teams work to resolve it efficiently, either through configuration changes, software updates, or other corrective actions.
- **Follow-up:** After the issue is resolved, support teams may follow up with the customer to ensure that the solution is effective and address any additional questions or concerns.

3. Average Time to Solve Moderate to Difficult Issues:

- The average time to solve moderate to difficult issues can vary depending on factors such as the complexity of the problem, the availability of resources, and the level of support provided. However, it's common for providers to aim for resolution times within a few hours to a day for moderate issues and up to a few days for more complex issues.

4. **24/7 Support Availability:**

- Yes, many providers offer 24/7 support options for critical issues or emergencies. This may include access to a dedicated support hotline or on-call support teams available around the clock to address urgent issues and minimize downtime.

7.3 Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?
2. Are there multiple, redundant instances at geographically dispersed datacentres?
3. What happens to service in the event of a public Internet outage?
4. What happens to service in the event of a local power or WAN failure?
5. What routing options does the vendor provide in the event of an outage?

Response:

The survivability and redundancy measures include:

1. Distribution of Service Delivery Platform:

- The vendor's service delivery platform is typically distributed across multiple data centers to ensure high availability and redundancy. These data centers may be located in different geographic regions to minimize the risk of localized disruptions.

2. Redundant Instances at Geographically Dispersed Data Centers:

- Yes, the vendor maintains multiple redundant instances of its service platform across geographically dispersed data centers. This setup helps ensure that even if one data center experiences an outage or disruption, there are backup instances available to maintain service continuity.

3. Service in the Event of a Public Internet Outage:

- In the event of a public internet outage, the vendor's service may still remain accessible to users who have established connections prior to the outage. Additionally, redundant internet connections and failover mechanisms may help reroute traffic to alternate paths to maintain connectivity.

4. Service in the Event of a Local Power or WAN Failure:

- In the event of a local power or Wide Area Network (WAN) failure, the vendor's service platform is designed to maintain continuity through backup power sources such as generators or uninterruptible power supplies (UPS). Additionally, failover mechanisms may reroute traffic to alternate network paths to mitigate the impact of WAN failures.

5. Routing Options in the Event of an Outage:

- The vendor may provide several routing options in the event of an outage, depending on the nature and severity of the disruption. These options may include automatic failover to redundant instances, rerouting traffic through

alternate network paths, or diverting calls to backup communication channels such as mobile networks or PSTN (Public Switched Telephone Network) connections. Additionally, customers may have the flexibility to configure custom routing rules based on their specific requirements and preferences.

8. Pricing

Line No.	Description	Quantity	Unit Price	Extended Price	Prorated Amount
1.	HaaS US ZP YealinkT33G Annual	73	\$34.19	\$2,700.85	\$365.74
2.	HaaS US ZP YealinkT46U Annual	6	\$65.87	\$395.21	\$57.92
3.	Zoom Phone Common Area Annual	5	\$42.24	\$211.20	\$30.95
4.	Zoom Phone Monthly Usage - overage fee	NA	NA	NA	NA
5.	Zoom Phone Pay-as-You Go	1	\$0.00	\$0.00	\$0.00
6.	Zoom Phone US/Canada Unlimited Calling Named User Annual	79	\$150.48	\$11,887.92	\$1,742.14
Sub-Total:				\$15,195.18	\$2,196.75
Grand Total:				\$17,391.93	

NB: Prorated amount is the amount till the Term End Date (co-terminus with the existing contract): 04/06/2026

Initial Paid Subscription Term: 36 Month

Renewal Subscription Term: 36 Month

Paid Period Start Date: 02/07/2024

This quote includes:

79 unlimited phone lines

5 common area lines (these are for the fax)

73 Yealink T33 for an annual lease

6 Yealink T46 for an annual lease

9. Our Alliance Partnerships



10. Our Diversity Certifications





A Phone System Upgrade Proposal for the City of Neosho

February 2024



City of Neosho

Attention: Cheyenne Wright, City Clerk

203 E Main

Neosho MO, 64850

417-451-8050 *phone*

417-451-8065 *fax*

Executive Summary - Voiceconnex

Voiceconnex, a regional telecommunications expert, is proud to collaborate with Broadvoice, a global leader in telecommunications, to present our joint proposal in response to the City of Neosho's Request for Proposal (RFP) for a VoIP Phone System Upgrade. By combining Voiceconnex's local knowledge and personalized service with Broadvoice's global expertise and cutting-edge technology, we offer the City of Neosho a comprehensive communication solution tailored to its unique requirements.

Objective: Our partnership aims to address the City of Neosho's communication objectives outlined in the RFP, including enhancing efficiency, scalability, reliability, and cost-effectiveness through the implementation of a VoIP phone system.

Solution Overview:

- **Regional Expertise, Global Excellence:** Voiceconnex, with its deep understanding of the regional telecommunications landscape, and Broadvoice, renowned for its global telecommunications solutions, collaborate to deliver a customized VoIP solution that combines local support with world-class technology.
- **Cutting-edge Technology:** Leveraging Broadvoice's advanced VoIP technology, our solution provides the City of Neosho with superior voice quality, robust features, and seamless integration to enhance communication efficiency.
- **Scalability:** Designed to grow with the City's needs, our solution offers scalability without disruption, ensuring that the City of Neosho can expand its communication infrastructure effortlessly.
- **Reliability:** With redundant data centers and global network infrastructure, Broadvoice ensures high availability and reliability, guaranteeing uninterrupted communication for the City's essential services.
- **Security:** Broadvoice's comprehensive security measures, combined with Voiceconnex's local expertise in compliance and regulatory requirements, safeguard the City of Neosho's communication infrastructure against cyber threats.
- **Cost Efficiency:** Our solution provides cost savings through reduced hardware expenses, simplified maintenance, and predictable monthly billing, allowing the City to allocate resources more effectively.

Implementation Plan: Voiceconnex and Broadvoice will collaborate closely with the City of Neosho to develop a comprehensive implementation plan tailored to its specific requirements and timelines. Our teams will ensure a smooth transition through meticulous planning, testing, training, and ongoing support.

Benefits:

- **Local Support, Global Reach:** Enjoy personalized service from Voiceconnex with the backing of Broadvoice's global support network.
- **Superior Technology:** Benefit from cutting-edge VoIP technology designed to enhance communication efficiency and productivity.
- **Seamless Scalability:** Expand your communication infrastructure effortlessly to meet the City's evolving needs without disruption.
- **Reliable Operations:** Rely on a robust infrastructure with redundant systems and global network coverage to ensure uninterrupted communication.
- **Cost Savings:** Reduce communication expenses and total cost of ownership compared to legacy systems, enabling the City to optimize its budget.

Conclusion: With our combined strengths, Voiceconnex and Broadvoice offer the City of Neosho a unique partnership that delivers a tailored VoIP solution to meet its communication needs now and in the future. We are excited about the opportunity to collaborate with the City of Neosho on this transformative project and contribute to the continued success of the community.

Should you have any inquiries or require further information, please do not hesitate to contact us. Thank you for considering Voiceconnex and Broadvoice for your VoIP phone system upgrade project.

Sincerely,



Matthew Young
President, Voiceconnex

Executive Summary - Broadvoice

Broadvoice has been providing cloud-based voice solutions to public and private entities, large and small, across North America for 17 years.

Every office requires telephones to communicate internally and externally. Our objective is simple; bring value to our customers by providing a future-proof and scalable communications system and reduce their monthly costs for such services. Broadvoice simplifies communications for organizations of all sizes by combining powerful cloud PBX, UC and collaboration features with virtual contact center in one award-winning Unified Communications as a Service (UCaaS) platform that delivers enterprise-class features at affordable rates.

The platform is connected to Broadvoice's secure, redundant network and hosting infrastructure, enabling SMBs to connect with customers securely anytime, anywhere and with any device.

Broadvoice has been in business since 2007 within the Cloud Based voice services market. A privately held company headquartered in Northridge, CA, its 400+ employees across the country help service over 400,000 customers in North America. Broadvoice is ranked in the Deloitte Technology Fast 500 and Inc. 500 Fastest Growing Private Companies in America.

With the recent purchase of an enterprise level contact center product out of Portugal, GoContact, we have now become an international company able to offer services in 5 continents.

With our wide array of feature-rich services from simple to complex, Broadvoice is a company large enough to handle your needs but still small enough to care for.

Company Background Information

Legal Name: MEYTech Enterprises INC. *DBA: Voiceconnex*

Years in Business: With over 40 years of industry experience, Voiceconnex has been a stalwart in providing exceptional telecommunications services. Under the current ownership of Matthew Young, the company has thrived for 7 years, maintaining its commitment to excellence and innovation.

Headquarters Location:

1135 N Farm Road 123 Suite A, Springfield, MO 65802

417-569-1500

www.voiceconnex.com

sales@voiceconnex.com

Company Type: Voiceconnex operates as a Sole Proprietorship under the dedicated leadership of Matthew Young, who is committed to delivering outstanding customer service.

Number of Employees: Despite its modest size, Voiceconnex boasts a dedicated team of 5 professionals, each committed to providing top-notch telecommunications solutions. Additionally, the company benefits from support from industry partners like Broadvoice, enhancing its capabilities and offerings.

Tax ID Number: 81-3809340

DUNS Number: 10-036-3630

Experience and References

Our product/market differentiators are multifaceted, allowing us to stand out in the industry and effectively compete for projects like the one at Willard Public Schools:

1. **Innovative Technology Solutions:** We offer cutting-edge technology solutions tailored to the unique needs of a multitude of institutions. Our products incorporate the latest advancements in communication technology, ensuring that our clients benefit from state-of-the-art solutions that enhance productivity and efficiency.
2. **Scalability and Flexibility:** Our solutions are highly scalable and flexible, capable of meeting the evolving needs of organizations of various sizes. Whether it's a church, small to medium business, municipality or a large school district like Willard Public Schools, our technology can easily adapt to changes in scale and scope.
3. **Comprehensive Support and Training:** We provide comprehensive support and training services to ensure that our clients can maximize the value of our solutions. From initial implementation to ongoing maintenance and upgrades, our team is dedicated to providing exceptional support every step of the way.
4. **Proven Track Record:** With a diverse portfolio of satisfied customers across various industries, we have a proven track record of delivering successful projects on time and within budget. Our extensive experience and expertise make us a trusted partner for organizations seeking reliable communication solutions.

As a testament to our capabilities, I would like to offer Mr. Scott Wooldridge, Director of Technology at Willard Public Schools, as a contactable reference. He can provide valuable insights into our project performance throughout the life of the contract, including our ability to meet project requirements and deliver outstanding results.

Contact Information:

Name: Scott Wooldridge, Director of Technology

Phone: 417-742-0768

Email: scottwooldridge@willardschools.net

Willard Public Schools Project Scope:

14 locations with phones

650+ employees

1000+ SIP endpoints

150 DIDs

Intercom integration

20+ year partnership

Response to RFP Requirements

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

Our platform is proprietary, and all product and development is done in-house and not beholden to any third party.

Where is the platform hosted?

Our services are in data centers sitting in Boston and LA within Coresite and AWS.

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

We are geographically located across Boston and LA.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?

Broadvoice uses a nationwide fault-tolerant network with built-in redundancy. When reliability in your phone service should be a given, Broadvoice delivers with 99.99% annual uptime as a trusted leader in telecommunications. We have a fully geo-redundant network that has various security controls in place (IPS/IDS, firewalls, load balancers) as well as physical zones (data centers on both the east and west coast) and should an issue arise, each site can serve our entire customer base.

2. What happens to service in the event of a local power or WAN outage?

Because the solution is hosted, services continue to run, call processing is not affected. This means Auto Attendants are still answering calls and distributing to desired destinations, voicemail boxes are picking up messages, etc. The mobile application is a great way to overcome this in the event of local outages as calls can still be answered and made using cellular services as calls will be directed to and from the mobile application as if one were answering at a handset.

3. Please describe platform security measures. How is call data protected?

All sensitive data in transit is encrypted using SSL Certificates 256bit encryption with 2048bit signatures. All sensitive data at rest is encrypted and secured in a SOC2 and PCI certified secure datacenter. In addition, Standards Organization Security Certifications Broadvoice currently holds:

- a. HIPAA Compliant*
- b. PCI DSS SAQ D Compliant*
- c. Level 1 CSA STAR (CAIQ) Self-Assessment certified through the Cloud Security Alliance Broadvoice is compliant with Level 1 CSA STAR Registry Self-Assessment. NIST (National Institute of Standards and Technology) Compliance the Broadvoice Unified Communications, Cloud PBX and SIP Trunking services fall within the NIST Cloud Computing Reference Architecture as Software as a Service. Specifically, the service offered fall into the NIST sub-categories of "Collaboration" and "Meeting Planning, hosting, conferencing."*
- d. NIST 140-2 – we comply with this standard; we do not deploy software and the phones we offer meet requirements with firmware*

City of Neosho requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	
3-digit extension dialing, regardless of geographic location	Y	
Unlimited local dialing	Y	
Unlimited domestic long distance	Y	
International dialing (include current rates)		Y
Toll-Free service (include current rates)		Y(2.9c/minute)

* Please identify if your solution supports this requirement (Y/N) and state any limits on quantity (e.g., 1 per user, etc.). If quantity is unlimited, please state unlimited.

** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

Services to be Provided

Broadvoice Complies to all unless indicated with special notation in blue after the bullet point below in this section.

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Network VLAN Support and QoS options
- Cloud Solution Preferred
- Compatible with Conference Phone Yeolink CP960. If that is not possible, provide a reasonable equivalent and credit for trading existing phones.
- Allow incoming calls to directly dial a user's number.
- Keep all 73 existing phone numbers.
- Conference calling, ability to host calls with 10 or more callers. (Voice Conference Technology: the ability to connect to multiple internal and external locations in a conference call structure)
- Caller ID
- Speaker Phone
- Call forwarding to external/internal destinations (including cell phones). Using a Mobile App and/or desktop app, allowing for transfer of calls to mobile phones but show office phone numbers.
- Unified messaging: Ability to selectively route incoming voicemail to our email service (Voicemail to email)
- Allowing multiple users to use the same phone with a virtual voicemail box extension.
- Fax to/from phone or e-mail and receive them on an actual fax machine.
- Ability to send voicemail that converts to text message/e-mail.

Incoming voicemail will be sent to email via .wav file and available via transcription on a certain seat level.

- Intercom capabilities within a building and to other buildings in the city.

Paging available through the handsets and 1:1 intercom. We also can interface with an existing overhead paging solution with relative ease when given the make/model of a given device.

- Recording capability and to have those recordings downloaded locally.

Call recording is a feature of our PRO seat type and is accessible from an administrative access level that can be downloaded from the administrative portal to the local environment.

We are seeking 79 phones between 12 locations here in the City of Neosho and we would like these features on a handful of specific phones for our front and customer facing positions.

- 6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.
- 3 will need to be set up with a call recording button.

We offer an "always on or always off" feature for call recording. We do not have an on-demand call recording option.

- All others need only the base model phone with extension buttons and features

System Management

1. How is the system managed/administered? Please describe the customer Administrator interface.

On-line administrative portal, accessible anywhere internet is available.

2. Is self-service supported? **Yes**
3. How are moves, adds, and changes performed?

Through an administrative portal or through our 24/7/365 premium customer service department.

4. How is service added, removed? *Administrative portal or customer service.*
5. Please describe real-time reporting options.

The administrative portal provides the ability to run reports that are exportable as .csv files.

Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

- A. The Implementation Team consists of a Service Coordinator aka Project Manager and a Technical engineer. This team stays with you throughout the entire implementation of the project. The Service Coordinator will schedule all meetings/calls, work with your losing carrier place and schedule the port of telephone numbers, order equipment, assist in scheduling of training for both end users and administrators of the system and schedule and work within the customer's schedule for cutting over the new solution.*
- B. The Technical engineer will host design calls with designated members on the customer's end to review the design and solution to ensure proper set-up of the new phone system is provisioned correctly. The technical engineer is the same person who does all the programming of the hosted solution as well as provisioning of the handsets prior to being shipped to customer locations.*
- C. Once the cutover has taken place, the customer will remain with the implementation team for approximately 5 days after installation.*
- D. The customer is then introduced to their Nurture Representative. This contact stays with the customer for the next 90 days to ensure all is running smoothly; this person will set up a regular cadence with the customer to speak as well as do a 30/60/90-day bill review. We understand that typically within the first 90 days of a new system is when we see small issues arise, something may need to be tweaked in the system or additional training needs to be done. Here, the customer will have a direct contact to handle these needs on a 1:1 basis.*
- E. Please also see the onboarding document attached.*

2. What are the typical challenges in this type of implementation?

Our service and delivery departments are really good at what they do, but challenges that could come up would be issues with the existing carrier and porting numbers over – we are at their mercy and the amount of numbers requested to be ported is considered a project port. The carrier has up to 45 business days to release the numbers to Broadvoice. The Letter of Authorization and the detailed information filled out on it will be very important so as not to have it rejected by the existing carrier.

3. What is the typical timeline for an implementation of this nature?

45+ days due to porting of numbers

Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

Our SLA is 99.9% in stacked clusters within our data centers that can support each other in the event one should experience an outage.

2. What is your strategy for upgrading your current service? *Same as number 3 below*
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

Scheduled Maintenance means any maintenance activities performed by Broadvoice on the network or switching equipment to which the Customer is connected, provided that Customer shall be given at least 48 hours advance notice of such maintenance activities. Such activities are typically performed outside of Customer's business operating hours and during the standard maintenance window between 00:01 am and 6:00 am local time. Notice of scheduled maintenance shall be given to the Customer's designated point of contact.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

New features are always being developed and some are automatic while others, depending on the functionality, may be a billable item.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

Customer Service which is Tier 1 Engineering and Premier Customer Care which is a Tier 2 group of Engineers.

2. Detail the issue resolution process. *1st call resolution is our goal*

3. What is your average time to solve a moderate to difficult issue?

We strive for 1st call resolution, however, if a more difficult issue is discovered, a plan will be put in place with a 3rd level engineer within Broadvoice and the Customer for regular cadence communications until resolution.

4. Is support available 24/7? *Yes*

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

Broadvoice uses a nationwide fault-tolerant network with built-in redundancy. When reliability in your phone service should be a given, Broadvoice delivers with 99.99% annual uptime as a trusted leader in telecommunications. We have a fully geo-redundant network that has various security controls in place (IPS/IDS, firewalls, load balancers) as well as physical zones (data centers on both the east and west coast) and should an issue arise, each site can serve our entire customer base.

2. Are there multiple, redundant instances at geographically dispersed data centers?

Yes, in Boston and LA

3. What happens to service in the event of a public Internet outage?

The use of the mobile application and cellular network is a great backup as calls will continue to be processed and delivered to the mobile application, auto attendants will still answer and distribute calls, voicemail boxes will still pick up calls and collect messages, etc.

4. What happens to service in the event of a local power or WAN failure?

Again, hosted service is not affected by local outages. See number 3 above.

5. What routing options does the vendor provide in the event of an outage?

Calls can easily be re-routed through the easy-to-use administrative portal, calling customer service or continuing to function as normal using the mobile application.

Pricing

Kindly refer to the provided quote for details on project pricing.

broadvoice

Presented by Voiceconnex



Broadvoice

Lockbox Number 913150
PO Box 31001-3150
Pasadena, CA 91110
(888) 325-5875

Prepared for **City of Neosho**

Created by **Matthew Young**
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OneNumber™ **(417) 521-7714**
Created on **02/16/2024**
Expires on **03/17/2024**

203 E Main
Neosho, MO 64850

Service location:
203 E Main
Neosho, MO 64850

Broadvoice Service Order

Term: 36 months

Type	Item	Qty	Price/Unit	Total Price	Discount	One-Time	Monthly
Phone Service	Standard Users - Includes Local DID with Unlimited domestic calls & SMS - Access to Mobile App & Voicemail - Communicator	77	\$18.00	\$1,386.00	-\$277.20	\$0.00	\$1,108.80
Phone Service	Pro Users - Includes Local DID, Unlimited calls & SMS to domestic and Global Plan countries - Access to Mobile App, Voicemail, Virtual Fax, Communicator, Call Recording & Call Catch - Video and screen sharing - Salesforce integration - Broadvoice Teams Connector available	3	\$23.00	\$69.00	-\$13.80	\$0.00	\$55.20
Phone Service	Shared Fax Box - Includes 2500 pages, 2.9¢ per page thereafter - Includes Local DID	1	\$25.00	\$25.00	-\$12.50	\$0.00	\$12.50
Phone Service	Conference Bridge	1	\$10.00	\$10.00	-\$1.00	\$0.00	\$9.00
Phone Service	Auto Attendant Menus	1	\$10.00	\$10.00	-\$5.00	\$0.00	\$5.00
Equipment	Obihai - Obi302 Fax Adapter Rental	1	\$0.00	-	-	\$0.00	\$0.00
Equipment	Polycom - Poly Edge E220 Rental	73	\$8.00	\$584.00	-\$584.00	\$0.00	\$0.00
Equipment	Polycom - Poly Edge E450 Rental	6	\$15.00	\$90.00	-\$90.00	\$0.00	\$0.00
Equipment	Voice Operator Panel - Voice Operator Panel Rental	1	\$25.00	\$25.00	-	\$0.00	\$25.00
Equipment	Polycom - RealPresence Trio 8300 Rental	1	\$22.00	\$22.00	-\$22.00	\$0.00	\$0.00
Sub Total				\$2,221.00	-\$1,005.50	-	\$1,215.50
Regulatory Recovery Fees				-	-	-	\$36.47
Administrative Service Fee				-	-	-	\$25.00
Taxes				-	-	-	\$285.80
Total				\$2,221.00	-\$1,005.50	-	\$1,562.76

Cost Breakdown

Type	One-time	Monthly
Phone Service	-	\$1,190.50
Equipment	-	\$25.00
Fees	-	\$61.47
Taxes	-	\$285.80
Total	-	\$1,562.77

Taxes Breakdown

Description	One-time	Monthly
STATE SALES TAX	-	\$55.77
COUNTY SALES TAX	-	\$21.43
CITY SALES TAX	-	\$39.59
RELAY MISSOURI SURCHARGE	-	\$8.10
MO UNIVERSAL SERVICE FUND	-	\$0.59
FEDERAL UNIVERSAL SERVICE FUND	-	\$104.27
LOCAL LICENSE TAX	-	\$45.99
FEDERAL COST RECOVERY FEE	-	\$9.97
FEDERAL COST RECOVERY CHARGE	-	\$0.07
MO PSC ASSESSMENT	-	\$0.02
Total	-	\$285.80

Broadvoice services listed in the above service order are based on a standard **36-month** agreement.

1. Monthly recurring charge listed above may not include all taxes and fees which will be applied to your monthly invoice.
2. Taxes & Fees are based on service address and may change on receipt of full address details. Please note that equipment taxes will be calculated based on Shipping Address.
3. Regulatory Recovery Fee (RRF) exists to recover some of the costs to comply with local, state and federal governmental regulations and associated programs. Fee may be imposed whether or not the benefits of these mandated regulations and other programs are available in your location.
4. The Administrative Service Fee (ASF) is assessed to recover a portion of administrative costs associated with various filings, record maintenance, and general account servicing.
5. Signature below indicates Subscriber and Broadvoice agree that the Master Service Agreement (the "Agreement") and any associated Addendum is incorporated in this Service Order by this reference, with the same force and effect as if the same were set forth at length herein, and that Subscriber and Broadvoice will be and are bound by any and all of said terms of the Agreement and associated Addendum if applicable. The Master Service Agreement and Addendums can be viewed and downloaded at <https://www.broadvoice.com/master-service-agreement/>
6. The pricing in this service order is pending authorization by Broadvoice.

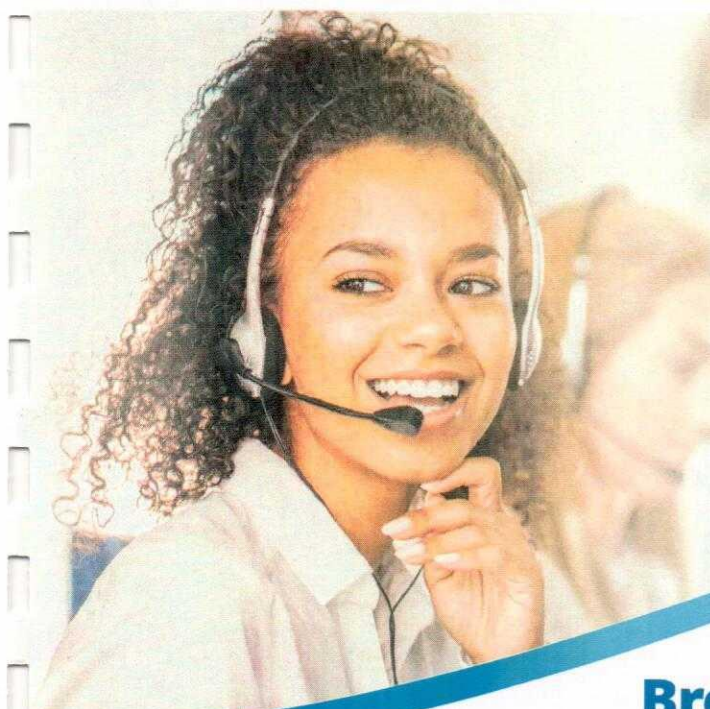
Note: Initial payment is processed when you place your order. Subsequent monthly billing occurs on the activation day of each month. Automatic credit card payments will then be processed on the monthly billing date.

Signer's name

Title

Authorized signature

Date



WHY broadvoice

Broadvoice is a leading cloud communications provider with users across four continents.

We are one of the only cloud communications providers with our own proprietary technology stack for UCaaS and CCaaS that includes omnichannel capabilities in the U.S.

As a technology-driven innovator, we are committed to delivering enterprise cloud communications and contact center solutions to customers, no matter their industry or size.

Through our relationship-driven approach, we help shape the future of integrated communications by leveraging over **20 years of experience, expertise, and service** to deliver the “Broadvoice Difference” to customers on four continents, one customer at a time.

Broadvoice is on a mission to build meaningful relationships that accelerate your business. Our culture is built on customer service, and our **90+% CSAT score** proves it.

The **Broadvoice Customer Success Program** is the **#1 customer success offering** in the cloud communications industry. For our employees, customer service is not just a call — it's a calling.

We focus on unifying all lines of communication to improve customer and employee experiences with every interaction.

FAST FACTS

Founded: 2006

Headquarters: Northridge, CA

CEO: Jim Murphy

Cloud Infrastructure:

4 continents with redundant global architecture (public and private)

SLA: 100%

b-hive Growth: 31% YoY growth

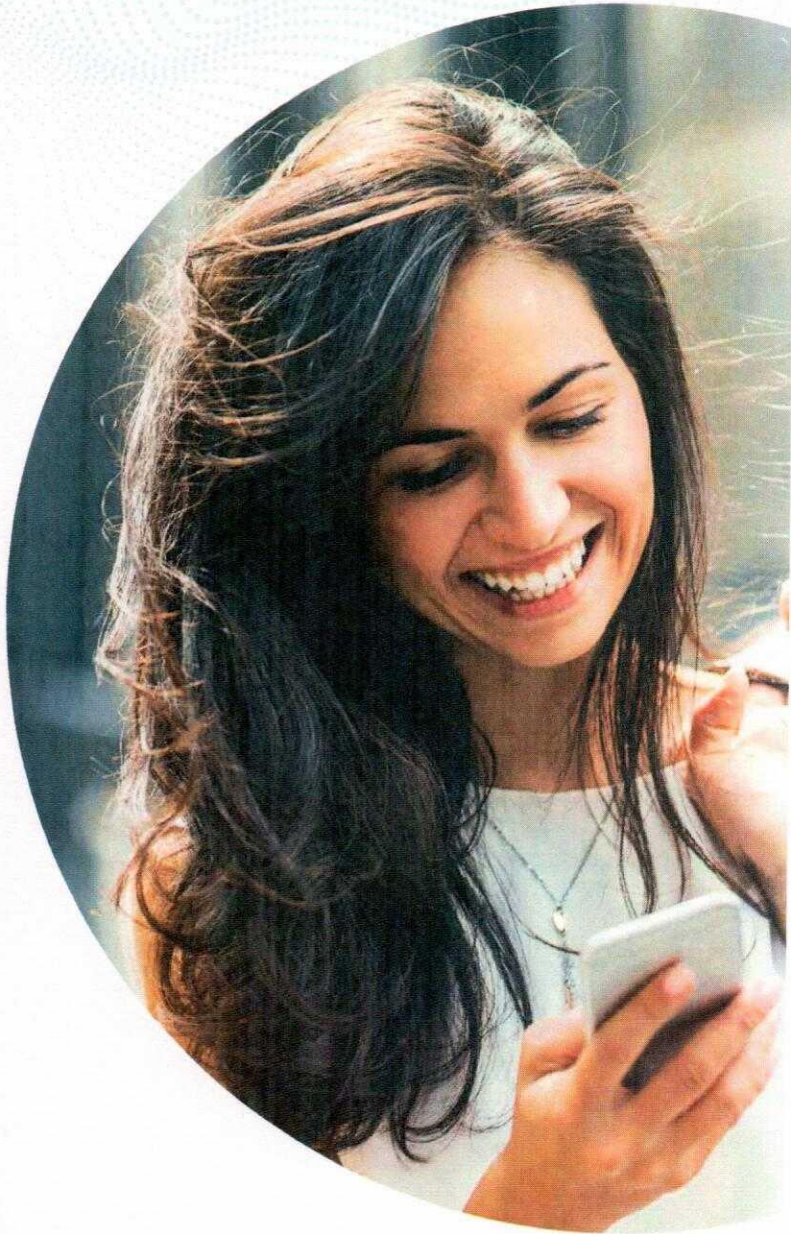
of employees: 350+

**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

broadvoice.com     

In 2022 and 2023, TrustRadius recognized **Broadvoice as one of the top three products for Best Relationship, Best Value for Price, and Best Feature Set in the UCaaS category.** Broadvoice was also honored with a Stevie Award for **Best Customer Satisfaction Strategy** in the 17th annual Stevie Awards for Sales & Customer Service.

In 2022 and 2023, Broadvoice was named a winner of the **Excellence in Customer Service Awards** presented by the Business Intelligence Group. TMC has recognized Broadvoice as a winner of INTERNET TELEPHONY magazine's 2022 and 2023 **Hosted VoIP Excellence Award** and **Unified Communications Product of the Year Award** for the b-hive platform.



**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

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In 2021, Broadvoice expanded its technology portfolio, vertical markets, and global reach by acquiring GoContact. GoContact adds an omnichannel CCaaS platform, along with sales and service operations in Europe, Africa, and Latin America and its high-growth North American operations.

The company developed its cloud-native voice platform and contact center to reduce the technological complexity of managing contact centers. GoContact's mission is to eliminate barriers between people and technology with a strategic position in traditional and emerging markets.

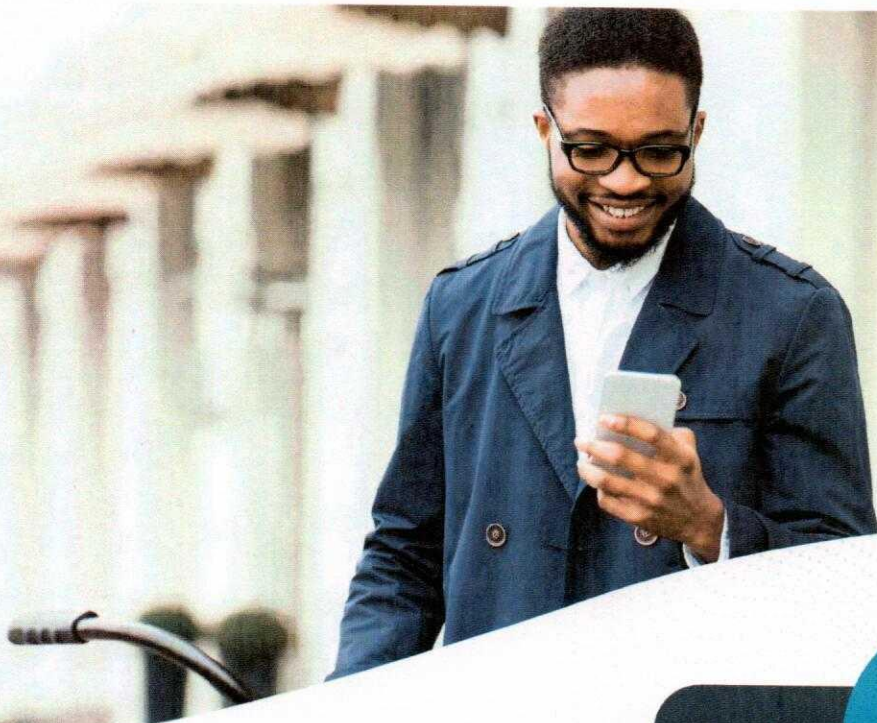
The combination of technologies, operations, and talent from Broadvoice and GoContact gives the merged Broadvoice organization distinct competitive advantages on a global scale:

- Broadvoice's leadership in the unified communications as a service (UCaaS) market
- GoContact's leadership in the contact center as a service (CCaaS) market
- UCaaS and CCaaS cross-sales to new and existing customers in each company's respective geographic markets
- Similar technologies and platforms enable the natural integration of each other's products into customer offerings
- Cutting-edge solutions empower customers to deliver a superior customer experience through embedded CRM, collaboration, and helpdesk software-as-a-service platforms
- Scalable solutions targeting the large high-growth cloud contact center market
- Award-winning customer experience and operational excellence

**ONE SOLUTION
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Our vision is to deliver a smart, integrated cloud communications platform that empowers exceptional customer and employee experiences with an industry-leading service culture.

We are dedicated to the synergy of expansion and innovation that leads businesses with Broadvoice's integrated cloud communication solutions into a new era of collaboration and connectivity.



"In the near-term, it's interesting to see communications move from traditional voice to more video and messaging, enabling our customers to connect with their customers in a variety of new ways. I'm excited to see how Artificial Intelligence (AI) is going to transform how we connect and work. We are continuing to roll out new AI-powered products and features that truly allow someone to "10X" themselves. And we're just scratching the surface."

Jim Murphy, CEO of Broadvoice

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CUTTING-EDGE EXPERIENCE

BENEFITS

- Stay informed with style with the surround light status indicator with RGB mixing.
- Hear every nuance with signature Poly HD voice and bass frequency enhancing speaker design.
- Designed with NFC technology for advanced integrations.
- Cut out distracting background noise at the source with Poly NoiseBlockAI and Poly Acoustic Fence technologies.
- Add your choice of devices with USB port for headsets, expansion module, or charging devices.

POLY EDGE E400 SERIES IP DESK PHONES

It's time for a desk phone with more contacts that makes hybrid work easy. The Poly Edge E400 Series brings two displays and fourteen-line keys to your desktop. These phones offer more ways to connect, plus unbelievable audio, in a seriously sharp package. Built for hot-desking or the home office, these phones provide simple mobile phone pairing, plus bring together Poly's famous noise reduction technology and a cutting-edge design for the perfect user experience. Our most versatile phones to date, the Poly Edge E400 Series is packed with features you didn't even know you needed, like text-to-speech and antimicrobial protection. No matter what size your business, this is the phone that upgrades your office with style, bringing your organization into the future.

- 8-line keys on the main 3.5" color IPS LCD display.
- A second integrated 6-key display supporting 12 speed dials, contacts.
- Optional Poly Edge E expansion module supported.
- Integrated Bluetooth® 5.0 for mobile phone or headset pairing (E450).
- Text-to-speech and new accessibility options.

POLY EDGE E400 SERIES

	POLY EDGE E400	POLY EDGE E450
IDEAL FOR	Enterprise professionals working from the office who rely heavily on contact keys	Enterprise professionals working from the office or home office who rely heavily on contact keys
LINE KEYS	8 on main display, 6 on second display	8 on main display, 6 on second display
MAIN DISPLAY LINES, CONTACTS	8 displayed / 32 supported	8 displayed / 32 supported
SECOND DISPLAY CONTACTS	6 displayed / 12 supported	6 displayed / 12 supported
TOTAL LINES/CONTACTS	44 (32 + 12)	44 (32 + 12)
PAIRING BLUETOOTH* HEADSET AND MOBILE PHONE	No	Yes
WI-FI	No	Yes

SPECIFICATIONS

LINES / FEATURE KEYS

- 14-line keys (arranged 8+6 on two displays) supporting up to 44-line key assignments for lines, contacts, and features supported with pagination
- 4 context-sensitive "soft" keys
- 4-way navigation key cluster with center "Select" key
- Home and back feature keys
- Pagination key for additional lines/contacts
- Volume + / - control keys
- Hold and Transfer keys
- Headset select key
- Speakerphone select key
- Mute key (illuminated when muted)
- Voicemail key
- One Poly Edge E Expansion module is supported for addition line keys – order separately

USER INTERFACE FEATURES

- Color 3.5" IPS LCD primary display (320x240 pixel resolution) and Color 2.4"(240x320 pixel resolution) secondary LCD display for BLF and contacts
- Voicemail support¹
- WebKit-based browser
- Two position desk stand (an optional wall mount kit can be ordered separately)

- Unicode UTF-8 character support
- One USB Type-C ports (2.0 compliant) for media, storage applications, headset, and expansion module connectivity
- Surround Lighting for the status indicator (RGB with color mixing)
- Integrated Bluetooth 5.0 (Edge E450 model only)
- NFC Support
- Multilingual user interface including² Arabic (UAE), Chinese (Traditional/ Simplified), Czech, Danish, Dutch, English (Canada/ US/UK), French (France/Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

AUDIO FEATURES

- Poly HD Voice technology delivers lifelike voice quality for each audio path: handset, hands-free speakerphone, and optional headset
- Poly Acoustic Clarity technology provides full duplex conversations, acoustic echo cancellation, and background noise suppression
- Poly Acoustic Fence technology eliminates background noise when using a handset or wired headset
- Poly NoiseBlockAI technology removes most background noise when using the speakerphone

- Poly Computer Audio Connector app installed on your PC (Windows only) enables selecting your phone for PC audio in/out to use the phones handset, optional headset and handsfree speakerphone with PC applications
- Bass frequency enhancing design
- Frequency response—150 Hz-14 kHz for handset, optional headset and handsfree speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722 (HD Voice), G.722.1, iLBC, OPUS
- TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

HEADSET AND HANDSET COMPATIBILITY

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids

- Compatible with commercially available TTY adapter equipment
- USB headset support (USB Type-C)
- Bluetooth headset support (Edge E450 model only)

CALL HANDLING FEATURES¹

- Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (1 or more-line keys can be assigned for each line extension)
- Distinctive incoming call treatment/ call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), park, pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Reverse Number Lookup via LDAP
- Calling Party Identification (RFC8225 classifications—Trusted, Unknown, SPAM)
- Electronic hook switch capable
- Local configurable digit map/dial plan

OPEN APPLICATION PLATFORM

- WebKit-enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- NFC-enabled Edge E series phones allow third-party applications to read serial number and other device information that can be useful in application development such as guest login for phone hoteling or Bluetooth pairing¹
- Corporate directory access using LDAP
- Visual Conference Management

NETWORK AND PROVISIONING

- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch 10/100/1000Base-TX across LAN and PC ports
 - Conforms to IEEE802.3-2005 (Clause 40) for Physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/FTPS/TFTP/HTTP/HTTPS server based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network Address Translation (NAT) — support for static configuration and
- "Keep-Alive" SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4, IPv6, dual stack (IPv4/IPv6) mode
- TCP
- UDP
- DNS-SRV
- Wi-Fi network connectivity (EDGE E450)⁴
 - 2.4-2.4835 GHz (802.11b, 802.11g, 802.11n HT-20)
 - 5.15-5.825 GHz (802.11a, 802.11n HT-20, 802.11n HT-40, 802.11ac)

SECURITY

- 802.1X authentication
- SRTP media encryption using AES-256
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables
- Wi-Fi encryption: WEP, WPA-Personal, WPA2-Personal, WPA2-Enterprise with 802.1X (EAP-TLS, PEAP-MSCHAPv2)

POWER

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 4) 13 W (Max)
- External Universal AC/DC Adapter 5VDC @ 3A (15W) - power supply unit (PSU) sold separately⁴
- ENERGY STAR® rated

SAFETY

- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 60950-1/62368-1
- IEC 60950-1 and IEC 62368-1
- AS/NZS 60950.1/62368.1

REGULATORY APPROVALS (POLY EDGE E400)⁵

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55032 Class B
- CISPR32 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- UK - UKCA
- NZ Telepermit
- UAE TRA
- Eurasian Customs Union EAC
- Brazil ANATEL
- Australia RCM
- South Africa ICASA

- Saudi Arabia CITC
- Indonesia SDPPI
- S.Korea KC
- Mexico NOM ANCE
- RoHS Compliant
- CE Mark
- TAA

REGULATORY APPROVALS (POLY EDGE E450)³

- Argentina ENACOM
- Australia RCM
- Brazil ANATEL
- Canada ICES
- China SRRC
- China RoHS 2.0
- EEA CE Mark
- Eurasian Customs Union EAC
- India WPC
- Indonesia SDPPI
- Israel MOC
- Japan MIC and VCCI
- Malaysia SIRIM
- Mexico IFETEL and NYCE
- NZ Telepermit
- Saudi Arabia CITC
- Singapore IMDA
- South Africa ICASA
- South Korea KC
- Taiwan NCC
- UAE TRA
- UK - UKCA
- USA FCC

RADIO (POLY EDGE E450)

- USA-FCC Part 15.247 & FCC Part 15.407
- Canada-RSS 247 Issue²
- EU-ETSI EN 300 328 & ETSI EN 301 893
- Japan-Article 2.1 Item 19-2 and 19-3
- Australia - AS/NZS 4268

EMC (POLY EDGE E450)

- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- EN 301 489-1 and EN 301 489-3 and EN 301 489-17
- CISPR32 Class B
- VCCI Class B

OPERATING CONDITIONS

- Temperature: 0 to 40°C (+32 to 104° F)
- Relative humidity: 5% to 95%, noncondensing

STORAGE TEMPERATURE

- -40 to +70° C (-40 to +160° F)

POLY EDGE E400 AND EDGE E450 PHONES COME WITH

- Console with Microban® Antimicrobial protection
- Handset with Microban® Antimicrobial protection
- Handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Setup Sheet

POLY EDGE E400 AND EDGE E450 UNIT BOX DIMENSIONS (L X W X D) / WEIGHT

- Box dimension : 25.8 x 30.6 x 8.8 (cm) ; 10.2 x 12 x 3.5 (inches)
- Box weight: 1.11kg/2.45lbs (with product, accessories, and documents)

MASTER CARTON QUANTITY

- 10

PART NUMBERS - PHONES

- 2200-87835-025
POLY EDGE E400 IP PHONE
- 2200-87030-025
POLY EDGE E450 IP PHONE

COUNTRY OF ORIGIN

- China

PART NUMBERS - ACCESSORIES

- 2200-49925-001
EDGE E, CCX350, PSU, 5V/3A, NA/JP
- 2200-49926-015
EDGE E, CCX350, PSU, 5V/3A, BZ/KR/CN/AR
- 2200-49926-125
EDGE E, CCX350, PSU, 5V/3A, EU/ANZ/UK/IN

WARRANTY

- 1-year limited warranty

1 Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.

2 Planned localizations

3 Planned compliances

4 Ordering an optional power supply unit will be necessary if not powered over Ethernet with PoE (i.e. Using Wi-Fi for network)

LEARN MORE

For more information on Poly Edge E400 Series visit www.poly.com/edge-e400



CUTTING-EDGE EXPERIENCE

BENEFITS

- Improved accessibility with text-to-speech feature, screen color adjustments for color blindness and bigger font settings.
- Stay informed with style with the color light bar status indicator.
- Let the phone compliment your office layout with a 2-position stand and wall mount hardware included.
- Your phones stay cleaner for longer with integrated Microban® antimicrobial protection.

POLY EDGE E220 IP DESK PHONE

It's time for a desk phone that makes hybrid work easy. The Poly Edge E220 with four-line keys offers more ways to connect, plus unbelievable audio, in a seriously sharp package. Built for hot-desking and hybrid working, these phones provide simple mobile phone pairing, plus bring together Poly's famous noise reduction technology and a cutting-edge design for the perfect user experience. Our most versatile phones to date, the Poly Edge E220 is packed with features you didn't even know you needed, like text-to-speech and antimicrobial protection. No matter what size your business, this is the phone that upgrades your office with style, bringing your organization into the future.

- 4-line keys supporting up to 16 lines, features and contacts.
- Integrated Bluetooth® 5.0 for mobile phone or headset pairing.
- Signature Poly HD voice.
- Poly NoiseBlockAI and Poly Acoustic Fence technologies.
- Bright 2.8" color IPS LCD display.

POLY EDGE E220

SPECIFICATIONS

LINES / FEATURE KEYS

- 4-line keys supporting up to 16-line key assignments for lines, contacts, and features supported with pagination
- 4 context-sensitive “soft” keys
- 4-way navigation key cluster with center “Select” key
- Home and back feature keys
- Pagination key for additional lines/ contacts
- Volume + / - control keys
- Hold and Transfer keys
- Headset select key
- Speakerphone select key
- Mute key (illuminated when muted)

USER INTERFACE FEATURES

- Color 2.8” IPS LCD display (320x240 pixel resolution)
- Voicemail support¹
- WebKit-based browser
- Two position desk stand with wall mount option included
- Unicode UTF-8 character support
- One USB Type-C ports (2.0 compliant) for media, storage applications and headset connectivity
- Lightbar status indicator (RGB with color mixing)
- Integrated Bluetooth® 5.0
- NFC Support
- Multilingual user interface including² Arabic (UAE), Chinese (Traditional/ Simplified), Czech, Danish, Dutch, English (Canada/ US/UK), French (France/Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

AUDIO FEATURES

- Poly HD Voice technology delivers lifelike voice quality for each audio path: handset, hands-free speakerphone, and optional headset
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- Poly Acoustic Fence technology eliminates background noise when using a handset or wired headset
- Poly NoiseBlockAI technology removes most background noise when using the speakerphone
- Poly Computer Audio Connector app installed on your PC (Windows only) enables selecting your phone for PC audio
- Frequency response—150 Hz-14 kHz for handset, optional headset and handsfree speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722 (HD Voice), G.722.1, iLBC, OPUS
- TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

HEADSET AND HANDSET COMPATIBILITY

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards

- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment
- USB headset support (USB Type-C)
- Bluetooth headset support

CALL HANDLING FEATURES¹

- Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (1 or more line keys can be assigned for each line extension)
- Distinctive incoming call treatment/ call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), park, pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Reverse Number Lookup via LDAP
- Calling Party Identification (RFC8225 classifications—Trusted, Unknown, SPAM)
- Electronic hook switch capable
- Local configurable digit map/dial plan

OPEN APPLICATION PLATFORM

- WebKit-enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- NFC-enabled Edge E series phones allow third-party applications to read serial number and other device information that can be useful in application development such as guest login for phone hoteling or Bluetooth pairing¹
- Corporate directory access using LDAP
- Visual Conference Management

NETWORK AND PROVISIONING

- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch 10/100/1000Base-TX across LAN and PC ports
 - Conforms to IEEE802.3-2005 (Clause 40) for Physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/FTPS/TFTP/HTTP/HTTPS server based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network Address Translation (NAT) — support for static configuration and
- “Keep-Alive” SIP signaling
- RTCP and RTP support
- Event logging
- Syslog

- Hardware diagnostics
- Status and statistics reporting
- IPv4, IPv6, dual stack (IPv4/IPv6) mode
- TCP
- UDP
- DNS-SRV

SECURITY

- 802.1X Authentication and EAPOL Media encryption via SRTP
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

POWER

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 3) 13 W (Max)
- External Universal AC/DC Adapter (optional) 5VDC @ 3A (15W) - power supply unit (PSU) sold separately
- ENERGY STAR® rated

REGULATORY APPROVALS³

- Argentina ENACOM
- Australia RCM
- Brazil ANATEL
- Canada ICES
- China SRRC
- China RoHS 2.0
- EEA CE Mark
- Eurasian Customs Union EAC
- India WPC
- Indonesia SDPPI
- Israel MOC
- Japan MIC and VCCI
- Malaysia SIRIM
- Mexico IFETEL and NYCE
- NZ Telepermit

- Saudi Arabia CITC
- Singapore IMDA
- South Africa ICASA
- South Korea KC
- Taiwan NCC
- UAE TRA
- UK - UKCA
- USA FCC

SAFETY

- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 60950-1/62368-1
- IEC 60950-1 and IEC 62368-1
- AS/NZS 60950.1/62368.1

EMC

- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- EN 301 489-1 and EN 301 489-17
- CISPR32 Class B
- VCCI Class B

OPERATING CONDITIONS

- Temperature: 0 to 40°C (+32 to 104° F)
- Relative humidity: 5% to 95%, noncondensing

STORAGE TEMPERATURE

- -40 to +70° C (-40 to +160° F)

POLY EDGE E220 COMES WITH

- Console with Microban® Antimicrobial protection
- Handset with Microban® Antimicrobial protection
- Handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Wall mount hardware included
- Setup Sheet

POLY EDGE E220 UNIT BOX DIMENSIONS (L X W X D) / WEIGHT

- Box dimension: 22.3 x 25.5 x 8.3 (cm);
8.8 x 10 x 3.5 (inches)
- Box weight: 0.88kg/ 1.95lbs
(with product, accessories,
and documents)

MASTER CARTON QUANTITY

- 10

PART NUMBERS - PHONES

- 2200-86990-025:
POLY EDGE E220 IP PHONE

COUNTRY OF ORIGIN

- China

PART NUMBERS - ACCESSORIES

- 2200-49925-001
EDGE E, CCX350, PSU, 5V/3A,
NA/JP
- 2200-49926-015
EDGE E, CCX350, PSU, 5V/3A,
BZ/KR/CN/AR
- 2200-49926-125
EDGE E, CCX350, PSU, 5V/3A,
EU/ANZ/UK/IN

WARRANTY

- 1-year limited warranty

¹Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.

²Planned localizations

³Planned compliances

LEARN MORE

For more information on Poly Edge E220 visit www.poly.com/edge-e100-e200



DATA SHEET

Polycom® OBi302

2 line VoIP Adapter connects home and business analog phones to the digital voice communications world

Polycom OBi302 expands your service portfolio by enhancing the communication possibilities of home offices with flexibility in voice, fax and modem applications as they transition to the digital communications world. Home and business offices can maximize their current analog investment by keeping up to two analog phones or fax machines subscribed to up to four independently configurable VoIP services, one OBiTALK peer-to-peer voice service, and one POTS (Plain Old Telephone Service) subscription*. This dedicated device prioritizes phone calls above other internet traffic coming through the LAN port to ensure users clearly hear every important word. Alternatively, with support of the T.38 fax standard, home and business office users can send and/or receive reliable facsimile calls over the Internet.

Provide your customers new wireless capabilities with WiFi and Bluetooth

Polycom OBi302 is never tied to any inconvenient Ethernet port location. It can be placed anywhere within range of a 2.4 GHz or 5 GHz, 802.11ac wireless access point when used with the Polycom USB WiFi adapter. Similarly, the USB Bluetooth adapter pairs a user's mobile phone or Bluetooth audio headset so they can place and answer calls using their mobile service via analog phones.

Simplify deployment and on-going support with OBiTALK

Polycom's OBiTALK device management platform will help you save time and hassle by being able to access the device without the need to get behind the customer's on-site network. With support for the OBi302, Polycom OBiTALK lets you provision the device to meet your customer specifications or update them from any place with a connection to the Internet. Provide best in class support to your customers by quickly identifying issues and remotely troubleshooting devices.

The Polycom OBiTALK is a reliable, secure, cloud-based, out-of-band management interface designed for massive scale zero-touch device bootstrapping, configuration customization, and provisioning. Polycom OBiTALK also provides for in-service device management and troubleshooting, with functionality including device logging, packet capture, call QoS and statistics reporting.

*Requires Polycom OBiLINE USB FXO adapter



Key benefits

- Expand your service portfolio by offering flexible voice and fax applications to home and business offices
- Easily configure and roll-out services and provide on-going fast support with the Polycom OBiTALK cloud-based management platform
- The only VoIP adapter that supports WiFi capabilities through optional adapter! for voice and voice-band data applications
- Connect up to a combination of 2 analog phones or fax machines to transition voice communications to the digital world

Product requirements

- Active Internet Connection
- Analog Touch Tone Phone
- Access to Internet Via a Switched Ethernet Port on Home or Office Router
- (Optional) Active Internet Phone Service Subscription with All Required SIP Credentials to Make & Receive Calls

Polycom OBi302 ships with

- OBi302 Voice Service Bridge and Telephone Adapter
- Power Adapter
- 1 x RJ-45 Ethernet Cable (80 inches/203 centimeters)
- Quick Start/Installation Guide

Warranty

- 1 year

Product dimensions (L x W x H)

- 6.9 cm x 6.9 cm x 3.0 cm (2.7 in x 2.7 in x 1.2 in)

Unit weight

- 198 grams/7 ounces
- Shipping weight: 340 grams/12 ounces (Including Power Supply, Ethernet Cable and Packaging)

Interface features

- Internet (WAN): 2 x 10/100BaseT Ethernet Port (802.3)
- Phone: 2 x RJ-11 FXS Analog Phone Port
- USB: USB 2.0
- Reset Button: Located on Bottom of Case
- LEDs: Power/Status, Ethernet Activity (WAN), Phone Port 1, Phone Port 2
- LED indications: Power On, Status, upgrade in Progress Status, Packet RX/TX, Phone Port 1 and 2 Status

Telephony features

- Call Routing Rules
- Automated Attendant with Configurable Answer Delay
- PIN Access Control to AA (Up to 4 PINs)
- Recursive Digit Map for Call Routing (AA, Phone, Voice Gateways, Trunk Groups)
- AA Configurable Outbound Call Routing Rules
- SIP Service Configurable Inbound Call Routing Rules
- Fax Pass Through (G.711)
- T.38 Fax Relay for Fax over IP
- Modem Pass Through (G.711)
- In-Band DTMF (G.711)
- Out of Voice Band DTMF (RFC 2833)

- Out of Voice Band DTMF (SIP INFO Method)
- Call Progress Tone Generation
- Tone Profile per SIP SP and OBITALK Service
- Ring Profile per SIP SP and OBITALK Service
- Star Code Profile per SIP SP and OBITALK Service
- Full Duplex Audio
- G.165, 168 Echo Cancellation
- VAD—Voice Activity Detection
- Silence Suppression
- Comfort Noise Generation
- Three Way Conference Calling with Local Mixing
- Hook Flash Event Signaling
- Flash Hook Timer
- Caller ID—Name and Number per Bellcore, ETSI, DTMF, and NTT
- MWI—Message Waiting Indicator
- Visual Message Waiting Indication (VMWI)
- Daylight Savings Time Support—Worldwide
- Caller ID Enable/Disable
- Caller ID Number
- Caller ID Name (Alphanumeric)
- Caller ID Spoofing
- Call Waiting
- Maximum Session Control
- Call Forward—Unconditional
- Call Forward on Busy
- Call Forward on No Answer (Ring Count Configurable)
- Call Transfer Enable/Disable
- Anonymous Call Block
- Anonymous Call
- Do Not Disturb
- Call Return
- Repeat Dialing

Data networking

- MAC Address (IEEE 802.3)
- UDP (RFC 768) in SSL/TLS
- TCP (RFC 793) in SSL/TLS
- IP version 4, IPv4 (RFC 791)—Static IP and DHCP Support
- ICMP (RFC 792)
- ARP—Address Resolution Protocol
- Domain Name System (DNS) A Records (RFC 1706) and SRV Records (RFC 2782) RTP (RFC 1889, 1890), RFC 5966
- RTP/RTCP (RFC 1889), DHCP Client (RFC 2131)
- DiffServ (RFC 2475)—Independently Configured: Service, SIP and Media

- ToS (RFC 791, 1349)—Independently Configured: Service, SIP and Media
- VLAN Tagging (802.1p)—Independently Configured: Service, SIP and Media
- SNTP (RFC 2030)—Primary and Secondary NTP Servers
- LLDP-MED

Security

- Local Access Interface: IVR Password
- Remote Access Interface: User Name and Password Access via HTTP, TFTP—HTTPS
- Device Web Page Standard: HTTP v1.1, XML v1.0
- Secure Remote Provisioning: HTTP, HTTPS

VoIP features

- Four (4) Service Provider Configuration Profile Assignments (ITSP 1–4)
- Four (4) Service /Trunk Subscription Profile Assignments (SP 1–4)
- SIPv2 (RFC 3261, 3262, 3263, 3264)
- SIP over UDP
- SIP over TCP
- SIP over TLS
- 4 SIP Service Provider Service Sessions—Concurrent Operation
- 1 OBITALK Service Session
- SIP Proxy Redundancy—Local or DNS Based SVR, Primary and Secondary fallback List Restrict Source IP Address
- Maximum Number of Sessions—Independent per Service
- 4 Trunk Groups
- Voice Gateway—Direct Dialing
- G.711 A-Law (64 kbps)
- G.711 μ -Law (64 kbps)
- G.726 (32 kbps) G.729a (8 kbps) iLBC (13.3, 15.2 kbps) Codec Pre-selection Code
- Voice Processing per SIP Service—TX/RX Audio Gain, Echo Cancellation
- Adjustable Audio Frames per Packet
- Codec Name Assignment
- Codec Profile per SIP SP and OBITALK Service
- Dynamic Audio Payload
- Packet Loss Concealment
- Jitter Buffer (Adaptive)
- STUN
- ICE
- SUBSCRIBE/NOTIFY Framework (RFC 3265)
- NOTIFY Dialog, Line Status
- SUBSCRIBE Message Summary

- VoIP NAT Interworking
- DATE Header Support
- Remote-Party-ID (RPID)
- P-Asserted-Identity (PAID)
- RTP Statistics in BYE Message and SIP PUBLISH with MOS Score

Power

- Universal Switching with Fixed US, EU, UK Style Plug Prongs (Model Dependent)
- AC Input: 100 to 240 Volts 0.3A 50–60Hz (26–34 VA)
- DC Input: +12V 1.0 Amp Max

Certifications

- FCC Part 15 Class B
- A-Tick
- CE
- ICES-003
- RoHS
- WEEE
- UL/cUL—Power Adapter

Environmental conditions

- Operating temperature: 0° to 45° C (32° to 113° F)
- Relative humidity: 10% to 90% Non-condensing
- Storage temperature: –25° to 85° C (–13° to 185° F)

Management—Configuration

- Local Access Interface: IVR, Web Page—Password Protected (Admin and User Level Log-in)
- Remote Access Interface: Syslog (Multi-Level Granularity), Invokable via SIP Notify, Web, Provisioning
- Device Web Page Standard: HTTP v1.1, XML v1.0
- Remote Provisioning: XML via TFTP or HTTP, (TRO69/TR104 Parameter Naming Syntax)
- Secure Remote Provisioning: HTTPS, Encrypted XML via HTTP or TFTP—Dedicated User Name and Password
- Secure Remote Firmware Update: Encrypted Binary File via TFTP or HTTP + Dedicated User Name and Password
- Customization: OBi-ZT: Obihai Zero-Touch Automatic Customization and Configuration **
- Call History (CDRs): Call Detail Records on OBi Web Page, Export to XML
- LED Indications: Power, Device Status, Upgrade Progress Status, Ethernet Activity, PHONE Status

- Session Information: SIP Session Status, OBiTALK Status, Phone Port Status
- Primary SIP Service Set-Up Wizard: Dedicated Device Web Page for Quick ITSP Account Set-Up
- System Settings Back-Up/Restore: Save and Restore Configuration via XML file to/from a Local Folder

RTP Statistics

- RTP Transport Type
- Audio Codec Type (Tx/Rx)
- RTP Packetization—in multiples of 10ms (Tx/Rx)
- RTP Packet Count (Tx/Rx)
- RTP Byte Count (Tx/Rx)
- Packets Out-Of-Order
- Packets Interpolated
- Packets Late (Dropped)
- Packets Lost
- Packet Loss Rate %
- Packet Drop Rate %
- Jitter Buffer Length—ms
- Received Interarrival Jitter—ms
- Jitter Buffer Underruns
- Jitter Buffer Overruns

Call Progress

- Configurable Call Progress Tone
- Call Progress Tone Profiles (2)
- Dial Tone
- Busy Tone
- Ringback Tone
- Reorder Tone
- Confirmation Tone
- Holding Tone
- Second Dial Tone
- Stutter Tone
- Howling Tone
- Prompt Tone
- Call Forwarded Tone
- Conference Tone
- SIT Tones (1–4)
- Ringing and Call Waiting Tone Configuration
- Ring Patterns (10)—Configurable
- Call Waiting Tone Patterns (10)—Configurable
- Call Waiting Tone Pattern Profiles (2)

Star Code Configuration

- Configurable Star Codes
- Star Code Profiles (2)
- Redial

- Call Return
- Activate Block Caller ID
- Deactivate Block Caller ID
- Block Caller ID Once
- Unblock Caller ID Once
- Activate Call Forwarding (All Calls)
- Deactivate Call Forwarding (All Calls)
- Activate Call Forward on Busy
- Deactivate Call Forward on Busy
- Activate Call Forward on No Answer
- Deactivate Call Forward on No Answer
- Activate Block Anonymous Calls
- Deactivate Block Anonymous Calls
- Activate Call Waiting
- Deactivate Call Waiting
- Activate Do Not Disturb
- Deactivate Do Not Disturb
- Activate Repeat Dial
- Deactivate Repeat Dial

FXS SLIC (Subscriber Line Integrated Circuit): Phone Port

- Ringer Specifications: Ring Frequency: 14Hz–68Hz, Ring Waveform: Trapezoidal, Sinusoidal, Ring Voltage: 55v–85v
- Maximum Ring Load: 5 REN (Ringer Equivalence Number) per Phone Port

FXS (PHONE Port) Configuration Settings

- Recursive Digit Map and Associated Outbound Call Routing
- On-Hook Tip Ring Voltage: 30v–52v
- Off-Hook Current Max: 15mA–45mA
- Impedance: 12 Independent Settings
- DTMF Playback Level: –90 dBm–3 dBm
- Caller ID Method: Bellcore, ETSI (FSK or DTMF)
- Caller ID Trigger (Before/After First Ring, Polarity Reversal)
- Channel Tx Gain: –12dB to 6 dB at 1 dB Resolution
- Channel Rx Gain: 12dB to 6 dB at 1 dB Resolution
- Silence Detect Sensitivity
- Hook Flash Time Max
- Hook Flash Time Min
- CPC Delay Time
- CPC Duration
- Idle Polarity
- Connect Polarity

Learn more

Visit www.polycom.com/voip to learn more about our VoIP products.

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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February 23, 2024

Response to RFP

REQUEST FOR PROPOSAL – PHONE SYSTEM PLATFORM

PROPOSAL DUE February 23, 2024 by 10:00AM CT

City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

By

xtDirect LLC

www.xtdirect.com

Mark Rollag, CEO

Mark.Rollag@xtdirect.com

Direct Phone 402-968-6810



February 23rd, 2024

City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

xtDirect is proud to submit this documentation as response to your Phone System Platform RFP.

xtDirect LLC has been in business since 2001! Based in Omaha Nebraska Call Center Capital of the World!

WE EAT SLEEP AND BREATHE CALL CENTER AND VOIP SYSTEMS!!!

xtDirect LLC currently handles over 1 million calls per month.

xtDirect is a wholesale phone carrier and thus telecommunications is seamless.

xtDirect understands and agrees with all provisions of the RFP.

Optionally, xtDirect does see opportunity for adding additional services. Through adding services such as AI for handling routine calls and webchats.

xtDirect is happy to meet in person with the State at anytime before and after award.

xtDirect has fully read and understands the Scope of Work within the RFP!

A handwritten signature in black ink, appearing to read "Mark Rollag", written over a horizontal line.

Mark Rollag
CEO
xtDirect, LLC

Section 1

Executive Summary

This proposal is being presented by xtDirect, LLC, which is a leading business process outsourcing service provider based on Omaha Nebraska. Since 2001, xtDirect has been helping enterprises from varied regions and sectors to run their business operations smoothly by providing a gamut of business process outsourcing services and solutions – call center consulting, full service call center outsourcing, business process and QA outsourcing, and managed cloud VOIP and call center technology.

ABOUT XTDIRECT

xtDirect is a leading business process outsourcing and VOIP service provider based on Omaha Nebraska. Since 2001, xtDirect has been helping enterprises from varied regions and sectors to run their business operations smoothly by providing a gamut of business process outsourcing services and solutions – call center consulting, full service call center outsourcing, business process and QA outsourcing, and managed cloud call center technology.

With over 23 years of experience, xtDirect has built an unblemished reputation by providing custom business process outsourcing services to businesses of varied types and scales. We have accumulated the skill, resources, and technology required to provide the best guidance to an enterprise regardless of its industry and location. We have already expertise in helping many enterprises to optimize their business processes and operations.

What Makes xtDirect Stand Out in the Hosted VOIP Marketplace?

- Over 23 years of experience in providing call center outsourcing services and VOIP Services
- The Neosho Phone System will not only be HOSTED by xtDirect but Managed by xtDirect!
- By leveraging managed cloud call center VOIP technology built for 7x24 365 Call Centers
- Enhance customer experience and engagement by providing premium CARRIER GRADE Phone Service!
- Combine skill, technology and resources to maintain 100% professional integrity!

Section 2

xtDirect LLC

23 years in business

950 S 10th St, Ste 70

Omaha, NE 68108

<https://xtdirect.com>

Call Center Outsourcer and Hosted Managed UCAAS provider

47-0841116

103 employees including call center agents

Section 3

xtDirect was founded March of 2001.

xtDirect has been using its own Phone Systems and Platforms performing outbound calling and inbound since 2003. xtDirect has always had a system called AnyAgentAnywhere allowing any employee to work from anywhere for remote and work from home agents since 2003.

Our capacity:

Outbound calling 100,000 calls per hour

Inbound 5,000 simultaneous calls.

Our history:

Eat sleep and breathe VOIP Call Center and Phone Systems both outbound and inbound since 2001 and owners since 1996

Systems and technology to support Neosho City Offices

We are our own phone carrier.

We collocate all equipment in a carrier grade facility in Denver Colorado and backup in Miami, FL

We can build to suit to any needs of our clients

OPTIONS and Add-Ons:

Our pricing includes all requirements in the RFP!

The system has many options that can be added at a later date with little additional cost!

CLIENT EXPERIENCE

Year client started April 2018

Movere Teleservices

3075 TOLLVIEW DRIVE

ROLLING MEADOWS, IL 60008

Mr. Bill Kerth

bkerth@moverteleservices.com

847-456-0231

xtDirect Provides Hosted Managed VOIP Call Center Platform as well as custom designed integrated Lead Generation Management Platform.

This is mission critical to Movere as they are a Call Center and that is there source of income.

Section 4

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution? xtDirect Maintains and Manages the Phone Platform in house. We would install and manage Sangoma PBXACT in a hosted managed platform. xtDirect is a North American Reseller of Sangoma and has utilized Sangoma since 2006

Thus Neosho does not need to learn and complicated phone system management. Simply call or complete a service ticket and xtDirect will make any phone platform changes!!!

See Brochure and PBXACT

Where is the platform hosted? Denver Colorado and the Denver Tech Center Area. We are Co-Located in a carrier grade facility along with all major carriers. This is a 99.999% uptime facility. xtDirect has been at same facility since 2006 and is same system xtDirect utilizes for its own 7x24 365 call center.

Backup systems are located in Miami FL again at carrier grade facilities

Is it centrally hosted or geographically distributed? Systems are both centrally location in Denver and auto failover to Miami FL

1.What business continuity / system survivability options are available?

All systems are carrier grade and redundant both in Denver CO as well as Miami FL

Firewall located in Neosho will have a backup Firewall also located in Neosho.

2.What happens to service in the event of a local power or WAN outage?

The Firewalls are the only hardware installed in Neosho besides that phones. They will have backup power capabilities of 24 hours. Phones are powered by POE and local power thus subject to local power failures.

3. Please describe platform security measure. How is call data protected?

Call data and recordings are protected by redundant servers and real time backup.

City of Neosho requires the following basic phone service requirements:

Number portability for all numbers - Yes 100% of all numbers

3-digit extension dialing, regardless of geographic location - Yes

Unlimited local dialing - Yes

Unlimited domestic long distance - Yes for entire USA

International dialing (include current rates) – These vary by country and phone type \$.01 to \$.15 per minute

Toll-Free service (include current rates) - \$.02 per minute

System Management

1. How is the system managed/administered? Please describe customer Administrator interface. xtDirect will manage all functions for the City of Neosho. Simply call or complete a service request! That simple.

2. Is self-service supported? – it can be however we offer management and no additional cost

3. How are moves, adds, and changes performed? All systems are remotely managed. Simply call or complete a service request. Most changes are same day. Physically moving a phone simply move phone anywhere and notify xtDirect so that we can update E911

4. How is service added, removed? Contact xtDirect via phone or service ticket at support.xtdirect.com

5. Please describe real-time reporting options. Very extensive options from basic to call center level reporting. Speed to answer, average handle time etc. See PBXACT brochure for many options.

Section 5

Implementation Process:

For the current requirements of the RFP (typically completed in 1 week)

- 1) Initial Meeting in Person or Online
- 2) xtDirect onsite layout of current system
- 3) xtDirect will build completely redundant new systems
- 4) xtDirect will test new system alongside current system.
- 5) Once completely tested xtDirect will seamlessly port over DID numbers to new system.
- 6) Neosho can then remove current leased phones
- 7) xtDirect will conduct onsite training of phones as well as provide videos
- 8) xtDirect will automate and reporting needs

Section 6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7? We have operated 7x24 since 2006 and have systems that automatically notify on call of and system issue.

2.What is your strategy for upgrading your current service? We generally do not have down time during upgrades. If downtime is necessary we would schedule that for 2am Central Time and notify clients in advance.

3.Is deployment of changes seamless, non-disruptive, and remote? Yes seamless other than for a day or 2 each employee would have 2 phones on their desk.

4.Are new features automatically available to existing customers? Automatically in most cases. If you desire AI Chat functionality that will generally not have any impact on current system.

Customer Service and Technical Support

1.What levels (tiers) of service do you offer and what are the details of each level of service? 7x24 phone support, OnSite support Immediate to 6 hours depending on service needed. As part of the system we provide the City we onsite spare phones..

2.Detail the issue resolution process. Complete a service request depending on service need technicians will work tickets within 5 minutes.

3.What is your average time to solve a moderate to difficult issue? 15 minutes

4.Is support available 24/7? Yes

Survivability / Redundancy

1.How is the vendor's service delivery platform distributed? All Carrier Grade 99.999% uptime fully redundant

2.Are there multiple, redundant instances at geographically dispersed datacenters? Denver and Miami both Carrier Grade

3.What happens to service in the event of a public Internet outage? We can setup auto roll over to PSTN or Cell Phones per DID

4.What happens to service in the event of a local power or WAN failure? Local Power and WAN can roll over to PSTN or Cell Phones as needed

5.What routing options does the vendor provide in the event of an outage? Routing is automatically handled

7.Pricing

\$19.80 per Phone/DID per month

Total with 79 Phones \$1564.20 per month

Includes:

All Services requested in RFP

73 Ported DID Phone Numbers

79 Phones Total

6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.

- 3 will need to be set up with a call recording button.

- All others need only the base model phone with extension buttons and features

Implementation 30 days or less

Onsite 5 days or less

PBXACT

Customizable & Flexible IP-PBX



 **Sangoma**

MAKING GREAT COMMUNICATIONS ACCESSIBLE TO ALL

Who is Sangoma?

Sangoma is a trusted leader in delivering value-based Communications as a Service (CaaS) solutions for businesses of all sizes.

Sangoma simplifies communications by providing businesses with the industry's most comprehensive cloud-native communications solutions, seamlessly streamlining business processes. Sangoma provides businesses with a complete solution, including cloud software, endpoints, and connectivity – all delivered and supported by Sangoma's expert team. One provider and one contact ease vendor management and save time.

Sangoma is also the primary developer and sponsor of Asterisk and FreePBX, the world's two most widely used open source communication software projects.



POWERFUL UNIFIED COMMUNICATION PLATFORM

What is PBXact?

Powered by FreePBX and Asterisk, PBXact is a fully-featured UC platform delivering productivity and collaboration tools that enable users to work from the office or remotely. The integrated online portal store lets businesses instantly add on extra features to their deployment, a-la-carte, such as enhanced contact center functionality, from one central location.

PBXact is a flexible and modular system, making it the perfect choice for advanced deployments where the installation environment requires complex configuration and customization.



FLEXIBLE DEPLOYMENT OPTIONS

PBXact can be deployed in multiple ways,
each with the same feature set!

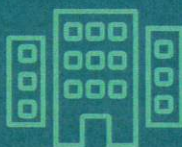


Cloud*

PBXact Cloud is the optimal solution for delivering the best customer service with little or no upfront costs.

*Available in Canada and US

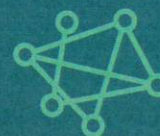
- » No onsite hardware to maintain and control
- » Simplify access to communication tools for sales, support, and agents
- » IP phone rentals available



On-Premise

Deploying PBXact on your business premises represents a low total cost of ownership and allows your staff to maintain and control the system.

- » Maintain full control of your solution
- » Dedicated hardware appliance backed by Sangoma
- » No racks of specialized equipment



Virtualized

PBXact offers the option of virtualization for organizations that already host a virtual environment or seek to do so.

- » Use your preferred virtual machine
- » Leverage failover for High Availability options
- » Save on stand-alone appliance costs

WHY PBXACT?

Saves You Money

Unlike other proprietary systems, PBXact gives you more value for your purchase. With all features included, flexible deployment options, fewer add-on fees, and a simplified pricing model, PBXact is the best value in UC.

Remote Worker Friendly

Operate your workforce wherever they are located, on whatever device they are using, while having full access to communication, collaboration, and productivity tools. Desktop and mobile softphones, user dashboards, auto-provisioning IP phones and customer service tools - What else could you ask for! Plus, there is very little setup when transitioning from office to remote working.

Integration with Your Existing Tools

Enable click-to-dial and screen-pop from within the tools you are already using such as Salesforce, Zapier Apps, Zoho and other browser-based helpdesk tools.

Advanced Call Queues

A robust set of add-on features to help process inbound calls more efficiently while enhancing the customer experience with priority caller and call-back support, amongst many others.

Flexible IVR

Route inbound calls more efficiently and reduce agent call administration time, while providing customer features such as multilingual options, custom music-on-hold to play special announcements, and priority routing.

Powerful Reporting

Advanced call reports can be created ad-hoc or scheduled directly from the web client and detail granular information in graphical format, making it quick and easy to know how well your business is helping your customers.

Internationalization

PBXact supports dozens of world-wide languages from sound prompts, IP phone applications to IVR language detection so that your customer get the tailored experience, no matter where your business operates.

Easy to Manage

An intuitive dashboard allows you to manage every aspect of PBXact from anywhere you have Internet access. Advanced call control, extension customizations, and centralized endpoint configurations all from one place.

Many Products in One

PBXact is more than just an IP-PBX. When coupled with Sangoma IP deskphones, SIPStation SIP Trunking service, and VoIP Protection software, it's an entire turnkey communication solution for your business, whether it be in the hospitality, contact center, auto-dealership or retail sector.

PBXACT PROVIDES THE POWER TO COMMUNICATE & COLLABORATE WHERE & HOW YOU WANT, AT THE OFFICE OR REMOTE



Desktop Softphone

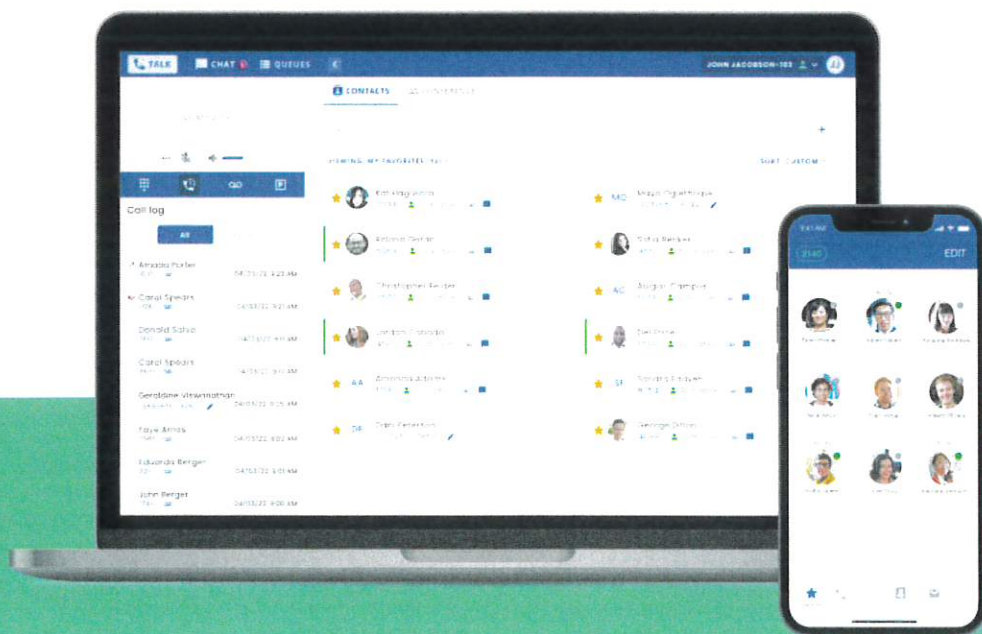
- » Improve workplace engagement with contact integration
- » Boost collaboration with one-to-one chat and team chat rooms
- » Coworkers can make and receive phone calls, and SMS messages using their work extension
- » User presence control delivers efficient communication
- » Visual voicemail lets employees take care of their messages quickly
- » See coworkers status with user presence and BLF
- » Queue agent and supervisor features



Mobile Soft Clients

Workers have become more flexible and get their job done whenever and wherever they are. Powerful iOS and Android clients allow users to stay connected while on the go.

- » Make or receive video and voice calls using your extension
- » SMS and text messaging
- » 3 way conference calling
- » Blind and assisted transfer
- » Favorites and call directory
- » Do-Not-Disturb (DND)
- » User presence and BLF
- » Contact integration
- » Individual and group chats



FEATURES



Presence

See who is in the office, on a call, or away from their desk, using the Desktop Softphone, mobile client or Sangoma IP deskphones. Call rules update automatically based on an employee's presence.



Recording

Many companies must record and archive calls for customer satisfaction, employee evaluation and training, security, and legal compliance reasons. In PBXact, all calls can be selectively recorded, and are displayed in a recordings report.



Interactive Voice Response

The extensive built-in IVR allows you to provide information to callers, collect information about the customer's needs, and transfer callers to the appropriate person or department. Multi-language options, custom Music-on-Hold for special announcements and Callback make the IVR even better.



Conferencing

Built-in conferencing allows your employees to manage their own conference rooms on-demand, using the UCP dashboard or Sangoma Phone Desktop app. See who is in the conference call and who is speaking, with the ability to mute or dismiss participants. In addition, easily invite customers to conferences using a pin number.



Collaboration

Collaborating over long distances has never been easier with group chat built into the desktop softphone. The mobile softphone and chat apps allow employees to stay connected while on the go.



CRM Integration

PBXact offers native integration with Salesforce, ConnectWise, SugarCRM, and Zoho, with the ability to integrate nearly any other browser-based CRM and others via GraphQL, APIs, Zapier, or webhooks. Your sales and service teams will have customer information right at their fingertips when receiving a call.



Chat & SMS

Improve employee communication with integrated chat via the desktop softphone and mobile app. Employees can use their extension to send/receive SMS and internal text messages (Inbound SMS included free-of-charge).



Contact Center / Call Queues

Whether you operate a small or large help desk, sales team or contact center PBXact offers big customer service and call processing features to help you boost revenue.

POWERFUL REPORTING TO BOOST SUCCESS

Advanced Call Queues

Your sales and support agents are there to answer customer calls to help boost your business revenue and keep your customers happy at the same time. When your customers call your business they are placed into queues which eventually connect to your staff. Processing inbound calls as quickly and efficiently as possible is key, and your call queues are the engine for success. With PBXact Advanced Call Queues, you can:



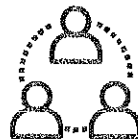
Choose how you want your inbound callers to reach your agents. Choose to have all agent phones ring at once, randomly, least-rang, and many more.



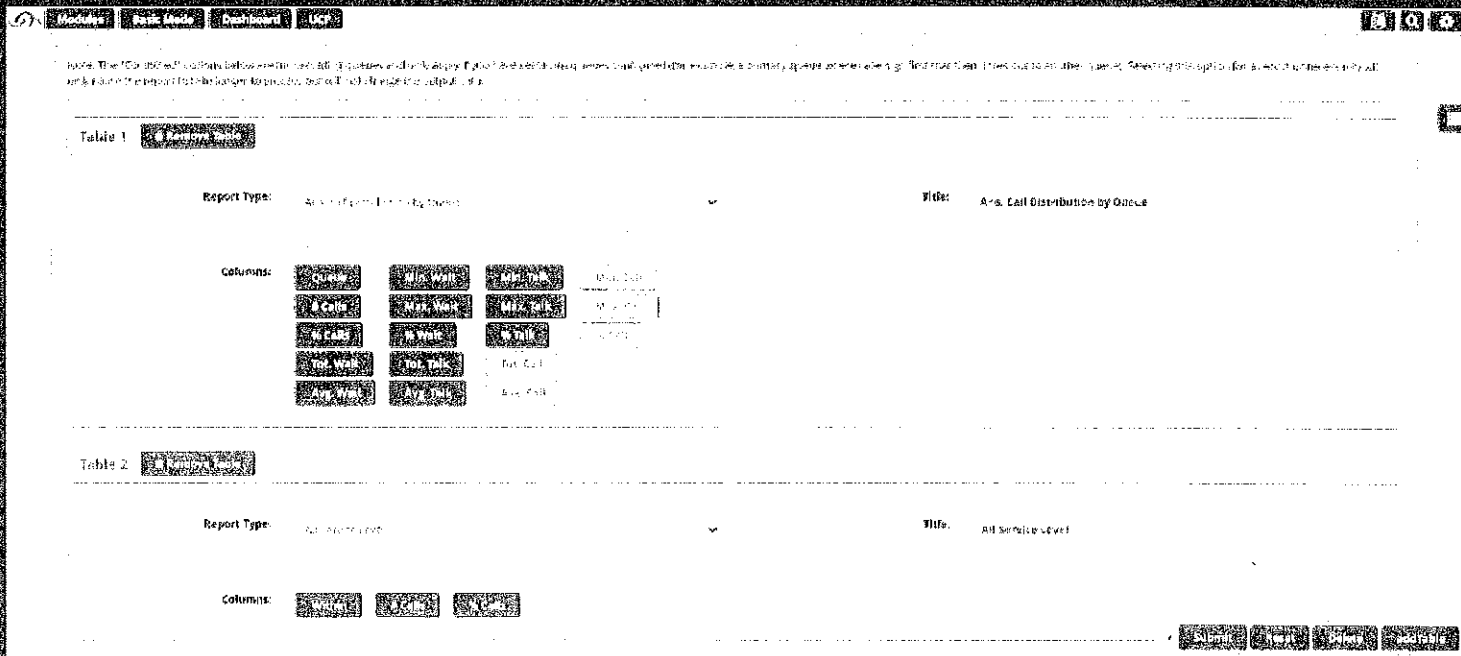
Create multiple priority-groups so that the caller with the highest priority and earliest arrival time of all the queues is tended to first.



Keep callers' same wait time even when transferred between queues.



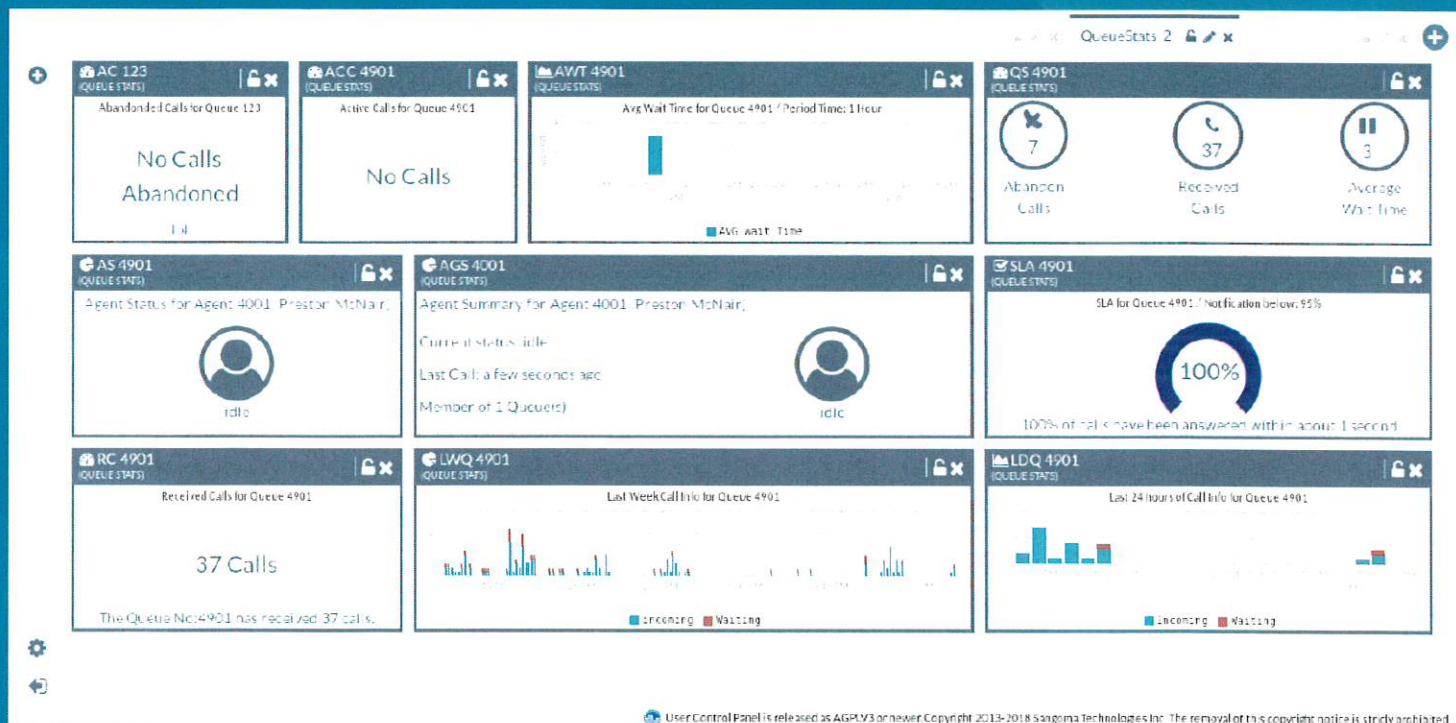
Define a set of agents ready to jump in and help for those times when it's really busy.



THE UCP QUEUE WALLBOARD

Queue Wallboard is a suite of contact center widgets which display graphical statistics from within the UCP web-based dashboard. It enables supervisors to view a variety of real-time call queue statistics to help manage their on-call sales and support staff performance.

The Queue Wallboard is **very customizable** and can display as many or as few widgets required on individual panels, delivering **the most comfortable working experience**.



Supervisors can configure Queue Wallboard widgets on a permissions basis, so that they can manage the information displayed about agents and queues to **focus on what's important**.



	P310 & P315 Value Models	P320, P325, P330 Mid-Range Models	P370 Executive Model	PM200 Expansion Module
Display	2.4" 320x240, Color	4.3" 480x272, Color, IPS	7.0" 800x1280, Color, IPS, Touch	4.3" 272x480, Color, IPS
Touchscreen	No	No	Yes	No
SIP Accounts	2	P320: 4; P325: 6 P330: 12	16 (using soft-keys)	N/A
Programmable Keys (for Speed Dial/BLF or more SIP accounts)	2	P320: 4; P325: 6 P330: 12	N/A	2 rows of 10 keys
Virtual Pages of Added Functionality	N/A	P320: N/A; P325: 20 P330: 10	Up to 20 favorites on screen up to 120 total	20 keys & 3 pages
Ethernet LAN	P310: 100 Mbps P315: Gigabit	Gigabit	Gigabit	N/A
Bluetooth & Built-in Wi-Fi (2.4/5G/802.11n)	No	P320 & P325: No P330: Yes	Yes	N/A
Expansion Module Support	No	P320 & P325: No P330: Yes	Yes	Yes

Expand Functionality with the PM200

For users who need to track and dispatch high volumes of calls, the Sangoma PM200 attendant console adds 40 more programmable buttons to make life easier by complementing the main phone display. You have the option for even more buttons by daisy-chaining up to 6 modules.



Headsets – Wired & Wireless

Our headsets deliver the right communication experience for each user, offering high-quality audio with exceptional noise cancellation and premium comfort. With both wired and wireless options for free roaming, you can stay productive without missing a beat. Our headsets are designed to work with Sangoma's select desk phones, softphones, video conferencing, and collaboration tools.





P-Series Phones

Feature-rich Desk Phones for Sangoma's Suite of Communication Solutions



Designed for Sangoma's portfolio of UCaaS and UC solutions and toolkits including *Business Voice**, *Switchvox*, *PBXact*, *FreePBX*, and *Asterisk*

Fully Featured IP Phones

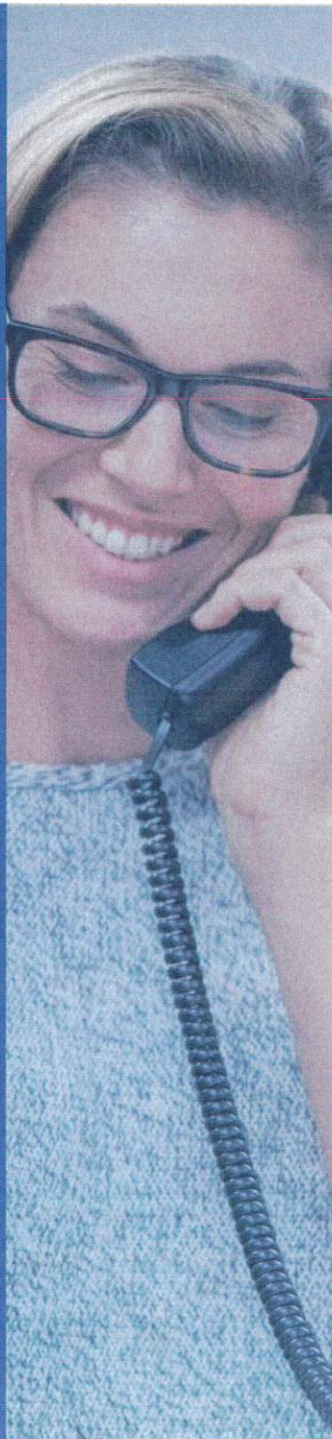
Sangoma's line of P-Series phones are designed to deliver the features you need for every user type at a competitive price point. All models include high definition audio, unprecedented plug-and-play deployment, and advanced built-in applications that include voicemail, call log, contacts, phone status, user presence, parking and more*.



All Models Include

- » Full-color display screens
- » High definition audio
- » Customizable Busy Lamp Field (BLF) Keys
- » Power Over Ethernet (POE)
- » Electronic Hookswitch capable headsets (i.e. Sangoma H10 and H20)
- » Lock ports to ensure physical security
- » Real-time status
- » Contacts
- » Transfer & conference calls
- » Zero Touch Provisioning for all of Sangoma's UCaaS platforms

* Limited on P310/P315



Sangoma's P-Series phones are the only phones that are compatible across Sangoma's communications as a service portfolio line, further enhancing their value.

Offering the tightest integration possible, they incorporate plug-and-play installation with auto-provisioning; saving you time.

Designed For

Business Voice
Coming Soon

PBXACT

Switchvox

freePBX

Asterisk

Meet The **P-Series** Line of Desk Phones

The P-Series line serves 3 business verticals



Entry Level

» P310 & P315

Mid-Range

» P320, P325 & P330



Executive Level

» P370



Some *Benefits* of The P-Series Line

- » Users have one Sangoma phone for any Sangoma PBX/ UC platform
 - Mix platforms between offices, but keep the same look and feel
- » Sangoma phones all work the same way without any differences between lines
 - Makes upgrades simple; no additional training required
- » Partners stock and support only one Sangoma phone product line
- » Lower-cost of entry for price-sensitive opportunities

Entry Level

P310 & P315



The perfect fit for offices, education (schools, colleges), manufacturing floors, and retail stores. Wherever you need reliable, basic calling functionality.

Both Models Include

- » A 2.4 " 320x240 Backlit Color Display, crystal clear speakerphone, and headset support with two VoIP lines with illumination
- » BLF Key (with Red, Amber, Green for line status)
- » Ability to load custom idle screen images for company logos
- » The P310 and P315 are identical aside from their network capabilities. The P310 operates at 100Mbps speeds and the P315 operates at 1000Mbps (Gigabit) speeds.

Mid-Range

P320, P325 & P330



The mid-range line includes a large, all-around visible 4.3 inch 480x272 color IPS display for use with built-in business applications.

Key Highlights Include

- » The P320 starts the mid-range with 4-line keys programmable for VoIP accounts or as BLF with speed dial to direct-dial or monitor an extension.
- » The P325 delivers 6-line keys, a paging key for 20 pages of virtual keys
- » The P330 adds to the P325 with 12 line keys, Bluetooth, and 2.4/5GHz WiFi for a wire-free network setup. It also supports the PM200 expansion sidecar, a 20-key attendant console for operators.

Executive Level

Beautifully Designed P370



For the executives in the office that demand a sleek desktop presence, the P370 delivers with a large 7.0" 1280x800 color IPS touchscreen display

Key Highlights Include

- » 16 lines (software)
- » Bluetooth and WiFi Support
- » Built-in business applications
- » Support for our PM200 attendant console

For complete technical details on each model
refer to the matrix on page 8

P-Series Model Comparison



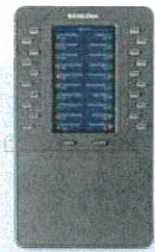
**Value Models
P310 & P315**



Mid-Range Models P320, P325, P330



**Executive Model
P370**



**Expansion Module
PM200**

Display

2.4" 320x240,
Color, TN

4.3", 480x272,
Color, IPS

7.0" 1280x800,
Color, IPS, Touch

4.3" 480x272,
Color, IPS

Touchscreen

No

No

Yes

No

Line Keys

2

P320: 4
P325: 6 with
Paging
Key
P330: 12 with
Paging
Key

16 (soft-keys)

2 rows of 10 keys
w/ Paging keys

Ethernet

P310: Fast
P315: Gigabit

Gigabit

Gigabit

N/A

Built-in Bluetooth

No

P320: No
P325: No
P330: Yes

Yes

N/A

Built-in Wi-Fi 2.4/5G/802.11n

No

P320: No
P325: No
P330: Yes

Yes

N/A

USB Ports

0

P320: 1
P325: 1
P330: 2

2

2 (1U,1D)

Expansion Module Support

No

P320: No
P325: No
P330: Yes

Yes

Yes

Highly **Integrated** **Productivity** Applications

All P-Series desk phones are designed with built-in enhanced applications that take communication to the next level*



Context-sensitive Phone Books

Show device state, presence, monitor, intercom and more.



Call Queues

Login, Logout, Pause, Resume. See queue overview statistics and queue member details.



Call Recording

Record calls and forward if needed. Call recording is system initiated so everything is centrally saved.



PIN-based Hot-desking

Log-in or Log-out of any desk phone by simply using voicemail PIN.



Visual Voicemail & Screening

See who called, with call-back, playback, read/unread toggling and forwarding.



Conference Call Management

See who's talking, mute and unmute, user and all-kick functions.



Call Parking including retrieval

Park a call, view or retrieve. Call Parking is system initiated so everything is done centrally.



Call Logs

Calls made by users on any device, not just the desk phone.

* P310/P315 phones have limited applications.
Some applications are not available in launch firmware and will require downloadable firmware updates.

P-Series Technical Specs

Phone Specifications

P370 Executive-Level phone

User Interface

- » 7.0 inch, 800 x 1280 pixel backlit color IPS LCD display
- » Multi-point capacitive touch
- » 16 line appearances (software)
- » Feature and context-sensitive functions
- » Dedicated touch control with backlight for Headset, Speaker, Mute, and without backlight for Volume functions
- » 3-color LED message waiting indicator (MWI)

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100/1000 Mbps Ethernet ports
- » 2 USB-A 2.0 ports
- » 12 volt 1.6A DC power port
- » 2 Lock Ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 11" x 9.0" x 3.5", 2.7 lbs.

Software Minimum Version Requirements

- » Switchvox >=7.9
- » FreePBX & PBXact >=15 with Endpoint Manager (latest)

P330, P325, and P325 Mid-Range phones

User Interface

- » 4.3 inch, 480 x 272 pixel backlit color IPS LCD display
- » Line appearance keys:
 - P330 - 12 keys
 - P325 - 6 keys
 - P320 - 4 keys
- » Rapid dial page scroll key for virtual line keys:
 - P330/P325 - yes
 - P320 - no
- » 6 feature keys
- » 4 context-sensitive soft keys
- » 6-key navigation controller
- » Backlit headset, speaker, and mute keys
- » 3-color LED message waiting indicator
- » Volume control

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100/1000 Mbps Ethernet ports
- » USB-A 2.0 ports:
 - P320/P325 - 1
 - P330 - 2
- » 12 volt 1.6A DC power port
- » 2 Lock Ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 12.3" x 9.0" x 3.5", 3.0 lbs.

Software Minimum Version Requirements

- » Switchvox >=7.9
- » FreePBX & PBXact >=15 with Endpoint Manager (latest)

P310/P315 Value phones

User Interface

- » 2.4 inch 320x240 pixel backlight color LCD display
- » 2 line appearance keys
- » 4 feature keys
- » 4 context-sensitive soft keys
- » 6-key navigation controller
- » Headset, speaker, and mute keys
- » 3-color LED message waiting indicator
- » Volume control

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100 Mbps Ethernet ports (P310)
- » 2 switched 10/100/1000 Mbps Ethernet ports (P315)
- » 12 volt 1.6A DC power port
- » 2 Lock ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 11.93" x 8.2" x 3.5", 2.4 lbs

Software Minimum Version Requirements

- » Switchvox >= 7.7
- » FreePBX & PBXact >= 14 with Endpoint Manager (latest)

Series Specifications

Phone Applications***

- » Visual Voicemail *
- » Contacts
- » Presence/Status
- » Call Log
- » Parked Calls
- » Call Queues **
- » Info
- » Forward Calls
- » Conference App **
- » Hot Desking ***

Phone Features

- » Auto-Answer
- » Headset-answer
- » Headset-ring
- » Distinctive ring
- » Custom ringtones
- » Call waiting
- » Call transfer (unattended & attended)
- » Call forward
- » Call hold
- » Call parking
- » Call pickup
- » Intercom/Paging
- » Message Waiting Indication
- » Busy Lamp Field (BLF)
- » 3-way conferencing
- » Do Not Disturb (DND)
- » Redial
- » Call timer
- » Caller ID display

Audio Features

- » Handset, handsfree, and headset modes
- » Full-duplex HD speakerphone with echo cancellation
- » Hearing aid compatible
- » Multicast audio playback
- » Wideband: G.722
- » Narrowband: G.711 ulaw/alaw, G.726, G.729a

Network Support

- » Static or DHCP IP address assignment
- » NTP time synchronization
- » Priority queuing
- » VLAN, LLDP, NAT traversal, QoS
- » 802.1X pass-through
- » 802.1X authentication

Language Support

- » Dutch, English, French, German, Italian, Portuguese, Russian, Spanish

SIP / VoIP Support

- » SIP v2
- » TLS/SRTP
- » DTMF, RFC4733
- » SIP peer-to-peer
- » SIP presence (SUBSCRIBE/NOTIFY)
- » Per-account digit map/dial plan
- » Dial using SIP URI
- » Dial using SIP server
- » Secure SIP authentication

Provisioning

- » Business Voice & Business Voice + Coming Late 2022
- » Switchvox Cloud & Prem
- » Sangoma Endpoint Manager for PBXact and FreePBX
- » DPMA (Deskphone Module for Asterisk)
- » DHCP Option 66
- » XML Configuration

Management

- » Firmware update via browser
- » Factory restore via UI
- » Remote logging via syslog

Regulatory Compliance

- » CE Mark
- » FCC Part 15, Class B

Maximum Power Consumption

- » P310: 2.5W
- » P315: 2.5W
- » P320/P325 4.5W, 9.5W with USB
- » P330: 8.2W, 5W per USB, 18.2W total
- » P370: 8.5W, 5W per USB, 18.5W total

Operating Conditions

- » Temperature: +32 to 122F / 0 to 50C
- » Relative Humidity: 5% to 95% non-condensing

Storage Temperature

- » -4 to 160F / -20 to 70C

Warranty

- » One year

* Visual Voicemail not supported on P310/P315 models

** Call Queues and Conferencing not supported on all models

*** Some features require proper server-side configuration/support

Add-ons and Accessories

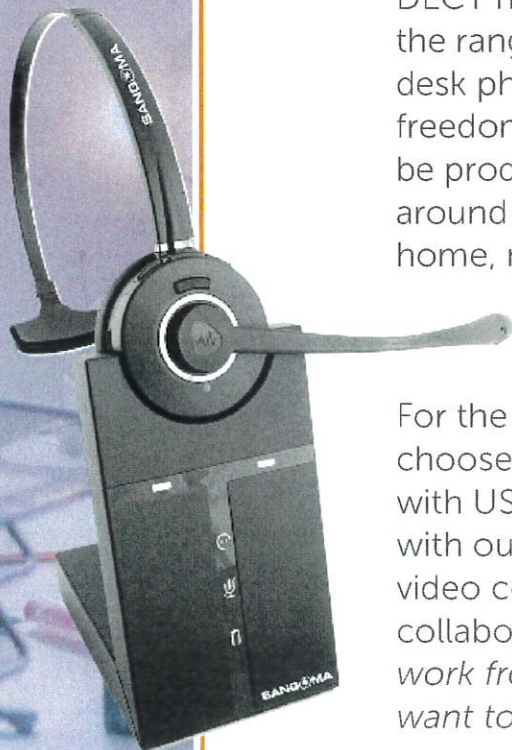
Attendant Console & Wireless Headsets

The PM200 attendant console (coming soon)

For users that need to track and dispatch high volumes of calls, the PM200 attendant console makes life easy. With 20 programmable keys and two pages of targets per console that complement the main phone display, productivity is greatly improved.

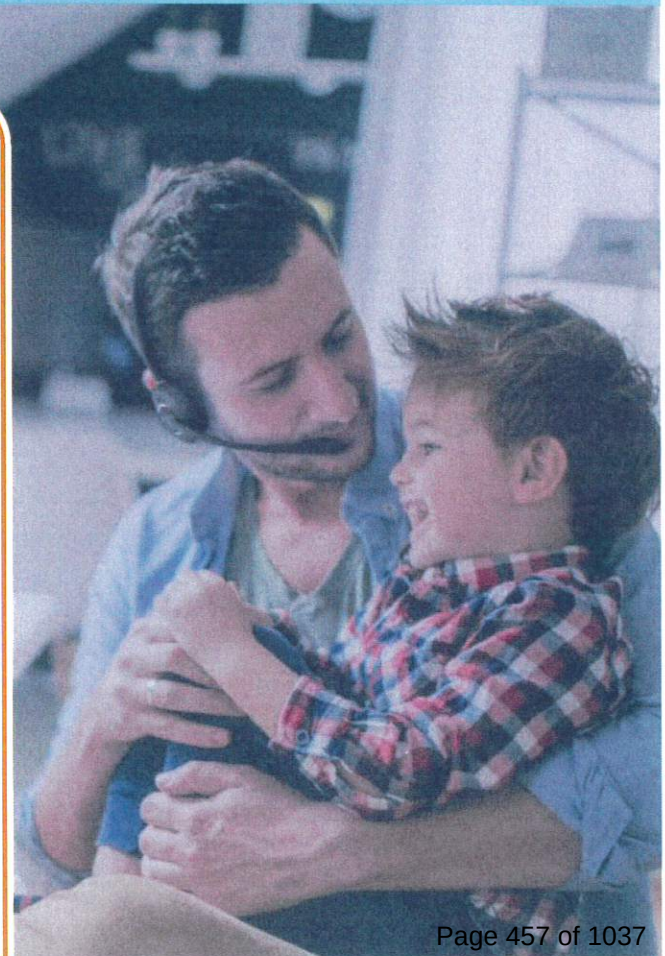
Key Highlights Include

- » 4.3" 480x272, Color, IPS display
- » 2 columns of 10 keys with Paging keys
- » Compatible with: P330 and P370
- » Add up to 6 PM200 sidecar modules for a total of 240 extra keys to the main P-Series phone



Sangoma's H10 and H20 DECT headsets extend the range of your P-Series desk phones with wireless freedom, enabling you to be productive roaming around the office, or at home, never missing a beat.

For the best flexibility, choose our H20 headset with USB connectivity with our softphones, video conferencing and collaboration software to work from wherever you want to be.





City of Neosho

203 E. Main Street
Neosho, MO, 64850
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Request for Proposals/Bids Phone System Platform

Proposals/Bids must be received by:

February 23, 2024, at 10:00 am

Submit to: City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

Please mark the outside of the packet: Phone System Proposal/Bid

THIS REQUEST IS FOR SEALED BIDS. DO NOT EMAIL YOUR SUBMISSION.

For any additional information contact:
George Moody
417.451.8050 ext. 101
gmoody@neoshomo.gov

Purpose

This Request for Proposals/Bids is seeking a vendor to provide the City of Neosho with an operating system, hardware and support for a city system.

Vendor(s) selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

Background

The city has 76 leased phones on the current system and three older unintegrated phones that we are wanting convert, 1 wireless and 5 fax data devices and 1 conference phone system. The phones are:

76 Crexendo CX 350 (leased) we will be adding three older unintegrated phones not currently on a VOIP system
1 wireless KXTGP 600
1 yeolink c960
5 ht812 Grandstream data fax devices



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There are currently 11 city facilities (with phones) that are currently being linked via fiber optic internet provided by Liberty Electric.

Services to be Provided

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Network VLAN Support and QoS options
- Cloud Solution Preferred
- Compatible with Conference Phone Yeolink CP960. If that is not possible, provide a reasonable equivalent and credit for trading existing phones.
- Allow incoming calls to direct dial a user's number.
- Keep all 73 existing phone numbers.
- Conference calling, ability to host calls with 10 or more callers. (Voice Conference Technology: the ability to connect to multiple internal and external locations in a conference call structure)
- Caller ID
- Speaker Phone
- Call forwarding to external/internal destinations (including cell phones). Using a Mobile App and/or desktop app, allowing for transfer of calls to mobile phone but show office phone number.
- Unified messaging: Ability to selectively route incoming voicemail to our email service (Voicemail to e-mail)
- Allowing multiple users to use the same phone with a virtual voicemail box extension.
- Fax to/from phone or e-mail and receive them on an actual fax machine.
- Ability to send voicemail that converts to text message/e-mail.
- Intercom capabilities within a building and to other buildings in the city.
- Recording capability and to have those recordings downloaded locally.

We are seeking 79 phones between 12 locations here in the City of Neosho and we would like these features on a handful of specific phones for our front and customer facing positions.

- 6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.
- 3 will need to be set up with a call recording button.
- All others need only the base model phone with extension buttons and features



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It is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work on the proposal.

The successful respondent(s) will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate the proposals received:

1. Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding.
2. Capability of proposed solution.
3. Cost of services provided.

Proposal Preparation and Submission Requirements

The proposal shall clearly address all the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. The proposal should be thorough yet concise and prepared at your own expense.

Any questions regarding this RFP must be submitted by e-mail. All questions will be answered promptly. Responses to inquiries that substantially or materially change the Request for Proposal will be available to all prospective vendors that have submitted a formal Letter of Intent.

Proposal Format and Submission Requirements

1. Executive Summary
2. Company Background Information
3. Experience and References
4. Responses to RFP Requirements
5. Implementation
6. Support and Maintenance
7. Pricing

1. Executive Summary

The one or two-page executive summary is to briefly describe the Proposer's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The reader should be able to determine the essence of the proposal by reading the executive



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summary.

2. Company Background Information

1. Legal name of the company
2. Number of years in business
3. Headquarters location address, phone number, website
4. Company type
5. Number of employees
6. Tax ID number

3. Company Experience and References

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Select one project as a contactable reference. Include contact information (name, title, phone, and email) for a customer reference who can speak to project performance throughout the life of the contract.

4. Response to RFP Requirements

Proposers should provide in-line responses to all requirements outlined below:

Technical
Requirements
Platform

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

Where is the platform hosted?

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?
2. What happens to service in the event of a local power or WAN outage?
3. Please describe platform security measure. How is call data protected?



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Service

City of Neosho requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers		
3-digit extension dialing, regardless of geographic location		
Unlimited local dialing		
Unlimited domestic long distance		
International dialing (include current rates)		
Toll-Free service (include current rates)		

* Please identify if your solution supports this requirement (Y/N) and state any limits on quantity (e.g., 1 per user, etc.). If quantity is unlimited, please state unlimited.

** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

System Management

1. How is the system managed/administered? Please describe customer Administrator interface.
2. Is self-service supported?
3. How are moves, adds, and changes performed?
4. How is service added, removed?
5. Please describe real-time reporting options.

5. Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.
2. What are the typical challenges in this type of implementation?



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-
3. What is the typical timeline for an implementation of this nature?

6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?
2. What is your strategy for upgrading your current service?
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.
4. Are new features automatically available to existing customers? Or is a service upgrade required?

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?
2. Detail the issue resolution process.
3. What is your average time to solve a moderate to difficult issue?
4. Is support available 24/7?

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?
2. Are there multiple, redundant instances at geographically dispersed datacenters?
3. What happens to service in the event of a public Internet outage?
4. What happens to service in the event of a local power or WAN failure?
5. What routing options does the vendor provide in the event of an outage?

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this request provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. **No estimates shall be excepted.** Vendors are required to collect and pay all Missouri State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed.

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.



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Award Process

The award may be granted to one of the top three highest scoring vendors. Final selection will be made by the Mayor and City Council.

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the responding company.

Non-Discrimination

All selected vendors must comply with the City of Neosho's equal opportunity requirements. The City of Neosho is committed to a program of equal employment opportunity regardless of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental or physical disability. It is the City of Neosho's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities.

Non-Collusion

Submittal of a signed response to this RFP constitutes a sworn statement that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the vendor has not induced or solicited others to submit a sham submittal, or to refrain from responding.

Warranty

The vendor shall warranty that the information is true and correct at the time of the submission.

Additional Information

Submitted responses to this RFP become the property of the City of Neosho. The City of Neosho reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.

GoTo Communications, Inc.
Response to
City of Neosho
Request for Proposals/Bids
Phone System Platform

Proposed to:

City of Neosho
203 E Main
Neosho, MO 64850
Attention: Cheyenne Wright, City Clerk

Proposed on: 23 February 2024

Primary Contacts:

Travis Gilbert
Principal Account Executive, GoTo

Phone: 801-317-4536
Email: Travis.Gilbert@goto.com
www.goto.com

Natasha Osborn
Account Executive, Communications
Technologies, Inc.
Phone: 636-537-7216
Email: natashao@cti-stl.com
www.cti-stl.com

COMPANY OVERVIEW

Since 1999, Communications Technologies (CTI) has been providing cutting-edge communication, security and safety, and network connectivity solutions to businesses of all sizes.

We are proudly veteran owned and operated, so strategy and service are in our DNA. As strategic consultants, we provide a single cohesive team to partner with and identify optimal technology to meet project goals and budget, while providing the service needed from design to installation to training.

CTI was founded selling and installing traditional phone systems, and over the past 10 years, CTI has seen a growing interest from our clients in Cloud Voice Solutions.

As a result, CTI has broadened its focus and increased its service offerings and expertise, making us an excellent candidate to work with Municipalities', and School Districts Nationwide.

We have a strong partnership with GoTo Solutions. We were recognized as a Premier Partner by acquiring large accounts across the



Why CTI -

A powerful differentiator for CTI is our expertise with municipalities, and school districts. We project manage the entire GoTo implantation from beginning to end and provide ongoing support at no cost to the County. Our team of experts will ensure as smooth as a transition as possible.

All our technicians are professionally trained and certified on all the platforms we provide, and CTI is a preferred GoTo vendor throughout the country. We are veteran owned, based in Chesterfield, MO, and have clients throughout the nation.

Thank you for the opportunity to participate in this RFP. We feel confident with the expertise we can bring to the table to assist the City of Neosho team. We look forward to answering any questions and hopefully working with you on this project.

Respectfully,

Natasha Osborn

Executive Summary

GoTo is pleased to present the GoToConnect Hosted Cloud Solution. GoTo is a leader in UCaaS; G2 just rated GoToConnect as the # 1 UCaaS solution. As you may notice, we have a new name: GoTo. This reflects who we are as an organization and what we can provide. At GoTo we create tools for IT management & support, and communication. Our focus is simple: we make IT's life easier, anywhere. We do it through software that's easy to deploy and use, with an incredible record of reliability, and tools that can scale from SMB to enterprise.

We are **the only company** that can empower you to connect AND support your employees and customers **with a single application**.

- **Simple:** Our software is built for SMBs but powerful enough for enterprises. We know the value of SMBs to our economy, and we want to bring SMBs the same value we bring companies like Salesforce and Dyson. Our tools are easy to buy, easy to manage and easy to use. Because we know easy is an important aspect to organizations of all sizes.
- **Secure:** Our company has been grounded in trustworthiness since Day 1. We are recognized as such by countless third-party and consumer review sites because of our strongest reputation for uptime, customer support, reliability, and overall performance of our products. We never sacrifice that trust. Rather, we innovate on top of it, as we're pioneers of Zero-Trust security.
- **Flexible:** Flexibility comes with bleeding-edge partnerships. We are proud to leverage our global network of trusted technology and channel partners to unlock more value for however you like to do business. With more than 100 strategic alliances, our API integration strategy enables simple, secure, and flexible experiences across many verticals.

We do all this through our GoTo portfolio of flexible-work software. Our simple, integrated solutions will empower your employees to do their best work. Our simple, integrated solutions will empower your employees to do their best work. We are the all-in-one solution for essential connections, making Business Communications and IT Support easy for businesses, communities, and organizations.



GoTo has been making IT easy since 2003. We were born in 2003 with working from home in our DNA. Since then, we have grown to a billion-dollar business and an innovative leader in UCaaS, CCaaS, and Remote Support. When 2020 happened—our products and services suddenly became essential for all businesses to connect and support their customers and employees, so we helped SMBs and organizations around the world make the rapid shift to hybrid and remote work with free Emergency Remote kits. In 2022, we rebranded from

LogMeIn to GoTo to better align with the essentials that we provide our customers and communities to keep their business and communities running through uneasy times. We will continue to develop as the all-in-one solution for essential connections. We currently have around 3300 employees worldwide.

We offer one of the only ways to keep both your employees and customers connected, supported and secure, and this is in combination with affordability. Our software is built to help you optimize your tech stack, create efficiencies in a cost-saving manner. Our software also delivers the simplest, most secure, and most flexible experience for IT professionals and their end-users.

Today, we are here to propose our GoToConnect solution. GoToConnect has been built across the same fundamental principles as our other products; that principle is to be Simple, Secure & Flexible.

Simple: GoToConnect is the easiest phone system to manage on the market. We create a simple admin experience through our unified administration portal. Our administration portal is recognized by admin users time-and-time again as the most intuitive. We are able to achieve this through unique features like our Visual Dial Plan Editor.

Secure: GoToConnect customers secure peace of mind as we reduce unnecessary headaches where possible:

- Throughout COVID-19 and the surge to Video Conferencing platforms, our relentless focus on our stability of service saw us become the most reliable and, therefore, trusted video-meetings platform when compared to the competition.
- Working from home can be a challenge with weak Wi-Fi, but our Product/Solution requires the least bandwidth for Video and Screen Share compared to our competitors. This has been proven by independent sources and, most importantly, end-users on review sites like G2 Crowd, TrustRadius, SoftwareAdvice, GetVoIP and more!
- Should our customers need us, they can reach us anytime and anywhere, for we are available 24/7. Our customer support is consistently rated #1 by end-users on review sites.

Sincerely,

Travis Gilbert

Travis Gilbert
Principal Account Executive, Mid-Market

Company Background

Legal Name of Company: GoTo Communications, Inc.

Number of Years in Business: 20 years

Headquarters location address, phone number, website: 333 Summer Street Boston, MA 02210; 1-866-890-8931

Company Type: Private Corporation

Number of Employees: 2941

Tax ID Number: 02-0783048

Since day one, we've helped people and businesses do their best work – simply and securely – from anywhere. Today, work and life are intertwined. At GoTo, we like to think of ourselves as your go-to. We help you focus on the things that matter most throughout the day: your projects, your professions, and even your personal passions.

GoTo is a private corporation. Since its founding in 2003, GoTo, formerly known as LogMeIn, has built its portfolio through strategic acquisitions and mergers. As a result, GoTo offers a diverse array product that meet the needs of an evolving SaaS industry and simplify how people work.

Recent mergers and acquisitions include:

- 2022: GoTo acquires Miradore, a cloud-based device management provider. The acquisition has brought additional mobile device management (MDM) capabilities to the GoTo portfolio and GoTo Resolve IT support platform.
- 2022: LogMeIn rebranded to GoTo to reflect our deep dedication to making IT easy, anywhere. GoTo's announcement went far beyond a new name and logo, as we also launched a simplified product portfolio with a single application and two flagship products: the all-new IT management & support product, [GoTo Resolve](#), and a new experience for the unified-communications-as-a-service (UCaaS) product, [GoTo Connect](#).
- 2021: LogMeIn announced the intent to establish LastPass as a standalone company. By establishing LastPass as a standalone business, the company plans to increase investment in the customer experience, go- to-market functions and engineering to accelerate its organic growth in password management, Single Sign-On (SSO) and Multi-factor Authentication (MFA). Customers will experience planned enhancements on an accelerated timeline in 2022, with the benefit of additional dedicated LastPass resources.
- 2020: The LogMeIn group of companies are privately held entities under their holding company parent, LMI GP, Inc., which is 51% owned by Francisco Partners a leading technology-focused global private equity firm, and 49% owned by Evergreen Coast Capital Corporation, the private equity affiliate of Elliott Management Corporation.
- 2020-2019: In December 2019, we entered into a definitive agreement (or the "Agreement") to be acquired in a transaction led by affiliates of Francisco Partners, a leading technology-focused global private equity firm, and including Evergreen Coast Capital Corporation ("Evergreen"), the private equity affiliate of Elliott Management Corporation ("Elliott").
- 2018: LogMeIn acquires Jive Communications, a rising star in cloud-based Unified Communications. Jive offers a UC portfolio that includes voice, video, contact center and mobile applications from a full cloud-based PBX phone system to high-quality video calling to advanced contact center controls and monitoring.

We help businesses of all sizes to:

- **Empower business continuity in the face of disruptions** keeping your teams and operations running.

- **Enable the new normal remote and flex work policies**, keeping your employees happier, safer and more productive.
- **Maximize your business impact** by accelerating your ability to hit sustainability goals and while reducing costs.

And we make all of this possible with products that are secure, flexible and built to win over users by the hundreds, thousands and even millions.

Our values focus on how It's not just what we do, it's how we go all in:

- **Be Real:** Be authentic and bring your whole self to work. Be mindful to create space to celebrate diversity of thought, background, and perspective. Give back wherever you can.
- **Think Big:** Play to win and aim high. Be inventive to solve our customers' needs. Don't be afraid to try something new.
- **Move Fast:** Speed over perfection. Disagree but commit. Make progress every day. Simplify, take action, and own outcomes.
- **Keep Growing:** Always be curious and learning. Embrace feedback and grow from your mistakes. Share your learnings with others.

Our Headquarters are located in Boston, MA and we have offices located worldwide in the following countries: United States, Canada, Brazil, Guatemala, Mexico, Ireland, Hungary, Germany, India, Singapore and Australia.

GoTo would like to note that we did not receive Attachment A for pricing so we have provided our quote. If you have any further questions, please let us know.

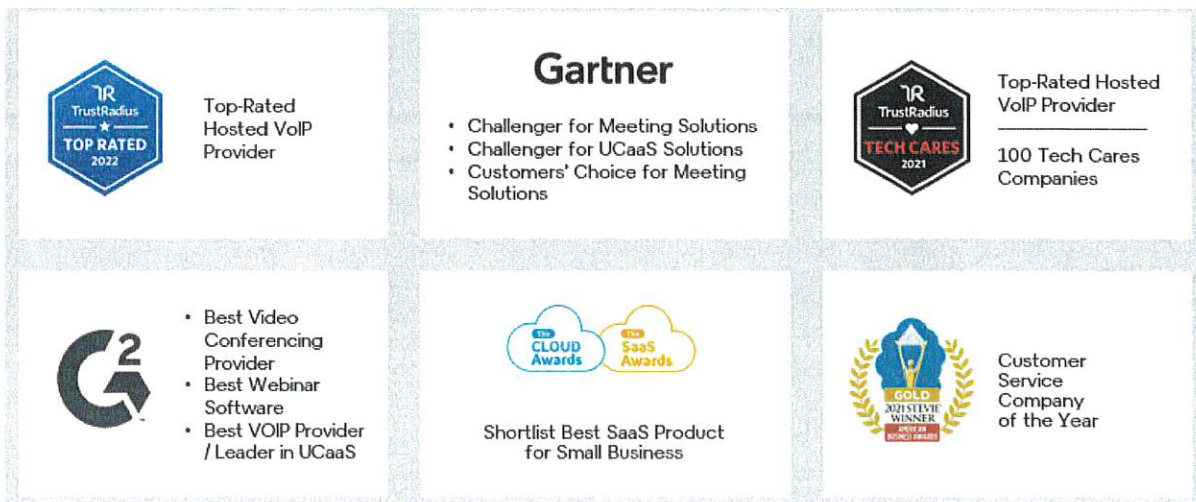
Qualifications and Experience

We know the benefits and rewards of flexible work are achievable because every day, we work with businesses like yours to help them enable effective, flexible work experiences. Some of the brands we work with you'll recognize, and some you may not. We're trusted by nearly 1M companies, from a wide range of industries, from hospitality (and restaurants) and healthcare to professional services and professional sports. We power more than 15 billion minutes of meetings across more than 1 billion colleagues, customers, and partners each year. We're the technology behind IT teams that support over 500 million workers when they need help with applications, software, or devices. We pride ourselves on our easy-to-use, built-for-IT solutions that save businesses time and money.

Awards and Recognition

GoTo's UCC solutions have been recognized as leaders in the industry. Several examples include but are not limited to the following:

- 2023: [GoTo Wins 15 TrustRadius Best of Awards and Two Most Loved Awards Based on Customer Feedback](#)
- 2022 TMCNet Product of the Year Award for exceptional innovation following February's rebrand and launch of a new product experience.
- TrustRadius recognizes GoTo products for twelve of their 2022 Top Rated Awards following GoTo's recent rebrand from LogMeIn
- 2021: [TMC](#), a global, integrated media company, has named GoToConnect Contact Center as a 2021 Contact Center Technology Award winner, presented by [CUSTOMER Magazine](#)
- 2022 Shortlist Awards for VoIP and Call Center Software
- Leader in G2's Spring 2022 Grid Reports for VoIP Providers
- 2022 TrustRadius Top Rated Awards in Unified Communications as a Service (UCaaS), VoIP and Video Conferences



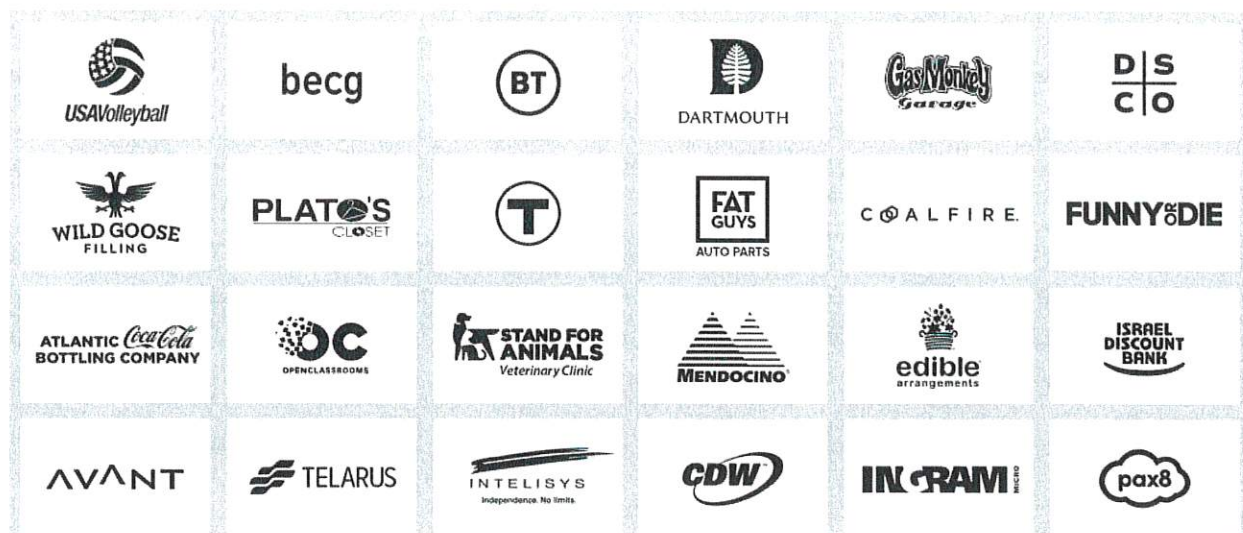
GoTo is the All-In-One Solution for Essential connections. We have top-notch offerings for all of the business communications and IT support software you would need to connect and support your employees and community easily. With a zero-trust security architecture, 99.999% uptime and 24/7 dedicated support, we have been trusted for reliability and security since 2003. In addition, we have numerous integrations, such as with Slack and Teams, plus a global network of partners to help you to connect from anywhere.

Unique Advantage

GoTo Connect offers several unique advantages and competitive differentiators that set it apart from other Unified Communications providers:

- **Admin Tools:** GoTo Connect continually invests in research and development, resulting in an easy-to-use admin experience. Its intuitive Visual Dial Plan editor and other tools work cohesively to simplify phone system management. Compared to other top competitors in the Unified Communications market, GoTo Connect excels in industry Ease of Admin.
- **Customer Support:** GoTo Connect boasts exceptional customer support rated #1 by end users. With 24/7 availability, they prioritize providing top-notch assistance to customers of all sizes. GoTo aims to answer 80% of calls within 2 minutes of a call landing in the queue, offering prompt assistance. GoTo also responds to emails within 24 hours, ensuring quick issue resolution.
- **Simplicity:** The user interface of GoTo Connect is designed with simplicity in mind, providing customers with everything they need and nothing they don't. This approach makes the platform incredibly user-friendly. Additionally, GoTo's all-inclusive pricing model allows for scalability and easy end-user adoption, avoiding complex billing structures.
- **Reliable and Secure:** GoTo guarantees a Service Level agreement of 99.996% uptime which is included in every contract and is met every year. GoTo Connect has been recognized for its robust security measures, ensuring that communication remains confidential and protected from unauthorized access. This is especially crucial when dealing with sensitive business information and conversations.
- **User-Friendly Interface:** The platform is designed to be user-friendly, allowing both employees and administrators to easily set up and manage communication channels without extensive technical expertise. This ease of use reduces the learning curve and speeds up the adoption process within organizations.
- **Cost-Effective:** By consolidating multiple communication tools into one platform, GoTo Connect can help businesses save on costs associated with purchasing and maintaining separate systems. This consolidated approach can lead to more efficient resource utilization and streamlined billing processes.
- **Scalability and Flexibility:** GoTo Connect is designed to cater to businesses of all sizes, from small startups to large enterprises. Its scalable infrastructure allows companies to expand or downsize their communication needs according to their requirements, ensuring cost-effectiveness and adaptability.
- **Value:** The Value for Money proposition of GoTo Connect translates into significant savings, with potential reductions of up to 33% when compared to competitors. Being a Unified Communications and Collaboration provider that owns its technology, GoTo Connect is billed as software rather than telecom, leading to lower taxes and fees, averaging around ~12% compared to up to 40% from competitors.
- **Comprehensive Offerings:** GoTo Connect stands out as the only UCaaS vendor providing a unique offering encompassing 18 products in its portfolio. These products include phones, meetings, messaging, webinars, training, ticketing, remote access, and more, enabling businesses to address all essential communication needs within a single platform.

We know the benefits and rewards of flexible work are achievable because every day, we work with businesses like yours to help them enable effective, flexible work experiences. We're trusted by nearly 1M companies, from a wide range of industries from hospitality and healthcare, to professional services and professional sports. We power more than 1.5 billion minutes of meetings across more than 1 billion colleagues, customers and partners each year. We're the technology behind IT teams that support over 500 million workers when they need help with applications, software or devices.



References

Ponce Health Science University
 Beth Caldwell – Office Operations Partner
 314-499-6051
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Central Heights USD 288
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Warrensburg R6 Schools
 Alex Anstine
 Director of Technology
 660-422-5561 x2405
aanstine@warrensburg6.org

Response to RFP Requirements

GoTo is proposing our GoTo Connect solution, for we understand your needs and feel that this proposed solution can meet your needs.

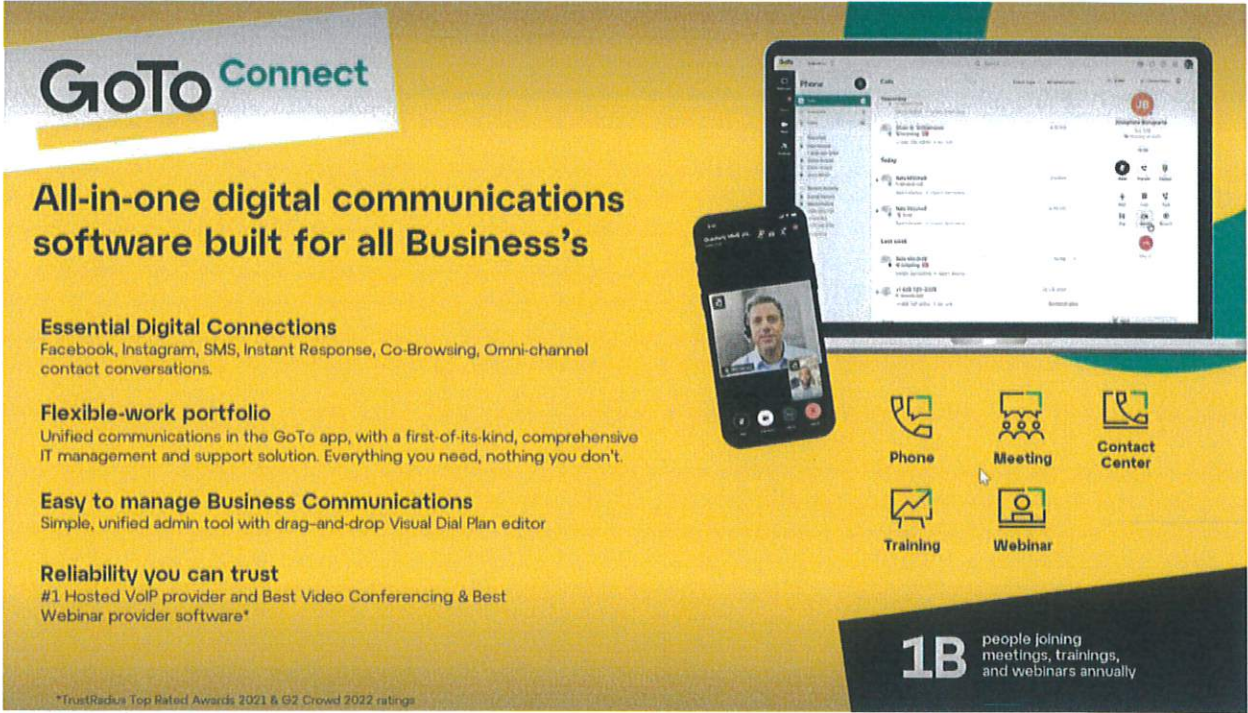
Phones: Enterprise-grade with 100+ features, and comes with inclusive minutes for local, long distance and international calls.

Meetings: Video & Audio conferencing with screen share and advanced collaboration capabilities included. Meet with up to 250 people.

Contact Center: Feature-rich and easy to deploy cloud-based customer engagement solution that is designed to fit the budget of any small-mid-sized business.

Webinars & Virtual Events: An online event platform to deliver delightful experiences for your customers, while driving better engagement and lead generation.

Training & Townhalls: Online training software for better connections. Engage before, during and after session for enhanced virtual experiences



GoTo Connect

All-in-one digital communications software built for all Business's

Essential Digital Connections
Facebook, Instagram, SMS, Instant Response, Co-Browsing, Omni-channel contact conversations.

Flexible-work portfolio
Unified communications in the GoTo app, with a first-of-its-kind, comprehensive IT management and support solution. Everything you need, nothing you don't.

Easy to manage Business Communications
Simple, unified admin tool with drag-and-drop Visual Dial Plan editor

Reliability you can trust
#1 Hosted VoIP provider and Best Video Conferencing & Best Webinar provider software*

1B people joining meetings, trainings, and webinars annually

*TrustRadius Top Rated Awards 2021 & G2 Crowd 2022 ratings

Phone, Meeting, Contact Center, Training, Webinar

Why GoToConnect

- We have the Best Administration Tools on the market.
- We're experienced, and it helped us be the Most Reliable platform throughout COVID-19.
- Our Customer Support is rated #1 by end-users; we are available 24-7

- We provide a Unique Portfolio of Flexible Software—UCaaS, CCaaS, Webinars & Virtual Events, Training & Support.
- We won't be beaten on Value for Money, for you can save up to 33% against leading competitors.

All of the Features You Need to Succeed!

Voice & Call Management	Meeting & Video	Customer Support	Admin Tools
✓ Call Forwarding ✓ Call on Hold ✓ Call Routing ✓ Dial-by-Name Directory ✓ Hosted VoIP Phone Service ✓ Phone Number Extensions ✓ Virtual Voicemail ✓ Toll-Free & Vanity Phone Numbers ✓ Custom Greetings & Messages ✓ Virtual Fax ✓ Number Porting & Transfers ✓ Auto Attendants ✓ Call Filtering & Blocking ✓ Caller ID ✓ Music-on-Hold ✓ Do Not Disturb ✓ 4-digit extension dialing ✓ SMS Messaging ✓ Hot Desking ✓ Microsoft Teams Integration ✓ Custom auto-attendants ✓ Emergency Call Notifications	✓ Conference Calls ✓ 3-way calls (audio & video) ✓ Screen Sharing ✓ HD Video Conferencing ✓ Video Equipment Conferencing ✓ Conference Bridge Technology	✓ Scalable Call Center Software ✓ Call Monitoring ✓ Voice, Video, Chat, SMS & Social Support ✓ Agent Dashboards ✓ Outbound dialer ✓ Intelligent Call routing ✓ Real-time analytics & reporting ✓ Callback queues ✓ Call-queue management and drill-down ✓ Queue status notifications ✓ Customizable Supervisor Dashboards (in real time)	✓ SAML Single Sign-On ✓ User level call blocking ✓ Business Call Management ✓ Call Center Analytics ✓ Custom call flows ✓ Full Admin Portal ✓ Role-Based Access Control ✓ Automated User Provisioning

GoTo Meeting, included with GoToConnect

With an extensive series of updates to the product, GoToMeeting delivers a flawless experience from start to finish for both IT and end users. Shaped by thousands of customer conversations, the new GoToMeeting revolutionizes the way you communicate with features designed to save you time, so you can build stronger relationships and collaborate with ease. We're by your side before, during, and after your meetings take place – modernizing workforce productivity that will prepare your organization for years to come.

Powering collaboration and productivity

With work to be done anywhere, at any time, on any device, your organization needs a virtual meeting platform built for better business.



Collaborate quickly and securely

Built for business means virtual meetings are even easier with no downloads necessary



Unmatched on mobile

A simple, easy and reliable virtual meeting experience from the highest-rated mobile app in the iOS and Android stores.



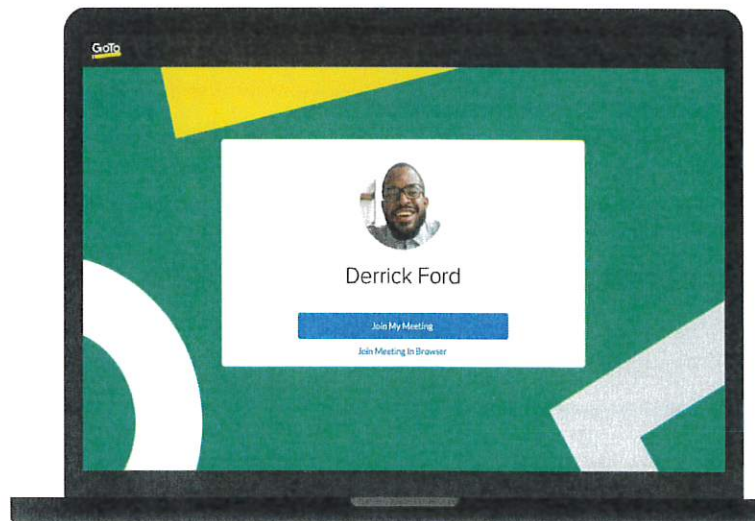
One vendor for every solution

GoTo offers tools for communication & collaboration, engagement & support and identity & access, all under one roof

Pre-Meeting:

Get started with meeting tools that make launching and joining meetings easy.

- **Business messaging:** Communicate anytime with integrated chat. Start or join meetings in a single click – right from your current conversation. [Learn More.](#)
- **Your personal online meeting room:** Create a custom meeting link that makes it easy to invite attendees to your own personal meeting room, reserved just for you. [Learn More.](#)
- **Call Me:** Let GoTo Meeting call your phone when it's time for a meeting to start. [Learn More.](#)
- **Join from your phone:** Participants can dial in to the meeting from their phone for added flexibility on-the-go. Toll-free in over 50 countries.
- **Webcam preview:** Test and preview your webcam before entering a meeting to check your connection and video.



In-Meeting:

Share, collaborate and come up with new ideas with in real-time with these GoTo Meeting features.

- **Screen sharing:** Easily share your desktop, smartphone, or tablet screen with everyone. Present, collaborate and keep everyone on the same page. [Learn More.](#)
- **Meeting drawing tools:** Draw on your screen to collaborate, brainstorm or present in real-time. [Learn More.](#)
- **Commuter Mode for mobile meetings:** Call in with a distraction-free environment while on the go. Commuter mode turns your entire phone screen into a color-coded audio/mute button that uses up to 90% less bandwidth. [Learn More.](#)
- **Custom backgrounds:** Customize your webcam background and truly work from “anywhere.”
- **Presenter control:** Give meeting guests presenter control so they can share their screen and help run the meeting. You can even share control of your keyboard or mouse.



After your meeting

See what went well in your meeting and find action items or key takeaways.

- **Meeting transcriptions:** Easily share automatic transcripts of your recorded meetings or look back for important notes and action items. [Learn More.](#)
- **Cloud recording:** Record your meetings locally or in the cloud and share or revisit them later. [Learn More.](#)
- **Meeting diagnostic reports:** View stats and analysis of meeting performance on an individual level, for quick troubleshooting.

Integrate with your favorite tools: Integrate GoTo Meeting with apps you already use in your workflow. Launch meetings directly from Slack, Outlook, Chrome, or Salesforce for a smoother, more convenient meeting experience.

Over 100+ Features

Connect an office or remote workforce with the flexible tools and unified administration.



Auto Attendants

Leverage an endless number of auto attendants to create custom menu options and gain IVR functionality.



HD Video Conferencing

Host professional meetings with up to 250 attendees using screenshare and meeting recording.



Conference Bridge

Utilize an unlimited number of conference bridges across the organization.



Voicemail to Email

Listen to voicemails directly from any inbox, on any device.



Ring Groups/Queues

Route calls to the right people in the shortest amount of time — empowering the organization with call center functionality.



Mobile Apps

Make and receive calls on any iOS or Android device — turn any smartphone or tablet into an office phone.



SMS/MMS Text Messaging

Send and receive messages between teams across desktop, mobile or web with SMS/MMS available in North America.



Virtual Fax

Send and receive faxes and view them in any email box at no additional cost.



Music on Hold

Present a professional image with custom music and messaging for promotions or instructions.



In-Country Calling

Call anyone in your country free up to fair-use limits.



Global Calling

Call over 50 countries at no additional cost.



GoTo Contact

GoTo Contact is a feature-rich, cloud-based contact center solution designed to improve customer experiences, and boost sales.

Proposers should provide in-line responses to all requirements outlined below:

GoTo has provided response to all requirements below, in-line.

Technical

These have been addressed. We have also provided an overview of our solution to show how we can meet technical needs.

Requirements

These have been addressed.

Platform

These have been addressed; we also have provided an overview of our platform with our solution.

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

GoTo develops and maintains the platform solution in house.

Where is the platform hosted?

GoTo Connect hosted services are run on Jive Cloud, a proprietary, cloud-based platform. Jive Cloud has been purpose-built from the ground up to deliver the most economical and powerful hosted services on the market.

Jive Cloud provides an interconnect between the public internet, the public switched telephone network (PSTN), and client-side LAN that allows GoToConnect users to place voice and video calls from their Internet-connected IP telephones to other users on the PSTN regardless of how they are connected (e.g., cellular, VoIP, analog, etc.).

Unlike traditional premises-based VoIP deployments that connect to the PSTN on the premises via a dedicated voice circuit (e.g., PRI, T1, SIP Trunks, ISDN), with GoToConnect, all inbound and outbound voice traffic travels via the Internet (WAN connection) to Jive Cloud.

Jive Cloud is currently hosted in a combination of public cloud and private infrastructure and has fully redundant computing and networking components. In the public cloud, GoTo is leveraging AWS, specifically in the US West (Oregon), US East (N. Virginia) and Asia Pacific (Singapore) Regions. In addition, GoTo collocates with top-tier data center facilities, offering high levels of security, redundancy (including power, cooling, and network), and scalability. Data centers are geographically situated to provide fast and reliable network access and to minimize round-trip latency for GoTo's hosted services. GoTo data centers are located in Grand Rapids MI, Salt Lake City UT, Los Angeles CA, Las Vegas NV. Additional GoTo data centers located outside the US are in Frankfurt DE, London UK, Sydney AU.

For information on data centers and sub-processors that GoTo uses for GoTo Connect, please visit GoTo's Product Resource Center and see the GoTo Connect Sub-Processor Disclosure -

<https://www.goto.com/company/trust/resource-center>

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

The solution is geographically distributed. Please see our response above for the locations of datacenter hosting locations. We have also provided our SubProcessor disclosure list as part of our solution.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

GoTo's Service Level Agreement (SLA) describes the specific service level agreements and conditions for Jive Cloud Voice and Unified Communications (UC). The SLA also specifies the measures to be taken in case of

deviation or failure to meet the asserted service guarantees. GoTo guarantees Cloud Voice and UC will maintain four 9's (99.99%) in any given calendar year. The SLA has been provided with our solution.

1. What business continuity / system survivability options are available?

GoToConnect is well-equipped to deal with Business Continuity and Disaster Recovery (BCDR). In the event that a major disaster closes a customer site, GoToConnect provides a number of advantages over traditional analog telephone service.

First, GoTo Standalone VoIP handsets are configured such that they will work from virtually any high-speed Broadband Internet connection. This means that staff can take their handsets to another site (such as another office location, or even to their home), plug them into the Internet, and be up and running exactly as if they were at the office—with the same access to voicemail, extension dialing, transferring, and all other features. Second, if the magnitude of the disaster is such that handsets are inaccessible, replacement handsets can be ordered from GoTo. These handsets will be pre-programmed for plug-and-play installation, and can be shipped overnight for next-day delivery.

Finally, in response to an adverse event, incoming calls can be rerouted to other locations, or even to a group of cellular phones.

GoTo provides PSTN Failover as a feature associated with GoTo Connect via the Business Continuity appliance solution. The Business Continuity appliance provides service continuity and survivability in the event of a local outage, ensuring calls can still be made if Jive Cloud is inaccessible to the phones.

In the simplest terms, the GoTo Connect Business Continuity appliance allows continuation of internal calling. With the addition of POTS lines to the device, outbound calling is preserved as well. This was initially designed to ensure that schools could always call 911, regardless of internet connectivity.

Note that GoTo Connect includes a mobile app that is available to every user. This provides users the ability to continue to make and take phone calls regardless of the situation at their location (internet, power, etc) as long as they have a cell signal. Callers will not know that anything is different on the user's end.

The Business Continuity appliance provides the following features:

- Built in Jive Netview Appliance for voice network monitoring
- SIP Proxy configuration for Internal Dialing during an outage
- WAN failure (Detection, Failover and Fallback)
- Emergency Analog Failover (via the addition of POTS lines)
- Outbound Calls Analog Failover and Emergency (911) Priority
- Logging and Monitoring
- VPN services to allow remote management by GoTo
- DNS Server
- STP, SIP over TLS

2. What happens to service in the event of a local power or WAN outage?

In the event of failure -

1. On the GoTo side -

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

2. On the customer side, WAN failure -

There are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on premise gateway called Jive Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls.

GoTo also offers an SD-WAN solution which accepts internet connections from multiple providers and manages failure and optimizes traffic flow to ensure no loss of connectivity.

In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

3. Please describe platform security measure. How is call data protected?

GoTo maintains a cryptographic standard that aligns with recommendations from industry groups, government publications, and other reputable standards groups. The cryptographic standard is periodically reviewed, and selected technologies and ciphers may be updated in accordance with the assessed risk and market acceptance of new standards.

In-Transit Encryption: The Service provides end-to-end data security measures. The Service is designed to ensure that communication data is not exposed in unencrypted form with communication servers or during transmission across public or private networks. Internet Engineering Task Force (IETF) standard Transport Layer Security (TLS) protocols are used to protect communication between endpoints. All network traffic flowing in and out of GoTo datacenters, including all Customer Content, is encrypted in transit. See the [Terms of Service](#) for more information.

For their own protection, GoTo recommends that customers configure their browsers to use strong cryptography by default whenever possible and to ensure that operating system and browser security patches are kept up to date.

When TLS connections are established GoTo servers authenticate themselves to clients using public key certificates. TLS is also supported for signaling between physical phones and the Service infrastructure to secure the traffic and communication when supported by Customer equipment. Media is transmitted using Secure Real-time Transport Protocol (sRTP) utilizing shared keys transmitted over Session Initiation Protocol Secure (SIPS) to secure audio traffic. Provisioning information containing the physical phones credentials from the Service's infrastructure to the phones are also secured using TLS.

At-Rest Encryption Customer voicemail recordings, voicemail greetings, and call recordings are encrypted at-rest using 256-bit AES encryption when stored with GoTo's cloud storage

Secure Provisioning Secure Provisioning makes our provisioning process more secure, protecting both GoTo and the customer from fraud and malicious behavior by encrypting configuration files and changing known provisioning paths to make it more difficult to access files only the device should have access to.

Secure Calling GoToConnect customers have the ability to enable Secure Calling which uses SRTP which uses AES (Advanced Encryption Standard).

Secure Calling protects your conversations with audio encryption—ensuring unwanted listeners can't hack into your calls. When you're on a call, audio travels between two separate paths. First, between your phone network and the Cloud; and second, between the Cloud and your caller's phone network. The two paths together allow you to speak to and hear each other. Secure Calling encrypts the first path of audio and encrypts both if your call is with another device that has Secure Calling enabled as well.

All three of our Tier 1 phone manufacturers (Poly, Yealink and Cisco MPP) support Secure Calling call encryption.

In addition to Secure Provisioning and Secure Calling, the GoToConnect softphone and mobile apps require a user to log in using their GoToConnect credentials. If your organization has a Single Sign-On solution in place, GoToConnect can be integrated with it so that you control users' access to GoToConnect in the same way as

other applications. Finally, each device has a device admin password. This password controls access to a device's web interface and is managed through the administration portal.

GoTo employs industry standard perimeter protection tools, techniques and services that are designed to prevent unauthorized network traffic from entering its product infrastructure. The GoTo network features externally facing firewalls and internal network segmentation. Critical system files are protected against malicious and unintended infection or destruction.

The Service leverages a multi-tenant (and multi-PBX) architecture, logically separated at the database level, based on a user's or organization's Service account. Only authenticated parties are granted access to relevant accounts.

Further details are outlined in our [Technical and Organizational Measures](#) document.

An Information Security Policy has been established at GoTo and assist in defining the role of technology and management at our organization. It is aligned to ISO27001:2013. At least annually, applicable policies are reviewed by management to ensure that any procedures or standards are updated in accordance with contractual and legal commitments and company requirements/standards. In order to ensure the confidentiality, integrity, and availability of GoTo Information and IT systems we do not send customers these documents. Security Policies are relayed to employees at the time of hire and available in the Employee Handbook. They are also communicated to all Global Employees on a regular basis. Additionally, they are hosted on our internal site.

GoTo employees and temporary workers are informed on a continuous basis, as determined by the company, about security and privacy guidelines, procedures, policies and standards through various mediums of communication such as awareness campaigns, new hire on-boarding kits, webinars with the CISO, annual policy compliance, security training targeting specific roles (such as software developers), security champion programs, as well as visual media campaigns. In order to share our Information Security Policy Table of Contents, a mutual NDA is required. We are happy to help facilitate this further along in the sales cycle

b) As the global "work from anywhere" company, GoTo provides products that simplify how people connect with each other and the world around them. With users in nearly every country around the world, we maintain a global data privacy program designed to secure and protect the data entrusted to us by our customers, users, and end-users. GoTo's data privacy program is designed to respond to today's applicable privacy rules and regulations and takes into account many of the world's major data protection regimes, including, but not limited to:

- Australia's Privacy Act (1988)
- Brazil's General Data Protection Law (LGPD)
- California Consumer Privacy Act (CCPA)
- General Data Protection Regulation (GDPR)
- United Kingdom's Data Protection Act (2018)

Annually, third party penetration tests are conducted on each of our applications. We rescan the systems on a quarterly basis to ensure any findings have been resolved or mitigated to a lower level. Summary results of most recent test can be shared with active NDA in place

GoTo complies with applicable legal, financial, data privacy, and regulatory requirements, and maintains compliance with the following certifications and external audit reports:

- TRUSTe Enterprise Privacy & Data Governance Practices Certification to address operational privacy and data protection controls that are aligned with key privacy laws and recognized privacy frameworks.
- American Institute of Certified Public Accountants' (AICPA) Service Organization Control (SOC) 2 Type 2 attestation report. BSI Cloud Computing Catalogue (C5).
- American Institute of Certified Public Accountants (AICPA) Service Organization Control (SOC) 3 Type II attestation report

- Payment Card Industry Data Security Standard (PCI DSS) compliance for GoTo's eCommerce and payment environments
- Internal controls assessment as required under a Public Company Accounting Oversight Board (PCAOB) annual financial statements audit

Please reference our Trust Center for further details:

<https://www.goto.com/company/trust/>

We can also share our SOC 2 Type II report upon requests, which outlines the policies, procedures and controls that we have in place.

Service

Question	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Yes	Included. Existing numbers can be ported (transferred) over to GoToConnect service. Upon receiving the bid award, GoTo will issue the port request form. This form is to be filled out by the client with all the complete and accurate information. When GoTo receives this request form, they will send it to the losing carrier. The losing carrier then has up to 72 hours to respond to the request. The process of porting existing numbers can take anywhere from 5–20 business days—depending on area and existing telephone provider. Incorrect/incomplete information may cause the order to be rejected by the existing telephone provider. If a port request is rejected, the request will be resubmitted and the porting timeline will start over. It is also possible to submit port requests directly from within the GoTo Admin portal. The system walks you through a simple process of providing the required information, GoTo submits the port request, and the process updates are visible in the Admin portal.
3-digit extension dialing, regardless of geographic location	Y	Included GoToConnect supports 3, 4, 5, or 6-digit extension dialing across all system endpoints regardless of geographic location. Even if employees span many different locations (home offices, various campuses, or even international offices), employees can connect via extension no matter how far away they are from each other.
Unlimited local dialing	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling.
Unlimited domestic long distance	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution

		also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling .
International dialing (include current rates)	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling .
Toll-Free service (include current rates)	Y	included GoTo provides the opportunity to set up toll-free telephone numbers. This means that customers can call your company on a toll-free line without incurring any expense. GoTo has a toll-free billing rate of 1.9 cents per minute for these incoming calls.

System Management

1. How is the system managed/administered? Please describe customer Administrator interface.

GoToConnect's administrator portal is browser-based and offers easy, intuitive access and control over all system features and functions. These password-protected controls are available online and can be used anywhere the administrator has Internet access. Administrators can view, configure, and modify all system user information, devices, lines/extensions, and services. Within the portal, administrators use drag-and-drop functionality and wizard tools to quickly and easily create user groups, manage policies and permissions, modify dial plans and schedules, and upload prompts and hold music, and much more. User administrators have virtually the same level of account access as GoTo support engineers. Customers therefore have the ability to self-serve in almost every aspect of the hosted services. The administrator portal is an integrated part of the GoToConnect, included at no additional cost.

Within the Administration Portal, there is a System Health dashboard which allows client administrators to monitor the following areas:

- Audio Quality and Call Volume - Total number of call legs and audio quality over 24 hours. This shows the hourly call volume with Mean Opinion Score (MOS), which measures audio quality based on how a listener would rate a call's clarity.
- Average Audio Quality - Mean Opinion Score. The Mean Opinion Score is a measure of quality based on how a listener would rate a call's clarity from 1-5. This is a useful benchmark for the overall audio quality of your phone system.
- Audio Delay - Average latency in milliseconds. This is how long it takes for your system to send and receive voice data over the internet. Delays longer than 100 ms can cause audio to lag in conversations.
- Audio Connection - Percent of packets lost. This measures the percentage of voice data packets lost out of all of those sent from a phone to your system. Too many packets lost (above 1%) may cause the audio to noticeably drop in and out. Higher numbers may cause the call to drop completely.
- Device Statistics - Number of devices online and offline. A device is "online" when it can readily communicate with other devices and is "offline" when not turned on or connected to other devices.

The GoToConnect softphone on a PC or Mac also functions as a user portal. This is where users can set their preferences in areas of their communications such as Find Me/Follow Me and voicemail.

2. Is self-service supported?

Self-service is supported.

3. How are moves, adds, and changes performed?

Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

4. How is service added, removed?

GoToConnect is particularly scalable from the standpoint of adding services to an existing account. Clients can add users and extensions at any time on GoTo's administrator portal, which automatically adds these services to their monthly statement. GoTo clients are also able to purchase IP handsets to use with GoTo Hosted VoIP from several online retailers. However, when ordering hardware, clients typically call their GoTo Sales representative to ensure handset compatibility.

5. Please describe real-time reporting options.

There are several different categories of reporting available.

- **System Reporting** - GoTo Connect provides system reporting through a variety of reports. These include data such as mean/min/max reports and time-of-day reports for all extensions and numbers, and downloadable call detail reports. The following list details GoToConnect's capabilities for providing enhanced visibility into our call accounting solution:
- **Call Logs:** Detailed call information that includes dates, times, extensions, numbers, duration, type, and direction of all calls.
- **Call Analytics.** Interactive reports, charts, tables, maps, and graphs that provide overview and aggregated information on GoTo Contact Center Hosted VoIP usage.
- **Queue Usage.** Detailed information on call center agents and queue activity including historical wait times, abandon rates, and more.
- **User Lists.** Specific details on users of GoToConnect Hosted VoIP including names, extensions, voicemail boxes, DID's, fax settings, device information, and other configuration information.
- **Monthly Invoices.** Detailed information on billable services including number of handsets, DID's, toll free and international usage, recently added handsets, etc.
- **Aggregated Invoice Statements.** Combined billing report for all sub-entities which includes totals and line items for each account associated with a parent account.

In addition to the capabilities listed above, GoTo can provide any number of custom reports at your request. Like all of GoTo Connect's features, system reporting capabilities are provided at no additional cost.

Call Detail reporting - GoToConnect includes interactive reports accessible in real time within the GoToConnect administrator portal, many of which can be exported into a .csv file for data storage or manipulation. Reports may include the following data points:

- **Calls:** total/mean/min/max by type, per day, by day of the week, by time of day, by state, per number/extension; abandoned calls
- **Minutes:** total/mean/min/max by type, per day, by day of the week, by time of day, by state, per call, per number/extension
- **Top Numbers / Extensions:** total/mean/min/max by calls, by minutes
- **Queue:** statistics, scores, calls, minutes

Call Reports can be accessed via the GoToConnect administration portal. Within call reports there are Visual Summary Graphs that provide a quick snapshot of the calling activity on your system. This helps to identify trends, campaign effectiveness, calling spikes, and staffing needs.

Three additional reports are available for in-depth analytics:

User Activity - This provides call activity for each user. These high-level, user-specific numbers can serve as a good starting point for determining employee performance or training opportunities. By default, results are sorted by total duration, potentially putting your most productive users at the top.

Phone Number Activity - This provides call activity from the perspective of your GoToConnect phone numbers. These high-level, number-specific details can serve as a great resource for managers needing to understand the call volume routing through their phone numbers to various sales and support teams. By default, results are sorted by total duration, putting your most active GoToConnect phone numbers at the top.

Caller Activity - This provides the activity for all the phone numbers that are calling into your system. You can see specific activity for each number, such as every outgoing and incoming call, date, and talk time.

Each of these reports can drill down to a *details page* for the specific caller, user, or phone number that has been selected.

GoTo Contact Center Reporting and Analytics

GoTo Contact Center offers Supervisors historical and real-time analytics for all or specified queues on the system accessible from their GoTo desktop/web softphone applications.

Real-time information -

Real-time Supervisor reports are broken down to different categories throughout the current day in an overview, or specifically. These may also be custom created using GoTo Contact Center graphical real-time wallboard editor as desired. The real-time view provides performance and status of agents, chats and for outbound calling campaigns provided in GoTo Contact Center Complete.

Call queues will display rate/percentage of the current day's abandoned, handled, and timed-out calls as well as give visibility to the amount of inbound calls, agents talking, how many agents are paused and logged in, the longest call and wait time for the specific queue. Supervisor's real-time dashboard also includes interaction features such as the ability to place agents on pause, login/logout agents, monitor agents calls by listen, whisper and barge drop down menus, and view calls waiting by phone number and caller-ID that can be answered or transferred as needed.

Custom reports can be created as a wallboard, which can be displayed on a computer for an individual to see or a tv on the wall for all to see.

Historical reporting -

Details of all standard analytics included with GoTo Contact Center Complete can be found here:

<https://support.goto.com/connect/help/what-data-does-the-contact-center-analytics-provide>

There are three standard reports included with GoTo Contact Center Complete. The data shown can be filtered based on a number of different criteria, such as

Queue Caller Board is designed to help you understand what is happening with your call queues, and can be filtered by date(s), queue(s), call outcome(s), time in queue, call duration. This board shows:

- Total calls over time
- Average call duration
- Average time in queue
- Total calls by outcome (handled, timed out, evicted, abandoned)

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Queues (select individual queues or select all), Outcomes (handled, abandoned, timed out, evicted), Time in Queue (set the range for time in queue that you want to see), and Call Duration (set the range for call duration that you want to see)

Agent Performance Board is designed to help you understand how your agents are performing overall, and can be filtered by date(s), queue(s), agent(s), and call type(s). This board shows:

- Handled contacts
- Average talk time (ATT)
- Total talk time (TTT)
- Total talk time trends
- % of talk time spent on queue calls, outbound calls, and direct inbound calls
- Total call volume trends broken down by type
- % of calls answered broken down by type
- % of queue calls transferred by agent
- Agent summary table shows handled contacts, missed contacts, ATT, and TTT totals for the filtered data.
- Availability and pause time by agent
- Shows the amount of time an agent was logged in each day, including when they started, when they paused, and when they logged out of a queue.

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Queues (select individual queues or select all), Agents (select individual agents or select all), and Call Types (queue calls, direct inbound, outbound)

Resolved Conversations Board is designed to help you understand what is happening with your chat queues, and can be filtered by date(s), agent(s), chat queue(s), conversation tag(s), chat type(s), survey(s), and survey response(s). This board shows:

1. Total resolved conversations graph
2. Resolved conversations summary table

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Chat Queues (select individual queues or select all), Agents (select individual agents or select all), Conversation Tags (customizable, whatever you have as options for your agents), and Chat Types (SMS, Webchat, Facebook, Instagram)

For more in-depth descriptions of the information available, please see the support article available at <https://support.goto.com/connect/help/what-data-does-the-contact-center-analytics-provide>

Custom Reports -

In addition to the Dashboards above, you can create any number of custom reports by setting filters to particular values and saving the board to be rerun at a later time.

Conversation Review is a new feature in the Contact Center Analytics that will empower customers with a deeper understanding of their customer phone call interactions by offering the following:

- **Call Recording Playback:** Access call recordings directly from the Conversation Review.
- **Overview Tab:** The overview tab presents essential call details, including start time, end time, call duration, outcome, agent involvement, last agent engaged, disposition, and associated tags.
- **Interaction Details Tab:** Interaction Details tab showcases the complete call journey from start to finish, which includes call started, ringing/connecting to an agent, agent connection, hold placement, call resumption after hold, blind transfer, voicemail reached, and hang up. Each event is accompanied by a timestamp, duration, agent name, and extension.
- **Notes Tab:** The notes tab captures any relevant annotations made during the call, ensuring important details and observations are easily accessible and documented for future reference.
- **Transcript Tab:** View call transcripts between the caller and business.
- **Export Button:** Directly export the Interaction Details view as a .csv file.

5. Implementation

1. What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Initiating: GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (SAM) is available to support the system and troubleshoot and resolve any service issues.

2. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

Your implementation team will consist of a Project Manager, Field Engineer, Project System Trainer, and others from GoTo. All members of your implementation team are highly qualified and skilled at implementing, maintaining and administering the GoToConnect solution. Specific information regarding qualifications can be provided once team members are assigned at time of contract acceptance.

3. What are the typical challenges in this type of implementation?

Typical challenges revolve around:

- Number porting

- Network Readiness
- Administrator/ End-User Training

For this reason, dedicated members of the project/onboarding team are tasked with making sure these tasks are completed. The Project Manager works on behalf of you to coordinate the number transfer (porting) from the losing carrier to GoTo. An assigned engineer will work with customer's IT staff to make any required firewall changes and/or network configuration changes to ensure phone functionality for go-live. The Project System Trainer uses a "train the trainer" methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion.

4. What is the typical timeline for an implementation of this nature?

GoTo's deployment team works closely with customers to establish timelines and schedules to fit individual needs. GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general, the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via a tool called GuideCX, which provides real-time project management and feedback on status.

6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

From the host side:

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

All core call-processing intelligence is clustered and housed in geographically separated, fault tolerant co-location facilities with automatic failure-over. This allows us to guarantee an uptime of 99.99% in any calendar year. In reality, we have consistently been seeing 99.995% or better uptime for many quarters.

The system also detects if a specific location is down and automatically re-routing calls/messages to a pre-determined location. For example, a call may be forwarded to a cell or home phone, emailed as a voice message, or a variety of other customizable scenarios. With GoToConnect, no matter the severity of a local situation, your communications are safe, redundant, and accessible via multiple devices.

From the client side:

GoToConnect's solution is well-equipped to deal with your Business Continuity and Disaster Recovery (BCDR). If a major disaster closes a customer site, GoToConnect's Standalone VoIP solution provides a number of advantages over traditional analog telephone service.

First, our Standalone VoIP handsets are configured such that they will work from virtually any high-speed Broadband Internet connection. This means that staff can take their handsets to another site (such as another

office location, or even to their home), plug them into the Internet, and be up and running exactly as if they were at the office—with the same access to voicemail, extension dialing, transferring, and all other features. Second, if the magnitude of the disaster is such that handsets are inaccessible, replacement handsets can be ordered from GoTo. These handsets will be pre-programmed for plug-and-play installation, and can be shipped overnight for next-day delivery.

Finally, in response to an adverse event, incoming calls can be rerouted to other locations, or even to a group of cellular phones.

In the event of WAN failure on the customer side, there are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on premise gateway called GoTo Connect Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls. In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

2. What is your strategy for upgrading your current service?

GoTo's strategy for upgrades and new releases of Jive Cloud is based on an Agile Methodology of continuous integration and rapid iteration. All upgrades and new releases of Jive Cloud are free of charge to GoTo Hosted VoIP customers.

Every enhancement, upgrade, new feature, or software patch is introduced seamlessly into Jive Cloud once ready for release. In general, GoTo releases updates to Jive Cloud every two weeks, based on the length of developer sprints and milestones.

The integration of the new functionality begins by following a beta-testing process (with select beta customers) before the feature is released to mainline customers over a period of time. The period is often defined by the size of the enhancement, the service it affects, or the number of clients utilizing the feature. Jive Cloud is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

A primary advantage of the hosted delivery model discussed in this proposal is that the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivery the solution, and ensures that everything is up-to-date. Jive Cloud is engineered in such a way that updates and maintenance do not require scheduled downtime but can instead be rolled out across the platform during periods of low utilization. Also, our qualified maintenance and support team is available 24/7 to answer any questions or concerns. The Jive Cloud platform is deployed across multiple datacenters in the U.S. Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

Maintenance is not required on-site for GoTo's Hosted VoIP installs. Phones are plug and play, and most customers opt to keep spares on hand. Phones can also be shipped from GoTo overnight. With regards to Jive Cloud (GoTo's service delivery platform), GoTo has contract relationships with our datacenter providers to deliver remote hands—if physical changes are required to the Jive Cloud infrastructure, these remote hands are typically available within fifteen minutes.

GoTo employs technical support professionals, NOC engineers, and Customer Care representatives dedicated to GoToConnect. Both local and remote network engineers are frequently deployed to assess, install, and maintain GoTo supplied LAN/WAN network equipment at client sites. We also have an extensive network of

local partnerships that provide additional skilled headcount based on project size and need. These authorized partners perform a variety of tasks, including network equipment and IP handset installation, under the direction of network and field engineering managers.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

All upgrades and new releases of Jive Cloud are free of charge to our hosted VoIP customers.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

GoTo Customer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required, or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases
- Proactive notification for emergencies, maintenance, and product updates

2. Detail the issue resolution process.

1. Email a ticket to support@goto.com. In your ticket:

- a) Describe issue (e.g., "Inbound calls to number xxx-xxx-xxxx not ringing through")
- b) Include relevant details (e.g., "Start time, how to replicate, scope of affected users")

2. State priority level (e.g., "1, 2, or 3 based on the above table")

3. You will receive a ticket number responder, indicating a ticket has been opened for the issue.

4. Place a call to GoTo at 801-717-1556 after 10 minutes to confirm ticket submission and priority.

The issue will be internally logged and confirmed by the GoTo support team. An engineer will review your open ticket with the resolution times stated above. Your response will then be processed via phone or email, and a resolution path suggested. Please note that calls may NOT be put straight to an engineer, but the engineers on call will be made aware of your issue and its priority and will respond within the allocated time frame

3. What is your average time to solve a moderate to difficult issue?

The SLA response time for GoToConnect is noted below:

Priority 1 - Total loss of service. Voice quality deemed unusable. (Response time occurs within 2-10 minutes.)

Priority 2 - Degraded service performance. Isolated call incidents. Impaired feature functionality. (Response time occurs within 5-10 minutes.)

Priority 3 - Service change requests. Issues impact a single phone/user. (Standard response times are 15 minutes for initial response, with Best Endeavor Resolution within 2 hours.)

4. Is support available 24/7?

Yes

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

Every level of GoToConnect powered by Jive is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters.

Within GoToConnect powered by Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy. All core call-processing intelligence is clustered and housed in eight SSAE16-certified, geographically separated, fault tolerant co-location facilities with automatic failure-over.

This allows us to guarantee an uptime of 99.99% in any calendar year. While we guarantee and promote our 99.99% uptime, we are constantly tracking this and seeing 99.995% or better uptime. That equates to roughly 2 minutes and 11 seconds of downtime a month, or 26 minutes 17 seconds a year.

Datacenters are geographically situated to provide fast and reliable network access, and to minimize round-trip latency for GoToConnect.

GoToConnect phones are set up to connect to our data centers by using GeoDNS - which gives the phone the capability to connect to the closest datacenters to it. The phone maintains a list of 3 data centers, a primary, secondary, and tertiary. If one of the data centers becomes unavailable, the phone will query for a new data center to replace the one that is unavailable.

If a failure happens within a datacenter, a call in progress will continue but there won't be any call control - i.e. transferring, etc. Phones will register to the backup datacenter and service continues.

If an entire datacenter fails, a call in progress will be dropped except in the case where media release is enabled, and the call is internal. (Media release keeps internal communications within the customer network.)

Phones will register to the backup datacenter and service continues.

2. Are there multiple, redundant instances at geographically dispersed datacenters?

GoTo collocates with top-tier datacenter facilities, offering high levels of security, redundancy (power, cooling, and network), and scalability. Jive Cloud is housed in eight SSAE16 certified datacenters across the United States and has fully redundant computing and networking components. Datacenters are geographically dispersed to provide fast and reliable network access, and to minimize round-trip latency for GoTo's hosted services. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

3. What happens to service in the event of a public Internet outage?

In the event of failure -

1. On the GoTo side -

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

2. On the customer side, WAN failure -

There are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on-premises gateway called Jive Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls.

GoTo also offers an SD-WAN solution which accepts internet connections from multiple providers and manages failure and optimizes traffic flow to ensure no loss of connectivity.

In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

4. What happens to service in the event of a local power or WAN failure?

Please see response above.

5. What routing options does the vendor provide in the event of an outage?

Please see response to #3 of this section.

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this request provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. No estimates shall be excepted. Vendors are required to collect and pay all Missouri State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed. GoTo has read and understands.

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.

GoTo did not receive the pricing proposal form. Therefore we have provided our pricing to meet your needs. If you have any further questions, we would be happy to discuss further.

Proposal for Unified Communications Services

City of Neosho

Quote #: Q-816815
Service Term: 36.0 Months
Expiration Date: 03/15/24

Free Months: 1

TODAY'S TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
Professional Services - Per Seat GTC Managed Install (Over 50 Licenses)	79	USD 50.00	USD 50.00	USD 0.00	USD 0.00
Voice Number DID Port - Configuration Fee	73	USD 5.00	USD 5.00	USD 0.00	USD 0.00
Yealink T33G SIP phone w/power supply	73	USD 119.00	USD 119.00	USD 0.00	USD 0.00
Yealink T54W IP Phone w/Power Supply	6	USD 294.00	USD 197.90	USD 96.10	USD 576.60
Yealink EXP50 (Expansion)	6	USD 105.00	USD 0.00	USD 105.00	USD 630.00
Cisco ATA 192	5	USD 294.47	USD 170.69	USD 123.78	USD 618.90
ESTIMATED TAXES and FEES					USD 143.30
TOTAL					USD 1,968.80

MONTHLY TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
GoToConnect Standard	79	USD 24.00	USD 11.05	USD 12.95	USD 1,023.05
Conference Device User- Monthly Service	1	USD 29.95	USD 17.00	USD 12.95	USD 12.95
Voice - Standard DID - Monthly Charge	73	USD 5.00	USD 4.75	USD 0.25	USD 18.25
Interconnected VoIP, Low Usage - Monthly Charge	5	USD 12.95	USD 3.00	USD 9.95	USD 49.75
ESTIMATED TAXES and FEES					USD 218.12
TOTAL					USD 1,322.12

TODAY'S TOTAL
USD 1968.80

MONTHLY TOTAL
USD 1322.12

Supplemental Information

Project Implementation Approach and Timeline

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Initiating: GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (SAM) is available to support the system and troubleshoot and resolve any service issues.

Project Implementation Plan and Timeline

We have provided our implementation plan and overview above in Project Approach Section. GoTo's deployment team works closely with customers to establish timelines and schedules to fit individual needs. GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on

the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via a tool called GuideCX, which provides real-time project management and feedback on status.

Hardware and Equipment

All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). GoTo's services manufacture warranties for products we sell. For customers under contract who are renting the phones, GoTo provides warranty support for the duration of the contract. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, GoTo will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via GoToConnect's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from GoTo, programmed, and sent to the customer site (next-day shipping is available).

As a hosted solution, we are not providing any equipment.

Configuration and Installation

While onsite installation can be chosen (for an extra charge), usually the only hardware that needs to be installed at the customer site is the handsets. The rest of the installation/configuration is done remotely. A primary advantage of the hosted delivery model discussed in this proposal is that the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivering the solution, and ensures that everything is up-to-date. GoTo Cloud is engineered in such a way that updates and maintenance do not require scheduled downtime but can instead be rolled out across the platform during periods of low utilization. Also, our qualified maintenance and support team is available 24/7 to answer any questions or concerns. The GoTo Cloud platform is deployed across multiple datacenters in the U.S. Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

Maintenance is not required on-site for GoTo's Hosted VoIP installs. Phones are plug and play, and most customers opt to keep spares on hand. Phones can also be shipped from GoTo overnight. We also have an extensive network of local partnerships that provide additional skilled headcount based on project size and need. These authorized partners perform a variety of tasks, including network equipment and IP handset installation, under the direction of network and field engineering managers.

GoToConnect has been designed to deploy OTT (over the top) of the customer's existing network infrastructure and broadband internet connection. This can significantly save on costs - both OPEX and CAPEX - as it allows your new voice system to utilize equipment and connectivity already in place. Often, it requires only minimal configuration for your network.

GoToConnect includes remote installation and configuration. As this is a hosted solution, all hardware except phones resides in our datacenters. If onsite unpacking and placing telephones is required, we can quote that once we have a deeper dive conversation into your requirements.

GoTo's Professional Services team provides personalized support no matter the size of your business. Our expert team will guide you through the entire implementation process, from project inception through go-live, with best practice recommendations to help your business thrive.

Managed Install includes hands-on project management, implementation, and deployment. You will have a dedicated team of experienced technical experts assigned to your account.

The following are included with Managed Install -

- An Implementation Project Manager
- Weekly check-in calls
- An assigned Field Engineer (virtual)
- A Dedicated Trainer
- Program Plan and Strategy
- Network Verification
- Porting Guidance
- Call flow configuration
- System Test and Activation
- Training for Admins and Users
- Go-Live Support.

Once the deal closes, our Professional Services team will kick off the onboarding process by scheduling an initial meeting with you to introduce you to your Professional Services team. The onboarding experience includes dedicated resources to keep everyone accountable to the tasks and milestones of the project. We will schedule weekly calls with you and the Project Manager, Field Engineer, and System Trainer to track installation progress.

The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation.

Details of implementation overview has been provided above.

Training

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across all phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Part of this process is training. The following types of training are available, all at no extra charge to the customer with the exception of onsite training requirements.

Administrator Training

GoTo follows a "train the trainer" methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion. All trainings, with the exception of on-site classes, are provided for no additional cost. The following administrator training options are available:

- **Customer On-Boarding Training.** GoTo provides on-boarding administrator trainings provided by specialized GoTo customer service personnel. These one-hour trainings, done over the phone with screen-sharing, are tailored to customer needs and provide an overview of how to configure and use GoToConnect specifically for their organization. Customers may schedule additional follow-up sessions as required at any time.

- Online Video Tutorials. GoTo has created a series of training videos demonstrating the configuration and utilization of GoToConnect. The videos are located here: <https://support.goto.com/connect/user-guide/getting-started-users>
- Administrator Guide. GoTo has detailed written guides that provide instructions on how to use all features included with GoToConnect. Guides are available online here: <https://support.goto.com/connect/user-guide/getting-started-admins> and can also be provided in printed format.
- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based trainings on an ad hoc basis. Customers may either schedule a time with a Customer Service Representative to attend a personalized training or they may simply call GoTo customer service with any questions they have. Ad hoc training is provided to all customers at no additional cost.
- On-Site Administrator Training Classes. On-site classes include training on the web-based PBX controls (administrator software), Dial Plan Editor, and Call Reporting applications. Classes are administered on the customer site; additional charges may apply.

End-User Training

GoTo also offers several training options for end-users, all for no additional cost. Training topics range from actual handset utilization (e.g. "how do I transfer") to voicemail settings. The following options are available:

- Self-Guided Training. GoTo provides online video tutorials, quick-start and quick reference guides, and interactive user manuals similar to those provided for administrators for end users. These training references are available online at any time and are provided at no additional cost. GoTo Getting Started for Users can be found here: <https://support.goto.com/connect/user-guide/getting-started-admins>
- Administrator-Led Training. GoTo will provide customers with access to training support materials to enable administrators who have completed GoTo administrator training to train other members of their organization. Materials are available online at any time.
- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based user training on an ad hoc basis. Customers may either schedule a time with a Representative to attend a personalized user training or they simply call GoTo customer service with any questions they have.
- On-Site User Training Classes. On-site classes include training on end-user features like Find Me/Follow Me settings and voicemail configuration, as well as an overview of handset operations and settings. Classes are administered on-site upon request; additional charges may apply.

Support and Service Level Agreement

Hardware: All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). GoTo's services manufacture warranties for products we sell. For customers under contract who are renting the phones, GoTo provides warranty support for the duration of the contract. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, GoTo will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via GoToConnect's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from GoTo, programmed, and sent to the customer site (next-day shipping is available).

Platform: A primary advantage of the hosted delivery model is the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivery the solution, and makes sure that everything is always up to date. Jive Cloud, our service delivery platform, is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

GoTo Customer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases
- Proactive notification for emergencies, maintenance, and product updates



SERVICE LEVEL AGREEMENT – GOTOCONNECT SERVICES

Introduction

This Service Level Agreement ("SLA") supplements your service agreement and describes the specific service level agreement for the GoToConnect Hosted VoIP service, GoTo's cloud-based telephony service which routes voice calls over the Internet from our data centers to your office location and vice-versa ("Service"), provided by GoTo through its communications subsidiary ("GoTo").

Service Commitment

GoTo will use commercially reasonable efforts to maintain Availability of at least 99.99% in any given calendar quarter ("Service Commitment").

Service Credits

If Availability drops below 99.99% as a result of Critical Error(s) or any other reason (excluding a Force Majeure Failure) for any calendar quarter, GoTo may issue you a credit against recurring charges on your next invoicing cycle, in an amount corresponding to the credit table below, as follows:

AVAILABILITY	CREDIT ON RECURRING CHARGES
<99.99%	0%
<99.90%	5%
<99.80%	10%
<99.70%	15%
<99.60%	20%
<99.50%	25%
<99.40%	30%
<99.30%	35%
<99.20%	40%
<99.10%	45%
<99.00%	50%

For purposes of clarification, any Critical Errors induced to resolve an initial Critical Error shall not be counted as separate events (for example, if an inability to hear by multiple callers requires a re-boot of the machine, it shall be treated as a single event for the purposes of these calculations).

A Service Credit may only be applied to invoices issued after the calendar quarter in which the Service Commitment was not met. Service Credits are not cumulative and may not be redeemed for cash or refunded upon termination. Upon termination or expiration of your Services, any unapplied Service Credits will expire.

Request Reporting and Submission

Follow GoTo's reporting procedure carefully to ensure any service credits are applied properly. Before reporting an issue, confirm the problem is replicable from one or more sources internally. Only authorized contacts listed on the client account can formally report issues to GoTo. The following table provides examples of potential issues that are reported to GoTo and may affect service credits:

PRIORITY	SUMMARY	EXAMPLE(S)	RESOLUTION TARGETS
1	Total loss of service. Voice quality deemed unusable.	Inbound calls do not connect. Users cannot dial outbound. Incomprehensible audio.	Initial Response: Within 15 min. Best Effort Resolution: Within 4 hrs.
2	Degraded service performance. Isolated call incidents. Impaired feature functionality	Calls sound choppy. Dropped calls. Cannot dial a certain number.	Initial Response: Within 4 hrs. Best Effort Resolution: Within 24 hrs.
3	Service change request. Issues impacting a single user/phone.	A phone will not connect. Need to change inbound call routing.	Initial Response: Within 24 hrs. Best Effort Resolution: Within 72 hrs.

To make a credit request:

1. Create a ticket online at <https://support.goto.com/connect>. In your ticket:
 - a. Describe issue (e.g., "Inbound calls to number xxx-xxx-xxxx not ringing through")
 - b. Include relevant details (e.g., "Start time, how to replicate, scope of affected users")
 - c. State priority level (e.g., "1, 2, or 3 based on the above table")
2. You will receive a ticket number response, indicating a ticket has been opened for the issue.

The issue will be internally logged and confirmed by the GoTo Communications support team. We will make reasonable efforts to review your open ticket in accordance with the target resolution times stated above. Your response will then be processed via phone or email, and a resolution path suggested.

You must submit your request within 5 business days of the end of the calendar quarter in which the incident occurred. If GoTo confirms that it failed to meet its Service Commitment, then GoTo will provide the applicable Service Credit to your account. Failure to provide a request as required above will disqualify you from receiving a Service Credit.

Exclusions

The Service Commitment above does not apply to any performance issues: (i) caused by any Force Majeure Failure or any unavoidable outages that occur due to Internet or router problems, or other downtime outside of GoTo's control; (ii) that result from your equipment, software, or other technology and/or third-party equipment, software, or other technology (other than third-party equipment within our direct control); and (iii) that result from Scheduled Downtime. You retain responsibility for your own connection to the Internet including maintenance of sufficient bandwidth to run the Service and the functionality of your own private systems and network.

Definitions

"Availability" means the amount of time that the Services are available to make and receive calls from internal and external extensions and access administrative controls in the applicable calendar quarter, expressed as a percentage and rounded to the nearest minute and is calculated as follows:

$$\frac{(\text{Time in Period} - \text{Unscheduled Downtime} - \text{Scheduled Downtime})}{\text{Time in Period} - \text{Scheduled Downtime}} \times 100 = \text{Availability}$$

"Critical Error" occurs when the Service fails to function in accordance with its documentation provided to you at the time you ordered the Service and you are unable to make or receive calls without a fix to the problem or a work-around solution provided by GoTo.

"Force Majeure Failure" occurs when there is a failure of the telephone grid/service on which the Service relies, or any other hardware and software used by GoTo to provide the Service due to fires, flood, storm, explosions, earthquakes, strikes or acts of God.

"Scheduled Downtime" means any scheduled, ad hoc, or periodic downtime and maintenance activities that cause a service outage or adversely impact the performance of the Services (including, for example, required upgrade, testing, corrections and maintenance work, or modifications).

"Service Credit" means dollar amount credits against your future purchase of Services, if any, in the amounts described above.

"Time in Period" means from the beginning of the first day of the calendar quarter to the end of the last day of the calendar quarter.

"Unscheduled Downtime" occurs when the Service is not accessible by multiple callers as the result of a Critical Error or any other reason other than a Force Majeure Failure or Scheduled Downtime.

Data Hosting Locations

Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud hosting provider for product features	United States
Equinix Inc. CoreSite Realty Corporation (Coresite) Internap Corporation (Internap/INAP) ServerCentral, LLC. (Server Central) Switch Communications Group, LLC. (Switch)	Third-party co-location hosting providers	United States, Brazil, Germany, Australia, United Kingdom, Singapore <i>Note: Primary hosting location is based on closest data center location.</i>

Third Party Sub-Processors

Entity Name	Purpose	Location
Google LLC, Incl. Google Cloud (if enabled)	Voice-to-text transcription provider	Worldwide* *Google Transcription is an optional feature and Google does not store or maintain translations after conclusion of the processing operation.
Syniverse Technologies LLC	Call routing engine	United States
MixPanel	Product analytics	United States, Netherlands
Pendo	Customer engagement/messaging platform that facilitates communication with users based on their behavior within the application	United States
DSTNY AUTOMATE (formerly Qunifi)	Call routing integration for Microsoft Teams (Call2Teams)	United Kingdom

GOTO AFFILIATES

In addition to the sub-processors above, GoTo may utilize the affiliates listed in the GoTo Affiliates Sub-Processor Disclosure which can be found at <https://www.goto.com/company/trust/resource-center>.

DATA TRANSFERS

Where GoTo transfers personal data in connection with its services, it does so in compliance with data protection regulations and utilizes the following frameworks to safeguard transfers, as applicable:

- Standard Contractual Clauses (or "Model Clauses")
- APEC Cross-Border Privacy Rules (or "APEC CBPR")
- APEC Privacy Recognition for Processors (or "APEC PRP")

More information on GoTo's privacy program, including transfer mechanisms, risk assessments, and supplemental measures may be found at <https://www.goto.com/company/trust/privacy>.

DATA PROCESSING ADDENDUM

GoTo offers a comprehensive global Data Processing Addendum ("DPA"), which is designed to meet the requirements of applicable data privacy laws and regulations. Please visit <https://www.goto.com/company/legal> to learn more.

TECHNICAL AND ORGANIZATIONAL MEASURES

GoTo's security and privacy practices are outlined in its Trust and Privacy Center at <https://www.goto.com/company/trust/privacy>, as well as in Technical and Organizational Measures ("TOMs") documentation which outline encryption types used, data retention periods, certifications maintained, and other relevant measures implemented by GoTo. Product-specific TOMs may be found at <https://www.goto.com/company/trust/resource-center>.



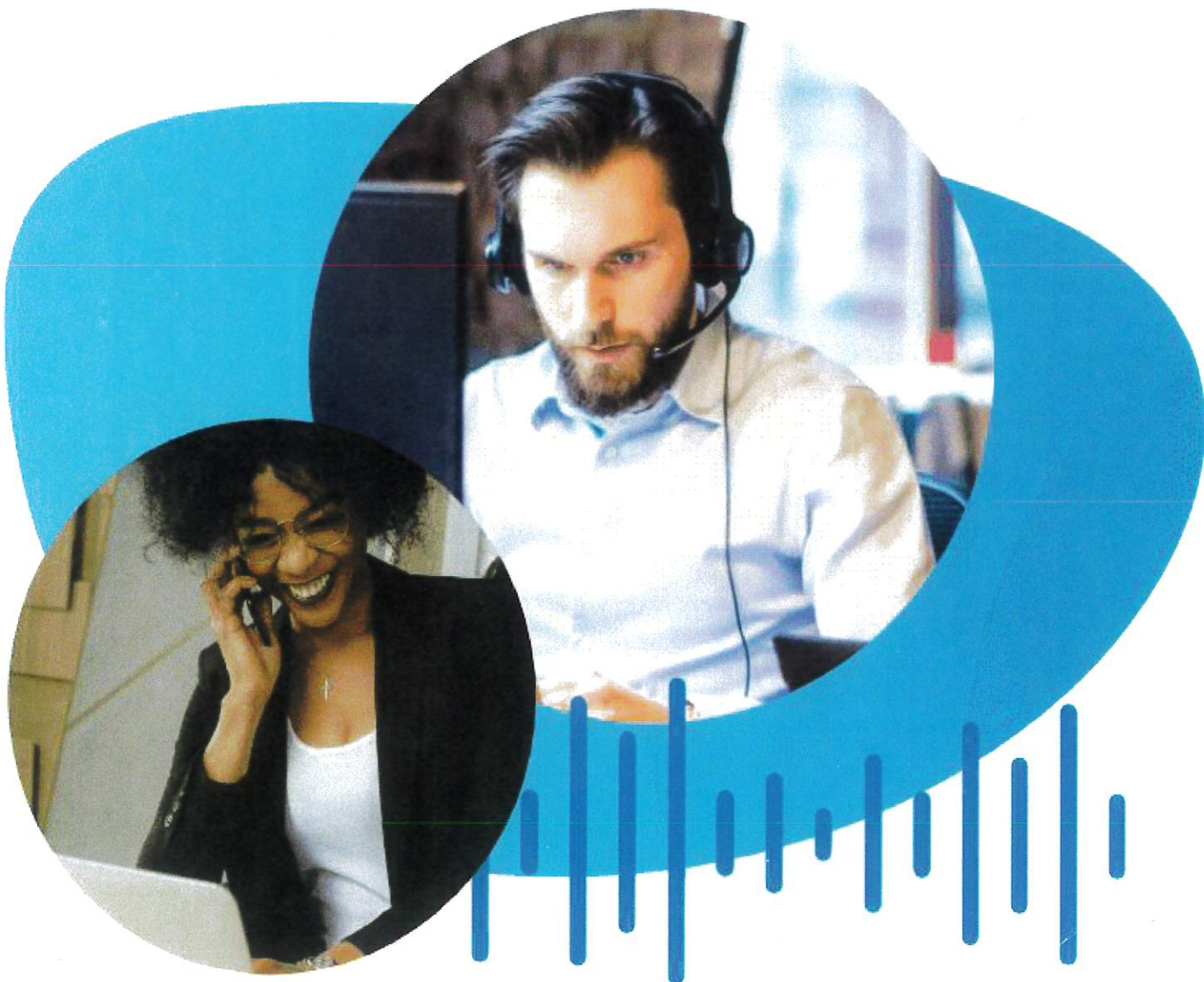
Prepared for:
City of Neosho
203 E. Main Street
Neosho, MO, 64850

February 23, 2024

City of Neosho

Request for Proposals/Bids

Phone System Platform



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1. Executive Summary

Our Team. Crexendo is pleased to submit our proposal in response to the City of Neosho 's Request for Proposals/Bids Phone System Platform. We've reviewed the requirements and determined that this is an effort we can support with our partner UScellular, who we have successfully worked on other opportunities with. Crexendo and UScellular have a longstanding history of working with municipalities, schools, and other government entities across the entire country. Together we deliver our customers technology expertise in communication solutions, quality and cost efficiency that the City of Neosho can benefit from.

Crexendo, for almost 30 years has been providing award winning, patented VoIP solutions for businesses with a focus on customer service. We provide 100% U.S. based support, solutions engineered, and custom developed in-house. You get the power of a world-class solution with the personalized cost saving service your business deserves.

Crexendo offers:

- 28+ years of providing VoIP cloud solutions
- Over 3.5 million users
- 100% Uptime Guarantee Service Level Agreement
- Industry leading US based Support Team 24/7/365

UScellular (USCC) is the fourth-largest full-service wireless carrier in the United States providing national network coverage and industry-leading innovations designed to elevate the customer experience. USCC has been successfully serving government organizations like yours for over 30 years. We are dedicated and focused on meeting the expectations of our government customers. We take immense pride in delivering the highest quality products and services with a personal touch

UScellular offers:

- 40+ years' operating cellular networks
- Currently operates 5 commercial cores
- Access to licensed spectrum
- Public/private hybridization of network

Our Solution. The CrexendoVIP cloud-hosted Unified Communications as a Service (UCaaS) platform is designed for how you work today. Whether you are working from the corporate office, local office, home office, or from the road, stay connected with key staff and stakeholders with flexible solutions and technology that enable productivity from anywhere, on any device. Plus, choose how you want to meet, from large-scale webinar-style meetings with our optional HD meeting add on, to chat or instant message (SMS) and everything in between. Whatever your locality, modality, or connection type, Crexendo's VIP Platform delivers the reliable foundation for your organization's communication needs.

VIP (Video, Interactions, and Phone) allow you to work the way you need to today. Our HD Video Meetings (optional add on, not included based on scope of RFP) improve team productivity with HD-quality one-to-one, group, and webinar-style meetings for up to 1,000 attendees. Interactions streamline workflows with Voicemail, Fax, Messaging, SMS, Team Chat, and over 300 powerful integrations. Our Phone options allow you to use the device of your choice for business communication, whether mobile, browser-based or traditional desk phone with HD Voice.

A robust, web browser-based experience helps to manage all of your business communications on one screen, including integrating with over 300 popular business applications with single sign-on access, click-to-call, screen pop, auto-answer, and other advanced productivity features. The customizable Crexendo VIP portal-based interface is easy to set up and easy to use for managing all your business communications. Plus, log in and go capability enables anywhere access from any device.

Crexendo offers our industry-leading 100% Uptime Guarantee (*see service level agreement for full details) because we know rock-solid reliability is a key consideration for your organization. Our VIP Platform Service Level Agreement guarantees you 100% uptime* because we are committed to keeping you connected and able to support your employees and customers wherever you choose to work from, so your productivity will continue uninterrupted. Our best-in-class VIP Platform is hosted in the world's highest-rated, Tier 5, Exascale, geo-redundant data centers. Our software is also backed by the highest levels of security and is trusted by over 4 million users globally. We take our performance seriously, so you can focus on everything else you need to succeed.

Crexendo's VIP platform leverages a dynamic business phone experience that supports using each user's device of choice, delivering the ability to manage your communications over multiple devices for optimal efficiency with deep integration into our device portfolio for ease of management and use. Pair the capability of your preferred mobile device(s) with a rich iOS or Android client wireless experience to manage your business communications. The VIP platform enables users' business phone numbers on their personal devices for inbound and outbound communications to ensure privacy and to manage the company's external image. Choose from Crexendo's award-winning portfolio of business desk, cordless, and conference phones to facilitate a traditional desk-phone experience with HD quality audio and ergonomic, aesthetic design for all user types. And manage your communications from your desktop phone with built-in tools for simple and effective communications.

Crexendo is looking forward to the opportunity to renew the business relationship with the City of Neosho, MO. Based on conversations with the city, we understand that some of the features described above may not be needed for all users (mobile application, web phone, video meetings) and have designed a custom solution based on our discussions and the scope of the RFP. Our VIP platform offers significant upgrades to our legacy Classic platform, at a very competitive price point. Our goal is not just to renew the current relationship, but to ensure Crexendo and the City of Neosho, MO are set up to do business with each other long into the future.

If there are any questions or concerns with our response to this RFP, you can contact your account manager, Adam Southwell, at any of the methods provided below at any time.

Adam Southwell – Strategic Channel Manager

Direct: 603-602-7712

Cell: 603-209-2314

Email: asouthwell@crexendo.com

*(*Warranty: Crexendo warranty's that the information is true and correct at the time of the submission.)*

2. Company Background Information

1. Legal name of the company	Crexendo Inc.
2. Number of years in business	28
3. Headquarters location address, phone number, website	1615 S. 52nd St, Tempe, AZ 85281 602-903-7271 www.crexendo.com
4. Company type	Cloud Unified Communications Provider
5. Number of employees	200+
6. Tax ID number	27-0369194

3. Company Experience and References

Crexendo provides award winning, patented VoIP solutions for your municipality with a focus on customer service. We provide 100% U.S. based support, solutions engineered and custom developed solutions in-house. You get the power of a world-class solution with the personalized cost saving service your municipality deserves. Our process focuses on exactly what your organization needs and making sure your platform is implemented to support you.

Our all-inclusive cloud phone system will modernize your communications all while helping you save money. In addition, your municipality will be backed with our industry leading 100% Uptime Guarantee SLA and your deskphones will be backed with our Lifetime Warranty, giving you peace of mind with your telephony ensuring constituents and employees are able to communicate uninterrupted. Our cloud platform streamlines your organization's communications, makes your employees more productive and efficient while reducing telecom cost. With all that efficiency, you'll be able to focus on serving your constituents and we will do all of the legwork to make sure your system is built to scale with you.

Reference:

Client: Village of Germantown, WI (70 phones)
POC: Erin Hirn, Support Services Manager
Phone: 262-250-4750
Email: ehirn@germantownwi.gov

4. Response to RFP Requirements

4.1 Technical Requirements

1. Crexendo is a cloud-hosted solution and will utilize your WAN/LAN network you have in place. We provide a Firewall Best Practice Guide for our VIP platform (different than our Classic platform*) that includes the recommended firewall settings to ensure the best experience with your VoIP platform. Given that your current network is supporting the Crexendo Classic platform, we are more than confident you will meet all requirements required for our updated VIP platform.
2. The CrexendoVIP platform is built and maintained in-house. Crexendo is the parent company of Netsapiens, an organization that provides OUR platform to be sold by other licensees and white labeled as their own.
3. The CrexendoVIP platform is hosted in Tier 5, Geo-Redundant data centers. Tier 5 not only encompasses the resiliency and redundancy i other data center ratings systems, but also evaluates more than 30 additional key elements, such as low risk geo zones, long-term power system capabilities, the number of available carriers, zero roof penetrations, the location of cooling system lines i or above the data center, physical network security and 100% use of renewable energy. This also includes redundant servers at each facility, and redundant facilities across the nation. Our hosting infrastructure is our biggest improvement compared to our Classic platform, and why we can stand behind our 100% Uptime Guarantee SLA.
 - 3a. Our data centers are geographically distributed and are in active state. We have never had an outage with our VIP platform.
4. As stated above, Crexendo provides a 100% Uptime Guarantee backed with our Service Level Agreement (attached).
 - 4a. Our data centers are geographically dispersed running in tandem with redundant modules and associated servers per location. An outage in one module or service fails over to the backups of the other redundant servers at that location. An outage for a location is real time fail over to the other locations.
 - 4b. Our system allows you to set up programming rules that can be automatically or manually initiated in the event of a power or WAN outage. Calls can easily be forwarded to an alternate destination using our easy-to-use admin portal (browser based) or by calling our Support team who is available 24/7/365. Individual users can also set up our "When Offline" answering rules that can send calls to their extension to an alternate destination when their device(s) are offline. We also offer our VIP Mobile Application for Advanced License Users that function in tandem with their deskphone extension and can leverage cellular networks to remain 'Online' and able to make and receive calls.
 - 4c. We are fully redundant with both IP and MPLS Networking. Any interruption in services is cover by that infrastructure. Crexendo VIP is a 100% cloud-based solution. The only on-site components are desktop phones or computers. The Crexendo System will still work if your power or network goes down because you are in Crexendo's cloud, your cell phone app, Auto Attendants, and system will still be working just the devices will not be working where the power or internet is down. If there is LAN power or network outage, users can still access the system through mobile devices.

Service	Vendor Response (Y/N) /QTY*	Included or Optional**
Number portability for all numbers	Y (already Crexendo customer)	1 DID included per Advanced User, additional numbers billed at \$.85/number.
3-digit extension dialing, regardless of geographic location	Y; 1 extension per user.	Programming/Routing extensions (auto attendants, ring groups, etc.) unlimited.
Unlimited local dialing	Y; unlimited	Included
Unlimited domestic long distance	Y; unlimited to US and Canada	Included
International dialing (include current rates)	Y; rates dependent on country being called. Can provide specific rates upon request.	Included
Toll-Free service (include current rates)	Y; \$2.95 per number + \$0.05/minute	Included

5. System Management

1. Our system management is browser based offering a solution that is powerful, simple to manage, and easy to use. Your entire phone system can be managed through our online portal, and accessible by 'admins' or Support from any computer with internet access.
2. Customer 'Admins' do have the ability to manage their system on their own, allowing for adds, moves, and/or changes to the phone system. Everything from adding a user to changing your auto attendants or time of day routing is very simple to manage and training will be offered for Admins that plan to leverage this ability.
3. Adds, Moves and Changes can be performed by contacting our Support Staff, who will do all changes for you, or by customer Admins logging in to their management portal to make changes.
4. If new additions are outside of the given scope/agreement, a change order will be put together by your account manager and sent for approval before any adds are completed. e.g. 10 additional users need to be added to the agreement, your account manager will send a change order for these 10 new users and the change order will be coterminous with the original agreement and pricing honored from the original agreement. Services can be removed at the end of the agreement term.
5. Real time reporting options are available and can be accessed through the management portal. Our Call History section allows you to run reports based on specific departments, sites, caller numbers, and dialed numbers at any time. Call history is available immediately after a call is completed. These reports also include Quality of Service reporting, as well as full cradle to grave reports for each call allowing you (and Support) immediate access to understand how each call is being handled in your new VIP system. In addition, Office Managers (no cost) and Supervisors (additional cost) can have access to enhanced reporting options for any Call Queues that score specific call metrics such as Average Hold Time, Callers Waiting, Abandonment Rate, Call Volume, Calls Answered, etc. These enhanced reports can be accessed in real time, and can also be programmed to send automatic reports daily, weekly, or monthly.

6. Implementation

1. This implementation/migration to our VIP platform will follow a process that has been perfected over several years. You will be assigned a Project Manager that will be your main point of contact for the entire process. Your Project Manager will pull your existing user information from our legacy platform and confirm all users, call flows, etc. are to remain the same. This may be a good time to make any changes that you feel will better enhance the way you communicate internally and with your constituents. You will have several meetings and/or calls with your Project Manager to discuss these details. Your Project Manager will do all programming, and will complete testing on the new system to ensure it meets your standards. Training will be provided through our online training portal, Coassemble, or through live virtual trainings directly with our training department. Multiple levels of training will be available, including Admin Training and End User Training. Your Account Manager will be readily available to discuss any potential needs outside of the scope of this RFP that come up, and to assist with any questions related to the overall transition.
2. The most common challenge we run into with any new implementation tends to be the porting of your phone numbers. Because Crexendo already has these numbers, there will be no issues or delays in this regard. The only challenge may just be user changes that have occurred from the old system to the new system or call flow changes, but that will be easily handled by your Project Manager.
3. For our migrations from our legacy product to the VIP platform, we typically set the expectation of 6-8 weeks to ensure everything properly translates over. We can prioritize and plan to move faster on this transition if required by the City.

7. Support and Maintenance

1. Our Tier 5 Data Center infrastructure and 100% Uptime Guarantee SLA ensure that the CrexendoVIP service is operating 24/7/365.
2. Crexendo has 2 to 3 version releases a year, along with minor patches and upgrades as needed. Notification are sent to our customer base. The upgrades are completed after hours.
3. Changes and upgrades are seamless to our customer base. Any change is thoroughly tested in a 'sandbox' environment prior to rolling out to our customer base. This ensures that any bugs or disruptions to service are identified long before upgrades are rolled out to customers.
4. New features are automatically available to existing customers as soon as they become available on the system.

8. Customer Service and Technical Support

- 1 and 2. The Crexendo support team can be contacted 24x7, 365 days a year. There are no limitations in how to contact Crexendo Support. You Can Contact Crexendo Support via Phone call, Email, Web Portal. The Crexendo support team is fully trained and receives supplemental training as needed. Our Support team has three layers: SD1 (Phone team), SD2 (escalated tickets, emails, and calls), SD3 (escalated tickets and emails from SD2 and other departments from with Crexendo).
3. Most moderate to difficult issues when not resolved on the initial call to our SD1 team are resolved within a few days based on the difficulty level of the issue.
 4. Yes. Support is available 24/7/365. Normal business hours for our service desk is 8am - 8pm ET Monday - Friday and on call support is available by phone after hours, on weekends, and holidays.

9. Survivability / Redundancy

1. The CrexendoVIP platform is hosted in Tier 5, Geo-Redundant data centers. Tier 5 not only encompasses the resiliency and redundancy i other data center ratings systems, but also evaluates more than 30 additional key elements, such as low risk geo zones, long-term power system capabilities, the number of available carriers, zero roof penetrations, the location of cooling system lines i or above the data center, physical network security and 100% use of renewable energy. This also includes redundant servers at each facility, and redundant facilities across the nation. Our hosting infrastructure is our biggest improvement compared to our Classic platform, and why we can stand behind our 100% Uptime Guarantee SLA.
2. Our data centers are geographically dispersed running in tandem with redundant modules and associated servers per location. An outage in one module or service fails over to the backups of the other redundant servers at that location. An outage for a location is real time fail over to the other locations.
3. Calls are still received by the CrexendoVIP cloud platform and can maintain continuity and a number of ways. Our mobile application can be utilized for all 'Advanced Users' which will leverage the users cellular connectivity and ring simultaneously with their desk phone or web phone. Our business continuity 'answering rule' allows the system to identify when a user's devices are offline and calls can be sent to an alternate destination, like a cell phone number, any PSTN number, a voicemail, auto attendant, etc. Customers can also enable call forwarding manually in their admin portal or contact our Support team who can enable the forwarding for you.
4. Calls are still received by the CrexendoVIP cloud platform and can maintain continuity and a number of ways. Our mobile application can be utilized for all 'Advanced Users' which will leverage the users cellular connectivity and ring simultaneously with their desk phone or web phone. Our business continuity 'answering rule' allows the system to identify when a user's devices are offline and calls can be sent to an alternate destination, like a cell phone number, any PSTN number, a voicemail, auto attendant, etc. Customers can also enable call forwarding manually in their admin portal or contact our Support team who can enable the forwarding for you.
5. The CrexendoVIP platform is covered by our 100% Uptime Guarantee and has never experienced an outage. For local power/network outages, see answer above.

Personalized Quote and Pricing Overview

CUSTOMIZED TO YOUR NEEDS

Key Requirements for Your Business

The pricing shown below is based on a 60-month service agreement with a total monthly term for services of \$1,407.52 plus applicable taxes plus a one-time activation and porting fee (if applicable) total of \$0.00.

New Monthly Payment: \$1,407.52

One-Time Activation Fee: \$0.00

RFQ: 6024409642

SERVICES QUOTED

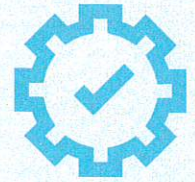
Products and Services for:
203 E MAIN ST, NEOSHO, MO 64850

MRC Charges	Qty	Unit Price	Total
Advanced User (up to 100)	6	\$14.33	\$85.98
Professional User (Up to 100)	73	\$8.38	\$611.74
Extension Only User	1	\$4.95	\$4.95
Extra DIDs	73	\$1.00	\$73.00
VIP Enterprise Fax with DID (1,000 Pages)	1	\$49.95	\$49.95
Additional Fax ATA Monthly Service Charge	4	\$4.95	\$19.80
Crexendo CX540 w/power	78	\$6.95	\$542.10
Yealink W73P Wireless DECT Base With Handset	1	\$5.00	\$5.00
VIP Enterprise Fax ATA (requires Fax package)	5	\$3.00	\$15.00

Site Total	One-Time	Monthly
	\$0.00	\$1,407.52

Order Totals	One-Time	Monthly
	\$0.00	\$1,407.52

Crexendo VIP Platform 100% Uptime Guarantee, Service Level Agreement, and Customer Lifetime Warranty



Crexendo will use commercially reasonable efforts to avoid and remedy situations in which the Customer cannot receive inbound or make outbound calls through the Crexendo VIP Service (the "Service"). Crexendo will also provide the 100% Uptime Guarantee for core communications services on the VIP Platform. Finally, Crexendo will also offer the Customer Lifetime Warranty for Crexendo Provided devices. This Service Level Agreement ("SLA") describes the remedies available to the Customer in the event Crexendo's Telephony Service application falls below the service levels provided herein, or there are deficiencies under any of the above programs. It also describes the terms of the Crexendo Device Customer Lifetime Warranty.

1. Phone Service Availability

The Customer acknowledges that Crexendo may schedule a system maintenance period, as defined below. Crexendo may occasionally have to interrupt services outside of this time period, including for purposes of upgrades and maintenance to the Phone Service application and the Crexendo's data center, in which case Crexendo shall endeavor to provide notice to Customer of the scheduled Downtime via System Status - Crexendo. The Service Levels provided under this SLA do not include services provided with respect to the following matters: (i) any problems caused by modifications by Customer to Phone Service not made or authorized by Crexendo; or (ii) any problems resulting from the Customer combining or merging the Phone Service with any hardware or software not supplied by Crexendo, or not identified by Crexendo as compatible with the Phone Service. (iii) any problems caused by the Customer's Internet Service Provider, local area network, wide area network, or internet transmission issues (iv) Customer using the system in a nonconforming manner. Notwithstanding anything contained herein to the contrary, the parties agree on the following definitions, terms, and conditions:

- (i) "Permitted Downtime" means any time during a calendar month in which the Customer is not able to receive inbound calls for the following reasons:
 - (a) a scheduled maintenance period that occurs between the hours of 12:00 am to 4:00 am Eastern Time;
 - (b) any maintenance outside the daily scheduled maintenance for which Crexendo shall endeavor to provide notice to Customer at least 24 hours in advance via System Status - Crexendo ;
 - (c) an emergency maintenance period in which Crexendo is required to provide maintenance as a result of conditions beyond Crexendo's control, including, without limitation, a Force Majeure Event (as hereinafter defined) or otherwise, which maintenance is required to be performed on an emergency basis to maintain Total Scheduled Availability;

- (d) software or hardware not provided, controlled, or authorized by Crexendo;
 - (e) Force Majeure Events;
 - (f) negligent or willful acts of Customer or its users; and
 - (g) Customer's failure to implement commercially reasonable changes in equipment or software recommended by Crexendo as essential to maintain service levels.
- (ii) "Downtime" means any time during a calendar month in which the Customer is not able to receive inbound or make outbound calls for five (5) continuous minutes or longer due to the Phone Service for any reason other than a Permitted Downtime.
- (iii) "Force Majeure Events" means any event or condition that directly or indirectly prevents Crexendo from performing the Services hereunder is beyond the reasonable control of Crexendo and could not, by the exercise of due diligence, have been avoided in whole or in part by Crexendo, and shall include, subject to the foregoing and without limitation: any act of God, natural disaster, earthquake, war, riot, civil war, blockade, insurrection, cyber-attack (hacking and DDOS), acts of public enemies, civil disturbances or general restraint or arrest of government and people, boycott, strike (including a general strike), service interruption by a telecommunications services provider, or connectivity delays with internet providers outside of Crexendo's reasonable control.
- (iv) "Total Scheduled Availability" means 7 days a week, 24 hours a day in a calendar month, in minutes.
- (v) "Actual Uptime" means Total Scheduled Availability minus Downtime, in minutes.
- (vi) "Actual Uptime Percentage" means the Actual Uptime divided by the Total Scheduled Availability multiplied by 100 (Actual Uptime/Total Scheduled Availability X 100)

2. Service Availability Credits

In accordance with the 100% Uptime Guarantee, if during Customer's Service Term, the Actual Uptime Percentage during any calendar month is 99.999% or lower, and Customer requests a credit in writing within ten (10) calendar days of the Downtime, Crexendo will give Customer a credit with respect to the Service fees paid by Customer for that month for the Services that were affected by the Downtime by a percentage equal to the applicable service credit percentage set forth below. Such credit will be applied to the Customer's next monthly invoice.

Actual Uptime Percentage	Service Credit Percentage
99.98% to 99.999% (inclusive)	5%
99.50% to 99.98% (inclusive)	10%
99.00% to 99.49% (inclusive)	15%
<99%	20%

3. The Crexendo Customer Lifetime Warranty

This warranty extends to Crexendo Devices purchased or rented as a Service from Crexendo for as long as you remain a customer and identified in the Crexendo devices section of the Crexendo service configuration document associated with the contracted services on the VIP Platform. This right warrants that all new Crexendo devices are free from defects in manufacturing, materials, and workmanship. If there are defects as outlined, Crexendo will replace that device at no cost to the Customer. In some instances, Crexendo may assess a shipping fee to the customer site based on the class of service. The Lifetime Warranty will be deemed invalid if the device has not been actively registered on the Crexendo platform and associated with a user profile on the customer account where the device was initially registered. This warranty does not cover malfunction caused by misuse, abuse, or improper maintenance, failure to follow operating instructions or use of the equipment in ways which it is not intended to be used. It does not cover cosmetic or incidental damages. Also, the warranty will not apply to damage caused by unauthorized alteration, modification, or repair of the product. Crexendo does not warrant any third-party products. This warranty will be void if the Customer defaults under the payment terms or their Crexendo Service agreement or has left the Crexendo service and is no longer a VIP Platform customer. The Customer Lifetime Warranty is not transferrable and is governed by any applicable state and local law.



CREXENDO VIP NETWORK SETUP/BEST PRACTICES:

This document outlines the necessary steps to configure your customer's network to allow the Crexendo VIP Desk phones, Mobile App, Web phone and CrexendoHD products to function and communicate correctly with our platform.

A customer's network should be configured to standard industry practices to provide VOIP traffic proper signaling and quality of service. A network administrator should consider the proper items and best practices to have a successful installation and high-quality baseline:

- **ISP Connectivity**
 - Broadband – install or verify you have a modem that can be put into a bridge or pass-through mode.
 - Best model modems usually provide one coax input and one or two Ethernet outputs that can be connected to your firewall.
 - Fiber – Ethernet handoff to the firewall
 - DHCP/Static – this is a customer preference; our service will function with either setup. The firewall WAN interface should have a Public IP Address.
- **ISP Throughput**
 - The download and upload speeds should be considered when adding VOIP or any additional services to your network.
 - Network administrator should allocate enough bandwidth (download/upload) for data services and for VOIP traffic.
 - VoIP Traffic takes up approximately 100-120kbps per active call.
- **Firewall**
 - A business class firewall is required to provide proper SIP signaling, QoS and traffic shaping.
 - Examples: Sonicwall TZ/NSA models; Watchguard, Sophos, Fortinet, Meraki, etc... (please see our list of "Recommended/Tested Firewalls")
- **Network Switches**
 - A business class switch is required to provide best practice LAN configurations for VoIP and Data.
 - POE is recommended to eliminate the need for power adaptors for phone devices.
 - Managed Switch will allow a network administrator to configure VLANs, QoS and security on the network.
- **Network Segmentation**
 - Proper segmentation of network services is best industry practice.
 - Provide separate logical VLANs for your VoIP and Data traffic.
 - This will allow the network admin to use/share one Ethernet cable between a phone and computer. This would logically segment the traffic by tagging the VoIP traffic to a specified VLAN and the Data traffic to its own/or Native VLAN.
 - Provide separate physical Ethernet jacks for VoIP devices (on Voice VLAN) and for Data devices (on Data VLAN).

VIP Geo IP Addresses and URLs:

FQDN	IP Address	Description
usw.crexendovip.com	136.179.46.97	West
usw2.crexendovip.com	136.179.46.103	West 2
usc.crexendovip.com	162.217.15.97	Central 2
usc2.crexendovip.com	162.217.15.102	Central 2
use.crexendovip.com	155.130.141.97	East
use2.crexendovip.com	155.130.141.102	East 2
portal.crexendovip.com/portal	136.179.46.100 136.179.46.96/28 162.217.15.96/28 155.130.141.96/28	CrexVIPMobile, Web Phones, Physical Phones

VIP Additional Services IP Address and URLs:

Service	IP Address	URL Filtering	Ports
VIP Enterprise Fax – ATA's	54.219.249.208 52.32.130.83	ataini.ipfax.net ataserver.ipfax.net	TCP 80 TCP 442 TCP 443
CrexendoHD – video conferencing		usw.snaphd.com use.snaphd.com	8080 8081 443
DNS Entries	ap-south.snaphd.io ca-east.snaphd.io eu-west.snaphd.io us-east.snaphd.io us-west.snaphd.io us-west.snaphd.io		
Current Active Conferencing Clusters & (AWS Tenet Floater)	3.130.158.184 18.130.7.254 35.183.150.146 35.175.185.150 52.34.73.65 54.188.133.147 54.153.249.187		
Google Text to Speech Info	Please review Googles Site: https://www.gstatic.com/ipranges/goog.json		
Yealink Redirect Trusted IP's/Ports	https://support.yealink.com/en/portal/knowledge/show?id=035c46eea77827eb20d53a4d		
CrexendoVIP Teams Integration	https://docs.connecttoteams.com/en/articles/55		

SIP ALG

SIP ALG is a proxy function of firewalls that allows the firewall to translate and speak as a "proxy" to VoIP providers SBC and Endpoint servers. This communication on most firewalls tends to have difficulty making this translation (i.e., translating English to Greek, then Greek to English on its way back), the signaling may get malformed.

- We recommend on most firewalls to disable SIP ALG.
- Only on certain Cisco ASA model's do we recommend enabling or keeping SIP ALG on:
 - IOS versions between 8.2 to 9.3
 - If the IOS version is 9.4 and above disable SIP ALG ("no sip-inspect" within the policy-map global policy)

UDP Timers

UDP timers come in play on networks with VoIP devices where there is a registration cycle that keeps the session and pinholes open for communication between the VoIP device and Crexendo VIP servers. Depending on your firewall's default setting we recommend raising the UDP Timers to ensure the session and port is not torn down.

- UDP Timer or UDP Inactivity Timers
 - Set to anything above 60 seconds, we typically use 80 seconds as a standard.
- Cisco ASA and ISR models we use the following CLI commands to update:
 - `timeout xlate 3:00:00`
 - `timeouts conn 1:00:00 half-closed 0:10:00 udp 0:02:00 icmp 0:00:02`
 - `timeout sunrpc 0:10:00 h323 0:05:00 h225 1:00:00 mgcp 0:05:00 mgcp-pat 0:05:00`
 - `timeout sip 1:10:00 sip_media 0:10:00 sip-invite 0:03:00 sip-disconnect 0:02:00`
 - `timeout sip-provisional-media 0:02:00 uauth 0:05:00 absolute`

Access Control Lists

ACLs are security lists that allow or deny specified traffic flow within and through a firewall or router. Depending on your network design and setup some instances require very specific traffic to be allowed through a firewall while simpler designs may already have all traffic allowed. ACLs also help with adding QoS services, UDP timers, bandwidth management rules to be applied to in our case specified VoIP traffic.

- Outbound ACL's
 - Allow VoIP defined traffic (see table above) by ports and IP Addresses.
 - Allow NTP traffic for the devices on this subnet.
 - Allow DNS lookup for the devices on this subnet.
- Inbound ACL's
 - Allow inbound traffic from the IP Addresses defined in above table to the VoIP device subnet.

QoS

Quality of Service allows the firewall to prioritize the VoIP traffic over normal data traffic. The QoS can be identified based on DIFF SRV tag (EF 46), ports or destination IP Addresses (see table above.)

- Define the VoIP Specified traffic to be "Priority" traffic when traversing the firewall.
- On a lot of firewalls this can be done within the ACL rules and ordering of the ACL rules putting the more important traffic (VoIP) at the top of the list.

Note: Typically, we can only control the outbound traffic's priority.

Traffic Shaping/Bandwidth Reservation

Shaping or reserving of bandwidth allows a network administrator to allot a static or dynamic (depending on firewall model) amount of bandwidth for VoIP traffic. Shaping goes hand in hand with QoS/Prioritizing VoIP traffic.

These features together help protect the quality of the voice traffic even on high transactional, high-volume firewalls and in case of bandwidth saturation.

- Configure either traffic shaping or bandwidth reservation to allot for a minimum of half the number of VoIP devices on the network. Also allowing bandwidth up to what is needed (infinite) or if all the VoIP devices were active at the same time.
- I.E. If 10 phones are on a network, I would set my minimum bandwidth limit to be at least 500kbps (5x100kbps) and a max of 1-1.5mbps.
- Some models use percentage % for the shaping, this can be calculated in the same way based on the upload bandwidth.

Other Considerations

All business class firewall's have many different security modules added to their software. We want to make sure that we "whitelist" or "exclude" all VoIP traffic from any of these types of services. The goal is to provide the VoIP traffic with the most efficient path in and out of your company's firewall. Below are some services that you will want to disable or whitelist the VoIP traffic detailed in the table above:

- Antivirus
- DPI – Deep Packet Inspection
- Intrusion Prevention
- Content Filtering

Once these items have been configured you will be ready to install and implement the Crexendo VIP Phones on your network with confidence.

If you have any further issues, please contact us by opening a ticket at support@crexendo.com

Crexendo Operations Support Team

Prime Business Phone to Deliver Optimum Desktop Productivity

Especially designed for busy executives and professionals, Yealink SIP-T54W is an easy-to-use Prime Business Phone with an adjustable 4.3-inch color LCD screen that you can easily and flexibly find the comfortable viewing angle according to the personal and environmental needs. With the built-in Bluetooth 4.2 and the built-in dual band 2.4G/5G Wi-Fi, the SIP-T54W IP Phone ensures you to keep up with the modern wireless technology and take the first chance in the future wireless age. Its built-in USB 2.0 port allows for USB recording or a direct wired/wireless USB headset or up to three Yealink EXP50 expansion modules connection. Benefitting from these features, the Yealink SIP-T54W is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.



Key Features and Benefits

User Friendly

Yealink SIP-T54W IP Phone features an adjustable 4.3-inch color LCD screen that you can readily adjust it to the comfortable viewing angle according to yourself. As to the audio quality, the SIP-T54W is coupled with the latest version of Yealink Optimal HD Voice technologies, including Yealink Acoustic Shield technology, that effectively eliminate background distractions and noises, deliver crystal clear voice even in a noisy environment. Meanwhile, complying with the latest Hearing Aid Compatibility (HAC) Regulations, its HAC handset helps the person who is with hearing loss to hear the voice more clearly.

Wireless Transmission

Yealink SIP-T54W IP Phone not only furnish you with the built-in Bluetooth 4.2 for Bluetooth headsets and mobile contacts synchronization, but also the built-in dual band Wi-Fi for Wi-Fi connectivity, allowing you to access the 5G Wi-Fi connectivity handily. Also if you want to expand your horizons for busy environments, or, share one phone system with your small team by adding multiple handsets, just simply turn your IP phone to the corded-cordless phone via DECT technology. Moreover, the IP phone can function with Yealink VC Desktop together to share content from your laptop, making collaboration much easier than before.

High Expandability

A built-in USB 2.0 port allows you to enjoy USB call recording via USB flash drive. Via this USB port, you also can connect wired/wireless USB headset without connecting Yealink EHS36 anymore, and connect up to 3 Yealink expansion modules EXP50 which can be programmed with up to 180 paperless DSS keys.

Efficient Installation and Provisioning

The Yealink SIP-T54W supports efficient provisioning and effortless mass deployment with Yealink's Redirection and Provisioning Service (RPS) and Boot mechanism to help you realize the Zero Touch Provisioning without any complex manual settings. Furthermore, a unified firmware and auto-p template that applies to T53/T53W/T54W/T57W phone models, saves even more time and costs for businesses, as well as simplifies the management and maintenance.

- 4.3" 480 x 272-pixel color display with backlight
- Adjustable LCD screen
- Dual firmware images
- T53/T53W/T54W/T57W firmware unified
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/n)
- USB 2.0 port for USB recording, wired/wireless USB headsets and EXP50
- Up to 16 VoIP accounts
- Dual-port Gigabit Ethernet
- PoE support
- HAC Handset
- Paperless label design
- Wall mountable

Audio Features

- HD voice; HD handset, HD speaker
- Hearing aid compatible (HAC) handset
- Acoustic Shield
- Smart Noise Filtering
- Audio codec: Opus, G.722, PCMU (G.711A), PCMA (G.711μ), G.729, G.729A, G.729B, G.729AB, G.726, G.723.1, iLBC
- DTMF: In-band, Out-of-band (RFC 2833) and SIP INFO
- Full-duplex hands-free speakerphone with AEC
- VAD, CNG, AEC, PLC, AEB, AGC

Phone Features

- 16 VoIP accounts
- Call hold, call forward, call waiting, call transfer
- One-touch speed dial, hotline, mute, DND
- Group listening, SMS, emergency call
- Redial, call return, auto answer
- 10-way conferencing
- Direct IP call without SIP proxy
- Ring tone selection/import/delete
- Set date time manually or automatically
- Dial plan, XML Browser, Action URL/URI
- RTCP-XR (RFC3611), VQ-RTCPXR (RFC6035)
- Built-in dual band Wi-Fi:
 - Network standard: IEEE802.11a/b/g/n
 - Transmission rate: Up to 433Mbps (dynamic)
 - Frequency range: 2.4GHz/5.0GHz
- Built-in Bluetooth for:
 - Bluetooth headset
 - Mobile contacts synchronization
 - Bluetooth call
 - Simultaneous connection of one headset and one mobile phone
- USB port (2.0 compliant) for:
 - Wired/wireless USB headset
 - USB call recording through USB flash drive
 - Color-screen expansion modules EXP50 (up to 3)
 - Wireless Headset Adapter EHS40
- USB/Bluetooth connectivity to Yealink CP900/CP700 speakerphone, USB connectivity to Yealink UH36 headset:
 - Basic functions: Answer / end, call mute
 - Enhanced function: audio optimization, redial, call hold, volume synchronization, multiple calls control
- Content Sharing (via Yealink VCD)
- Enhanced DSS key

Directory

- Local phonebook up to 1000 entries
- Black list
- XML/LDAP remote phonebook
- Smart dialing
- Phonebook search/import/export
- Call history: dialed/received/missed/forwarded

Corded-Cordless Phone (via DECT Dongle DD10K)

- Up to 4 DECT cordless handsets
- Up to 4 concurrent calls
- Support Yealink W52H/W53H/W56H/DD Phone/CP930W
- Slave Handset for Master Deskset

IP-PBX Features

- Busy Lamp Field (BLF)
- Bridged Line Appearance (BLA)
- Anonymous call, anonymous call rejection
- Hot-desking, voice mail
- Flexible seating
- Executive and Assistant
- Call park, call pickup
- Centralized call recording, call recording

Display and Indicator

- 4.3" 480 x 272-pixel color display with backlight
- 16 bit depth color
- LED for call and message waiting indication
- Dual-color (red or green) illuminated LEDs for line status information
- Wallpaper
- Intuitive user interface with icons and soft keys
- Multilingual user interface
- Caller ID with name and number
- Screensaver
- Power saving

Feature keys

- 10 line keys with LED
- 10 line keys can be programmed up to 27 various features (3-page view)
- 7 features keys: message, headset, hold, mute, transfer, redial, hands-free speakerphone
- 4 context-sensitive "soft" keys
- 6 navigation keys
- Volume control keys
- Illuminated mute/headset/hands-free speakerphone key

Interface

- Dual-port Gigabit Ethernet
- Power over Ethernet (IEEE 802.3af), class 3
- 1 x USB port (2.0 compliant)
- 1 x RJ9 (4P4C) handset port
- 1 x RJ9 (4P4C) headset port

Management

- Configuration: browser/phone/auto-provision
- Auto provision via FTP/TFTP/HTTP/HTTPS for mass deploy
- Auto-provision with PnP
- Broadsoft device management
- Zero-sp-touch, TR-069
- Phone lock for personal privacy protection
- Reset to factory, reboot

- Package tracing export, system log

Network and Security

- SIP v1 (RFC2543), v2 (RFC3261)
- Call server redundancy supported
- NAT traversal: STUN mode
- Proxy mode and peer-to-peer SIP link mode
- IP assignment: static/DHCP
- HTTP/HTTPS web server
- Time and date synchronization using SNTP
- UDP/TCP/DNS-SRV(RFC 3263)
- QoS: 802.1p/Q tagging (VLAN), Layer 3 ToS DSCP
- SRTP for voice
- Transport Layer Security (TLS 1.3)
- HTTPS certificate manager
- AES encryption for configuration file (AES256)
- Digest authentication using MD5/MD5-session
- OpenVPN, IEEE802.1X, L2TP VPN
- IPv6, LLDP/CDP/DHCP VLAN, ICE
- > WPA2/WPA3
- > Secure boot
- > GARP (Generic Attribute Registration Protocol)

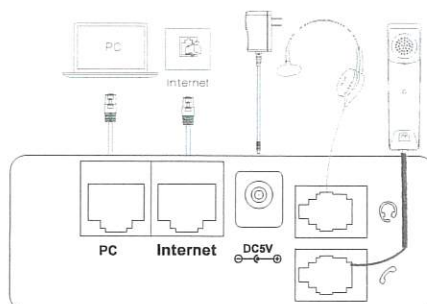
Other Physical Features

- Color: Classic Grey
- Wall mountable (optional)
- External Yealink AC adapter (optional):
 - AC 100~240V input and DC 5V/2A output
- USB output current: 5V $\pm$ 500mA
- Power consumption (PSU): 1.7W-4.3W
- Power consumption (PoE): 2.2W-5.5W
- Dimension (W*D*H*):
 - 233mm*222.6mm*186.1mm*41.7mm
- Operating humidity: 10~95%
- Operating temperature: -10~50°C (+14~122°F)

Package Features

- Package content:
 - Yealink SIP-T54W IP phone
 - Handset with handset cord
 - Ethernet Cable
 - Stand
 - Quick Start Guide
 - Power Adapter (Optional)
- Qty/CTN: 5 PCS
- N.W/CTN: 6.3 kg
- G.W/CTN: 6.8 kg
- Giftbox size: 259 mm*243 mm*103 mm
- Carton Meas: 538 mm*250 mm*265 mm

Compliance



About Yealink

Yealink (Stock Code: 300628) is a global brand that specializes in video conferencing, voice communications and collaboration solutions with best-in-class quality, innovative technology and user-friendly experience. As one of the best providers in more than 140 countries and regions, Yealink ranks No.1 in the global market share of SIP phone shipments (Global IP Desktop Phone Growth Excellence Leadership Award Report, Frost & Sullivan, 2019).

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Technical Support

Visit Yealink WIKI (<http://support.yealink.com/>) for firmware downloads, product documents, FAQ, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (<https://ticket.yealink.com>) to submit all your technical issues.

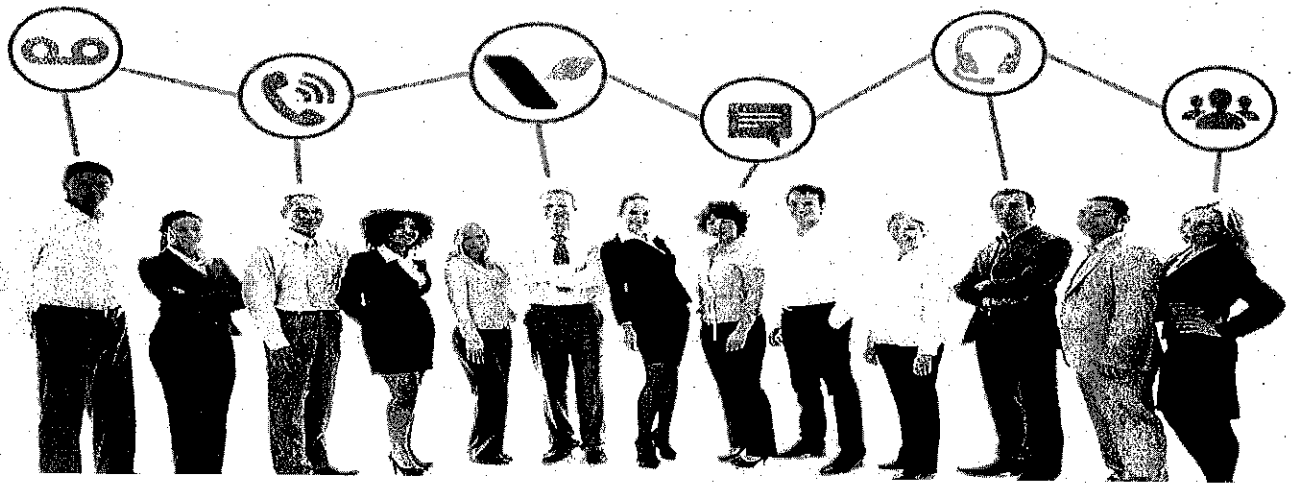


YEALINK(XIAMEN) NETWORK TECHNOLOGY CO., LTD.

Web: www.yealink.com

Addr: No.1 Ling-Xia North Road, High Tech Park,
Huli District, Xiamen, Fujian, P.R.C

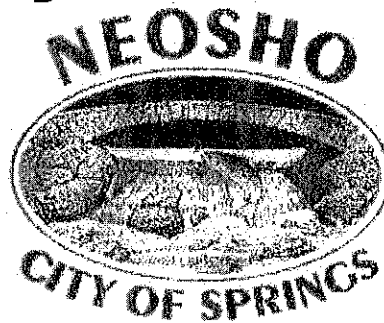
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Vertical Communications

Response to

City of Neosho



Request for Proposals – Phone System Platform

Prepared by:
Neil Sabot
Nsabot@vertical.com
443-283-3712

The Vertical Commitment



On behalf of all the people at Vertical Communications, I would like to thank you for considering us to be your partner. We are committed to delivering a world-class solution and implementation that will benefit the City of Neosho every day. We've been doing this for decades and our team has served over 10,000 customers. We know that experience will be apparent in every step of this process.

More than building solutions, here at Vertical, we pride ourselves on building long-lasting relationships with our customers. We are committed to earning your trust one day at a time, first by delivering the solution outlined in this proposal and then by delivering great service every day afterward. Please rely on us whenever you have an issue with your voice, video, chat, contact center, data, network, or other communications solutions.

Here is my personal commitment to you. If you ever feel that we aren't delivering the best possible experience, please reach out to me directly and we will make sure it is fixed. We have a clear escalation process for issues that you can find at <http://info.vertical.com/serviceescalation>, but my cell number is listed below. If you feel we aren't giving you world-class service, call me. We want to make sure we are delivering the best possible customer experience.

The attached response to this RFP constitutes a sworn statement that the document is genuine and all information is true and correct.

Thanks for considering Vertical and we look forward to years being your go-to communications partner.

Benny Treadway



Ben Treadway
President, Vertical Communications
btreadway@vertical.com
Direct – 770-864-8701
Cell – 678-429-9802

Main point of contact
Neil Sabot, Account Manager
nsabot@vertical.com
443-283-3712

Request for Proposals/Bids Phone System Platform

Proposals/Bids must be received by:

February 23, 2024, at 10:00 am

Submit to: City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

Please mark the outside of the packet: Phone System Proposal/Bid

THIS REQUEST IS FOR SEALED BIDS. DO NOT EMAIL YOUR SUBMISSION.

For any additional information contact:

George Moody
417.451.8050 ext. 101
gmoody@neoshomo.gov

Purpose

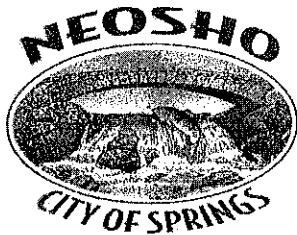
This Request for Proposals/Bids is seeking a vendor to provide the City of Neosho with an operating system, hardware and support for a city system.

Vendor(s) selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

Background

The city has 76 leased phones on the current system and three older unintegrated phones that we are wanting converted, 1 wireless and 5 fax data devices and 1 conference phone system. The phones are:

76 Crexendo CX 350 (leased) we will be adding three older unintegrated phones not currently on a VOIP system
1 wireless KXTGP 600
1 yealink c960
5 ht812 Grandstream data fax devices



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There are currently 11 city facilities (with phones) that are currently being linked via fiber optic internet provided by Liberty Electric.

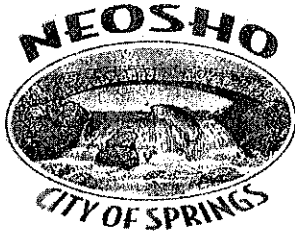
Services to be Provided

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Network VLAN Support and QoS options
- Cloud Solution Preferred
- Compatible with Conference Phone Yeolink CP960. If that is not possible, provide a reasonable equivalent and credit for trading existing phones.
- Allow incoming calls to direct dial a user's number.
- Keep all 73 existing phone numbers.
- Conference calling, ability to host calls with 10 or more callers. (Voice Conference Technology: the ability to connect to multiple internal and external locations in a conference call structure)
- Caller ID
- Speaker Phone
- Call forwarding to external/internal destinations (including cell phones). Using a Mobile App and/or desktop app, allowing for transfer of calls to mobile phone but show office phone number.
- Unified messaging: Ability to selectively route incoming voicemail to our email service (Voicemail to e-mail)
- Allowing multiple users to use the same phone with a virtual voicemail box extension.
- Fax to/from phone or e-mail and receive them on an actual fax machine.
- Ability to send voicemail that converts to text message/e-mail.
- Intercom capabilities within a building and to other buildings in the city.
- Recording capability and to have those recordings downloaded locally.

We are seeking 79 phones between 12 locations here in the City of Neosho and we would like these features on a handful of specific phones for our front and customer facing positions.

- 6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.
- 3 will need to be set up with a call recording button.
- All others need only the base model phone with extension buttons and features



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It is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work on the proposal.

The successful respondent(s) will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate the proposals received:

1. Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding.
2. Capability of proposed solution.
3. Cost of services provided.

Proposal Preparation and Submission Requirements

The proposal shall clearly address all the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. The proposal should be thorough yet concise and prepared at your own expense.

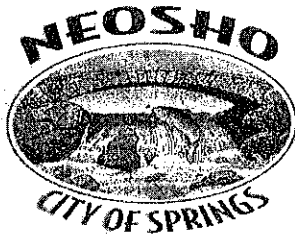
Any questions regarding this RFP must be submitted by e-mail. All questions will be answered promptly. Responses to inquiries that substantially or materially change the Request for Proposal will be available to all prospective vendors that have submitted a formal Letter of Intent.

Proposal Format and Submission Requirements

1. Executive Summary
2. Company Background Information
3. Experience and References
4. Responses to RFP Requirements
5. Implementation
6. Support and Maintenance
7. Pricing

1. Executive Summary

The one or two-page executive summary is to briefly describe the Proposer's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The reader should be able to determine the essence of the proposal by reading the executive



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summary.

The city of Neosho is looking for a way to provide the right communications capabilities for everyone in the company. The 8x8 platform user plans include rich features for every role in the organization. The City will be able to mix and match user plans to give employees and customers modern, anywhere communications experience.

The City's requirements can be broken down into two separate areas. The general users (full licenses) and the police department for remote usage.

The 8x8 X1 user license fits the needs of the full license. X1 users receive a DID phone number, a desktop application (unified communications and a softphone), a mobile application and the ability to have a physical desk phone. Users also receive unlimited calling to the United States and Canada. If an individual wants the ability to send an SMS text from their business DID or they require the ability to send and receive faxes from their desktop, then simply upgrade the X1 license to an X2. We have also included one X4 license which is for a supervisor or an analyst. This license give the ability to run reports on call volumes and or research specific items that may have occurred during a call.

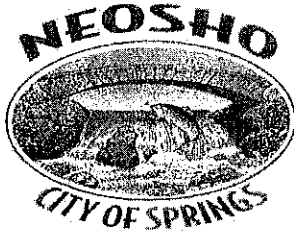
For the remote users in the police department, we have included the X0 license. This will give the users the ability to have a voicemail and a mobile application. They can receive unlimited calls and voicemail messages via the mobile app. Outgoing calls are metered. They will also have unified messaging that will deliver the messages to their email box with a transcription of the message.

For the fax machines we have included 5 ATA devices and an X1 user license and we plan on porting all 73 of the existing numbers.

Why Vertical Communications

Vertical has built a successful business by always putting the customer first. **We offer a white glove implementation process not offered by other cloud providers that includes on-site installation and training.** We will be on site during parts of the implementation process and the go live date, just to make sure everything goes smoothly. Our experienced, tenured management team, sophisticated communications consultants and technical support team work together to provide every customer with leading technology solutions that drive value for their business. We are committed to offering unparalleled level of quality service while supplying the latest in data communications products. Vertical has been recognized by Frost & Sullivan for Best Practices for Customer Engagement and Support process. By CIO magazine as a top 10 provider of Mitel applications. The Eastern Management Group has rated Vertical number 1 in Customer Support, Reliability and in Contact Centers. For more information visit www.vertical.com.

Vertical has a web based customer portal for use with our current customers. Customer can log in and create new service/MAC tickets and view their own history of tickets. This is



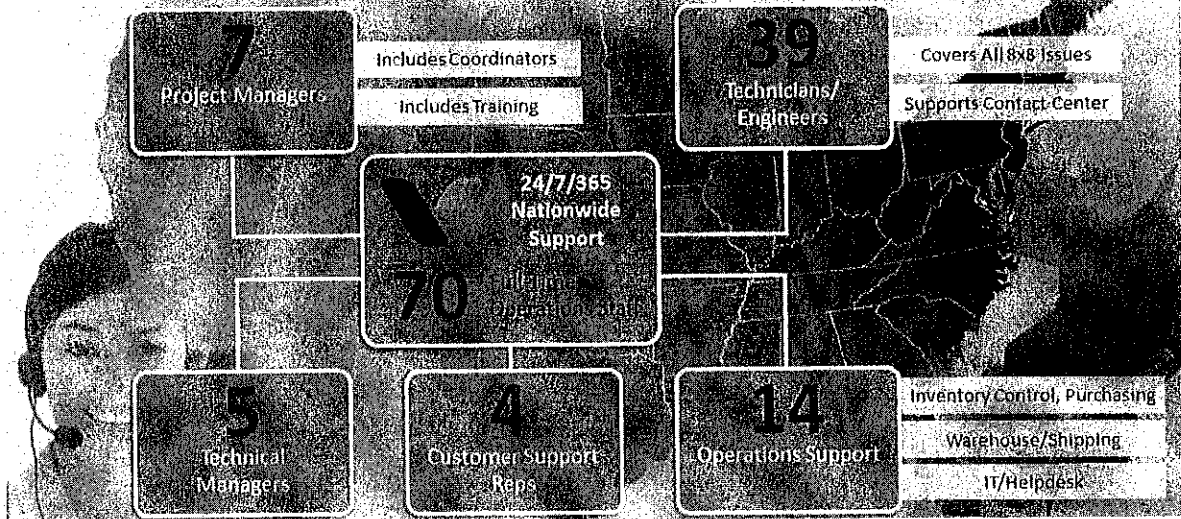
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especially useful to utilize prior to making a call into the support center as the answering support technician can then reference the ticket number immediately.

The Vertical Team Is Always Ready to Back You Up



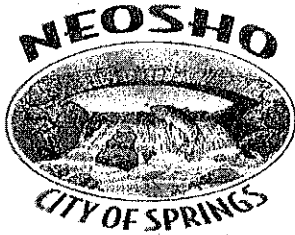
2. Company Background Information

1. Legal name of the company
Fulton Communications dba Vertical Communications
2. Number of years in business
43 years
3. Headquarters location address, phone number, website
*1000 Holcomb Woods Parkway
Roswell, GA 30076
770-446-3100
Vertical.com*
4. Company type
Corporation
5. Number of employees
150
6. Tax ID number
86-0446453

3. Company Experience and References

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Vertical Communications, Inc. is a provider of unified communications (UC) and IP telephony solutions and services to enterprise and business customers throughout North America and Europe. On June 2, 2014, Vertical merged with Fulton Communications, a national systems integrator of voice, data and video communications technologies,



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recognized as one of the Inc. 5000 "fastest growing companies in North America," to form one of the largest vendor-direct communications provider organizations in the country. With headquarters in Santa Clara, CA, and Atlanta, GA, the Company offers business customers vendor-direct communications technology solutions, including cloud and premise-based enterprise telephony, unified communications, and vertical-market voice applications. It maintains local offices for direct sales, support and professional services in major markets and cities across the United States, including Phoenix, AZ, Denver, CO, Washington, DC, Atlanta, GA, Boston, MA, St. Louis, MO, Cincinnati, OH, and Dallas, TX.

The Vertical portfolio enables complete, turnkey deployment and management of voice infrastructure, software, enterprise integration and ongoing support. Vertical sells its products and services to business customers, with a focus on vertical markets including the Retail, Education, Automotive, Hospitality and Health Care sectors, and state and local Governments. 8x8 recently appointed Vertical as their go to partner for SLED opportunities.

Vertical has built a successful business by always putting the customer first. Our experienced, tenured management team, sophisticated communications consultants and technical support experts work together to provide every customer with leading technology solutions that drive value for their business. We are committed to offering an unparalleled level of quality service while supplying the latest in data and communications products. Vertical has been recognized by Frost & Sullivan for Best Practices for Customer Engagement and Support process. By CIO magazine as a top 10 provider of Mitel applications. The Eastern Management Group has rated Vertical Number 1 in Customer Support, Reliability and in Contact Centers. For more information, visit www.vertical.com.

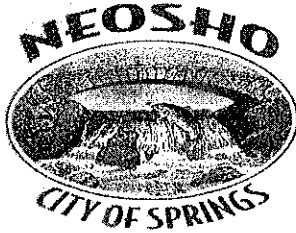
The Vertical Difference is why you buy from us. It's the difference between someone selling you a product and Vertical's commitment as your long-term partner. The Vertical Difference is built on three key pillars:

Exceptional Solution Design

Vertical's team of expert solution engineers serves as your technical consultant who will understand your business needs and tailor a solution to solve your problems and accelerate your business. Your Vertical SE works hand in hand with your account executive to guide you through the entire process and make sure the solution you were sold is what is delivered.

Worry-Free Planning, Preparation, and Install

Implementing new solutions is stressful. A new Vertical solution will bring many benefits, but it's also a big change. Vertical ensures that you don't have to worry with our professional implementation team. Leave the planning to our experience project manager who will work with you every step of the way. The PM works with your technical implementation team who ensures that the solution design is implemented with little effort from you. Whatever issues arise, you don't need to worry, because Vertical will solve them!



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World-Class Ongoing Support

Once your solution is in place, you will begin working with Vertical's award-winning support team. If you have any concerns, then just give us a call, e-mail, or open a ticket on our support portal. The Vertical team has a combined 974 years of experience solving problems quickly so you can focus on your business.

Your solution will be handled using Vertical's proven process which helps thousands of customers each year achieve a Worry-Free implementation

Select one project as a contactable reference. Include contact information (name, title, phone, and email) for a customer reference who can speak to project performance throughout the life of the contract.

*City of Lodi
221 W Pine Street
Lodi, CA 95240
Ben Buecher, Information Technology Manager
209-333-5569
bbuecher@lodi.gov*

Installed in December 2019 on a 3-year contract. Renewed after 2 years for an additional 5 years. Includes 460 business users spread across the City's properties.

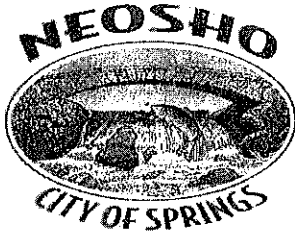
4. Response to RFP Requirements

Proposers should provide in-line responses to all requirements outlined below:

Technical
Requirements
Platform

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

Vertical Communications was the first wholesale partner in the United States for 8x8. This partnership was entered into in October 2018. The key advantage of this partnership is to enhance the 8x8 sales and implementation experience through the 30 plus years that Vertical Communications brings to clients through our background as systems integrator. We are not an agent that hands the sale off for installation. Vertical Communications sells the product, Vertical Engineers design and install the product, Vertical Project Manager manages the



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installation and Vertical Trainers train on the product.

8x8 develops and maintains the platform using their own engineers and software developers.

Where is the platform hosted?

35 Cloud agnostic regions that are geographically diverse strategically located for optimum global reach and platform resilience.

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

The platform is geographically distributed with North American data centers in Ashburn, VA and Santa Clara, CA. As a US based municipality all of your data stays in the continental US

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?

Vertical and 8x8 offer a two-tier SLA with an additional voice quality SLA. If the customer's site passes the network assessment, then uptime is guaranteed for the platform features at the level of 99.999%.

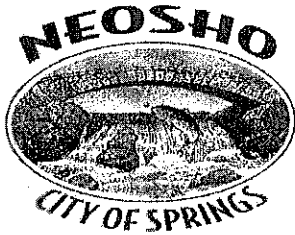
Uptime SLA

In the event of unplanned downtime in excess of .01% (for platform) or .05% (for contact center) in a calendar month ("excess unplanned downtime"), customer shall be eligible to receive a credit in the amount of 10% of the total amount of Service Fees incurred by the Customer for the Ordered VO/VCC services for such calendar month, provided that such percentage shall increase to 30% in the event that such Excess Monthly Unplanned Downtime exceeds 1.0% in such calendar month.

If the "Excess Unplanned Downtime" occurs in three or more calendar months out of six consecutive months, the customer may terminate the service agreement with Vertical and 8x8.

Call Quality SLA

If the call quality levels are not met in three or more calendar months out of six consecutive months, the customer may terminate the service agreement with Vertical and 8x8.



City of Neosho

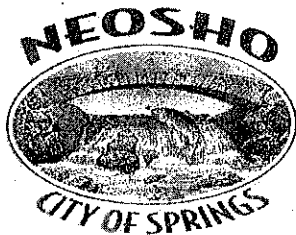
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2. What happens to service in the event of a local power or WAN outage?

Customers that have installed the mobile application will be able to receive calls on their mobile devices. Users are able to access all the same features on their mobile as

3. Please describe platform security measure. How is call data protected?

All VoIP data is secured using SRTP. SRTP secures all the voice traffic with AES encryption. All other communication (UC and Contact Center) is encrypted at rest and while in motion. Even in cases where call recording is in use, the stream is encrypted. 8x8's solutions are FIPS 140 Level 2 certified for data in motion and at rest. Data-in-motion encryption with SIP enables full end-to-end encryption of both voice signaling and media streams, to and through the cloud. This capability thwarts eavesdropping attempts on you conversations or "man-in-the-middle" attacks on IP data traversing the cloud.



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Service

City of Neosho requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	Included
3-digit extension dialing, regardless of geographic location	Y	Included
Unlimited local dialing	Y	Included
Unlimited domestic long distance	Y	Included
International dialing (include current rates)	Y Rates vary by country https://www.8x8.com/resources/international-numbers	Optional - Certain licenses include international calling plans
Toll-Free service (include current rates)	Y	\$5.00 per mo. for the number and .02 per minute for inbound calls. Quantity discounts are available.

* Please identify if your solution supports this requirement (Y/N) and state any limits on quantity (e.g., 1 per user, etc.). If quantity is unlimited, please state unlimited.

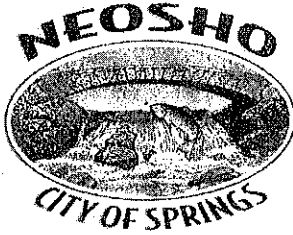
** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

System Management

1. How is the system managed/administered? Please describe customer Administrator interface.

8x8 Admin Console is an online portal for account administrators to manage their company's phone system from any desktop. Using the Admin Console, administrators can:

- *Claim and manage numbers*
- *Manage users*
- *Manage system features, such as automatic call handling, call queues, ring groups, music on hold*



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- Assign active phone numbers
- Check device inventory
- Manage sites and phone systems.

8x8 Application Panel

secondary admin

My Applications
 You have access to the following applications.

- Admin Console**
 Administration portal for managing your 8x8 service including users and telephony features.
- Analytics for Contact Center**
 Reporting platform for Contact Center, including reports, dashboards, wallboards, and widgets.
- Configuration Manager for Contact Center**
 Administration portal for Contact Center specific items, including queues and IVR scripts.
- Contact Center Agent**
 Agent interface to handle and handle customer interactions in a seamless flow of work.
- ContactNow**
 Agent interface and Admin portal for outbound dialing campaigns.
- Customer Experience and Post-Call Survey Analytics**
 Reporting platform for measuring real-time customer journeys for voice, IVR, and post-call survey analytics.
- Knowledge Base**
 Home to 8x8 product answers, solutions, and troubleshooting.
- Meetings**
 Administration panel for managing or configuring settings for Meetings.
- My 8x8**
 Portal for management of your 8x8 account, billing, orders, and support cases.
- Work**
 Unified communication web app with voice, text, chat, SMS/MMS, video meetings, team collaboration, and fax capabilities.
- Quality Management & Speech Analytics**
 Analytics platform to discover, analyze, review, and monitor interactions.

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8x8 Admin Console

Help & Setup

Users

Search by name, extension, username or email

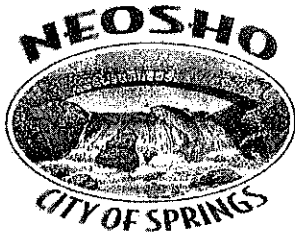
+ Create User Bulk upload

Showing: 60 results for Users

Generate users report

Name	Phone number	Extension number	Email
AD Alen Doe			denisa.pitelu@8x8.c...
BU bulk userx8	+1 808-464-8798	1170	mmaris@8x8.com
BU bulk1 user1		1000	mmaris@8x8.com
BU bulk10 user10		1009	mmaris@8x8.com
BU bulk100 user100		1099	mmaris@8x8.com
BU bulk101 user101		1100	mmaris@8x8.com

Version: v1.40.6



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2. Is self-service supported?

Yes. Vertical Communications will provide administrative training to designated IT staff. The Vertical staff is on hand to help with any programming questions.

3. How are moves, adds, and changes performed?

Vertical Communications will perform all changes as part of the contract. Customers are also free to make changes and Vertical will provide help when needed.

4. How is service added, removed?

From the admin console you would click on users and then edit. Under Roles and Permissions use the drop down menu to select the desired license. You can only choose licenses that are available to you. The same procedures are used for adding, editing, and deleting licenses. If additional licenses are needed, then Vertical is able to add the new licenses in a day or two.

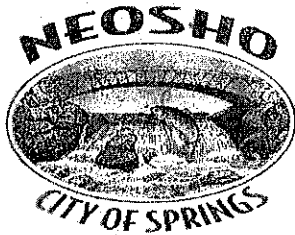
5. Please describe real-time reporting options.

Analytics for 8x8 is a robust suite of web-based tools that provide enterprise-level analytics and democratization of information that can be used to make highly informed business decisions. This suite of services deliver easy-to-use, customizable, and rapid insights into historical and real-time information associated with all extensions and devices in the system. Granular details are available from a highly-scalable data platform, and can be viewed in a graphical or tabular format on any device. You can also export many reports into Excel or CSV for further evaluation and archiving. Features include:

- Access user friendly dashboards with company-wide, department, or extension user-level call metrics.*
- Get vital custom reports on desktop and mobile devices.*
- Apply custom filters and extract desired data.*
- Export report data to CSV or Excel*
- Offer managers the ability to monitor call traffic and adjust their workforce.*
- Allow managers to monitor agent performance*
- Retrieve call quality trends and call quality detail information.*
- Get individual endpoint device status around the globe in real time, and take corrective measures in the event of a disaster.*

5. Implementation

What is your standard operating procedure for implementing a project such as this?
Please give a brief overview of your methodology, not a detailed project implementation plan.



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Vertical's process is focused on customer-satisfaction from beginning to end. It starts with an assessment of the requirements in the RFP and understanding what is critical to the City of Neosho. Once awarded the project, Vertical will engage in further discovery to ensure that the solution is tailored to the needs of the City. Vertical will dig deeply into daily usage, key operations, and future growth plans. There will be discussion about each aspect of the proposed solution to make sure it's the right fit. The assigned solution engineer will be introduced and will be the City's advocate and source of continuity from sales process through implementation.

Vertical Six-Step Process

- | | | |
|---|---|--|
| 1 Project Kick Off
The Vertical team, including a dedicated project manager (PM) & sales engineer, use Vertical's proven "Steps to Success" process. | 3 Preparation Phase
The Vertical team builds the tailored solution to meet your business needs. | 5 Installation Phase
The Vertical team delivers the solution, provide training, and ensure the transition goes smoothly. |
| 2 Network Assessment
The Vertical team evaluates your infrastructure to ensure it's ready. | 4 Ongoing Status Updates
The Vertical team checks in regularly to make sure you know what's happening. | 6 Implementation Assurance Phase
The Vertical team follows up over the next 90 days to ensure there are no issues and answer any questions. |

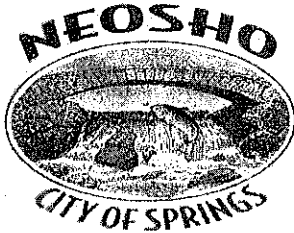
The solution engineer will next be joined by our PMP-certified Project Manager who will use our proven six-step process. This begins with a project kick-off call with all stakeholders to make sure everyone is aligned. The City will be introduced to the entire team as well as Vertical's Steps to Success workbook. This detailed document represents decades of experience in how to succeed at implementing a custom data solution.

The kick-off call and its follow-on communication will develop the detailed schedule and plan for a successful implementation. This will determine how each site is phased and if the porting of phone numbers drives the cut date or if the best date is chosen and Remote Call Forwarding is used until the port completes.

Vertical will conduct network assessments, site surveys, and other activities to ensure no detail is missed. The network assessment uses a proprietary tool that evaluates networks and looks for specific trouble-spots with VoIP phones. It doesn't just send SIP test traffic; it actively evaluates network configuration from the inside. Passing this assessment is so important that it's a requirement to receive the 8x8 Service Level Agreement (SLA). If your network fails the test, we will work with you to remedy the problem and pass the assessment. This testing is combined with the work of our technical team's evaluation of your physical sites to build a complete picture and spot potential problem areas or missed requirements.

This information will drive our preparation phase where the solution is designed and built out ahead of time. Our team will manage porting of the City's phone numbers and coordinate the installation of new network services if required. All hardware will be shipped on-site.

Throughout all of this, regular update meetings each week combined with status



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emails will keep the City informed. If the scope changes, or there is a cost adjustment, this will be immediately communicated and sign-off gained. Vertical is a big believer in constant communication. The installation phase begins as we bring online the network components (if the City and Vertical determine the additional network connections are needed). The circuit will be tested and all phones activated prior to the cut date.

On-site training is backed up by an array of online tools and videos to give continuing training and education opportunities to your staff. This training happens before the cut. The City staff will be ready for the new system on day one. Vertical will be on-site for the cut as well to resolve any issues and smooth out any problems.

After the system cut, the City then enters the Implementation Assurance phase with Vertical staying close and continuing constant status updates over the next 90 days. Every major project has issues, this phase is the Vertical answer to making sure all issues are resolved and the City is completely satisfied.

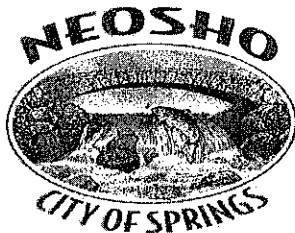
1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

Each project at Vertical Communications is assigned a team that is comprised of:

- *Executive Sponsorship – Executive overview of the Project*
- *Project Manager – Day to day responsibility, manages the project.*
- *System Engineer – Programs the system.*
- *Design Engineer – Overall design of the system and all applications.*
- *Account Manager – Ensure all requirements of the RFP are met and prepares any change orders.*

2. What are the typical challenges in this type of implementation?

The biggest challenge is the porting of the numbers from the existing carrier to the new carrier. As long as all the T's are crossed and I's are dotted the process works well, but it still is a six week time frame. The other issue is if the existing network can handle the VoIP traffic. This should not be an issue as the City is currently on a hosted cloud system and a network assessment will be run to make sure no issues are encountered.



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3. What is the typical timeline for an implementation of this nature?

We use 6 weeks for a typical installation. Schedules can be adjusted based on the time frame of the porting of the telephone numbers.

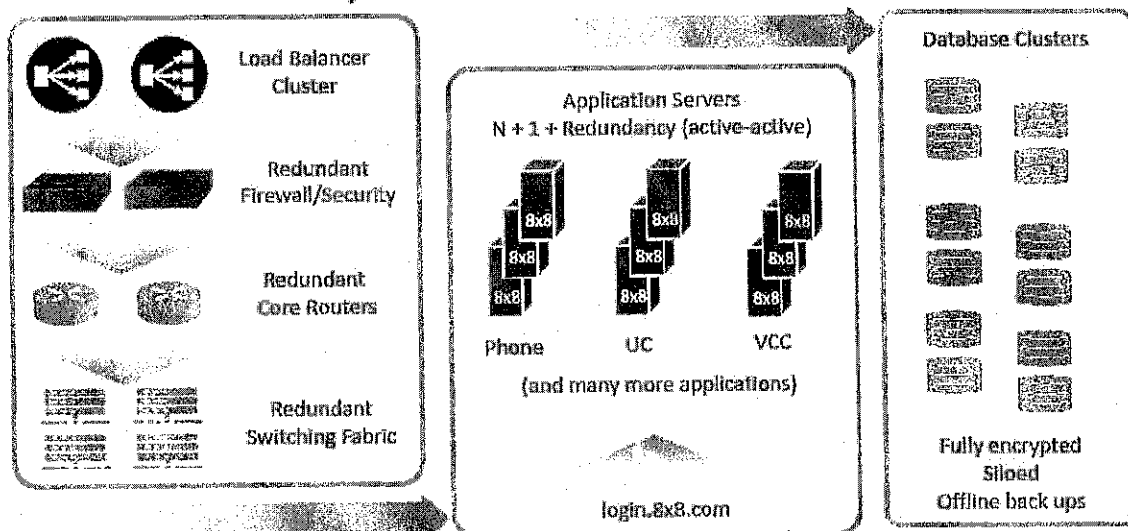
6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

8x8 uses a cluster implementation, from hardware to the application layer, with core network redundancy for each element, including dual power supplies, UPS, and data replication across data centers. Dual data connections from separate carriers utilizing SDWan technology also increases the connectivity.

Active Redundancy In The Data Center

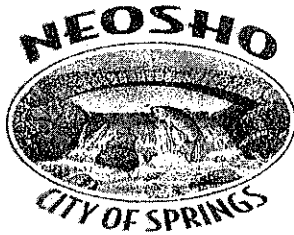


2. What is your strategy for upgrading your current service?

All software updates and patches are included with the cost of service at no additional charge. 8x8 is constantly delivering improved software updates using an Agile software delivery model. Platform updates generally happen monthly, but the customer is never aware of these updates (customers are notified in the "What's New announcement" describing feature upgrades made to the system.)

3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

8x8 does not use maintenance windows to update software. Software updates and equipment changes happen seamlessly in the background using the robust architecture to avoid any customer



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downtime.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

Upgrades, patches and updates are included in the monthly cost. New features may require an additional license.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

The proposed solution is a hosted service, the warranty is all inclusive with all software and associated upgrades included for the life of the contract. All maintenance is also included.

2. Detail the issue resolution process.

Vertical Communications has a web-based customer portal. Customers can log in and create new Service/MAC tickets and view their own history of tickets.

3. What is your average time to solve a moderate to difficult issue?

*Response within 2 hours upon receipt of a trouble report of a major failure by attempting to clear the failure remotely and or contacting the end-user to begin troubleshooting the failure. Minor issues will be addressed the next business day. Resolution time depends on the nature of the issue. Multiple carriers are involved and problems can be any number of things. 8x8 keeps a web site on system status where issues are reported and time frames for resolution are posted.
Status.8x8.com*

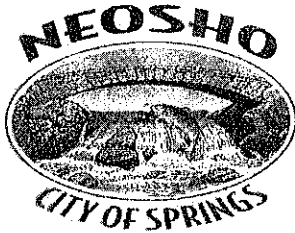
4. Is support available 24/7?

Support services are available from 8-5 local time for customers. Outside of these hours the 8x8 solution is monitored 24x7 for any outages and Vertical is on-call for problems and will work with 8x8 to ensure any outages are remediated ASAP. However, non-outages will not be addressed outside of business hours until the next business day.

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

The 8x8 platform is optimized for creating modern microservices-based applications in the cloud. The tier 1 platform infrastructure enables rapid innovation, automated testing, and frequent deployments with minimal risk through management toolsets



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geared towards continuous delivery elastic scale, and high availability.

2. Are there multiple, redundant instances at geographically dispersed datacenters?

8x8 sets a new industry standard for platform reliability with a financially backed, platform-wide 99.999% SLA across both UCaaS and CCaaS. 8x8 is the only cloud communications provider able to offer this uptime guarantee, using fully mirrored top-tier, state-of-the-art data centers across 35 geographically diverse locations running of global public cloud infrastructure. Each Tier 3+ data center is serviced by:

- *Multiple Tier 1 ISPs with multiple redundant links and direct private connections.*
- *Multiple top-tier PSTN carriers*
- *Redundancy at four layers: infrastructure, platform, data and geographic.*

3. What happens to service in the event of a public Internet outage?

We suggest having redundant providers so the City is able to switch to an alternative carrier during an outage. The mobile application will receive calls over the cellular network. If the caller is still unable to reach the designated party then the call will go directly to the voicemail.

4. What happens to service in the event of a local power or WAN failure?

8x8's mobile app provides the same functionality as the desk top phones and applications. The mobile app allows workers to continue to use the 8x8 services seamlessly.

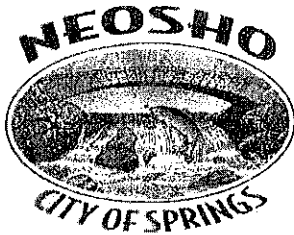
5. What routing options does the vendor provide in the event of an outage?

All traffic routing decisions take place in real time and factor in the current internet and carrier network conditions to determine the best call routes.

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this request provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. **No estimates shall be excepted.** Vendors are required to collect and pay all Missouri State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed.

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP).

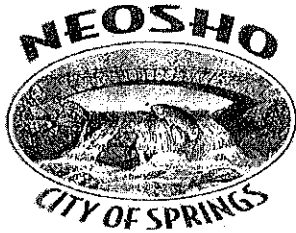


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Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.

Description	8x8 User License	Cost per Month	Quantity	Monthly Cost
Monthly Recurring Charges				
X Series User License, Unlimited Calling to the US and Canada, includes desktop application with voicemail and softphone, mobile application and a desk phone. 61 users + 5 fax machines + 1 cordless + 1 conference phone	X1	\$9.90	68	\$673.20
X Series User License, Unlimited Calling to the US and Canada and 47 countries. Includes everything above plus SMS messaging, Efax, Reporting and Analytics	X4	\$36.90	1	\$36.90
X Series User License, Unlimited Inbound calling, includes desktop application with Voicemail and Softphone, mobile application. Desk is not included in this proposal. Outbound calls are metered	X0	\$7.20	17	\$122.40
Monthly Rental charges on phones:				
Poly Edge E320 IP Phone		\$6.34	62	\$393.08
Poly Trio C60 IP Conference Phone		\$27.64	1	\$27.64
Poly Rove 20 Cordless Phone		\$5.90	1	\$5.90
Estimated monthly regulatory taxes and surcharges				\$224.75
Total Monthly Recurring Charges				\$1,483.87
One-Time Non-Recurring Charges				
Remote Professional Services, Full turnkey installation, Project Management, Design engineering and programming, Training, and Porting of all phone numbers		\$48.50	86	\$4,171.00
Obihai OBI300 1-port ATA – Analog/Fax/Paging		\$117.00	5	\$585.00
Total One-Time Non-Recurring Charges				\$4,756.00
Optional On-Site Installation – In addition to the remote charge listed above				\$3,000.00
Optional Purchase on phones listed above				
Poly Edge E320 IP Phone		\$185.00	56	\$10,360.00
Poly Trio C60 IP Conference Phone		\$397.00	1	\$397.00
Poly Rove 20 Cordless Phone		\$132.00	1	132.00
Poly Edge E450 IP Phone with 50 button expansion module		\$621.00	6	\$3,726.00
				\$14,615.00



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Award Process

The award may be granted to one of the top three highest scoring vendors. Final selection will be made by the Mayor and City Council.

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the responding company.

Non-Discrimination

All selected vendors must comply with the City of Neosho's equal opportunity requirements. The City of Neosho is committed to a program of equal employment opportunity regardless of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental or physical disability. It is the City of Neosho's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities.

Non-Collusion

Submittal of a signed response to this RFP constitutes a sworn statement that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the vendor has not induced or solicited others to submit a sham submittal, or to refrain from responding.

Warranty

The vendor shall warranty that the information is true and correct at the time of the submission.

Additional Information

Submitted responses to this RFP become the property of the City of Neosho. The City of Neosho reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.

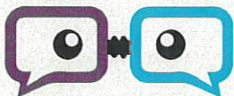
Communication Square LLC Consulting Services

PHONE SYSTEM PLATFORM

City of Neosho

Delivered on 02/23/2024

Submitted by Communication Square LLC



Communication Square



EXECUTIVE SUMMARY

Introduction to Communication Square LLC and Proposal Overview:

Communication Square LLC is proud to present our proposal for a state-of-the-art Phone System Platform to the City of Neosho. With over eight years of industry experience and a solid track record as a Microsoft Solutions Partner, our proposal aims to deliver a telecommunications solution that is not just cutting-edge but also seamlessly integrated with the city's existing infrastructure. Our proposed solution leverages **Microsoft Teams Phone System**, which represents the pinnacle of modern communication technology, designed to enhance operational efficiency, collaboration, and user satisfaction across city departments.

Solution Features and Benefits:

Our proposal outlines a comprehensive approach to transforming the City of Neosho's communication systems. By integrating with Microsoft Teams, we offer a unified communication platform that simplifies interactions both within the city's operations and with the public. This approach not only streamlines communication processes but also introduces advanced features such as direct routing, voicemail transcription, and enhanced security protocols. The benefits of adopting our proposed system include improved accessibility for remote work, superior reliability and uptime, and the potential for significant cost savings over traditional telephony services.

Compliance with RFP Requirements and Transparent Communication:

We have meticulously designed our proposal to meet the detailed requirements specified in the RFP. Our solution encompasses not only the technical aspects but also addresses operational continuity, with strategies for minimizing disruptions during the transition period. We are committed to a transparent partnership with the City of Neosho, and our proposal includes a clear outline of any requirements that we may not fully meet. Our goal is to work collaboratively to find suitable alternatives or adjustments that ensure the project's success and the city's satisfaction.

Commitment to Partnership and Conclusion:

In conclusion, Communication Square LLC is not merely proposing a telecommunications solution but is offering a partnership aimed at significantly advancing the City of Neosho's communication capabilities. Our proposal is designed to lay the foundation for a resilient, efficient, and future-proof communication system. We look forward to the opportunity to discuss this proposal further and to collaborate with the City of Neosho in achieving a transformative upgrade to its communication infrastructure.

COMPANY BACKGROUND INFORMATION

1. Legal name of the company

Communication Square LLC

2. Number of years in business

More than 8 years.

3. Headquarters location address, phone number, website

Address: 30 N Gould St, Ste 20333, Sheridan, Wyoming, 82801

Phone number: 772-210-1040

Website: <https://www.communicationsquare.com/>

4. Company type

Sole Limited Liability Company.

5. Number of employees

10-15 employees.

6. Tax ID number

35-2536011

COMPANY EXPERIENCE AND REFERENCES

FIRM HISTORY | KEY DIFFERENTIATORS | CASE STUDY | PARTNERS | ACHIEVEMENTS | CAPABILITY STATEMENT |

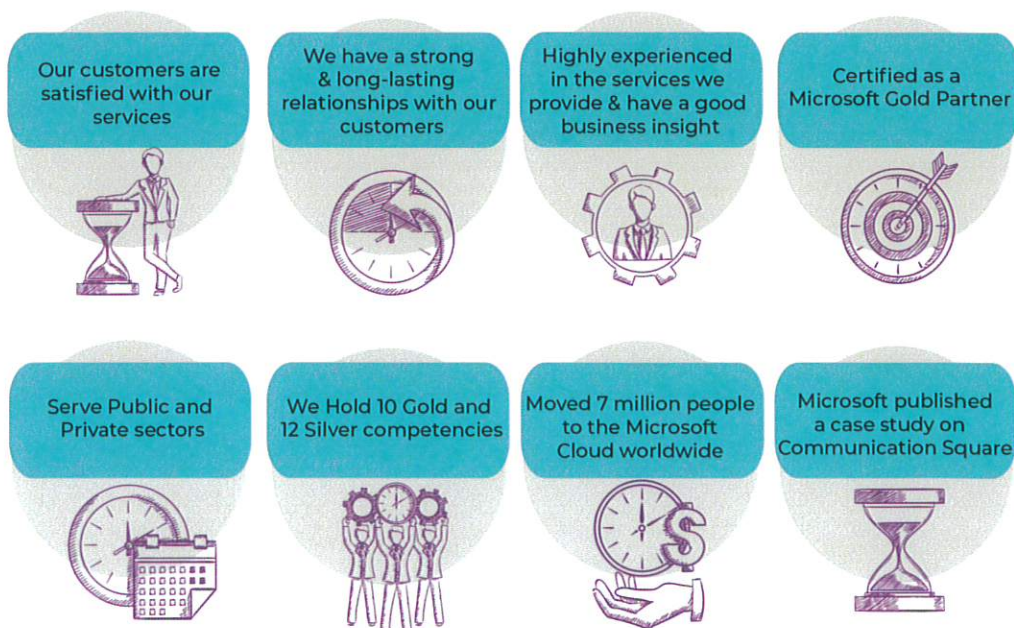
Firm History

Communication Square was established in **2015** and has been operating in the market for the past 8 years now. Since the early years of establishment, our company has achieved recognition in the market. We provide IT services to different sectors around the globe. These sectors include:

- Government & State Agencies
- HealthCare
- Non-Profits
- Commercial Entities
- Educational institutions

Communication Square LLC was formed in **Wyoming**, USA with employees based in **Florida**, USA. We have a qualified team of Microsoft Certified Professionals at each location with extensive experience in **Microsoft 365 workloads** including **Exchange Online, Azure Active Directory, SharePoint, OneDrive, Microsoft Teams, Intune**, etc.

Our Key Differentiators



Achievements

7 million+ Cloud Seats Sold

Ever since we started, we have successfully helped move 7 million people into Microsoft Cloud, while having deployed 8.55K seats worldwide.



Microsoft Co-Sell Ready Partner

As a Microsoft Co-Sell Ready Partner, Microsoft has preferred us as one of the Select Go-to-Partners, not only in USA but worldwide.

Microsoft invites us to participate in opportunities identified by their own Sales Team.



Tier-1 CSP Partner

Communication Square is a Tier 1 Cloud Solution Provider. We work directly with Microsoft as a Distributor and a Solution Provider.

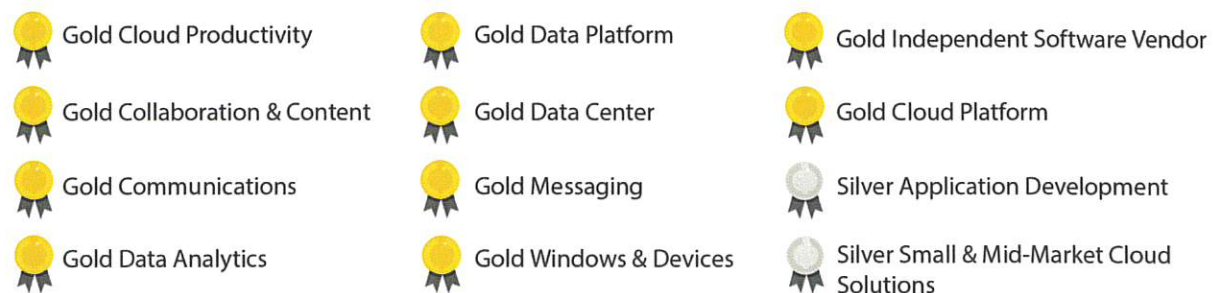


FastTrack Enabled Partner

Being a Fast-Track Enabled Partner, Communication Square has direct access to Microsoft Advisory, Planning, and Deployment Team as well as a variety of tools and resources limited to select partners.



Microsoft Gold Partner - Competencies



Microsoft Published a Case Study about Communication Square

As a trusted **Microsoft partner for over 8 years**, Communication Square is committed to maintaining the highest status and relationship with Microsoft. Being a valued partner of Microsoft, Communication Square works carefully to enhance reliability, growth, and passion for itself and its esteemed clients.

A remarkable and esteemed achievement has been [Microsoft 365 - Firstline Worker Partner Case Study](#), published by Microsoft itself. The case study highlights and recognized Communication Square's capabilities to cater to the specific needs of



each customer, using Microsoft Cloud technologies to improve processes and collaborations. Moreover, it focuses on how Communication Square helps its customers' Firstline Workers achieve more by introducing secure digital tools to complement their remote workplace routines.

Our Partners



Capability Statement



Communication Square

About Us

An organization that helps Government and Enterprise customers get more productive & secure in the cloud, Communication Square LLC is a leading Microsoft Partner across the globe. From government entities to enterprise customers – we help facilities utilize the power of world's No.1 Cloud infrastructure – Microsoft Cloud!

Core Competencies

- Cloud Gold Productivity
- Gold Collaboration & Content
- Gold Communications
- Gold Data Analytics
- Gold Data Platform
- Gold Data Center
- Gold Messaging
- Gold Windows & Devices
- Gold Independent Software Vendor
- Gold Cloud Platform
- Silver Application Development
- Silver Small 7 Mid-Market Cloud Solutions

 Microsoft
FastTrack
Partner

 Microsoft
Tier-1 Cloud Solutions Provider

 Microsoft
Co-Sell Ready
Partner

Key Differentiators

- Our Customers are satisfied with our services
- We have strong and long-lasting relationship with our customers
- Highly experienced in the services we provide & have good insight
- Certified as a Microsoft Gold Partner
- Serve Public & Private sectors
- Hold 10 Gold & 12 Silver competencies
- Moved over 7 Million people to the Microsoft Cloud Worldwide.
- Microsoft published a case study on Communication Square

Corporate Data

Address: 7108 S Kanner Hwy, Stuart, FL 34997

Phone Number: +1-772-210-1040

Website: <https://www.communicationssquare.com>

Fax Number: 347-823-6223

CAGE: 8WAS1

DUNS: 080188460

NAICS CODES: 541512 - Computer System Designs Services

541519 - Other Computer related services

UNSPC CODE: 80101507 - IT Services

Service Offerings

- Teams Phone System
- 3CX Phone System
- Office 365 Migration
- Mobile Device Management
- Document Management System
- Azure Virtual Desktop
- Managed Services for Office 365
- Purchase Office 365

Past Performances



Phone System References

Reference 1: City of Boulder

Reference Name: David Kulhanek

Title: IT Project Manager

Phone: +1 303-919-3916

Email: kulhanekd@bouldercolorado.gov



Project Details:

Tenant to Tenant Migration Planning for 6,000+ users, including Police and Emergency departments, encompassing over 500 SharePoint and Teams Sites.

Reference 2: Positive Behavior Support Corporation

Reference Name: David Graci

Title: Chief Information Officer

Phone: +1 855-832-6727x3333

Email: dgraci@teampbs.com



Project Details:

Multiple projects including Exchange Migration and Teams integrations. Currently, Teams is used for their entire operations with 4000+ contractors and employees, ensuring HIPAA compliance.

Reference 3: Kuester Management Group

Reference Name: Karen Hults

Title: Director of Finance

Phone: +1 803-578-7725

Email: Karen@Kuester.com



Project Details:

Implemented a combination of Azure, Microsoft Teams, and SharePoint Online to move their operations entirely to the cloud, with a focus on compliance.

Reference 4: Orange County Transportation Authority

Reference Name: Lenny Francona

Title: Telecommunication Technicians

Phone: +1 714-560-5558

Email: lfrancona@octa.net



Project Details:

Teams Phone System integration with SharePoint-based Team sites, ensuring compliance with California laws.

Reference 5: South Tahoe Public Utility District

Reference Name: Chris Skelly

Title: Information Technology Manager

Phone: +1 530-603-1234

Email: cskelly@stpud.us



Project Details:

Rolled out Office 365, including Microsoft Teams fully integrated into their file shares, ensuring compliance with their specific needs.

RESPONSES TO RFP REQUIREMENTS

REQUIREMENTS & AVAILABILITY

City of Neosho Requirements

CUSTOMER QUESTIONS	COMMUNICATION SQUARE RESPONSE
Does the vendor develop and maintain the platform solution in-house or resell another vendor's solution?	Communication Square integrates Microsoft Teams and Nuwave, leveraging Microsoft's platform while providing expert configuration and maintenance.
Where is the platform hosted? Is it centrally or geographically distributed?	Hosted on Microsoft's globally distributed data centers, ensuring high availability and redundancy.
Describe guaranteed availability/up-time. Include SLA.	Guarantees a 99.9% uptime, aligning with Microsoft's SLA for Teams.
What business continuity/system survivability options are available?	Includes features like cloud voicemail and emergency calling for operational continuity during local outages.
What happens in the event of a local power or WAN outage?	Services like voicemail remain accessible via mobile devices or alternate internet connections. Or we can also define paths for failover, i.e. enduser will start receiving calls on their personal numbers.
Please describe platform security measures. How is call data protected?	Encryption in transit and at rest, adhering to security protocols and compliance certifications. Nuwave adds further security for operator interfaces.

SERVICE

Number portability for all numbers	Yes, included
3-digit extension dialing, regardless of geographic location	Yes, included.
Unlimited local dialing	Yes (unlimited), included.
Unlimited domestic long distance	Yes (unlimited), included.
International dialing (Include current rates)	No, optional.
No, optional.	

Toll-Free service (include current rates)	No, optional.
--	---------------

SYSTEM MANAGEMENT

How is the system managed/administered?	Through the Microsoft Teams admin center, providing comprehensive management capabilities.
--	--

Is self-service supported?	Yes, allowing users to adjust settings and access features within the Teams app.
-----------------------------------	--

How are moves, adds, and changes performed?	Via the Teams admin center or Nuwave's portal, for quick profile and configuration updates.
--	---

How is service added or removed?	Through the admin interface, with scalable options based on needs.
---	--

Describe real-time reporting options.	Detailed reporting and analytics within Teams admin center for call quality, usage, and activity.
--	---

SUPPORT AND MAINTENANCE

Platform Maintenance

What is your strategy for ensuring 24/7 operation?	Utilizing Microsoft's and Nuwave's network with proactive monitoring and redundancy.
---	--

What is your strategy for upgrading your current service?	Regularly scheduled, minimally disruptive upgrades via cloud deployment.
--	--

Is deployment of changes seamless and remote?	Yes, designed to be non-disruptive with remote deployment capabilities.
--	---

Are new features automatically available?	Typically, without requiring a service upgrade.
--	---

Customer Service and Technical Support

What levels of customer service and technical support do you offer?	Multiple tiers, from basic to enhanced support for all users.
--	---

Detail the issue resolution process.	A structured process for issue logging, tracking, and resolving, with escalation for complex problems.
---	--

Average time to solve moderate to difficult issues?	Focus on prompt resolution, time varies based on complexity.
--	--

Is support available 24/7?

Yes, ensuring assistance anytime.

Survivability / Redundancy

How is the service delivery platform distributed?

Through Microsoft's globally distributed architecture and Nuwave's network.

Are there redundant instances at dispersed datacenters?

Yes, hosted in multiple, geographically dispersed data centers.

What happens during a public Internet outage?

Redundant network paths and cloud voicemail maintain service.

What occurs during a local power or WAN failure?

Rerouting calls to unaffected locations or mobile devices.

Routing options in an outage?

Automatic failover and rerouting to predefined alternate paths.

IMPLEMENTATION

WHY MICROSOFT TEAMS | PROJECT APPROACH

Why Teams Is the Ideal Telephone System for City of Neosho?

City of Neosho is already onboard the Microsoft 365 journey and has now decided to move to Microsoft Teams Phone System.

It means:-

1. Licensing Cost up to 70% Discounted
2. Minimal Change Management for End Users as they are already familiar with Microsoft Teams Interface
3. Microsoft as a Vendor at the backend means - an extensive Partner eco-system

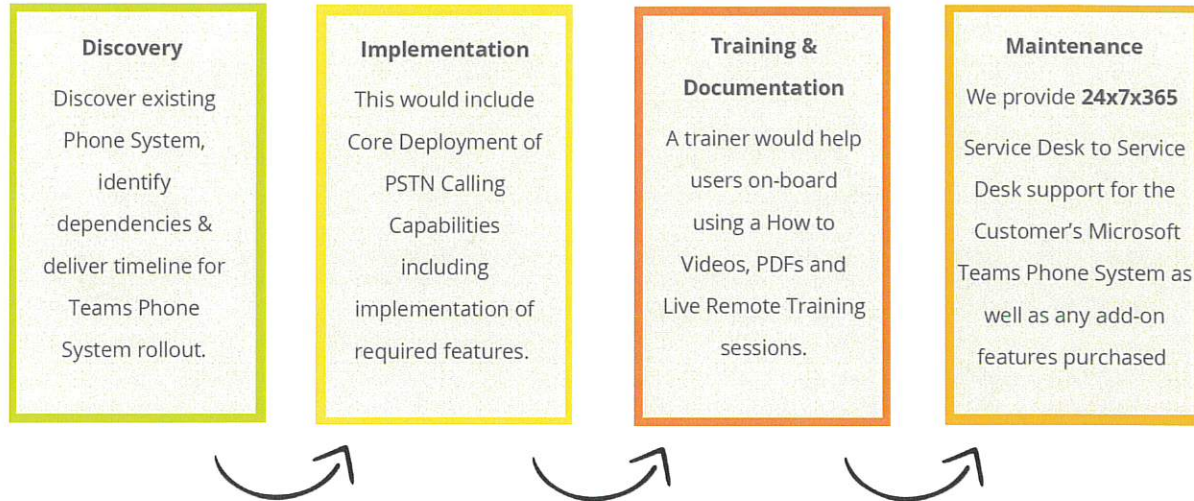
Below is a more detailed comparison listing the benefits of Teams Phone System

MICROSOFT TEAMS VOIP SOLUTION	OTHER HOSTED VOIP
Accessed through Microsoft Teams workspace. Users can work remotely using Soft Phones, Hardware Phones or Mobile Phone app.	Installing and learning new apps and interface is always a Change Management challenge.
Meets superior Industry standards and is built into Microsoft Teams. Microsoft is the manufacturer itself.	Not all 3rd party solutions offer built-in encryption for compliance.
Cloud-based, no server to manage. Compliance call Recordings are built-in too.	Most 3rd party VoIP providers don't have built-in support for complex needs like call centers.
Call Center Solution is built and integrated inside Teams.	Using different brands/vendors for Phones, Calling Plans and Software means potential conflict issues always exist.
High level of built-in security fully compliant with City of Neosho compliance requirements.	
Communication Square will be the Single Vendor for Phone Bill, Phone Hardware and Support Services.	
Effortless in usage and daily maintenance using the existing Teams Admin Center.	
Minimal Change Management for end users as they would have the phone functionality added in the existing Teams app they already use.	

Project Approach – 4 Phases

Project Planning Process/Methodology/Project Plan

Communication Square proposes approximately a 12 - week implementation plan to complete deployment of this project with primary focus on uptime and least business disruption.



Phase 1 - Discovery

Objective: Gain a thorough understanding of the existing infrastructure and user requirements.



1. Network Assessment (Duration: 5 days)

- **Initial Network Audit:** Inventory and document current network equipment and topology.
- **Performance Assessment:** Conduct bandwidth, and throughput tests, and analyze latency.
- **Wi-Fi Analysis:** Map Wi-Fi signal strength and identify weak areas.
- **Security Review:** Evaluate current network security measures.

Change Management: Engage stakeholders to understand their current network experiences and prepare them for potential changes.

2. User Needs Analysis (Duration: 5 days)

- **Departmental Survey Distribution:** Customized surveys sent to each department to gather data on current communication tool usage.
- **Interview Key Users:** Conduct in-depth interviews with selected employees across various departments.
- **Remote User Assessment:** Evaluate tools and needs of remote workforce.

Change Management: Involve users in the analysis process to foster buy-in and accurately capture user requirements.

3. Microsoft Licensing Review (Duration: 5 days)

- **Licensing Inventory:** Document all existing Microsoft licenses and verify compliance.
- **Software Compatibility Check:** Assess the compatibility of current software with Microsoft Teams Phone.
- **Upgrade and Optimization Recommendations:** Identify needs for additional licenses or changes in licensing strategy, including any software upgrades necessary for optimal use of Microsoft Teams Phone.
- **Report Generation:** Provide a comprehensive overview of licensing status and recommendations for enhancements.

Change Management: Communicate potential impacts of licensing changes to stakeholders.

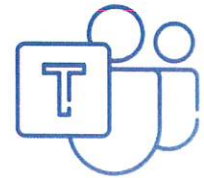
4. Stakeholder Meetings (Duration: 5 days)

- **Initial Briefing:** Meeting with IT, management (specifically with the Head of Operations), and key stakeholders to present the project scope.
- **Progress Meetings:** Regular discussions to review findings from assessments, surveys, and licensing reviews.
- **Final Review Meeting:** Summarize discovery findings and obtain approval on the project scope from senior stakeholders like the Head of Change Management.

Change Management: Establish a clear communication plan to keep stakeholders informed and involved.

Phase 2 - Phone System Implementation

Objective: Implement the Microsoft Teams Phone System with necessary configurations and customizations.



1. Infrastructure Upgrade (OPTIONAL - Duration: 5 days)

Step-by-Step Process:

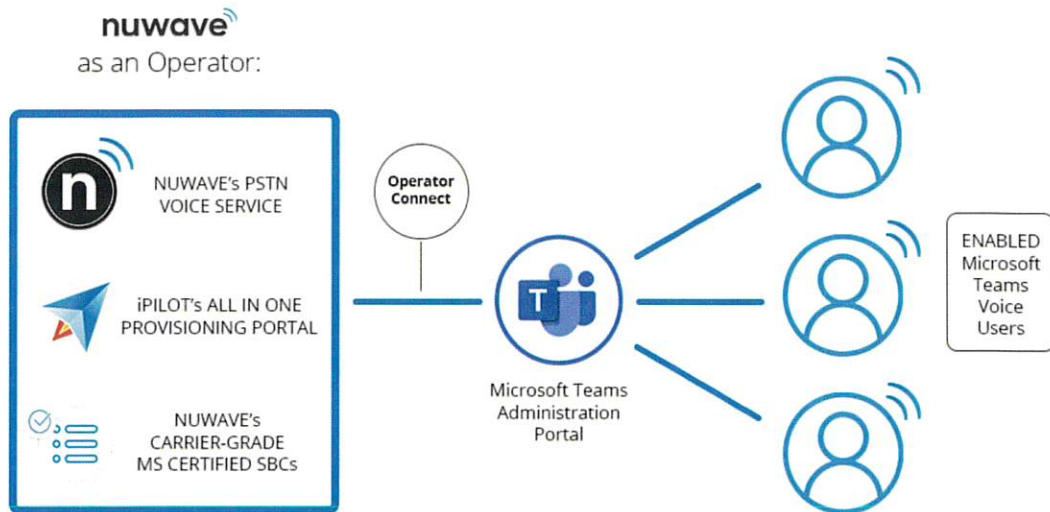
- **Evaluate Network Upgrade Needs:** Assess the existing network infrastructure for potential upgrades.
- **Implement Upgrades:** Enhance network hardware and software as identified.
- **Configure QoS:** Set up Quality of Service rules for voice traffic prioritization.

Change Management: Prepare the organization for upcoming network changes and minimize disruptions.

2. Microsoft Teams Phone Configuration (Duration: 10 days)

Step-by-Step Process:

- **Initial Setup:** Create and configure the Teams Phone system in the Microsoft 365 admin center.
- **Feature Configuration:** Set up call routing, auto attendants, and voicemail options.
- **Integration:** Integrate Teams Phone with the existing Microsoft 365 ecosystem.



3. Phone Number Porting (Duration: 7 days)

Step-by-Step Process:

- **Gather Information:** Compile a list of all existing phone numbers and related details.
- **Coordinate with Providers:** Contact current service providers to initiate the porting process.
- **Verify Porting:** Confirm successful transfer and test numbers for functionality.

Change Management: Communicate changes to users and prepare them for the transition.

4. E911 Setup (Duration: 3 days)

Step-by-Step Process:

- **Configure E911 Settings:** Set up E911 functionality in the Teams admin center.
- **Location Verification:** Ensure each phone number is correctly associated with a physical address.
- **Testing:** Perform tests to verify accurate location reporting.

Change Management: Ensure users are aware of new emergency protocols.

5. Paging System Integration (OPTIONAL - Duration: 4 days)

Step-by-Step Process:

- **Assess Integration Requirements:** Determine the compatibility and setup needs for paging integration.
- **Implement Integration:** Connect the paging system with Teams Phone setup.
- **Test Functionality:** Conduct thorough testing to ensure reliable paging system operation.

Change Management: Train users on the new paging system and address their concerns.

6. Compliance Call Recording Setup (OPTIONAL - Duration 5 days) -

Step-by-Step Process:

- **Configuration:** Set up and configure call recording, including storage and access settings.
- **Compliance Check:** Verify that the setup meets regulatory and compliance requirements.

Change Management: Ensure understanding and compliance with new recording policies.

7. Security Configuration (Duration: 5 days) -

Step-by-Step Process:

- **User Permissions:** Define and implement user roles and permissions within the Teams environment.
- **Data Protection:** Set up encryption protocols and data protection measures.
- **Policy Enforcement:** Ensure security policies are enforced across the Teams Phone system.

Change Management: Educate users on new security measures to foster a secure environment.

Phase 3: Landis Contact Center Implementation

Objective: Incorporate Landis Contact Center to enhance customer engagement and service management.

1. Contact Center Setup (Duration: 10 days) -

Installation:

- Install Landis Contact Center software.
- Configure initial settings according to system requirements.

Queue Configuration:

- Set up various call queues as per departmental needs and call flow design.

Agent Group Setup:

- Define and create agent groups based on skill sets and departmental roles.

Routing Policy Establishment:

- Develop and implement call routing policies to efficiently manage incoming calls.

Initial Testing:

- Conduct basic functionality tests to ensure setup completeness.

Change Management: Engage with contact center staff to adapt to new system and collect feedback.

2. Integration with Teams (Duration: 7 days)

Integration Setup:

- Configure the integration settings between Microsoft Teams and Landis Contact Center.

Data Synchronization:

- Ensure user data and configurations are synchronized between Teams and Landis.

Functionality Testing:

- Perform extensive tests to assess the seamless interaction between Teams and Landis.

Reliability Checks:

- Conduct stress tests and scenario-based testing to confirm system reliability.

Change Management: Ensure seamless transition and minimal impact on daily operations.

3. Customization (Duration: 8 days)

Requirement Gathering:

- Collaborate with department heads to understand specific customization needs.

System Customization:

- Tailor the Landis Contact Center system, including UI and feature sets, based on gathered requirements.

Reporting and Analytics Setup:

- Implement reporting tools and analytics features for performance tracking and data-driven decision-making.

Customization Testing:

- Test the customized features for functionality and usability.

Feedback and Adjustments:

- Gather initial user feedback on customizations and make adjustments as needed.

Change Management: Tailor the system to meet specific departmental needs and improve user satisfaction.

Phase 4: Training

Objective: Equip users with the knowledge and skills to effectively use the new system.



1. Comprehensive User Training (Duration: 10 days)

Training Needs Assessment:

- Identify specific training needs for different user groups.
- Develop tailored training agendas for each group.

Session Planning:

- Schedule training sessions, ensuring minimal disruption to daily operations.
- Allocate trainers and resources for each session.

Conduct Training Sessions:

- Deliver customized training sessions, focusing on Microsoft Teams Phone Contact Center features if deployed.
- Include hands-on training for practical experience.

Training Documentation:

- Provide participants with training materials for future reference.

Change Management: Empower users through training to ease the transition to the new system.

2. Support Material (Duration 5 days)

Content Creation:

- Develop comprehensive user guides, FAQs, and quick reference materials.
- Ensure content is clear, concise, and easy to understand.

Review and Edit:

- Review materials for accuracy and completeness.
- Edit content based on stakeholder feedback.

Distribution:

- Distribute digital resources via email and Microsoft Teams integrated SharePoint Libraries

Accessibility Adjustments:

- Ensure all materials are accessible to users with different needs.

Change Management: Provide resources for ongoing support and reference.

3. Feedback and Follow-Up Sessions (Duration: 7 days)

Feedback Collection:

- Organize post-training surveys to collect participant feedback.
- Conduct focus group sessions for detailed insights.

Analysis of Feedback:

- Analyze feedback to identify common issues or areas for improvement.

Follow-Up Sessions:

- Schedule follow-up sessions to address specific questions or concerns.

Material Modification:

- Modify training materials and methods based on the feedback received.

Change Management: Address user concerns and continuously improve training materials based on feedback.

Phase 5: Managed Services (Post-Support)

Objective: Provide ongoing support and system optimization.



1. Dedicated Helpdesk Support (Duration: Ongoing)

Helpdesk Setup:

- Establish a dedicated support system so they can reach out to the Communication Square Helpdesk
- Explain support protocols and escalation procedures.

Staffing and Training:

- Allocate and train support staff on system features and common issues.
- Implement a tiered support structure to handle varying complexity of issues.

Communication Channels:

- Set up multiple channels for support (phone and email).
- Ensure 24/7 availability for critical support needs.

Change Management: Offer continuous support to adapt to the new system and resolve issues promptly.

2. System Monitoring and Maintenance (Duration: Ongoing)

Performance Monitoring:

- Regularly monitor system performance, including call quality and uptime.
- Use monitoring tools to track system health and usage patterns.

Preventive Maintenance:

- Schedule and conduct routine maintenance activities.
- Update system software and patch any security vulnerabilities.

System Optimization:

- Analyze performance data to identify optimization opportunities.
- Implement changes to improve system efficiency and user experience.

Change Management: Regularly update and optimize the system based on user feedback and performance data.

3. Regular Review and Feedback Collection (Duration: Ongoing - Quarterly Review)

Schedule Review Meetings:

- Organize regular meetings with key stakeholders to review system performance.
- Include IT staff, management, and user representatives in the meetings.

Implementing Improvements:

- Analyze feedback to identify areas for improvement.
- Plan and implement changes based on user feedback and business needs.

Change Management: Foster an environment of continuous improvement and adaptation to changing needs.

4. Refresher Training and Updates (Duration: Ongoing - Bi-Annually)

Training Needs Assessment:

- Regularly assess training needs based on system updates and user feedback.
- Identify specific topics or areas where refresher training is needed.

Conduct Training Sessions:

- Provide ongoing training sessions covering new features, updates, or best practices.
- Use a mix of training methods, including webinars and online tutorials.

Communication of Updates:

- Keep users informed about upcoming system changes and enhancements.
- Distribute update notes, guides, and best practice recommendations.

Change Management: Keep users informed and skilled in handling updates and new features.

Response Times

Priority	Description	Targeted Resolution time	Service Affecting	Escalation Rating
1	Critical: A failure of the entire service where the customer is experiencing a complete loss of Services.	2 hours	Yes	Priority
2	High: A failure where there has been a substantial loss of the services, which has created a significant impact on the users.	4 hours	Yes	Priority
3	Medium: A failure where there has been a partial loss of services, and the core business is partially affected.	24 hours	Yes	Medium
4	Low: Minor failure where single users are partially affected.	48 hours	No	Low

Microsoft Teams PSTN Voice Simplified Calling Plans

N. America

- 1000 Domestic minutes per user pooled

All-In-One Solution

- 1 phone number & Dynamic 911 included.

IPILLOT platform Included

- Microsoft Teams Direct Routing
- Microsoft Operator Connect

24/7 Support & Training

- Phone, Email, Web Chat, Teams

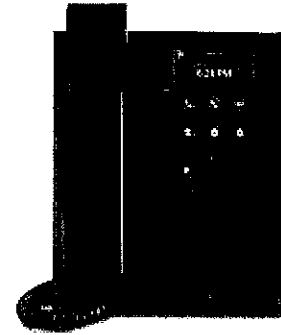
PROPOSED HARDWARE

Poly CCX400 - Basic Desk Phones and Common Area Phone

The Poly CCX 400 is easy to provision and manage from the Microsoft Teams Device Portal. It's simple to install on desktops and lobby tables and can also be mounted on a wall with an optional wall mounting bracket. If there's no ethernet drop nearby, you're covered. The optional Wi-Fi accessory lets you deploy the CCX 400 anywhere with access to an electrical outlet.

Features:

- Color touch-screen operation with 5" multi-touch LCD display
- Use as a common area phone (CAP) or with native Microsoft Teams experience
- Hear every nuance with Poly HD Voice and Poly Acoustic Clarity
- Eliminate distracting background noise with Poly Acoustic Fence
- Full-duplex speakerphone operation with world-class echo cancellation
- Wall mountable with optional CCX400 wall mount Kit



Benefits:

- Conversations stay on track with Poly HD Voice
- Eliminate distracting background noise at the source with exclusive award-winning Poly Acoustic Fence technology
- Easy for IT to manage with robust provisioning and management of telephony deployment and support
- Deploy the CCX 400 with a simple dial pad (no voicemail) with Microsoft Teams Common Area Phone (CAP) license
- Or deploy the CCX 400 as an entry level phone with native Microsoft Teams experience (Microsoft Teams license users)

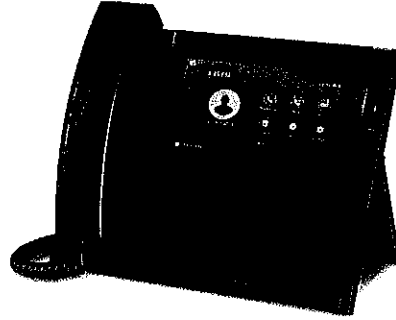
Hear even the tiniest nuance with Poly HD Voice and Poly Acoustic Clarity technologies. Exclusive Poly Acoustic Fence technology eliminates distracting background noise and makes calling a pleasure.

Poly CCX 600 - Desk Phone for Managers & Executives

Meet your phone of choice. The Poly CCX 600 starts with a 7-inch color touchscreen, killer Bluetooth® connectivity, integrated Wi-Fi, and Android 9-powered performance. Top it off with Poly's famous audio quality. Order it with a Poly headset, go without and use your own, or take it full-modern with the "no handset" option. The CCX 600 is the phone for the big desk.

Features

- 7" color LCD (1024 x 600 pixel)
- 16:9 aspect ratio screensaver
- On-screen virtual keyboard
- Voicemail support
- And a lot more!



Benefits:

- The best audio quality available
- No downtime
- Collaboration & Productivity boost

Expect 100% availability to make collaboration more fruitful than ever. And the gorgeous ergonomic design, and large, intuitive user touchscreen interface don't hurt either. Throw in a dedicated Teams button (Microsoft Teams edition) or Application button (Open SIP) and you're ready for a serious productivity boost.

The Poly CCX 600 starts with a 7-inch color touchscreen, killer Bluetooth® connectivity, integrated Wi-Fi, and Android 9-powered performance. Top it off with Poly's famous audio quality. Order it with a Poly headset, go without and use your own, or take it full-modern with the "no handset" option. The CCX 600 is the phone for the big desk. It's an IT manager's dream. Robust provisioning and management of telephony deployment and support make setup a snap.

Poly Trio 8800 - Conferencing Phones

Whip your large meeting rooms into havens of productive collaboration with one simple addition. Poly Trio 8800. Our super-smart conference phone has a great sense of space. With its 6 m/20 ft of pickup, legendary voice quality, and Noise Block technology, it makes sure the flow of ideas is uninterrupted. Meetings are launched in seconds with a single touch. And video conferencing and content sharing can be easily added, ensuring future-proof flexibility. Wi-Fi, USB, and Bluetooth® are built-in—so feel free to BYOD. With Poly Trio 8800, think big rooms, big possibilities.

Features:

- Connectivity to multiple platforms
- Versatile, modular architecture
- Poly Noise Block
- Supports a range of feature-rich Eagle Eye cameras



Benefits:

- Poly's legendary voice quality fills the room with HD Voice 22 kHz audio and 6 m/20 ft pickup
- Enjoy versatile audio connectivity from your preferred mobile devices (USB, Bluetooth®)
- Start a meeting in seconds with OneTouch-join
- Make decisions faster with rich video and content sharing options

Microsoft Modern USB-C Headset

Connect fast and stay focused on Microsoft Teams calls and more with Microsoft Modern USB Headset, featuring high-quality audio and voice, a noise-reducing microphone, and intuitive call controls. Certified for Microsoft Teams.

Features:

- Featuring lightweight, padded earcups for all-day wear.
- Improve call quality with background noise-reducing microphone.
- High-quality stereo speakers optimized for voice.
- Easily see at a glance, whether you can be heard or not.
- The mute, volume, and the Microsoft Teams button, are in-line and easy to reach.
- Join meetings at a touch of a button and enjoy high-quality video and audio, plus easy setup and management. Integrates seamlessly with your Surface computer and other Windows PCs.



Stay focused and connect seamlessly to your Surface or other Windows PC with Microsoft Modern USB-C Headset, the wired, Certified for Microsoft Teams headset that makes calls and productivity comfortable and reliable, with great audio quality — all at an exceptional value.

Microsoft Modern Wireless Headset

Featuring high-quality audio, a noise-reducing microphone, wireless convenience, and intuitive on-ear call controls for Microsoft Teams calls and more. Stay focused and connect seamlessly to your Surface or other Windows 11 Home/Pro and Windows 10 PC with the Certified for Microsoft Teams wireless headset.

Features:

- Comfortable on ear design
- Convenient call control
- Background noise reducing microphone
- Certified for Microsoft Teams



Whether you're at an office or working from home, these accessories are designed to enhance your productivity when communicating with colleagues or clients with Teams.

STAFFING

PROPOSED TEAM



Favad Qaisar

Cloud Architect

- 10+ years of experience
- Among the Top Cloud Communication Solutions Experts in USA
- CEO & Co founder of Communication Square



Awais Khalid

Lead Engineer

- 10+ years of Experience
- IT Specialist
- Skilled in Microsoft Excel, Office 365, project planning and implementation, integration, and team management



Fiona Roberts

Change Management Specialist

- 20+ years of experience
- Proven expertise in senior leadership, program management, operations transformation, and corporate governance
- Coaching Accreditation



Maham Asad

Project Manager

- Experienced in managing complex projects
- Expert at planning and running multiple programs
- Team Management
- Creative and Critical thinking

COST PROPOSAL

HARDWARE | CONSULTANCY | LICENSING | MAINTENANCE

Communication Square LLC provides the following estimate based on the project summary provided:

ONE-TIME COSTS

HARDWARE

Below is recommended hardware. You may edit quantity based on preferences as needed. We are proposing Microsoft wired headsets for Standard Phone users. NOTE: All hardware items are OPTIONAL.

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Grandstream - Corporate - One-Time - GS-HT802 ATA ATA Adapter for Analogue Devices (non-fax)	\$200	0	\$0
Hardware - Poly - Corporate - One Time - CCX 400 Microsoft Teams Certified Desk Phone and Common Area Phone	\$275	79	\$21,725
Hardware - Poly - Corporate - One Time - CCX 600 Microsoft Teams Certified Executive Desk Phone	\$550	3	\$1,650
Hardware - Poly - Corporate - One Time - Trio 8800 Microsoft Teams Certified Conference Phone	\$900	0	\$0
Hardware - Microsoft - Corporate - One Time - Modern Wireless Headset Microsoft Teams Certified Wireless Headset - Featuring high-quality audio, a noise-reducing microphone, and intuitive on-ear call controls for Microsoft Teams calls.	\$125	0	\$0

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Microsoft - Corporate - One-Time - Microsoft Modern USB Headset Modern USB Headset - Connect fast and stay focused on Teams calls and more with a headset featuring quality audio, voice, a noise- reducing mic, and intuitive control.	\$50	0	\$0
TOTAL			\$23,375

CONSULTANCY

DESCRIPTION	SUBTOTAL
Service - Planning - Microsoft 365 - Admin Center - One Time - Discovery and Planning Discover your existing Microsoft 365 Tenant and document all the applications and policies.	\$10,000
Service - Implementation - Microsoft 365 - Meetings and Voice - One Time - Migration to Teams Phone System Transitioning the organizations existing phone system to cloud-based Teams Phone System.	\$15,000
Service - Training - Microsoft 365 - User Workstation - One Time - User User Training	\$5,000
TOTAL	\$30,000

MONTHLY COSTS

LICENSING

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Poly - Corporate - Monthly - CCX 400 Microsoft Teams Certified Desk Phone and Common Area Phone - Monthly Lease	\$27.50/month	0	\$0/month
Hardware - Poly - Corporate - Monthly - CCX 600 Microsoft Teams Certified Executive Desk Phone - Monthly Lease	\$55/month	0	\$0/month
Hardware - Poly - Corporate - Monthly - Trio 8800 Microsoft Teams Certified Conference Phone - Monthly Lease	\$90/month	0	\$0/month
Hardware - Microsoft - Corporate - Monthly - Modern Wireless Headset Microsoft Teams Certified Wireless Headset - Featuring high-quality audio, a noise-reducing microphone, and intuitive on-ear call controls for Microsoft Teams calls. - Monthly Lease	\$12.50/month	0	\$0/month
Hardware - Microsoft - Corporate - Monthly - Microsoft Modern USB Headset Modern USB Headset - Connect fast and stay focused on Teams calls and more with a headset featuring quality audio, voice, a noise-reducing mic, and intuitive control. - Monthly Lease	\$5/month	0	\$0/month
License - NuWave - Corporate - Monthly - Unified Voice All in One Unlimited Plan including E911 1,000 Outbound Pooled minutes per user with unlimited FREE inbound minutes and dedicated DID per User.	\$5.50/month	79	\$434.50/month
License - NuWave - Corporate - Monthly - Paging & Analogue Service Per Device Needed for each Analogue device (non-fax)	\$20/month	0	\$0/month

DESCRIPTION	PRICE	QTY	SUBTOTAL
License - eFax - Corporate - Monthly Will replace existing analog fax - Per fax line	\$20/month	5	\$100/month
License - Microsoft - Government - Monthly - Microsoft Teams Phone Standard Microsoft Phone System License Add-On for existing Microsoft 365 G3 GCC Licenses	\$8/month	0	\$0/month
License - Call Cabinet - Corporate - Monthly - Teams Compliance Call Recording	\$10/month	3	\$30/month
License - Landis - Corporate - Monthly - Contact Center Agent or Admin	\$75/month	0	\$0/month
License - Landis - Corporate - Monthly - Attendant Console	\$95/month	0	\$0/month
TOTAL PER MONTH			\$130.00
TOTAL			\$564.50

MAINTENANCE

DESCRIPTION	PRICE	QTY	SUBTOTAL
Service - Managed Services - Microsoft 365 - Admin Center - Monthly - Basic Includes Platform Support & Purchased Hardware Support	\$500/month	1	\$500/month
TOTAL PER MONTH			\$500
TOTAL			\$500

Communication Square LLC bills at the end of each month for fees and expenses incurred during that month. Payment is due within 30 days.

APPENDIX

EMPLOYEE EXPERIENCE | ADMIN EXPERIENCE | CONTACT CENTER EXPERIENCE

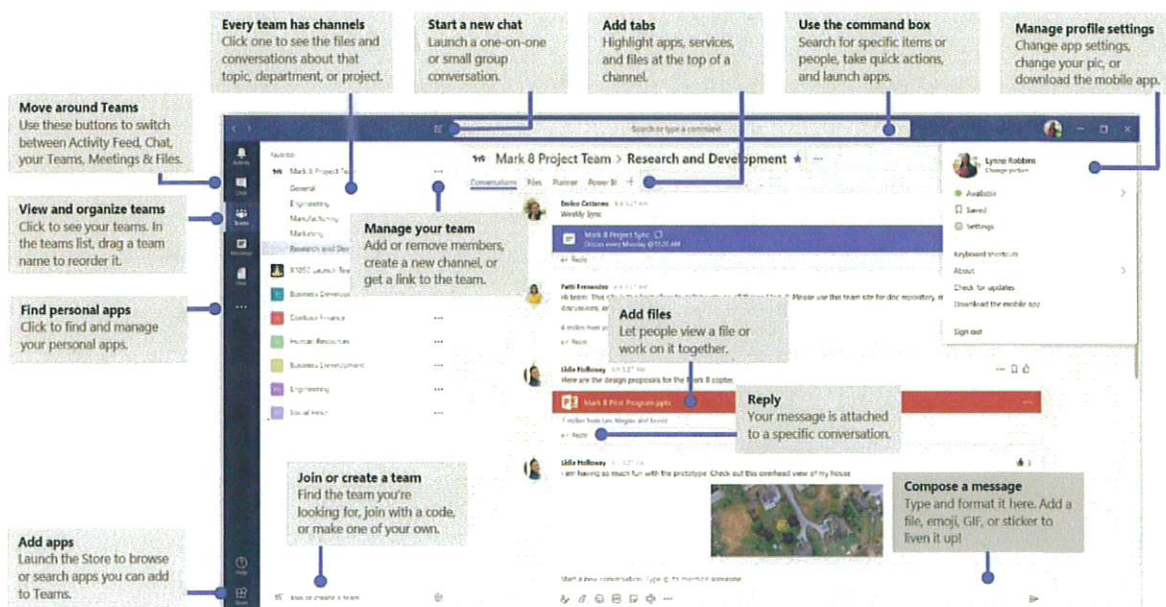
Microsoft Teams - Unified Communication Made Easy

Teams is unified communication and collaboration platform offered by Microsoft that helps enable those who work for businesses and organizations to collaborate and communicate from all around the world. Microsoft Teams allows astute communication via chat, email, video meetings, file storage, and app integration from anywhere, so Teams users can keep in touch no matter where they are.

Employees can have the flexibility to use Teams on any device from anywhere in the world, which is critical in today's remote work environment. Meanwhile, IT staff can more easily manage the centralized cloud communication infrastructure and adapt as the workforce changes going forward. Microsoft Phone System lets you connect a supported, customer-provided Session Border Controller (Ribbon SBC lite Microsoft certified) to achieve the paging feature.

Employee Experience

Just to make things simpler for you, we will now walk you through what your Microsoft Teams app would look like and how you would be able to execute various tasks within the app.



USER AND ADMIN EXPERIENCE

Microsoft Teams - Unified Communication Made Easy

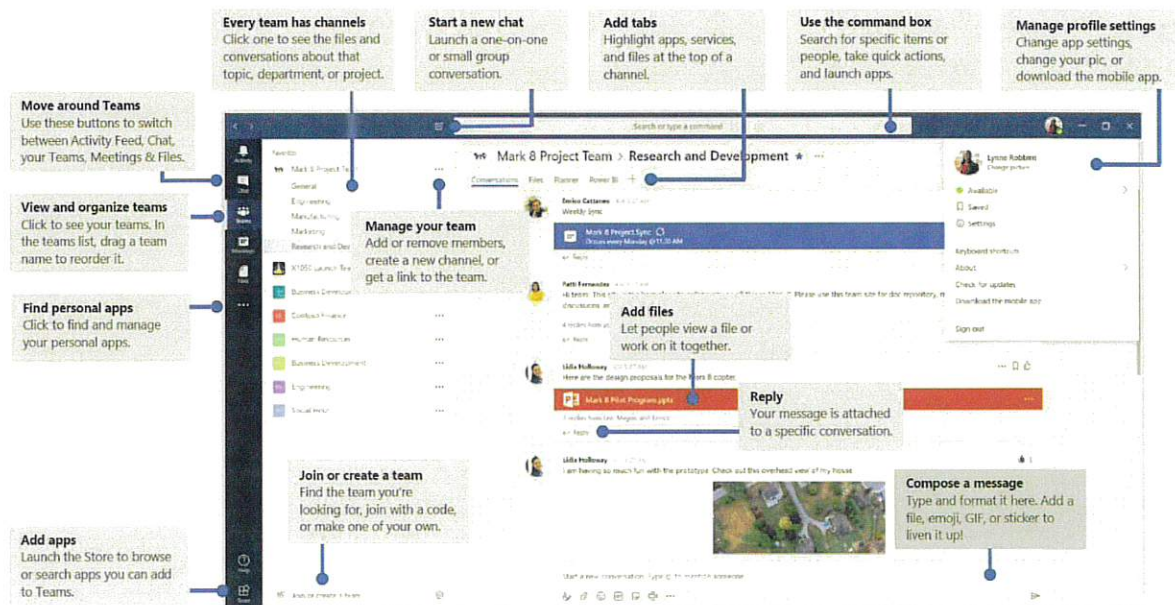
Teams is unified communication and collaboration platform offered by Microsoft that helps enable those who work for businesses and organizations to collaborate and communicate from all around the world. Microsoft Teams allows astute communication via chat, email, video meetings, file storage, and app integration from anywhere, so Teams users can keep in touch no matter where they are. We'll discuss how Microsoft Teams Phone System Integration works and would benefit your company.

Employees can have the flexibility to use Teams on any device from anywhere in the world, which is critical in today's remote work environment. Meanwhile, IT staff can more easily manage the centralized cloud communication infrastructure and adapt as the workforce changes going forward. Microsoft Teams Phone System lets you connect a supported, customer-provided Session Border Controller (Ribbon SBC lite Microsoft certified) to achieve the paging feature.

Communication Square provides a fully managed service, including planning and implementation, support, and training of employees. This is essential for complex, multinational deployments. We will help organizations to obtain the proper licenses. We will port DID/DDI phone numbers from the current service provider carrier so that users don't have to change their phone numbers and can also provide new numbers.

Employee Experience - Your Microsoft Teams App

Just to make things simpler for you, we will now walk you through what your Microsoft Teams app would look like and how you would be able to execute various tasks within the app.



PTSN Calling

Conference Calling in Teams

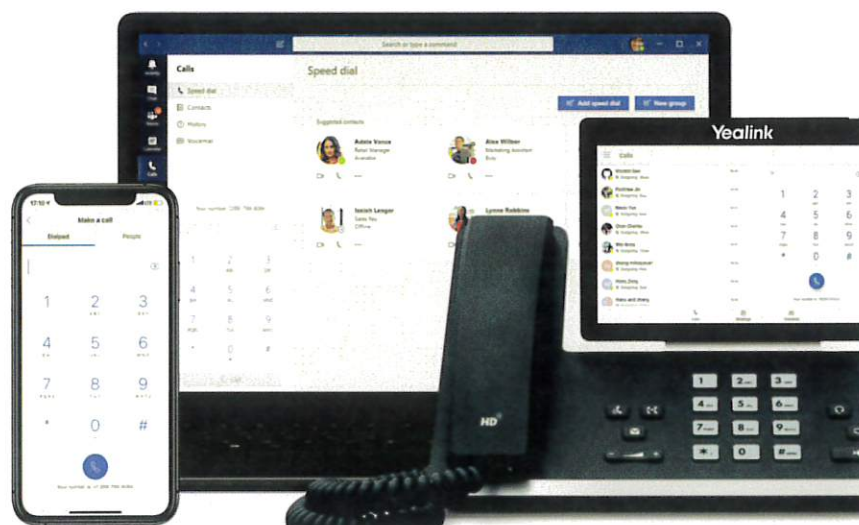
Conference calling is available in Microsoft Teams. This includes Dial-In conferencing from PSTN devices like Mobile or landlines as well as joining using the Web. While you're on a call with another person (or a group call), you might decide you want to ask someone else a relevant question. You can make another call while you're still on the first call. When the second call connects, you can merge it with your first call.



Starting a Call using the Dial-Pad

The Dial-Pad can be used to Dial someone who is outside of the University.

- Navigate to the calls section.
- Using the Dialpad, type the number that you wish to call.
- To start a call, click the call button.



Answering a call

When someone calls you, you'll get a notification in the corner of your screen that lets you accept or decline the call. You can answer by clicking on the phone icon on your screen or your YU-issued headset.

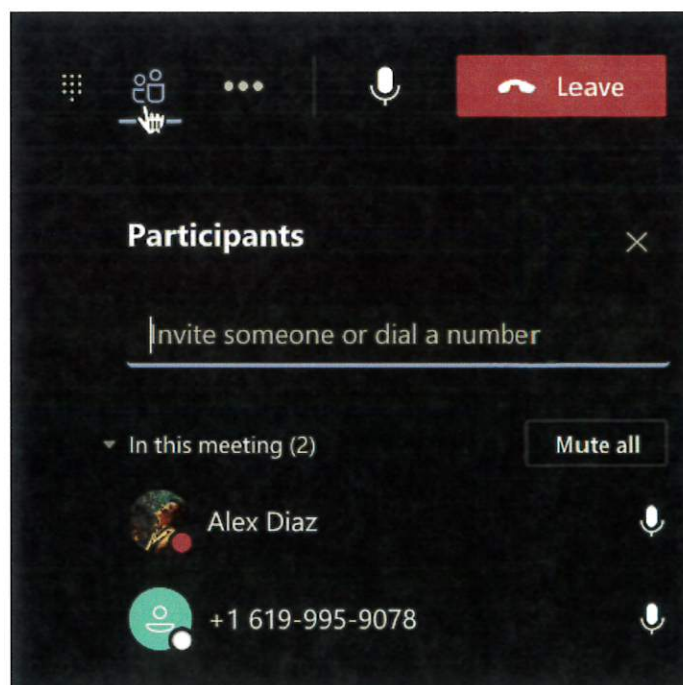
- Click the Phone icon to answer with audio-only.
- Click the Video icon to accept the call and enable video as well.



Adding Someone to a Call

Multi-party calling is allowed. A maximum of 50 people can be added to a call.

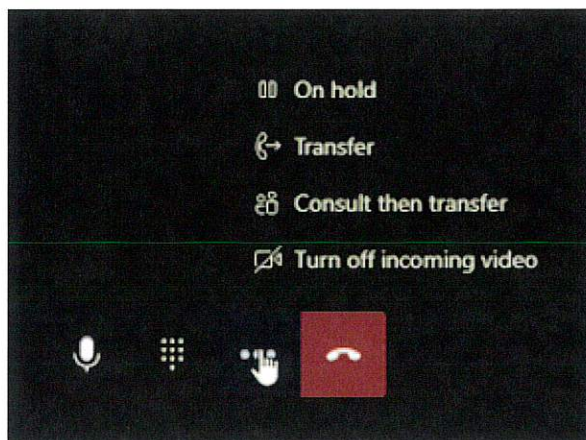
- To add someone new to a group call, select the Show participants icon in your call controls.
- Then type their name or phone number in the search box and hit enter. This will add them to the call.



Transferring a Call

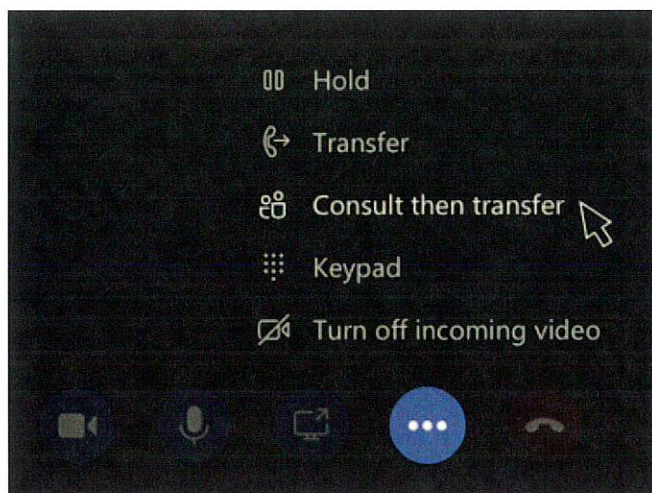
Blind Transfer

Microsoft Teams provides the ability to transfer the call to another user. There are two types of transfers: Transfer (aka. Blind Transfer), and Consultative Transfer.



Consultative Transfer

Consultative transfer allows the person to consult with the person prior to transferring the call. This may be done via the phone or using Chat. (Physical phones do not allow chat).



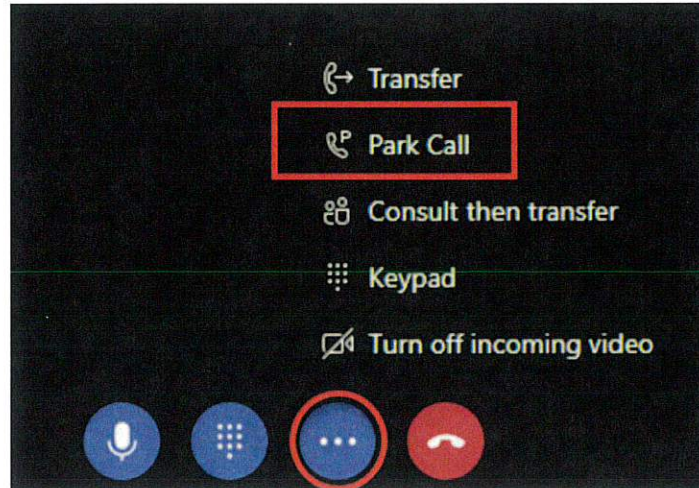
Call Park

Microsoft Teams offers many different types of clients from mobile, desktop, or web. Therefore, a call can be picked up from any device. You may want to transfer the call to another device. This is done by using Call Park. By using Call Park, the call is temporarily put on hold so it can be picked up on another device by using a Pickup code.

Parking a Call

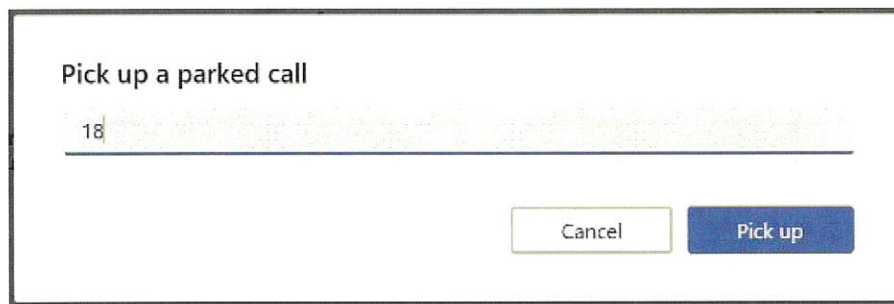
To move a call from one device to another.

- To place a call on hold, click More actions in your call window.
- Select Park Call



Picking up a Parked Call

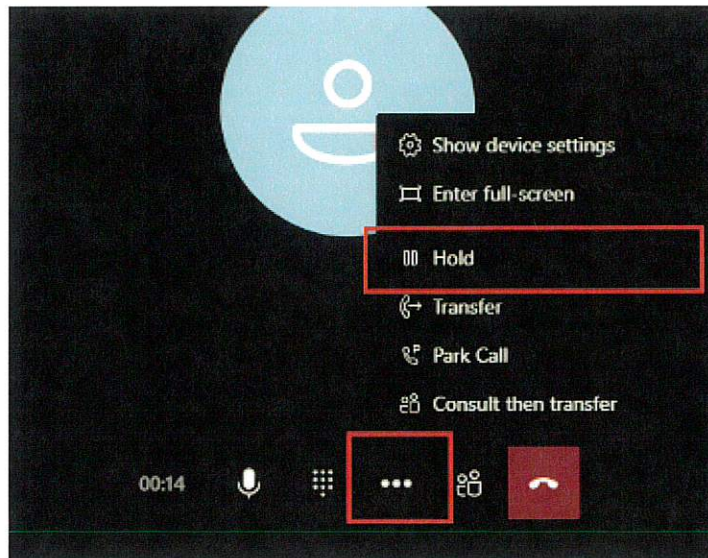
- Navigate to the calls section.
- Click on Speed Dial.
- Click on Parked Calls.
- At the Pickup, a parked call, enter the # and then click Pick up



Putting a call on hold

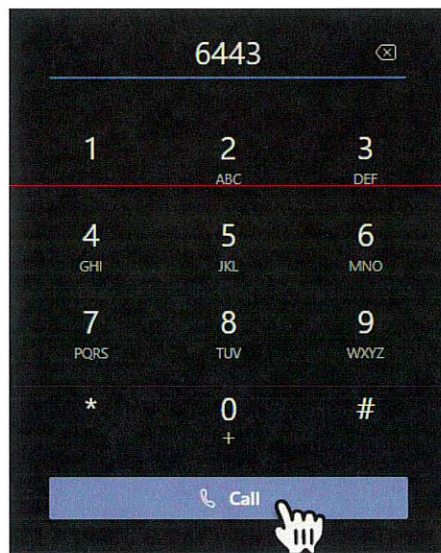
To place a call on hold, click on the three ellipses in your call window. Then select Hold. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking Resume.

People on hold (including you) won't be able to see or hear anyone else on the call. Screen sharing is suspended, too. Everything will return to normal once you resume your call.



4-digit extension dialing in Teams

You can dial the 4-digit number using the dial pad in Teams. That will normalize after you hit dial and it will route to the full number. Punch in the number for your resource account and place a call to the call queue.



Simultaneous ring

Go to the Ring order menu and select All at the same time to ring everyone simultaneously or In the order above to call people in the order in 20-second intervals. If your call group has six or more people, incoming calls will ring all of them at the same time.

Call answering rules

Choose how you want to handle incoming calls.

☐ Calls ring me ☒ Forward my calls

Forward to:

Voicemail

Voicemail

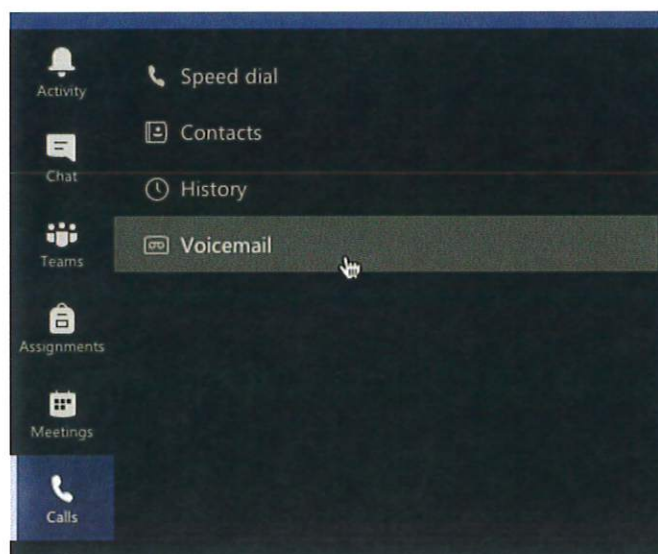
New number or contact

Call group

Voicemail

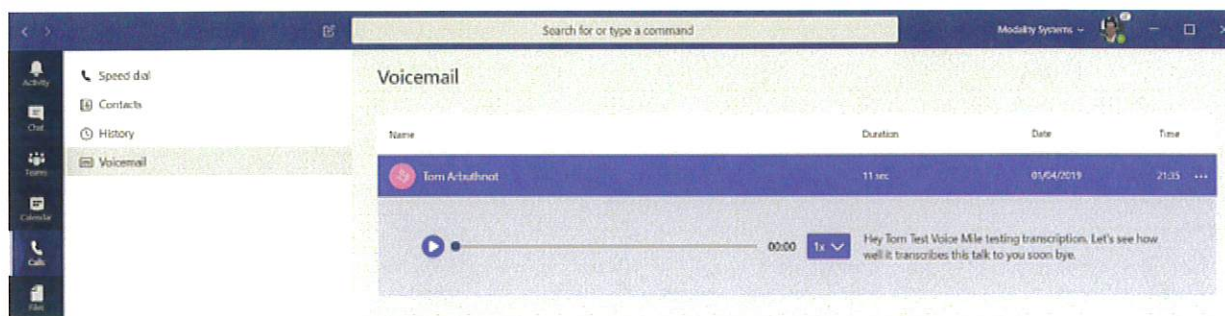
Checking your Voicemail on Microsoft Teams

The easiest way to check your voicemail is from the Teams Client Calling Pane. However, you also will receive an email with the voicemail attached and transcribed to text. You are not able to check your voicemail from a cell phone or phone without using the Teams client.



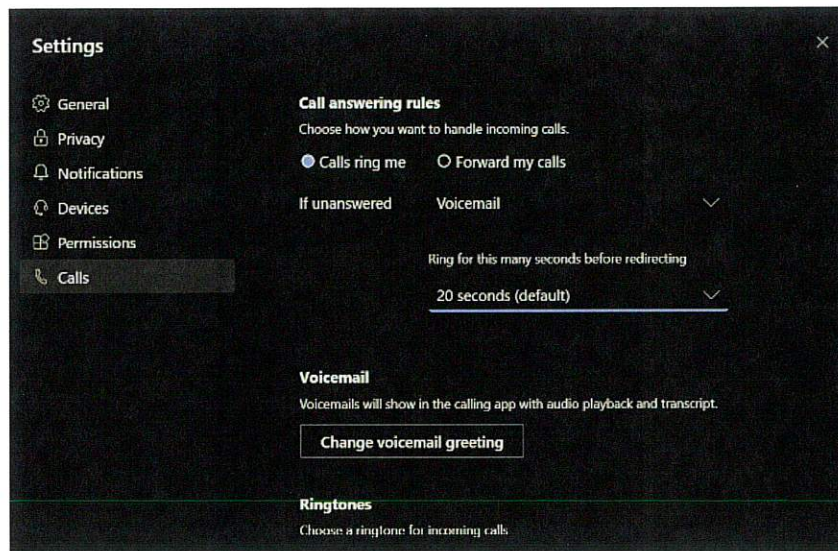
Voicemail to Email

Voicemail to email can be set up. When someone leaves a voicemail message for a user in your organization, the voicemail can be delivered to the user's mailbox as an email message.



Voice Mail with Message Waiting Indicator

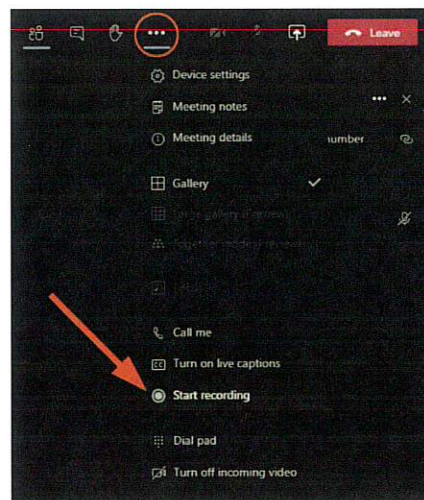
If someone calls you in Teams when you're unable to answer, they can leave you a voicemail that you can check later. If you have unheard voicemail messages, a red dot will appear as an indicator on the App bar's Calls button.



Call Recording

Recording a Meeting

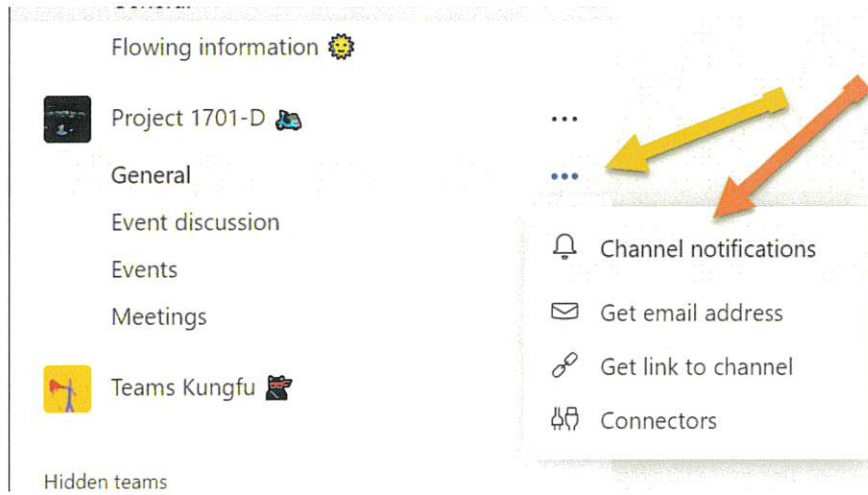
Any Teams meeting or call can be recorded to capture audio, video, and screen sharing activity. The recording happens in the cloud and is saved so you can share it securely across your organization.



Additional Features

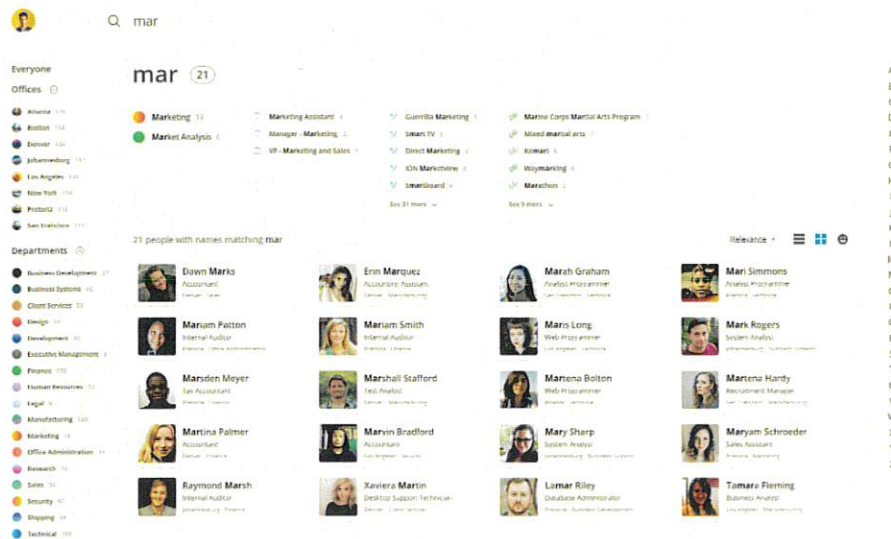
Alerts in Teams

In Microsoft Teams, you have the control to decide what notifications you receive, where you receive them, and how often you get them.



Searchable Corporate Directory in Microsoft Teams

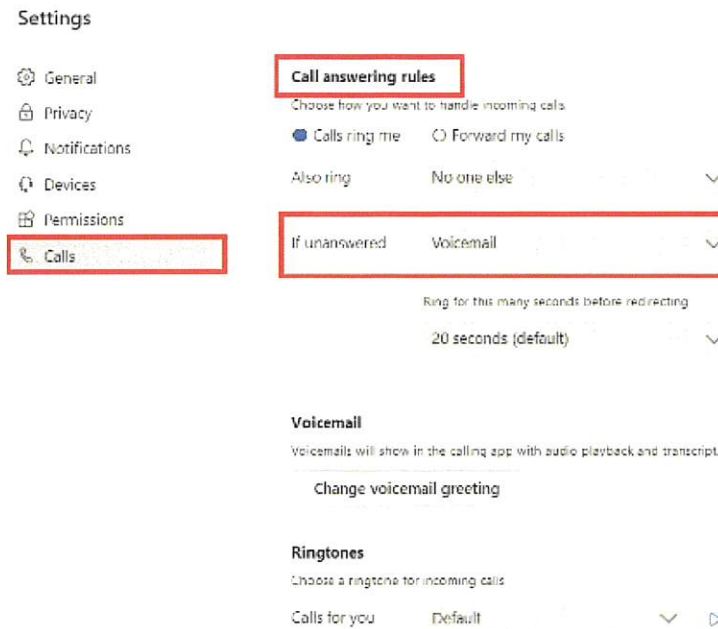
Microsoft Teams scoped directory search allows organizations to create virtual boundaries that control how users can find and communicate with other users in their organization. Microsoft Teams lets organizations provide custom views of the directory to their users. Microsoft Teams uses Information Barrier policies to support these custom views. Once the policies are enabled, the results returned by searches for other users (for example, to initiate a chat or to add members to a team) will be scoped according to the configured policies. Users will not be able to search or discover any teams when a scoped search is in effect, but existing members in those teams can add users, as allowed by active Information Barrier policies.



Selective call Acceptance/Rejection in Teams

Microsoft Calling Plans, Direct Routing, and Operator Connect all support blocking inbound calls from the Public Switched Telephone Network (PSTN). This feature allows an administrator to define a list of number patterns at the tenant global level so that the caller ID of every incoming PSTN call to the tenant can be checked against the list for a match. If a match is made, an incoming call is rejected.

This inbound call blocking feature only works on inbound calls that originate from the PSTN and only work on a tenant global level. Individual Teams users can't manipulate this list.



Distinctive Ringing in Teams

Teams lets users choose separate ringtones for normal calls, forwarded calls, and delegated calls so they can distinguish the type of call.



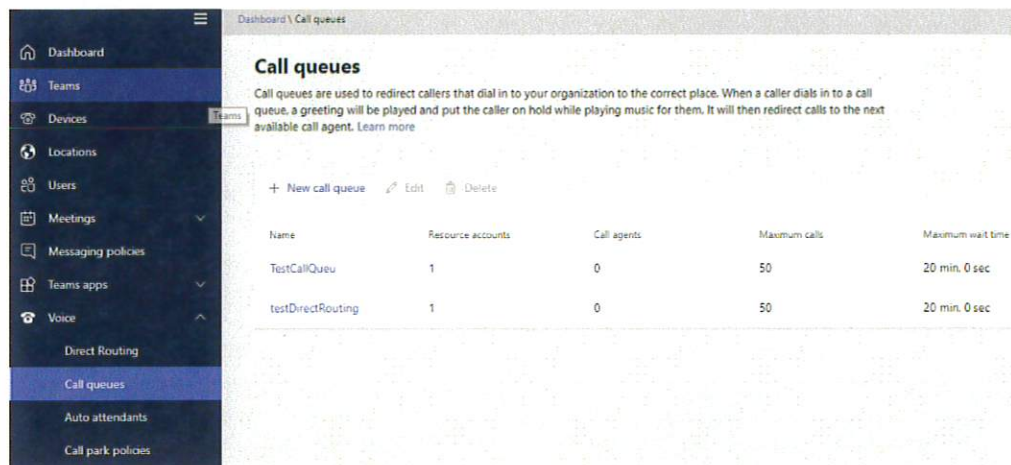
Do Not Disturb Status

Teams allows you to set your status to Do Not Disturb. When a user enables the Do not disturb setting in Microsoft Teams, phone calls will not ring on that user's Teams client. To explicitly set it yourself, go to your profile at the top of Teams and select one from the list. You can also update your status from the command box.

Admin Experience

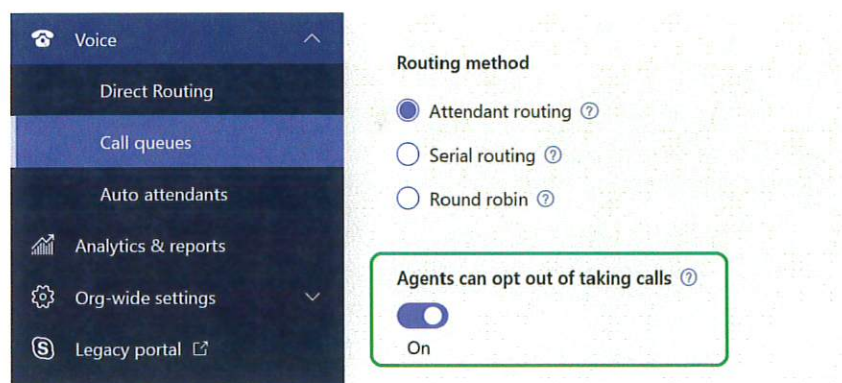
Cloud Auto-Attendants

Cloud auto attendants provide a series of voice prompts or an audio file that callers hear instead of a human operator when they call into an organization. Cloud call queues include greetings that are used when someone calls into a phone number for your organization, the ability to automatically put the calls on hold, and the ability to search for the next available call agent to handle the call while the people who call are listening to music on hold.



Call Queues

Call queues provide a method of routing callers to people in your organization who can help with a particular issue or question. Calls are distributed one at a time to the people in the queue (who are known as *agents*).



Custom Holiday Mode in Teams

You can set up the custom holiday mode setting in teams. The holidays you create here are available when you set up an auto-attendant, each with its own greeting and call routing settings.

DID and DOD in Teams

Teams offers both, Direct Inward Dialing (DID) & Direct Outward Dialing (DOD). DID provides a block of telephone numbers that will be assigned to each individual or room phone system. Common Area phones will also have individual DIDs assigned.

Caller ID in Teams

As an administrator, you can use caller ID policies to change or block the caller ID (also known as calling line ID). You can use caller ID policies to display an alternate phone number for Teams users in your organization, block the outbound phone number, block an incoming number from being displayed, or set the Calling Party Name (CNAM). For example, when a user makes a call, you can change the caller ID to display your organization's main phone number and company name instead of the user's phone number.

New caller ID policy

Add a friendly description so you know why it was created

Block incoming caller ID

☒ On

Override the caller ID policy

☒ On

Replace the caller ID with

Anonymous

Replace the caller ID with this service number

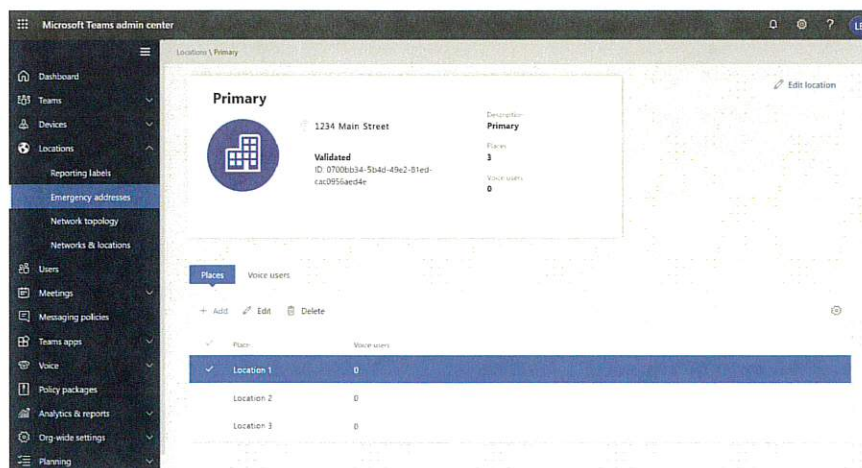
Choose a service number

Save

Cancel

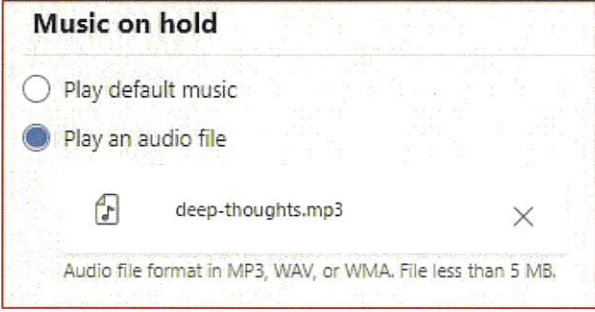
E-911 Registration & Identification

E-911 registration is available in Microsoft Teams. E911 for Microsoft Teams Direct Routing provides emergency call routing and location capabilities based on the location. 911 Location identification can be set up. The Emergency Location\Place in Dynamic 911 parlance is also referred to as a "dispatchable location". These are the addresses that are provided to emergency responders to direct them to an Emergency Services caller.



Music on Hold

When a Microsoft Teams user places an incoming call from the Public Switched Telephone Network (PSTN) on hold, the PSTN caller can listen to selected music. The music that is played is either the default music provided by Microsoft or custom music that you upload and configure. As the tenant administrator, you configure whether Music on Hold is available by creating a Teams calling policy and assigning the policy to the Teams user.



Music on hold

☐ Play default music

☒ Play an audio file

 deep-thoughts.mp3 

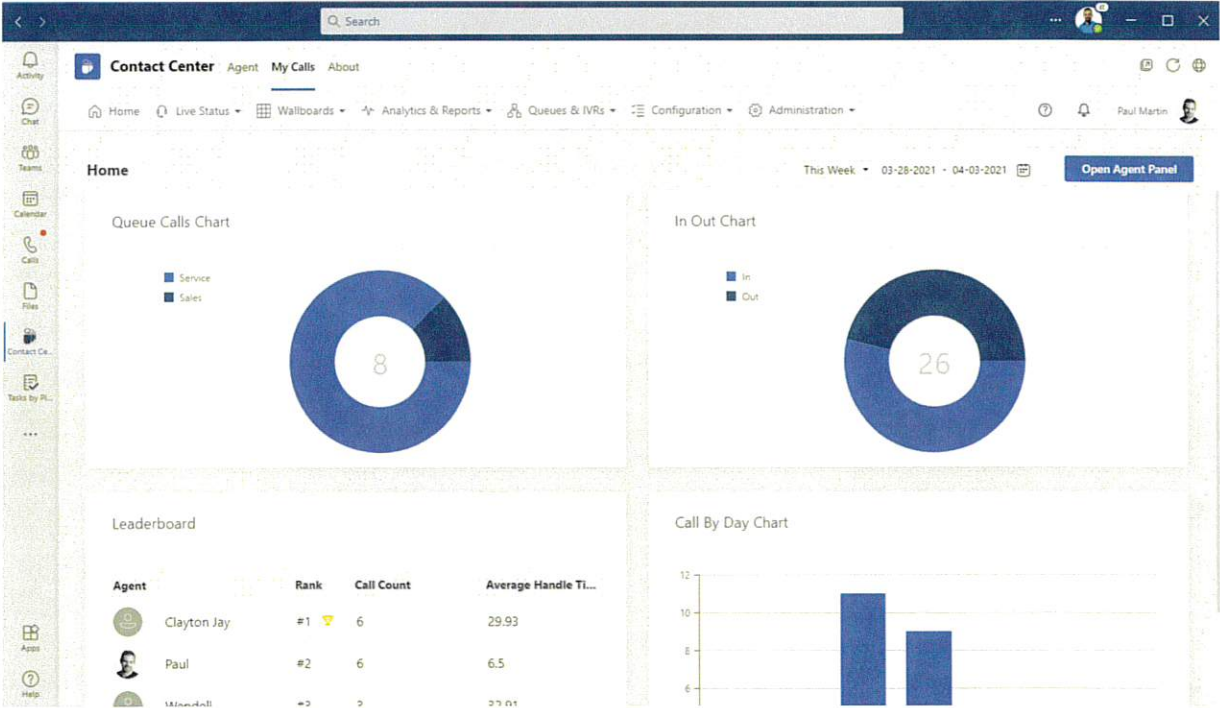
Audio file format in MP3, WAV, or WMA. File less than 5 MB.

Contact Center Experience

Landis Contact Center is built directly on Teams platform via native Communications APIs utilizing existing Microsoft Calling & Direct Routing trunks. It is simple to use, and fast to buy, set up, and use.

Dashboard

The manager can easily get an overview of relevant agents & queues in their Teams tenant:



Live & Abandoned Calls

The manager can see the list of all calls that are currently in progress, and who the callers are, and abandoned calls.

The screenshot displays the Microsoft Dynamics 365 Contact Center application. The top navigation bar includes 'Contact Center', 'Agent', 'My Calls', and 'About'. Below this is a secondary navigation bar with links to Home, Live Status, Wallboards, Analytics & Reports, Queues & IVRs, and Configuration. A search bar at the top right contains the text 'Search or type a command'. On the left sidebar, icons represent Activity, Chat, Teams, Calendar, Calls, Files, and Contact Center.

Live Calls

Live calls displays all calls that have not yet been completed.

Filter By OU: Select
Agent: Search

	Barge		Start	Name	Number	Status	Agent	Queue/Team	Length	Ringing	Holding
>			6/4/2020, 11:23:13 AM	Test User 02	test...@... ..		Test 02	CCQ1	00:00:00	00:00:00	00:00:00
>			6/4/2020, 11:23:21 AM	+1711 ...	+1711 ...93		Test 01	CCQ3	00:00:00	00:00:00	00:00:00
>			6/4/2020, 11:25:37 AM	+1408 ...	+1408 ...74	No agents available to ta...		CCQ4	00:00:00	00:00:00	00:00:00

Activity

Chat

Teams

Calendar

Calls

Files

Contact Center

...

Apps

Help

Search or type a command

Contact Center

Agent

My Calls

About

Home

Live Status

Wallboards

Analytics & Reports

Queues & IVRs

Configuration

Test 01 User

Abandoned Calls

This Week05-31-2020 - 06-06-2020

	Direction	Start	Callback	Name	Number	Queue/Team	Length	Ringing	Holding
▶	☎	6/1/2020, 3:35:54 PM	+171.709.3417	+171.709.3417	CCQ1	00:00:06	00:00:06	00:00:00	
▶	☎	6/1/2020, 4:12:03 PM	+171.709.3417	+171.709.3417	CCQ1	00:00:03	00:00:03	00:00:00	
▶	☎	6/2/2020, 9:20:50 AM	+171.709.3419	+171.709.3419	CCQ1	00:00:09	00:00:09	00:00:00	
▶	☎	6/3/2020, 9:51:02 AM	+126.960.8409	+126.960.8409	CCQ1	00:00:10	00:00:10	00:00:00	
▶	☎	6/3/2020, 9:57:57 AM	+171.709.3415	+171.709.3415	CCQ1	00:00:07	00:00:07	00:00:00	
▶	☎	6/4/2020, 11:13:46 AM	+171.709.3415	+171.709.3415	CCQ1	00:00:10	00:00:10	00:00:00	
▶	☎	6/4/2020, 11:23:21 AM	+171.709.3413	+171.709.3413	CCQ3	00:04:55	00:04:55	00:00:00	
▶	☎	6/4/2020, 11:25:37 AM	+148.888.8114	+148.888.8114	CCQ4	00:00:23	00:00:23	00:00:00	
▶	☎	6/4/2020, 11:31:03 AM	+148.888.8114	+148.888.8114	CCQ3	00:00:52	00:00:52	00:00:00	

5

10

25

50

100

250

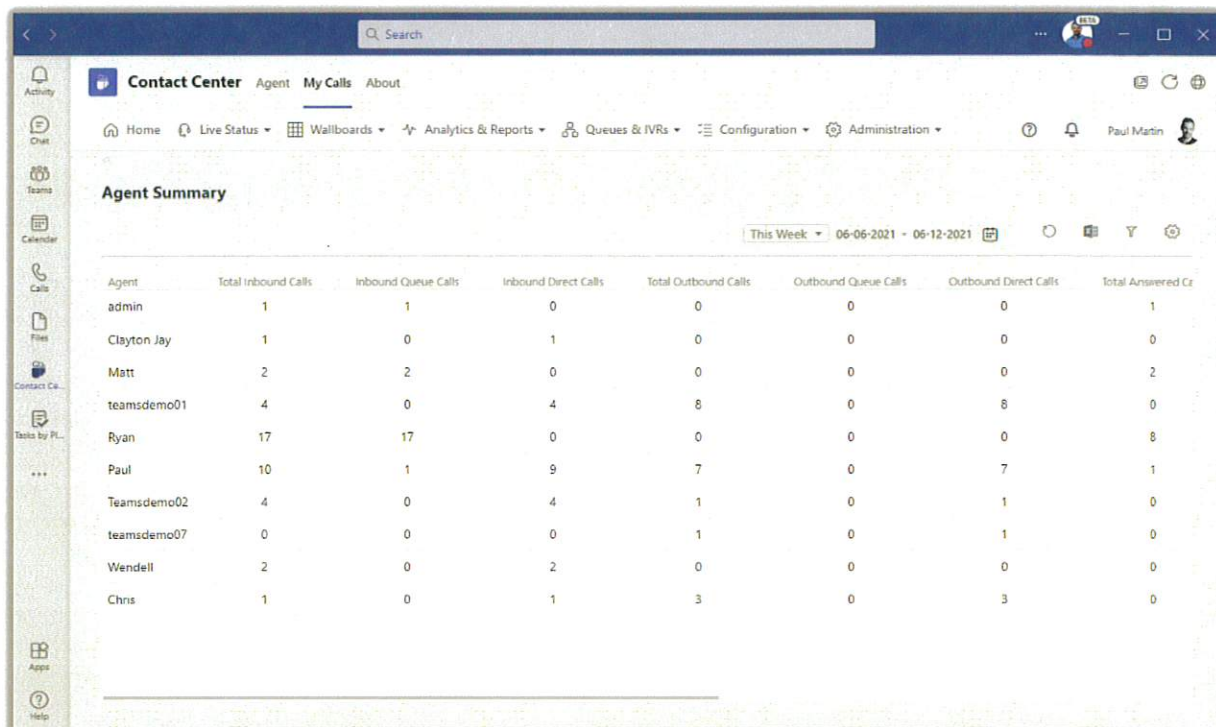
500

Page 1 of 1 (9 items)

1

Agent Summary Report

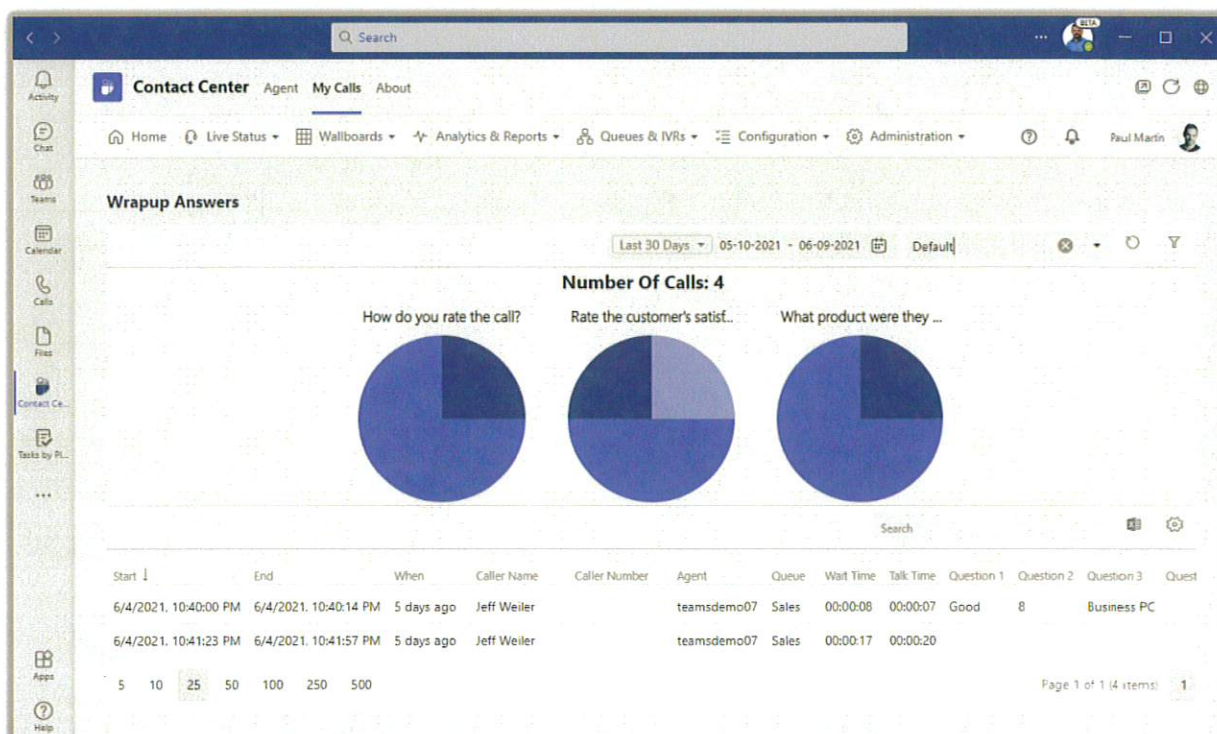
Agent summary shows a overview of all agent activity.



Agent	Total Inbound Calls	Inbound Queue Calls	Inbound Direct Calls	Total Outbound Calls	Outbound Queue Calls	Outbound Direct Calls	Total Answered Cr
admin	1	1	0	0	0	0	1
Clayton Jay	1	0	1	0	0	0	0
Matt	2	2	0	0	0	0	2
teamsdemo01	4	0	4	8	0	8	0
Ryan	17	17	0	0	0	0	8
Paul	10	1	9	7	0	7	1
Teamsdemo02	4	0	4	1	0	1	0
teamsdemo07	0	0	0	1	0	1	0
Wendell	2	0	2	0	0	0	0
Chrs	1	0	1	3	0	3	0

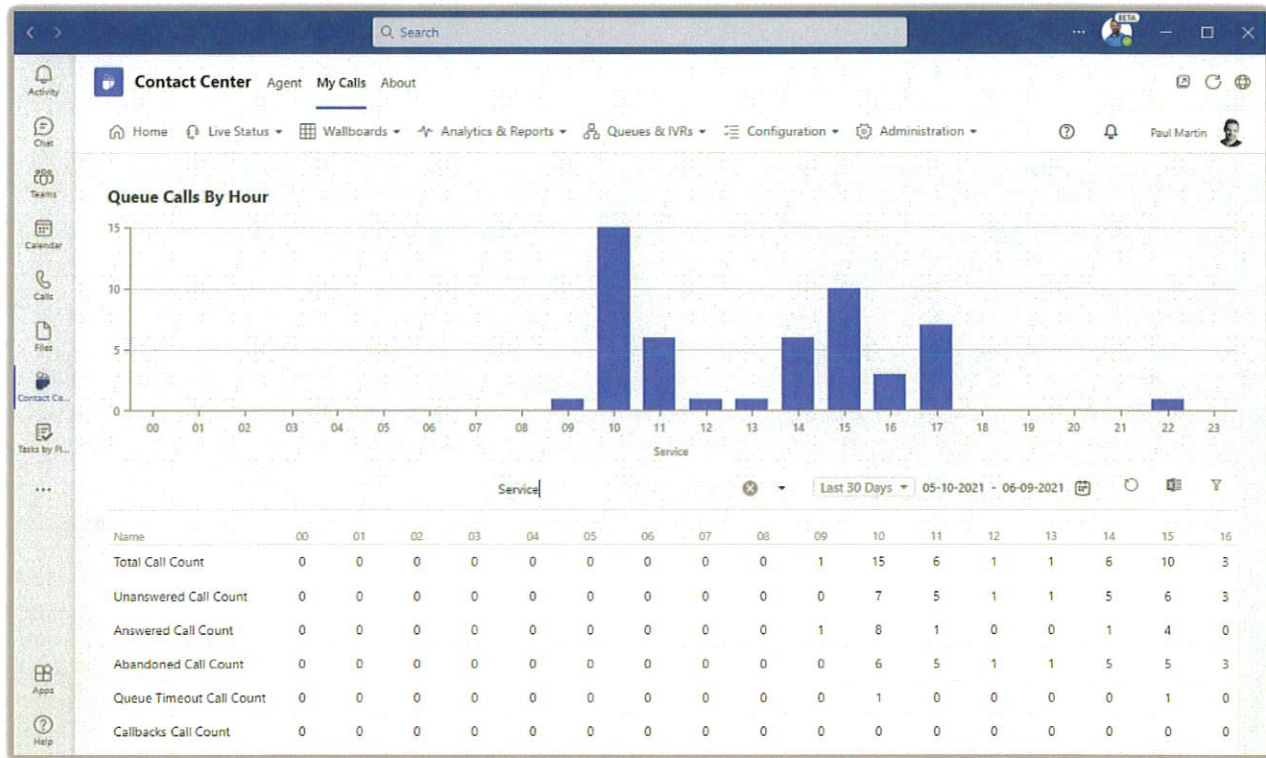
Wrap-Up Question Analysis

A report showing the wrap-up question responses.



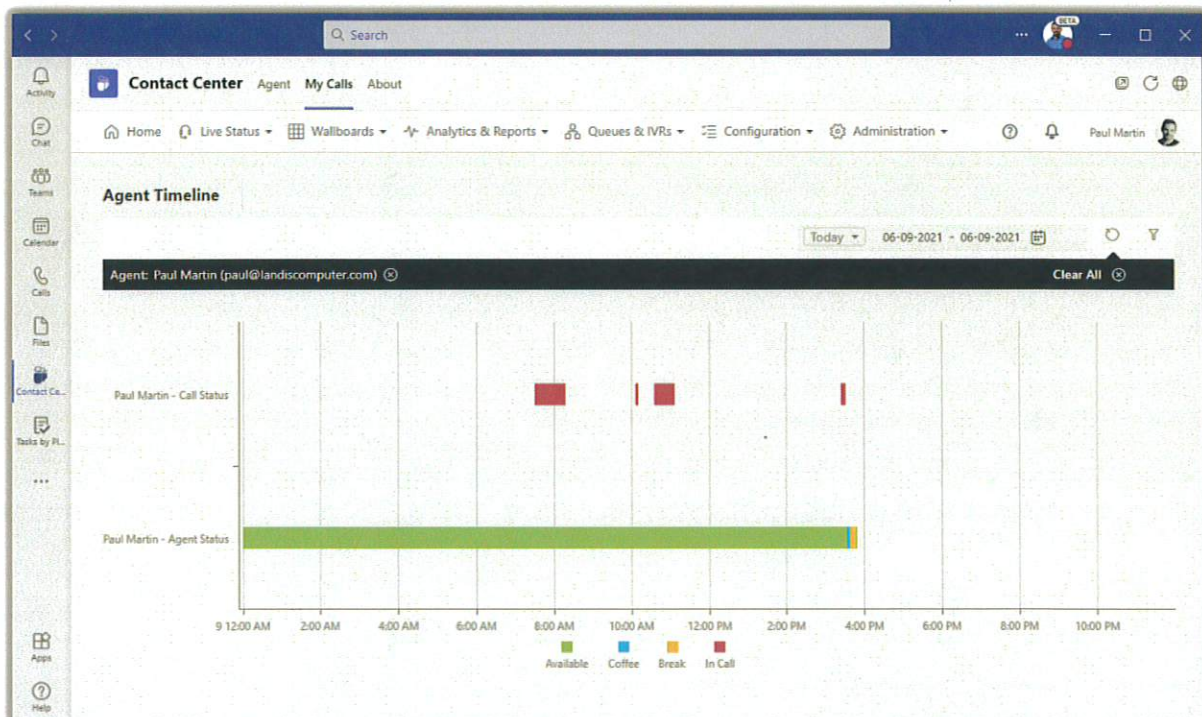
Queue Calls by Hour Report

Call queue activity by hour, showing when your contact center is the busiest.



Agent Timeline Report

Call queue activity by hour, showing when your contact center is the busiest.





February 21, 2024

City of Neosho, Missouri
Re: Phone System Proposal / Bid
203 E Main St
Neosho, MO 64850
Attention: Cheyenne Wright, City Clerk

Subject: Phone System Proposal / Bid
Due Date: February 23, 2024

Cheyenne & The City of Neosho IT Team:

We, at PEC, understand the value and importance that a reliable phone system provides to its users and the staff at City of Neosho's offices. The system and service must be reliable, scalable, flexible, and easy to use. We realize that City of Neosho has had a running, self-managed solution for many years, and we are eager to replace that solution with a cloud-based, managed product and service that has an improved feature set, increased scalability, the ability to add functionality and services if needed, but is also cost effective, reliable, and easy to use. In addition, the transition from your old system & service should be as seamless as possible. That is where we come in.

PEC is a small business that has been in the telecom systems business for 40 years. Over that time, we have learned to prioritize our relationships with our customers above immediate profits. We look forward to developing a mutually beneficial partnership with City of Neosho for years to come.

We have reviewed the RFP and we understand what needs to be done, and we are ready, willing and able to provide a solution to meet and exceed all of your requirements. We are excited to have the opportunity to bid on your RFP for a new VoIP Phone System and hope to replace your system by July 2024 (or earlier). Our proposal is comprehensive with minimal marketing material and provides clear insight into our offering. All proposed pricing in this proposal is valid for 120 days from submission date. **Pricing can be found on pages 20-22.**

Please feel free to reach out to me directly with any questions or comments that you may have. The PEC team and I look forward to hearing from you. Thank you!

Vinay Tschand

Parwan Electronics Corporation (PEC)

1230 Highway 34, Aberdeen, NJ 07747

Contact Name: Vinay P Tschand, Chief Operating Officer (COO)

Contact Phone: 732-290-1900 x 3224

Contact Fax: 732-566-8771

Contact Email: vinay@voicesaver.com

SIGNATURE:

DATE:

February 21, 2024

2. TABLE OF CONTENTS

#	Section Name	Page(s)
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11	Training Plan	35-37

3. EXECUTIVE SUMMARY

Purpose of this Document

Parwan Electronics Corporation (PEC) has prepared the following response to RFP Phone System Proposal / Bid prepared by The City of Neosho, Missouri.

Goal of this Project

The City of Neosho is looking to replace its existing Crexendo phone system and all phones/devices with a modern, redundant, feature-rich VoIP-based phone system. The City of Neosho presently has 79+ users within its 11-12 interconnected facilities, all located within the city. PEC will replace the phone system, phones, and devices for all offices and all users cost-effectively and seamlessly. PEC will also provide reliable VoIP phone services and text messaging for the new setup.

Scope of Project

Phone System. PEC will provide The City of Neosho with a highly redundant, highly available, highly scalable phone system based on proven technology used by Amazon and Vonage. One system will be installed in Amazon's East Region, and a backup system will be installed on Amazon's West Region. The system is capable of handling thousands of extensions and hundreds of concurrent calls. The system meets and exceeds the requirements of The City of Neosho as listed in the RFP.

Phone Services. PEC will provide The City of Neosho with redundant, reliable, scalable phone services from Tier 1 providers that it has contracted with since 2006. PEC will provide inbound and outbound voice services, optional text messaging, and E911 services. Detailed phone service offerings are provided in this proposal.

Phones/Hardware. PEC will provide The City of Neosho with 79 Yealink phones and ATA devices that meet or exceed its requirements listed. Yealink is the preferred phone vendor because of their ease of use, speed, open architecture and reliability. The phones provided will meet or exceed the City of Neosho's requirements. Product details and pictures are provided in this proposal..

Monitoring/Backup. PEC will provide real-time monitoring of all equipment that is installed. PEC will also provide daily backups of all important data.

Warranty/Support. PEC will warranty all hardware components for the entirety of the contract, extending beyond the first year. Extended warranty includes support and advanced replacement of all phones, servers, converters, and conference phones. PEC offers standard support from 9 AM to 6 PM EST and emergency support 24/7/365. A detailed SLA is included in this document.

Timeline & Transition Plan

Assuming the contract process is completed by March 28, 2024, PEC plans to complete the project and cutover to the new system on June 28, 2024. A successful transition requires active participation by both parties and involves the key steps that are detailed in the project plan. Since the new system is completely independent of the old system, a parallel system can be built prior to deployment. This will make the transition as seamless as possible.

Company Qualifications & References

PEC is headquartered in central New Jersey, the telecom industry capital of the world. PEC is geared to develop or quality software products that meet the telecom requirements of today at cost effective prices. PEC employs skilled senior software and engineers, support staff members and sales personnel devoted to bringing you quality products, competitive prices and full technical support.

PEC has been developing, deploying, and supporting telecom systems since 1984 and has installed thousands of systems in both government and private sectors. Our telecom technology has handled billions of calls over the years and has been time and load tested over the years and is continually being improved.

PEC is a certified toll free RespOrg (ID KVQ01) with Somos. PEC is also a member of NENA (The 911 Association) and is certified compliant with STIR/SHAKEN, an FCC mandate that has been implemented to ensure the authenticity of calls. PEC uses SOC2 compliant cloud services that store data securely.

PEC recently deployed a system of similar size and scope for Lextran (Lexington Kentucky's Transportation Authority). All of the customers still actively use our systems today.

Project Cost

PEC has broken the project cost down into **upfront costs** for hardware, installation and training, and **recurring costs** for maintenance, warranty, support, and phone services. Some optional items have been listed as well.

The proposed upfront cost for hardware is \$9,280.

Training is included.

The optional upfront cost for onsite installation & migration is \$8,600.

The proposed recurring cost after year 1 for services/warranty/support is \$1,896 per month (\$22,752 per year).

We are flexible with payment terms and method and can work with the clients payment requirements.

4. COMPANY INFORMATION

Company Name:	Parwan Electronics Corporation (PEC)
Company Address:	1230 Hwy 34, Aberdeen, New Jersey 07747
Corporation Type:	C Corporation
Incorporation Date:	January 1984
Years in Business:	40 Years
Number of Employees:	15
Tax ID:	222-498-342

PEC is headquartered in central New Jersey, the a major telecommunication industry hub. PEC is geared to develop or quality software products that meet the telecom requirements of today at cost effective prices. PEC employs skilled senior software and electrical engineers, support staff members and sales personnel devoted to bringing you quality products, competitive prices and technical support.

PEC owns two buildings, one in New Jersey, which serves North America, South America & Europe, and one in India, which servers Asia, Australia & Africa.



Figure 1. PEC Building located in Aberdeen, New Jersey

3A. COMPANY EXPERIENCE

Parwan Electronics Corporation (PEC) has been developing, deploying, and supporting telecom systems since 1984, and was one of the pioneers of the voicemail industry in the mid-1980s. Since then, we have installed thousands of on-premise and cloud based phone systems and IVR systems around the world ranging from 4 lines to 2,000 lines (thousands of extensions) in both government and private sectors. Our systems have successfully handled billions of calls over years. Our telecom technology has been time and load tested over the years and is continually being improved to integrate with the latest technology.

Aside from the fact that PEC has been in business for 40 years, another major key differentiator is that PEC has the ability to build custom solutions around the main system quickly and cost effectively. IVR functionality, speech to text transcription of call recordings, and custom reporting are just some examples of customizations we've provided to customers.

PEC is a certified toll free Responsible Organization (RespOrg ID KVQ01) with Somos (formerly SMS/800), and after porting City of Neosho's phone numbers to our service, will provide both toll-free and local phone number service via SIP/VoIP to the phone system. PEC currently processes 50 million minutes of call traffic and 2 million SMS messages per month. PEC's network is redundant and reliable. Toll free and local numbers throughout the country can be added with minutes without any system performance degradation.

PEC is a member of NENA (The 911 Association) and can provision E911 numbers in real-time. PEC uses multiple E911 backbone providers to ensure delivery of all 911 calls.

PEC is certified compliant with STIR/SHAKEN, an FCC mandate that has been implemented to ensure the authenticity of outbound calls.

PEC uses SOC2 compliant cloud services (namely Amazon Web Services) that store data securely.

PEC has a team of 15 people (11 are technical staff). Since majority of PEC's sales are made through value added resellers, PEC does not have a dedicated sales staff. PEC also works with several consultants for one-off projects and some remote installations.

PEC has around 200 active clients around the world using its various products. However, there are thousands of installations that are running around the world that have no regular communication with PEC. Some of these systems have been running for over 20 years. Our customers range in size from 4 lines to thousands of lines; we do not discriminate.

Out of the 200 active clients, less than 10 are government entities, including Maryland DOT, EVMS, and Lexington Transit Authority (Lextran). In the past, Fort Mead Army Base, United States Department of Labor, Riverside County (CA) Court System, and Delaware Army base used our systems for 15+ years.

Here is a small list of the clients that have used our telecom solutions:

- 3Com Corporation, Guatemala
- AAA, USA
- Bombay Cellular, India
- Boston Natural Gas, USA

- BPL Telecom, India
- Budweiser, Czech Republic
- Canadian Western Natural Gas, Canada
- Coca Cola International, India
- Eastern Virginia Medical School (EVMS)
- El Paso Electric, USA
- Fort Mead Army Base, Maryland, USA
- GamTel, Gambia
- General Motors, Chevrolet Division, USA
- Hutchinson Telecom, India
- Lesotho Telecom (Lesotho, Africa)
- LILCO (Keyspan), New York, USA
- Lexington Transit Authority (Lextran)
- Lipton Tea, USA
- Maryland Department of Transportation (MDOT)
- Motorola Corporation, USA
- Northern Utilities, Ltd., Canada
- Oracle Corporation, India
- Palau Cellular Phone Company, Republic of Palau
- Ramada Hotels, USA
- San Diego Gas & Electric, USA
- Sheraton Hotels & Resorts, India
- Sony Electronics, USA
- Tecnologia Digital, S.A., Dominican Republic
- The New York Public Library, USA
- TouchTel, India
- United States Air Force, Delaware, USA
- United States Department of Labor, USA

In addition to VoIP Phone Systems & Services, PEC also offers the following products:

VoiceSaver IVR System – This allows organizations to develop complex call flows with deep integration to backend platforms. Many companies, such as banks, E-Commerce companies, utility companies, and hotels use this technology to provide unique services to their clients.

CardSaver Prepaid Authentication System – This allows phone companies to authenticate calls leaving a phone network based on customer's prepaid balance. The system is used by prepaid cellular phone companies and large calling card providers around the world. Combined, CardSaver systems have processed over 20 billion calls since it launched in 2003.

USANotify Notification System – This system is used by municipalities, hospital systems, and private organizations, to send out mass notifications to a large group of people in a short period of time. The notifications can be customized for a specific department and for a specific called party.

3B. COMPANY REFERENCES

PEC has been developing, deploying, and supporting telecom systems since 1984. Since then, we have installed thousands of systems around the world ranging from 4 lines to 2,000 lines in both government and private sectors. Our systems have successfully handled billions of calls over years.

The system we are proposing to City of Neosho has been installed in over 200,000 sites around the world and currently has over 12 million daily users. The solution is time and load tested, and City of Neosho can rest assured that it can handle today's capacity requirements and any additional capacity that may be required in the future.

Below are projects PEC has implemented and supported related products and services to its clients. All of these clients can be used as references with prior notice.

Lexington Transportation Authority (LEXTRAN)	
Locations	Lexington, Kentucky Headquarters & Remote Home Workers
Contact	Alan Jones
Email	ajones@lextran.com
Phone	859-244-2036
Industry	Transportation Authority for Lexington KY and surround areas
Product Used	VoIP Phone System / UC (same product proposed for City of Neosho)
Start Date	May 2023
User Count	70+ users & 140+ extensions
Customer Description	Lextran is the official transit authority for the Lexington Kentucky area. Lextran has a staff of over 200 employees (across multiple facilities) some of which provide call center functions to its clients. Customer Care Agents handle inbound question and complaint calls from citizens from 6 AM to 6 PM EST. The main office has 1 primary number with an auto attendant and each user also has their own dedicated number for callers to reach them directly.
Why Relevant to City of Neosho?	Lextran uses the same cloud based phone system on AWS with 70+ users across multiple locations and also uses PEC's phone services (inbound, outbound, and E911). Lextran uses the same phones proposed to City of Neosho. Lextran uses many of the phone system's features including call center/queues, call forwarding, call parking, hunt groups, ring groups, call reporting, call paging, time conditions, fax to email, and call blocking. Significant migration effort was required to move Lextran from their old Mitel/Shoretel phone system to our new cloud-based platform.

R and D Logistics (also RND Logistics)	
Locations	East Brunswick, NJ Kathmandu, Nepal Bangalore, India Remote Home Workers
Contact	Renu Sharma
Email	renu.sharma@randdlogistics.com
Phone	201-772-3555 x 705 or 201-699-8414 (Direct)
Industry	Transportation & Warehouse Logistics
Product Used	VoIP Phone System / UC (same product proposed for City of Neosho)
Start Date	November 2020
User Count	200 active phone users & 250+ extensions
Customer Description	RND Logistics provides transportation logistics services throughout the United States. RND has over 300 employees (across multiple locations) coordinating transportation services with customers, freight companies, truckers, & other logistics companies. Customer Care Agents primarily work out of 2 locations and all calls are automatically routed to the proper location based on the inbound callers. All calls are tracked and recorded for quality assurance. The main office has 1 primary number with an auto attendant and each user also has their own dedicated number. Some extensions are blocked from making outgoing calls for security purposes.
Why Relevant to City of Neosho?	RND uses the same cloud based phone system on AWS with 100+ users across multiple locations and also uses PEC's phone services (inbound, outbound, and E911). RND uses the same Yealink phones proposed to City of Neosho. RND uses many of the phone system's features including call forwarding, call parking, hunt groups, ring groups, call recording, call reporting, call paging, time conditions, fax to email, and call blocking. RND has more users and voice traffic than City of Neosho and is a perfect example of an actively used system.

4. Response to RFP Requirements

Q1: Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

A1: Although PEC does develop most of its telephone systems, for this project, PEC will use the 3CX phone system. Since, 3CX has been deployed in over 200,000 sites. For any call transcription or call reporting tools, PEC will provide its on in-house tools.

Q2: Where is the platform hosted? Is it centrally hosted or geographically distributed?

A2: For this project, PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California. This distributed model improves uptime.

Q3-0: Describe guaranteed availability/up-time. Include standard Service Level Agreement.

A3-0: By using a primary and backup phone system on reliable cloud networks, we target 99.99% uptime. The following SLA uptime and credits will be applied to this project. Customer understands that in order to achieve these goals, Customer must make technical staff available to PEC to resolve issues in a timely manner. Customer must submit a request for any SLA Credits.

SLA: Goals & SLA Credit

-SLA is not applicable to power / hardware / Internet outages at site
- Maximum liability is monthly service amount
- Assumes client has exhausted escalation list

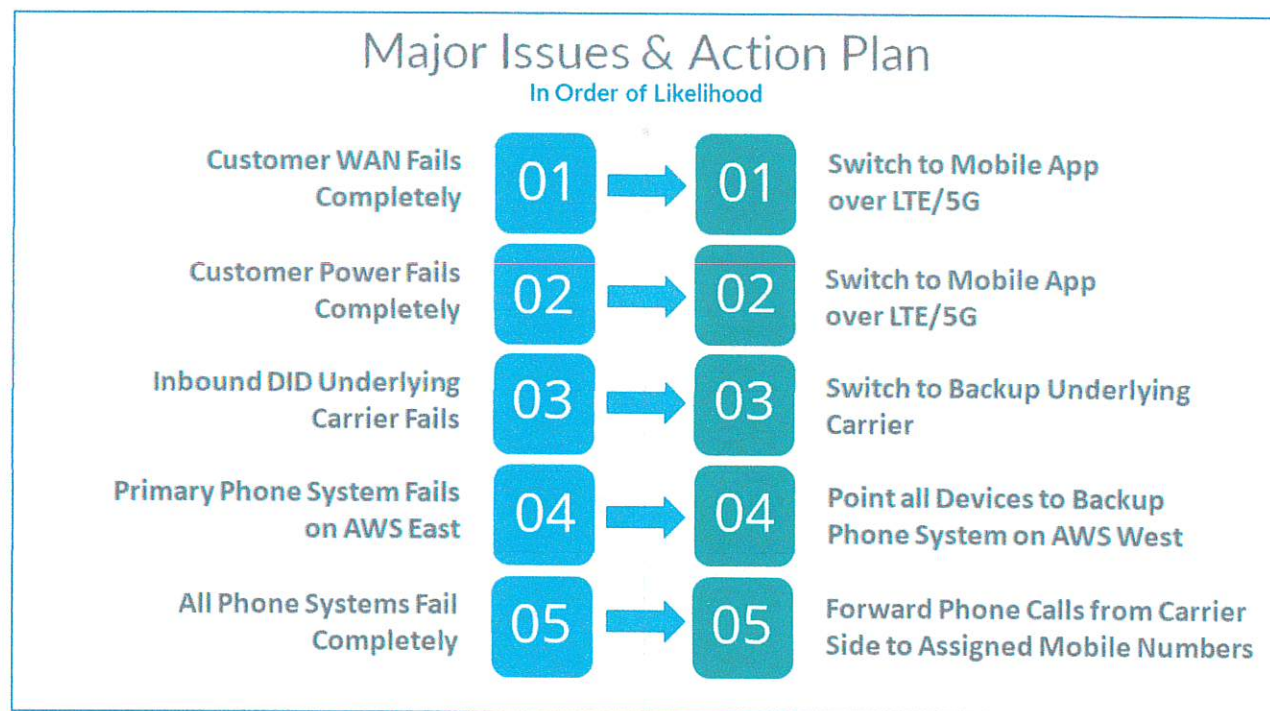
Uptime Goal	Standard Support Response Goal	Emergency Support Response Goal
99.99%	2 hours Business hours	1 hour 24/7/365
SLA Credit at	SLA Credit at	SLA Credit at
99.9% annually	1 Day Business hours	4 hours 24/7/365
Credit Amount	SLA Credit at	SLA Credit at
1 Service Day per 0.1%	1 Service Day per 8 hours	1 Service Day per 4 hours

Q3-1: What business continuity / system survivability options are available?

A3-1: Our goal is to maintain 99.99% availability of the phone system network and phone services. While we don't have control of the Internet connection at City of Neosho, we do have complete control of the phone system network and phone services. In order to achieve this goal, we have

- Primary and backup systems are installed on different AWS regions
- Hardware components, such as phones, networks switches, and conference devices will have their settings backed up so that a failed unit can be replaced quickly
- Monitoring tools will help to identify issues quickly so they can be resolved quickly
- Multiple phone service providers will be used to offer a backup phone number through a different provider

Below, you will find our failover action plan that we use in the event of an outage:



Q3-2: What happens to service in the event of a local power or WAN outage?

A3-2: See A3-1 above.

Q3-3: Please describe platform security measures. How is call data protected?

A3-3: Amazon's Web Services cloud platform adhere to strict SOC 2 requirements. SOC 2 is a voluntary compliance standard for service organizations, developed by the American Institute of CPAs (AICPA), which specifies how organizations should manage customer data. The standard is based on the following Trust Services Criteria: security, availability, processing integrity, confidentiality, privacy.

In addition, PEC limits access to the system from its own site in New Jersey and from the customer's site(s) as provided to PEC. Any additional sites that require access must be approved by PEC and The City of Neosho's IT staff.

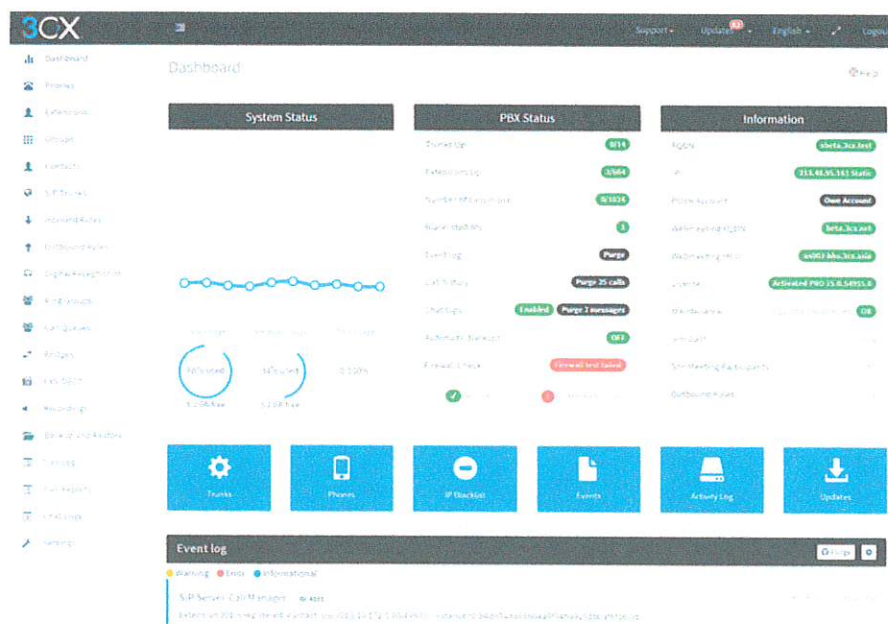
Q4: City of Neosho requires the following basic phone service requirements:

Service	Response (Y/N / Qty)	Included or Optional
Number portability	YES	Included
3 digit extension dialing Regardless of location	YES	Included
Unlimited local dialing	YES	Included – Unlimited
Unlimited domestic long distance	YES	Included – Unlimited
International dialing	YES *	Most Canadian provinces are included. Other countries are blocked by default, but rates can be provided based on the countries requested.
Toll Free Services	YES	Optional. \$0.029 per minute.

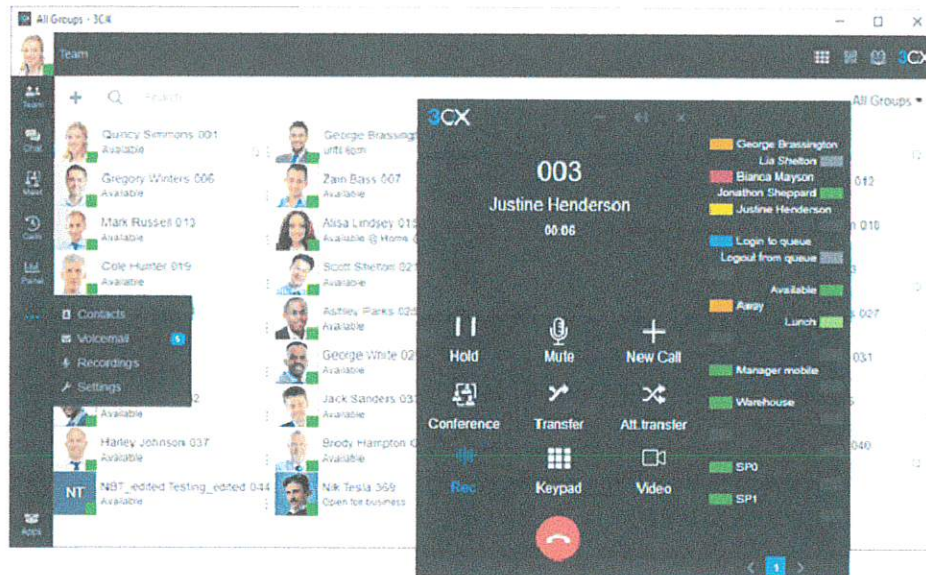
System Management:

Q5-1: How is the system managed/administered? Please describe customer Administrator interface.

Administration for the VoIP phone system is completely remote via a web browser. The Admin interface is a simple to use GUI interface that can be accessed via Chrome, Safari, Edge, or Firefox. Super Admins can access all system functions and reports. Standard Admins can access only the functions that are granted to them by the Super Admin. A screenshot is below:



End users can login to manage their phone books, make voice or video calls, or see the statuses of other extensions. A screenshot of this functionality is below:



Q5-2: Is self-service supported?

A5-2: Yes, self service is supported, and functions to specific Admins or end users can be limited on a case by case basis. Depending on the capabilities of your IT staff, PEC can provide as little or as much support as needed.

Q5-3: How are moves, adds, and changes performed?

A5-3: Through the same Admin interface, system Admins, or PEC can perform and required moves, adds, or changes. Depending on the urgency of the requirement, PEC recommends performing these changes off hours at a scheduled time. PEC support makes its self available to assist with any adds or changes, small or large.

Q5-4: How is service added, removed?

A5-4: After submitting a request via email or phone call, The City of Neosho and PEC will determine a timeline and any associated costs changes with additional or the removal of any services. On the date and time agreed on, PEC will perform the service change and test the change thoroughly. After the service is changed, The City of Neosho will be asked to test the change from its end.

Q5-5: Please describe real-time reporting options.

A5-5: The proposed phone system collects and stores a large amount of data regarding system usage, inbound, and outbound calls. All call reporting is available on one centralized call accounting system that can be accessed via web interface. All live calls and call reporting is in real time.

Some call reporting features are:

- Ability to distinguish calls based on internal/external and inbound/outbound
- Search and filter calls based on date/time, extension, caller ID or dialed number
- Export call data into CSV format for use in other programs
- Follow a call through its call path journey

- Group calls by outbound destination (area code / country code)
- View maximum call counts by day, hour, month (see below)

Implementation:

Q6-0: What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

A6-0: PEC has successfully migrated/transitioned hundreds of VoIP phone systems and other telecom systems over the years. Our goal is to make the process as seamless as possible for all parties involved. The only way to achieve a seamless transition is through proper planning, preparation, and testing. The transition process is truly our competitive advantage.

The transition from the existing system to the PEC 3CX/VoiceSaver system is fairly straightforward since it does not involve minor data migration and the physical network cabling is already installed. The most involved part of the project will be mimicking the current user, menu, and greeting settings.

In addition, due to the size of the installation, we highly recommend that PEC's team provide onsite installation & training to mitigate any potential downtime or issues. However, this is not required.

We will use the breakdown to design, procure, configure, install, and transition to the new system.

1. Contract Signing
2. Onsite Assessment
3. Get Customer User & Porting Details
4. Procure hardware
5. Setup primary system in cloud
6. Setup backup system in cloud
7. Setup test DIDs and test primary & backup phone systems at PEC Site in NJ
8. Send test devices to City of Neosho and test these devices remotely with the systems
9. Ship all configured devices to City of Neosho
10. City of Neosho IT staff or PEC staff can then install these devices onsite
11. Once devices are tested onsite, phone service **cutover** will occur
12. Training can commence remotely or onsite

Q6-1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

A6-1: This project will require the following roles:

Vendor Project Lead – this person will spearhead and manage the project on PEC's end. This project lead will be the main point of contact for the City of Neosho.

Migration Lead – this person will handle all migration related activities including migrating old extensions, users, call flows, and other data.

Client Project Lead – this person will manage and coordinate all activities for the City of Neosho.

Port Out Lead - this person will manage all port related activities and ensure a smooth cutover.

Support Manager – this person will be the main point of contact at PEC for all post-installation support related questions.

Accounts Receivable – the accounts receivable personnel will handle all invoice and payment related questions.

Q6-2. What are the typical challenges in this type of implementation?

The biggest challenge in this type of implementation is the migration of old extensions, greetings, and data from the existing system. We go to great lengths to ensure that the transition to the new system is seamless, but this requires the involvement of the client's IT staff.

Q6-3. What is the typical timeline for an implementation of this nature.

From start to finish, the project can be completed in less than 90 days accounting for delays, assuming that all parties complete their respective tasks in a timely manner. A detailed timelines will be provided.

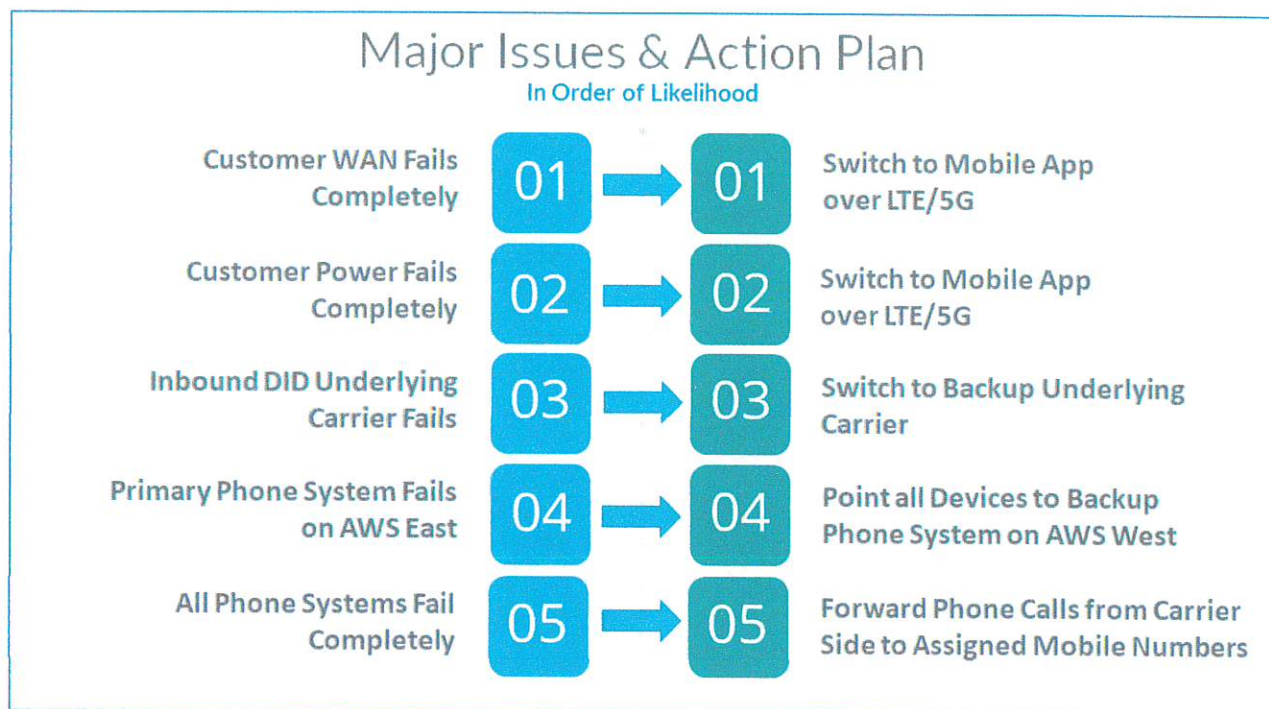
Support and Maintenance: Platform Maintenance

Q7-1: What is your strategy for ensuring connection is operating 24/7?

We strive to achieve 99.99% uptime and 24/7 availability. While we don't have control of the Internet connection at City of Neosho, we do have complete control of the phone system network and phone services. In order to achieve this goal, we have

- Primary and backup systems are installed on different AWS regions
- Hardware components, such as phones, networks switches, and conference devices will have their settings backed up so that a failed unit can be replaced quickly
- Monitoring tools will help to identify issues quickly so they can be resolved quickly
- Multiple phone service providers will be used to offer a backup phone number through a different provider

Below, you will find our failover action plan that we use in the event of an outage:



Q7-2: What is your strategy for ensuring upgrading your current service?

A7-2: Our strategy for ensuring that our service is upgraded and up to date involves the following:

- Conducting market analysis by identifying emerging trends, analyzing competitors, and gathering customer feedback
- Investing in technology upgrades such as voice gateways, routers, and firewalls to ensure that our network is modern and secure
- Scaling ahead of schedule to ensure that we stay ahead of customer growth

Q7-3: Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

Unless the change is performed based on a emergency request, the deployment of changes is seamless, non-disruptive, and remote. Our process is as follows:

- Plan and prepare by documenting the customer's detailed request and developing a remote implementation plan. Minor changes may not require this level of detail.
- If necessary, we will stage and validate the change in our sandbox environment prior to production implementation
- We then make the change in the production environment at a time that least impacts the client's users. This can be off hours or on a weekend. If the change is minor, it can happen during the normal workday.
- PEC will then test the changes to ensure that it works as expected
- The City of Neosho can then test the changes to ensure that it works as expected

Q7-4: Are new features automatically available to existing customers? Or is a service upgrade required?

To ensure system stability and uptime, new features are usually made available through a scheduled, planned system upgrade.

Support and Maintenance: Customer Service and Technical Support

Q8-1: What levels (tiers) of service do you offer and what are the details of each level of service?

The service agreement below is PEC's standard software & service agreement. City of Neosho will receive the Platinum Plan as standard as its SLA requirements match the offerings in this tier. The details of this SLA are as follows:

Platinum Plan: For some companies, downtime is never an option, and performance and stability are mission-critical. The Platinum plan delivers our most comprehensive offering of prioritized and proactive support services, including: Highest priority response times & Priority access to the PEC Technical Team

This plan truly offers customers the ultimate in service levels and priority, and a focus on continuous improvement and getting the most from your PEC investment.

	Platinum
Telephone Support	
Standard Support – M to F 9 AM to 6 PM EST	√
Emergency Support (24/ 7 / 365)	√
Number of Cases	unlimited
Emergency Response Time	Within 2 hours
Priority Case Escalation	√
Online & Email Support	
Email Support - M to F, 900 to 1800 EST	√
Remote Connectivity Support	√
Live Chat / Slack / Zoom / WhatsApp / Skype	√
Software Services	
New Version Releases	Up to 12 times
Advanced Services	
System Migration	Up to 2 times
Refresher Training (remote)	Up to 4 times

Q8-2. Detail the issue resolution process.

A8-2: Our entire support staff is comprised of engineers and IT specialists. Our issues resolution process is as follows:

- Gather information from the customer and all users/vendors involved
- Replicate the issue and identify the scenarios that cause the issue to occur
- Work with support & IT staff to identify the root cause of the issue
- Develop a long-term permanent solution to address the issue
- Provide issue resolution

Q8-3. What is your average time to solve a moderate to difficult issue?

Most moderate issues can be resolved in 1-4 hours. Most difficult issues that have been longstanding can be resolved in 1-3 days.

Q8-4. Is support available 24/7?

Emergency support is available 24/7. End user and non service impacting support is available during normal working hours. A dedicated support rep will be provided to your IT staff.

Support and Maintenance: Survivability / Redundancy

Q9-1: How is the vendor's service delivery platform distributed?

For this project, PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California.

Q9-2: Are there multiple, redundant instances at geographically dispersed datacenters?

PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California. This distributed model improves uptime.

Q9-3. What happens to service in the event of a public Internet outage?

In the event of an Internet outage, user's can use the softphone loaded onto their iPhone or Android phones to make and receive calls. The City of Neosho may also opt to maintain some analog lines from the phone company, but this is not necessary.

Q9-4. What happens to service in the event of a local power or WAN failure?

In the event of an power outage or WAN failure, user's can use the softphone loaded onto their iPhone or Android phones to make and receive calls. The City of Neosho may also opt to maintain some analog lines from the phone company, but this is not necessary.

Q9-5. What routing options does the vendor provide in the event of an outage?

Please see the chart below:

Major Issues & Action Plan

In Order of Likelihood

Customer WAN Fails Completely	01	→	01	Switch to Mobile App over LTE/5G
Customer Power Fails Completely	02	→	02	Switch to Mobile App over LTE/5G
Inbound DID Underlying Carrier Fails	03	→	03	Switch to Backup Underlying Carrier
Primary Phone System Fails on AWS East	04	→	04	Point all Devices to Backup Phone System on AWS West
All Phone Systems Fail Completely	05	→	05	Forward Phone Calls from Carrier Side to Assigned Mobile Numbers

5A. Cost & Fees – Monthly Usage Pricing

Below, you will find pricing for monthly recurring services:

Ongoing Services (Monthly Recurring)			
Qty	Description	Unit Price	Ext Price
79	UC / Phone System (Dedicated Primary & Backup) for 79 users - Includes unlimited inbound calls on local numbers - Includes outbound calls within USA & Canada - International calls outside of US/Canada will be billed per minute - Includes up to 200 menus & non-user extensions	\$19	\$1,501
3	Call recording, full conversation, searchable transcription & storage per extension (120 day retention) - optional	\$10	\$30
79	Speech to Text functionality for Voicemail & Call Recording per user	\$2	\$158
73	DIDS (Phone Numbers) with outbound CNAM	\$0.40	\$29
12	E911 Provisioned numbers	\$2	\$24
TOTAL MONTHLY RECURRING			\$1742

5B. Cost & Fees – Hardware Pricing

Below, you will find the equipment list and associated cost / fees. One (1) Year of warranty comes standard with all equipment.

Equipment Pricing (Shipping to PEC is included)			
Qty	Description	Unit Price	Ext Price
6	Yealink T54W VoIP Phone (Supports PoE/Wifi/Bluetooth)	\$175	\$1,050
73	Yealink T34W VoIP Phone (Supports PoE/Wifi)	\$91	\$6,643
0	Grandstream HT812 ATA Adapter (customer already provided)	\$40	\$0
79	Softphones for iPhone, Android, Windows, Mac, Chromebook	\$3	\$237
0	Yealink CP960 Conference Phone (customer provided)	\$425	\$0

2	Session Border Controller Computers for Security for main sites	\$675	\$1,350
79	Yealink 5V 2A Power Supplies (Optional if not using PoE)	\$0	\$0
TOTAL HARDWARE PRICING			\$9,280

5C. Cost & Fees – Additional Services Pricing

Below, you will find the list of additional services and associated cost / fees. Travel and onsite installation charges are optional. The entire setup can be done by your IT staff if preferred.

Installation & Setup			
Qty	Description	Unit Price	Ext Price
1	Receive, setup, and test all phones & switches at PEC Site	Included	Included
1	Travel charges to and from City of Neosho	\$1,500	\$1,500
2	Onsite Installers / Trainers for 2 Days (phones & devices)	\$2,000	\$4,000
3	Lodging for 3 Days	\$200	\$600
1	Coordinate with City's team to migrate routes & settings	\$2,500	\$2,500
73	Number porting charges	\$0	\$0
TOTAL INSTALLATION & ONSITE SETUP/TRAINING PRICING			\$8,600

Training Pricing			
Qty	Description	Unit Price	Ext Price
1	Onsite Training	Included above	Included above
1	Training Documentation / Videos	Included	Included
TOTAL ADDITIONAL TRAINING PRICING			\$0

Optional services can be added at any time during the contract term.

Optional Services			
Qty	Description	Unit Price	Ext Price
2	Onsite Support for Phones & Networking Issues - Provided by Local Company near site - w/ remote coordination by PEC - Charge is per hour with a minimum of 2 hours	\$150	\$300
1	Toll Free Inbound Phone Service (charge is per minute)	\$0.029	\$0.029
1	Toll Free DIDs (charge is per number per month)	\$2	\$2
1	SMS messaging (inbound or outbound) – per message - Includes carrier surcharges	\$0.025	\$0.025
1	SMS-enable any local phone number (per number per month)	\$2	\$2

Ongoing Services (Monthly Recurring)			
Qty	Description	Unit Price	Ext Price
1	Hardware Extended Advanced Replacement Warranty	\$154	\$154
1	Standard Support 9AM to 6PM (Monday to Friday)	Included	Included
1	Emergency Support (24/7/365)	Included	Included
TOTAL MONTHLY RECURRING FOR ALL SERVICES			*\$154

***Note:** Pricing may change on a month to month basis if users or functionalities are added or removed.

6. Services Provided - OVERVIEW

PEC will replace City of Neosho's existing VoIP phone system with a new, cost-effective, feature-rich, scalable, reliable cloud-based VoIP phone system. The system will act as a single system that will cover the 11-12 locations indicated and have the ability to add more in the future. Based on the scale of the system, we will have our technicians and installers onsite before, during and after cutover.

The new system will include the following components and services:

Phone System

- Migration of system from existing system to 3CX Cloud based, redundant VoIP Phone System
- Primary, dedicated cloud-based phone system hosted on Amazon Web Services (East-Region)
- Backup, dedicated cloud-based phone system hosted on Amazon Web Services (West-Region)
- All required licensing phones/controllers/software/etc
- (79+) extensions for phones, menus, etc (with capacity to increase to 2,000)

Phone Services

- Porting of numbers and seamless transition from Current Provider(s) to PEC
- Call Paths for inbound/outbound/internal calls
- 73+ Local DID/Numbers (with capacity to handle up to 5,000 DIDs) – toll Free is available
- E911 support for all outgoing caller IDs (we will assume 12 for the purposes of this quote)
- Centralized phone service for multiple sites
- (5) Analog extensions with T38 support and fax to email support (more can be added)
- Keep existing DIDs and Fax lines

Physical Hardware (adjustments can be made)

- Assessment of existing infrastructure & design of new infrastructure
- Utilize existing CAT cabling and wireless networking equipment
- Installation of all hardware onsite (optional)
- (6) Yealink T54W Multi-Line Desk Phones (4.3" color LCD) with PoE/Wifi/Bluetooth/1GBps
- (73) Yealink T34W Multi-Line Desk Phones (2.4" Color LCD) with PoE/Wifi/1GBps
- (73) Softphones for iPhone/Android/Windows/Mac/ChromeOS
- Support for Yealink CP960 Conference phone and Grandstream HT812 Analog ATAs

Testing & Training

- Thorough testing of all equipment and software prior to deployment at site
- Thorough testing of all equipment after deployment at site
- End user training on demo phones prior to onsite install

- Remote Admin training on demo phones prior to on site install
- Onsite Training on a date that suits City of Neosho (optional)
- Additional end user & Admin training onsite after installation

Monitoring, Warranty, Maintenance & Support

- Real-time monitoring & notification of phone system status
- Ongoing hardware and software warranty
- Standard support (M-F 9 AM to 6 PM EST) and emergency support (24/7/365) for outages

7. Services Provided – PHONE SYSTEM

VoIP Phone System solutions such as Mitel, Shoretel, and Allworx, all use proprietary equipment that is rendered useless if switching to another vendor. At PEC, we believe that your phones and end user equipment should be vendor agnostic.

PEC will implement two (2) phone systems for City of Neosho:

- A primary cloud-based 3CX phone system on AWS US-East Region in Ohio
- A backup cloud-based 3CX phone system on AWS US-West Region Northern California

In the unlikely event that AWS's East region goes down, PEC will change the IP address associated with the phone system domain name, and all of the phone devices will point to the backup system hosted on AWS's West region. The second phone system is standard and included in our standard system package. There is no extra charge for this system.

PEC recommends that City of Neosho implement the following to mitigate potential outages:

- To prevent power outages, PEC recommends that City of Neosho maintain adequate power backup batteries to power the onsite equipment and the PoE network switches
- To prevent an Internet outage, PEC recommends that City of Neosho maintains two Internet connections from two different providers.
- To allow for continuity of services, PEC recommends that City of Neosho staff download the PEC/3CX phone system mobile app on their phones. When used, this app can use the cell provider's LTE/5G connection to connect to the phone system on each staff member's extension.
- Maintain 2 to 4 analog lines that are not dependent on power.

In the event that City of Neosho's Internet connection fails, staff members can rely on their mobile phone apps to send and receive calls, messages, and video.

The phone system technology that we use is used by Fortune 500 companies and government organizations for their telecom services. It has carrier-grade reliability, flexibility, and scalability. Although not required, the system we are implementing for City of Neosho can be scaled up to 3 times its current capacity with any system degradation.

The system is easily managed through a web GUI interface.

PEC prioritizes security and implements very strict security protocols to make sure that there will be no unauthorized access to the phone system. Access will only be permitted from a list of IP addresses that City of Neosho provides to PEC. In addition, AWS servers are SOC2 compliant which means that any user or call data will be stored securely in the cloud with limited access.

7.1 FEATURES OF PHONE SYSTEM

The phone system has the following features to meet and exceed City of Neosho's requirements:

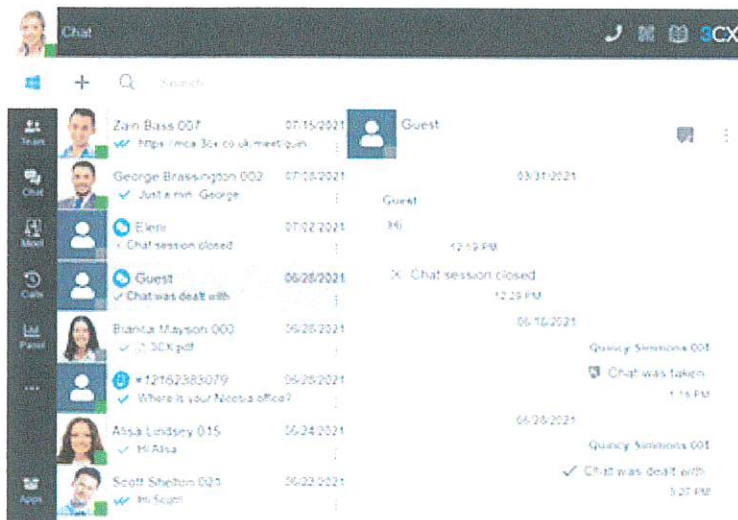
- **Auto-attendant** - Create an unlimited number of auto-attendants and customize them to the function differently based on the DID.
- **IVR (Interactive Voice Response)** – create custom call flows per DID to meet inbound & outbound call requirements. IVR call flows can even be designed to pull information from external systems.
- **Video & Voice Conference Bridging** is available via video or voice through the web client, phone, or mobile app. Through the phone system, City of Neosho will be able to support 200+ concurrent voice conference callers, but it will utilize many of the SIP Trunks. The phone system will also support up to 12 concurrent conference groups, assuming the total number of conference callers is below the number of trunks assigned. Video conference/collaborations are limited to 250 total participants.
 - **Voice bridge capabilities and ability to interface into meeting invites** – voice conferencing is available and can be interfaced into meeting invites with a web link. The voice conferencing can be achieved via phone, web client (WebRTC), or and app that can be downloaded on a mobile phone.
 - **Video person to person or conference calls** – video conferences are standard with the version of the system City of Neosho will be receiving. Video conferencing can be achieved using the web based client or a thin client that can be downloaded to a cell phone or a computer. Collaboration is standard.



- **Assign / Manage DIDs** - assign any DID to an IVR, a ring group, or an extension.
- **Caller ID Manipulation** – set different DIDs for each extension or share caller IDs across multiple extensions or users.
- **Unlimited local and long distance calling** within the United States
- **Supports multiple lines** per user account and on hardware endpoints, mobile phone applications, and desktop applications
- **Call Center Agent capability**

The proposed phone system supports basic call center functionality that is capable of exceeding City of Neosho's defined requirements. Call center features will only be available to any phones that are programmed to use them. PEC will configure the initial call flow with the guidance of City of Neosho's technical staff to ensure it meets any requirements. The system will allow the following capabilities:

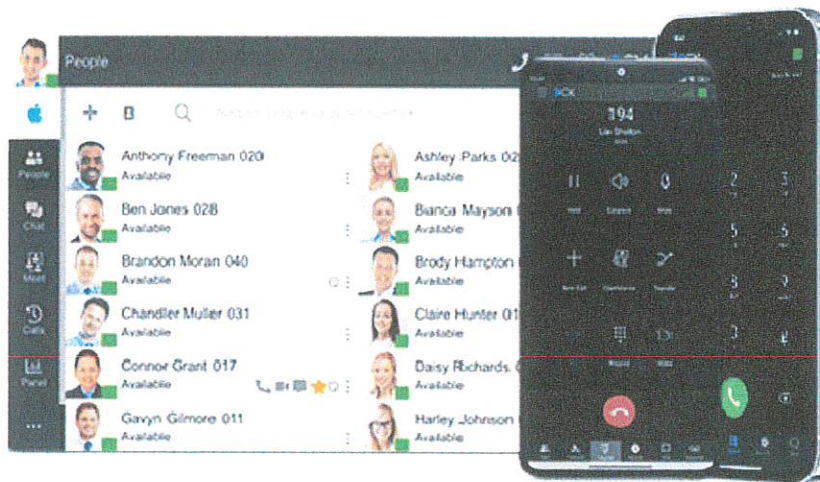
- Voice communication with ability to transfer to another agent
- SMS communication with ability to transfer to another agent



- Video communication
- Ability to create dozens of workgroups
- Create workgroups, which are a defined group of agent phones that act as one group

- Use a desk phone or a desktop app
 - Managers can view and manage agent calls from a computer
 - Agents can log in or log out of a workgroup using a specified dialing code
 - Round robin, sequential, random, even distribution, and ring all call strategies
 - Music/Message on hold
 - Timeout before an agent is deemed unavailable
 - Call recording for internal and external calls
 - Call announcements to callers in queue
 - Forward calls to any cell phone using the handset or admin call forward feature
 - Hot desk, which allows any user to access his/her own settings from a shared phone
- **Call Recording – full-time and on-demand call recording** – both options are available and can be defined per extension or per DID. On-demand can be started with a * key code or through the web interface. Additional call recording features are:
- **TRANSCRIPTION** of all call recordings that can be searched by text at a later date. Transcriptions are broken down by speaker (up to 9 speakers) and stores as text. We are the only VoIP phone system provider that provides high quality, full length transcriptions of call recordings at no additional cost. This includes calls into and out of call center desks.
 - Record on any or all extensions
 - Specify extensions to turn call recording on for via phone keypad or web interface
 - Retrieve all recorded calls and conference calls via web interface
 - Search for call records by date, time, extension, phone number, or name
 - Search for call recordings based on keyword (requires speech to text option)
 - Restrict access to call recordings to specific users
 - Adjust user access permission to call recordings
-
- **Detailed call reporting** including the ability to troubleshoot the SIP call flow in detail – all internal and external calls are kept for several years. A wide variety of reports are available in different formats. Since the call data is readily available, these reports can also be customized to most formats that you need. SIP details are available for each call for the purposes of troubleshooting.
- **Voicemail** – the VoIP Phone System supports all of the following feature:
- Maintain Time and Date of call & extension of caller
 - Roll calls over to another extension if no answer/busy
 - Variable / Customizable greetings based on time of day or status
 - Message notification light on handsets when a voicemail is unread
 - Ability to Save, Delete, or forward the message with or without annotation to another extension or multiple extensions

- **Voicemail to Email** (with option to delete email after forwarded)
 - Voice mail messages can be retrieved through the following methods:
 - Press the "mail" button on the phone handset
 - Dial *97 from the handset
 - Call in from an outside, enter extension, enter the PIN
 - Email a voice file to a specified email address for that user
 - Email a voice transcript of the voicemail to a specified email address for that user
- **Three way / Multi-way Calling** - is standard with every phone provided and allows 3 parties to talk on one call.
- **Mobile phone client capability** for both Android & iOS - the mobile app can be installed on iPhone or Android smart phones to act as an extension with video/voice/chat features:



- **Softphone capability (Windows OS) & Instant messaging presence** – the web client pictured below allows users to have presence and view all other users and their status. This tool is extremely powerful and allows you to launch video, chat or voice messaging with a click
- **Flexible ring configuration options.** A single number can ring multiple phones at simultaneously, a specified cascade order, and is configurable by the system admin
- **Configurable time frames / day/night mode (e.g. holidays, business hours, special events, etc ...)** – different call flows can be implemented for hunt groups and auto-attendants based on the day of the week, time of day, or whether or not it's a holiday.
- **Per-user web portal / interface for configuring devices** – Users can self-configure specific user options, see call history, and retrieve stored recorded calls.
- **Multiple Devices per User** – a user can have multiple devices including desk phone, mobile app, softphone and it will be treated as one extension for the purposes of billing
- **Ability to have electronic bill presentment broken down by department and/or extension, billable charges by extension, hunt group, or DID** – Many reports are already available, but

there is no one report that satisfies every client's needs. Since the call data is readily available, these reports can also be customized to most formats that you need.

An extensive list of features is available upon request.

Additional features include:

- **Keep Existing Numbers** – we will port all of the existing numbers to PEC Cloud VoIP Service.
- **Integrated Corporate Directory** – the VoIP Phone System maintains a company phonebook and a user phonebook which stores internal and external contacts. The VoIP Phone System also offers a dial by name feature which allows callers to dial an extension by the user's name.
- **Programmable Call Queue** – Call queues are completely programmable and you can decide which actions to take based on different events
- **Conforms to FCC requirements for Enhanced 911** – PEC registers any DID that is used for outbound calling with NENA. City of Neosho must provide PEC with the exact address and location within the facility tied to that DID. When that phone calls 911, the number will be linked to the exact location (i.e. room number) within the building. A notification will be sent to one or more persons letting them know that 911 was called. PEC supports Kari's Law and Ray Baum's Act.
- **Four or six-digit extension dialing** – the system supports 3 or more digit extensions (4 & 6 are fine). All extensions must be the same length of digits.
- **Hunt Groups** – hunt groups are a standard feature in the system and can be set up to support several different hunting strategies (i.e. round robin, least called, etc)
- **Ability to tag an extension for reporting/billing purposes** – Reports are available for one or more extensions. When generating a report, simply specify the extension to pull the report for.
- **Failover for extensions** – Calls to any extension can failover to another extension, a voicemail, a ring group, to a mobile app, to a web client, or to an operator.
- **Announcement line** – Any DID can be set up to play a message (X number of times) and then hang up. No other option will be made available to the caller.
- **9-1-1 Notification** – specified persons will be notified when a 911 call is made via email or SMS.
- **Programmable call flow** – the call flow is 100% programmable.
- **Redundant phone servers/call managers in separate geographic areas** – one phone system will be installed in East-USA and another in West-USA. The East system will be the primary and can failover to the West system.
- **Capability to replace an extension with a spare phone** – "Hot Desking" is available to allow a user to take over a spare phone by entering a * code on the phone followed by the extension and a PIN. The phone will now be active with that user's extension and settings.
- **Provide a wide range of phone types including: Basic phone, Soft phones, Multiline phones, Expansion ports for secretaries, Blue-tooth capable phones:** We have provided options for all

of these types of phones and devices. Soft phones are included with the phone system. Expansion ports are available for the Yealink T54W phones used for secretaries.

- **Custom hold music/message by department, Hunt Group, or extension** – Music/message on hold is programmable.
- **Ability to block certain toll calls** – calls can be blocked based on country, area code, or a specific number.
- **Ability to block nuisance callers** – calls can be blocked based on caller ID.
- **Direct Dial / Ability to route specific incoming calls to an extension** – inbound calls can be routed based on the caller ID or the DID number dialed. They can then be routed directly to an extension.
- **Ability to page a hunt group or all extensions** – paging groups can be created to define a list of extensions to be paged. This can be 1 to all extensions. One extension can be a part of multiple paging groups if needed.
- **Overhead paging interface** – overhead paging can be achieved by integrating the paging device with the VoIP Phone System with the use of an ATA or Analog to VoIP device.
- **Incoming Fax to e-mail** – this feature is supported. A DID can be tagged as a fax number and any faxes that come into that number will be emailed to one or more email addresses.
- **D2A device for modems and/or faxes** – fax machines can be connected to the VoIP Phone System using an ATA device (D2A). Modems can be finicky and it is recommended to maintain analog lines.
- **Per Extension** – Extension functionality includes the following features:
 - **Call Hold, Call Transfer, Call Pickup** (from any parking lot) from the phone or the web interface
 - Set to Do not Disturb from the phone or web interface
 - Support for Wired & Wireless Headsets / Hands Free Headset Support / Bluetooth support
 - Support for Hearing impaired TTY using analog adapters (ATA)
 - **Call Forward** on Busy, No Answer or DND statuses
 - Each extension has Voicemail with a unique passcode
 - **Distinctive Ring** is available for each extension
 - Unique four digit extension for each user
 - **Enhanced 911** address available to all users from any specified DID
 - a DID number can be assigned to an extension & an extension can be a member of a hunt group.
 - **Extension monitoring by light/display** – On the web interface, all extensions are visible and the status light indicates their current status. On the phone itself, a green phone indicates that the phone is active and a red phone indicates that it's inactive.
 - **Incoming message/voicemail light/display** – Yealink phones have message waiting indicator lights that indicate when a voicemail is unread in the user's mailbox.
 - **AutoDial** – a phone can be programmed to automatically call another desk when the phone's

handset is picked up. This is a function of the phone.

- **Caller ID** is passed with every call.
- **Multi way calling** is standard with every phone provided and allows 3 parties to talk on one call.
- **Follow me** is available for each extension and can be set up to ring multiple phones at the same time or ring in a sequential pattern.
- **Speed Dial** is available from both phone sets and web clients
- **Memory Buttons** are available on Yealink phones. Each phone has a different number of buttons.
- **Redial** is available on all phones and web clients provided.
- **Busy Redial** is available through Yealink phones
- **Outlook Integration** is available with the right version of Outlook or Office 365. It has limited functionality, and is primarily used to set the user's current status based on their calendar.
- Extensions can be limited to call specific destinations (i.e. within USA or within network only)
- **Ability to reassign E911 address for mobile/travelling workers** – Each DID can be linked to a 911 registration with a unique address and location. If a worker is remote, however, we recommend that they use their cell phone to call 911 so that GPS coordinates can be sent to 911 agencies.
- **Forward call to extension voicemail** – calls can be forwarded directly to an extensions voicemail without trying to ring the phone
- **Different messages for no answer or busy** – greetings can be different depending on the user's status, such as busy or no answer. Actions can also be different based on the status.
- **Additional features:**
 - Custom IVR menus & advanced IVR scripting (on a project basis)
 - Blind / Supervised call transfers

8. Services Provided – PHONE SERVICES

PEC has been providing phone services such as SIP Trunking, local and toll-free inbound & outbound calling, SMS/text messaging, DIDs, E911, CNAM, number porting, and more since 2006. PEC only works with Tier 1, reliable, redundant providers such as AT&T, Verizon, Bandwidth, Intelliquent and Touchtone communications. In addition, by working with multiple providers, PEC can easily migrate between providers in case there is any unforeseen issue with a specific provider.

PEC maintains a triple-redundant network for all inbound and outbound phone and messaging services. We presently handle over 50 million minutes of voice traffic per month.

PEC has the following memberships, licenses, and certifications:

- Somos (SMS/800) RespOrg certification since 2008
- NENA 9-1-1 member since 2017
- Kari's Law compliant since 2021
- Ray Baum's Act compliant since 2021
- STIR/SHAKEN compliant since 2022
- SOC2 compliant when using AWS cloud or Azure

PEC will provide the following phone services to City of Neosho:

- Inbound calling via SIP VoIP trunks/lines
- Outbound calling for US/Canada and any specified international destinations
- E911 outbound service & registration for required numbers
- Number porting for any and all numbers
- DID service for 400 or more DIDs (or as specified by City of Neosho)
- CNAM service for inbound calls
- Caller ID service for all inbound calls
- Outbound calling name

Upon request, PEC can also provide the following services:

- SMS / MMS/ text messaging from the phone numbers you own
- Toll-free calling & text messaging

9. Services Provided – PHYSICAL HARDWARE

PEC's philosophy has always been to use industry standard, time tested hardware that will likely be available for years to come. We also choose hardware that is not proprietary, is readily available in the market, and can work with most third party vendors, including phone systems, phone service providers and network switches. Rather than going with low-end, lowest-cost models, we prefer to propose devices that are reasonably priced for the quality and level of features they offer. The phones and devices below reflect that philosophy. Models and quantities can be adjusted at a later date. The environment proposed supports The City of Neosho's existing conference and ATA hardware from Yealink and Grandstream.

- (6) Yealink T54W Multi-Line Desk Phones (4.3" color LCD) with PoE/Wifi/Bluetooth/1GBps
- (73) Yealink T34W Multi-Line Desk Phones (Color LCD) with PoE/Wifi/1GBps
- (79) Softphones for iPhone/Android/Windows/Mac/ChromeOS



Yealink T54W Desk Phone

- 4.3" Color Display
- 10 line keys, 16 SIP Accts, 27 Memory keys
- Built in Bluetooth, Wifi, DECT, RJ9 Support
- HD Quality Voice & Acoustic Shield
- Dual-port Gigabit Ethernet
- PoE Support

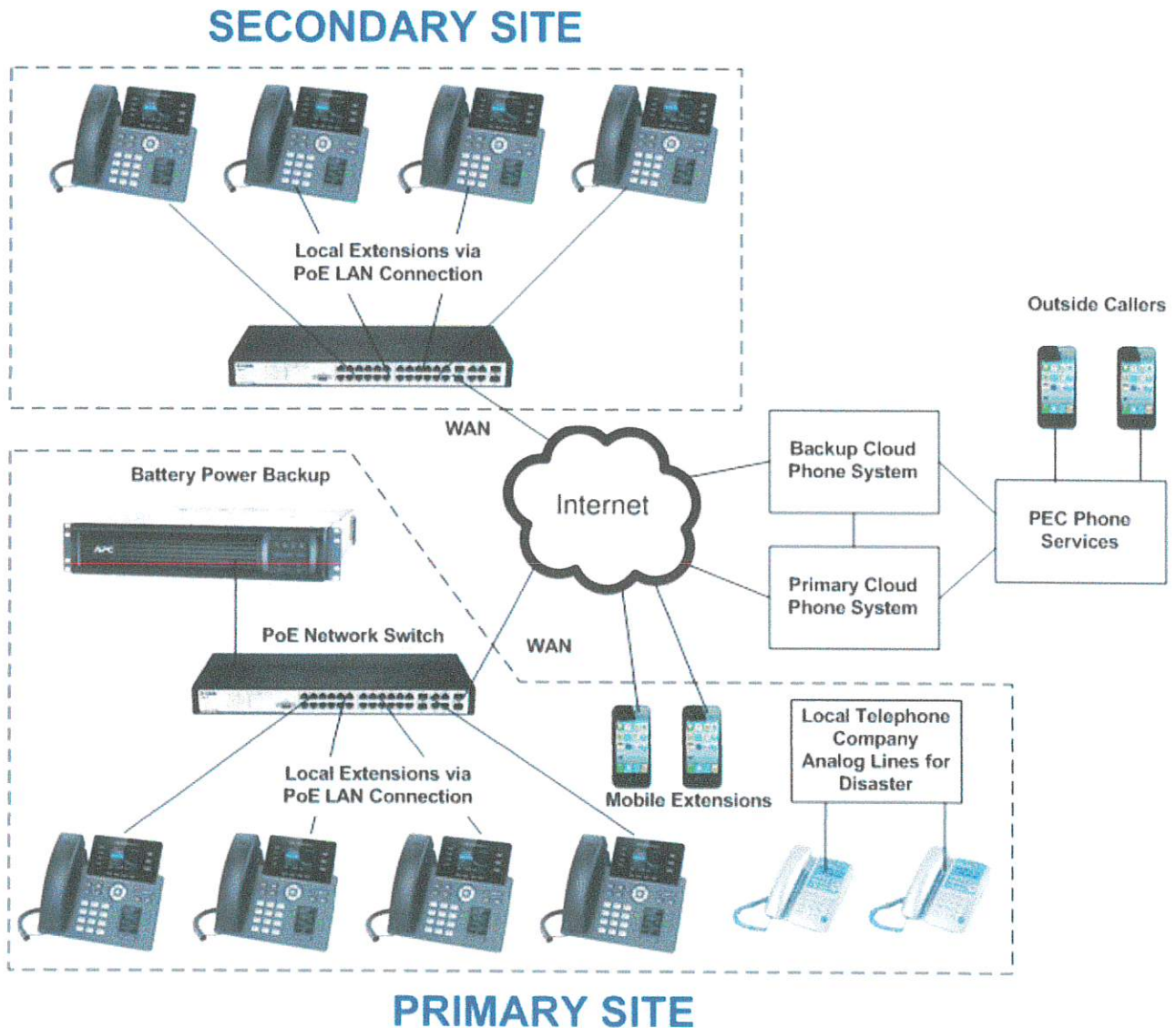


Yealink T34W Office Desk Phone

- 3.7" Black & White Display
- 10 line keys, 16 SIP Accts, 27 Memory keys
- Built in Bluetooth, Wifi, DECT, RJ9 Support
- HD Quality Voice & Acoustic Shield
- Dual-port Gigabit Ethernet
- PoE Support

10. Services Provided – NETWORK DIAGRAM

The diagram below shows the basic topology of the network we will implement. Any additional sites can be built out as depicted in the “Secondary Site.” Mobile Extensions can work over WiFi on the local office network or can work off of LTE/5G through the user’s mobile provider.



11. TRAINING PLAN

Over the years, PEC has learned that effective training can only be accomplished through a multi-stage process across multiple training sessions onsite and offsite.

In order to make efficient use of time, PEC has separate training for System Administrators, Users, and Operators. Each training type is catered to the specific tasks of the respective role. Training duration varies on the number of users being trained and the depth of training users request.

12.1 User Training (if needed)

User training will be available to users during four (4) different stages of the project:

Stage 1 – Prior to onsite installation, training resources will be provided to all staff which will allow staff members to familiarize themselves with the phones and end user phone system features in advance. Since this stage of training is not hands on, the training is more general and will cover general features, capabilities, and features. Staff members will have the opportunity to reach out to PEC with any questions they may have. Training resources provided will cover the following end user topics:

- Yealink phone and it's general features and buttons
- Desktop app and it's general capabilities and features
- Mobile app and it's general capabilities and features
- Phone system (end-user side) and it's general capabilities and features

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to train City of Neosho users on the following topics:

- Yealink phone and the button layout
- Initial account setup, including voicemail greetings and personalized settings
- Answering & Making Outbound Calls
- Transferring Calls (Blind Transfer, Attended Transfer)
- Using Conference calling
- Using Call Parking and Parking Lots
- Using Call hold
- Mute, Do Not Disturb, and Speakerphone
- Phonebook and Calling from a Phonebook
- Voicemail (checking, forwarding, deleting)
- Accessing and using the Desktop app (including call presence)
- Downloading and using the Mobile app
- Video conferencing

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the entire staff to provide the same training provided in Stage 2 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have.

Stage 4 – After the cutover is complete and PEC's staff has left the site, staff will be able to reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan

Galligan. Training resources covering the phones, phone system, and general information will be able to staff as well.

12.2 Admin Training

Admin training is designed to teach Administrators to handle day to day questions and requests from the general staff members. Admin training will be available to System Admin(s) during four (4) different stages of the project. Some of the information below only applies to onsite installation/training.

Stage 1 – Prior to onsite installation, training resources will be provided to Admin(s) to allow them to familiarize themselves with the infrastructure, the backend phone system, the phones, and end user features. Backend system training will be provided remotely via Zoom/3CX Meet/Google Meet/etc and will be scheduled through Dan Galligan. The phone system will already be set up and we will use this system for the demo. Admin Stage 1 Training will cover the following topics:

- Understanding the basic network infrastructure
- Connecting the physical phones to PoE and to desktops computers
- Logging in to the Admin interface
- Understanding key concepts within the interface (trunks, ring groups, receptionists, etc)
- Understanding how calls are routed in and out of the system
- Understanding how backups are performed
- Managing inbound calls and routing them to intended destinations
- Managing Digital Receptionist settings (already set up by PEC)
- Managing Extensions/Accounts and associated settings
- Managing user permissions for Extensions/Operators
- Managing Contacts / Phonebook settings (company-wide & per user)
- Managing Ring Groups and assigned extensions
- Managing voicemail settings for end-users
- Resetting end-user passwords
- Call recording functionality and retrieval
- Creating and managing Call Queues
- Understanding and setting up hot-desking
- Using the fax server & setting up inbound faxes
- Brief overview of Reporting and the different reports available
- Yealink phone and it's general features and buttons
- Desktop app and it's general capabilities and features
- Mobile app and it's general capabilities and features
- Phone system and it's general capabilities and features

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to provide hands-on training to reinforce the training provided in Stage 1. During this hands-on training, Admins will have an opportunity to ask questions and see the system in action. Admins can see the effect of making changes on the interface, and they will also learn how to do basic trouble shooting.

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the City of Neosho Admins to provide the same training provided in Stage 1 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have. PEC staff will also work with Admins to instruct them how to address any basic technical issues that may arise after cutover.

Stage 4 – After the cutover is complete and PEC's staff has left the site, Admins can reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan Galligan.

12.3 Operator Training (if needed)

Operator training is designed to teach Call Center Operators (CCO) to manage call queues and call center functionality through the web interface and on the handsets. Operator training will be available to CCOs during four (4) different stages of the project:

Stage 1 – Prior to onsite installation, training resources will be provided to CCOs to allow them to familiarize themselves with the concept and functionality of call queues and agents. The phone system will already be set up and we will use this system for the demo. Operator Stage 1 Training will cover the following topics:

- Creating and managing one or more call queues
- Understanding Polling Strategies and Wait Time Outs
- Setting up Call Backs
- Setting up Music on Hold
- Adding users/agents to one or more call queues
- Queue manager notifications
- Seeing the call queue in action using web agents
- General overview of call queue/agent reports

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to provide hands-on training to reinforce the training provided in Stage 1. During this hands-on training, CCOs will have an opportunity to ask questions and see the system in action. CCOs can see the effect of making changes on the interface.

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the City of Neosho CCOs to provide the same training provided in Stage 1 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have. CCOs are usually the most active users of the system since the call queues and agent setups change more frequently than that of other users.

Stage 4 – After the cutover is complete and PEC's staff has left the site, City of Neosho CCOs can reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan Galligan.



**PEARSON-KELLY
TECHNOLOGY**

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Both remote and on-site support is included along with 24/7 system and network monitoring.

- **vCIO Services**

Helping your business plan the future as well as analyze your present infrastructure. Technology road mapping reviews help you see the higher-level overview of how your business can implement IT standards to help you achieve your business goals.

- **vCISO Services**

On Staff security expert to respond to any cybersecurity threats identified by cyber security tools and answer any information security questions.

- **Next Gen Antivirus**

Endpoint Detection and Response (EDR) agents with 24x7 Security Operations Center (SOC).

- **Threat Hunting**

Managed Security Platform finds and eliminates threats, delivering a suite of managed, detection, and response capabilities—backed by a team of 24x7 Security Operations Center (SOC) Analysts

- **Vulnerability Management**

Cyber Security, Vulnerability Management, Vulnerability Patching, and Active Directory Scans

INFORMATION TECHNOLOGY SOLUTIONS THAT WORK FOR YOUR BUSINESS

► SPECIALIZED SKILL SET.

Outsourced IT services give you access to a full team of technical experts and specialists to supplement the skills of your internal team or act as your internal IT team.

► MITIGATE RISK.

Outsourced IT mitigates the risk for your business by leveraging a team of experts skilled in network security and compliance. Let them do the heavy lifting and take on the bulk of the responsibility for you.

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IT services is priced as a flat fee based on the number of workstations, servers and users you have. So, as you add users, you're looking at minimal IT cost changes, as opposed to adding new IT specialists.

► MANAGED ACCOUNTABILITY.

Hiring an internal IT team can have unpredictable results. When you hire an outsourced IT service provider, you plug into your business a fully developed IT department with business processes held to compliance and industry standards.

► THE RIGHT TOOLS.

Managing information technology systems requires certain tools. But enterprise-level tools are often too expensive up front for most business. With IT service providers, get access to those applications in a subscription model.

YOU MAKE IT HAPPEN WE MAKE IT POSSIBLE

Pearson Kelly Technology/ City of Neosho VoIP Proposal

Executive Summary

Wherever work takes you, a better way to communicate needs to come too. With Pearson Kelly Technology®, a full office communications suite goes wherever you go.

PKT combines a feature-rich business phone system with video conferencing, chat, contact center, file sharing, texting and more, with integrated mobile and desktop apps that allow for wherever, whenever communication. And with PKT, they are all available on one integrated, secure, reliable, and easy-to-use platform.

We are proposing 79 Fanvil Desk phones, local number porting and toll-free service. Our Unified communications offering consists of Cloud PBX with advanced call center, unlimited local and long-distance calling, Chat and 50GB of file sharing per user Online meetings with 100 participants per meeting. Along with full implementation, training and continued service and management of the product. We will utilize Web Fax for your faxing needs. Your numbers will port at 12pm on the day of the proposed installation. PKT will be there prior to the cutover making sure all infrastructure, Apps and desk phones are in place before the cutover occurs. There will be about a 30-minute period when the old system switches to the new. PKT will assist in training and any other issues that arise. We will continue fully supporting the system with all additions, moves, and changes for the life of the contract. Prior to the install we conduct our own discovery to ensure all the needed equipment, software and infrastructure will be available and ready on the proposed date.

What we do may change from client to client, but how we drive results doesn't. For our relationship to work, you must trust us to do what's in your business' best interest, so we build a partnership framework built on respect, honesty, and communication. This is one of the most important tenets of our business, and our leadership team models it well. We believe that being honest and open about what's going on in our business and our community is the best way to ensure a culture of respect, gratitude, and dedication. With this fully integrated business phone system, users can collaborate whenever, wherever, and however they want. I know there are many competitors out there, but most of them don't listen to your needs or try to figure out you are of pain, they just want you to stop talking so they can sell you something or try to find the person to blame it on when things don't work. Not PKT! We value customer service; we believe in Integrity.

Toll free phone numbers are billed at \$1.00 a month and then you can buy packages of minutes.

500 min-\$13.00 a month

1,000 min-\$23.00 a month

2,500 min-\$50.00 a month

5,000 min-\$95.00 a month

Confidential Service Proposal for Elevate

ALL YOUR BUSINESS COMMUNICATIONS –
INTEGRATED, EFFICIENT, AND RELIABLE

Provided by:

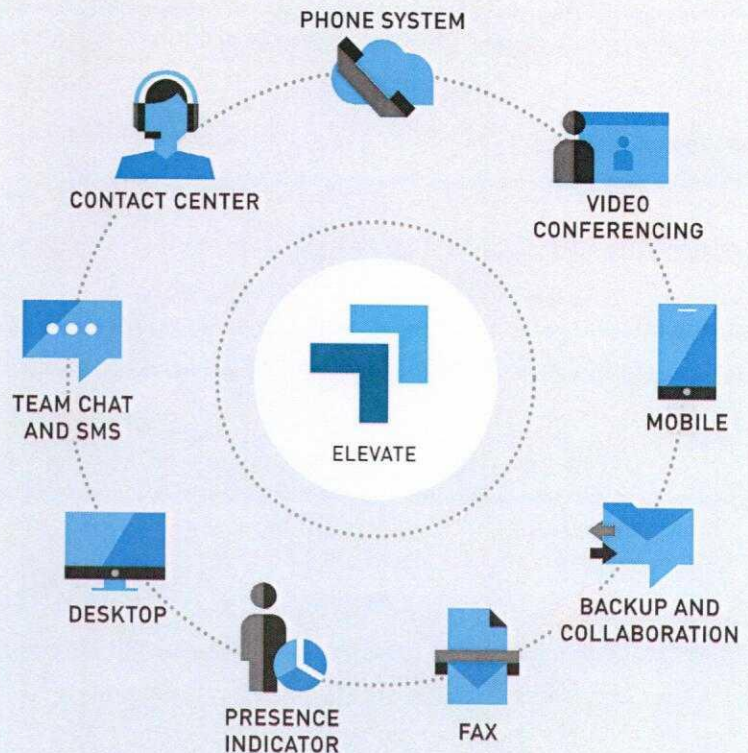
Pearson Kelly Technology
charles@pearsonkelly.com
14178770003



Elevate

Elevate is an easy-to-use cloud-based communication platform that helps employees to be more productive and collaborative.

It includes a full-featured phone system combined with chat, web/video conferencing, and file collaboration and backup capabilities.



ELEVATE INCLUDES

- Includes 90+ enterprise-grade calling features
- Free local and long distance calling to the US, Canada and Puerto Rico
- Elevate's pre-programmed, plug and play desk phones makes installation easy
- Flat, per-user rates, with no annual contract required
- The Elevate Mobile App makes any smart phone an essential collaboration tool
- The Elevate Desktop App integrates with company directory, showing employee availability and enabling click-to-call
- Changes to system settings, devices, or users can be performed by phone administrators online
- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

Benefits to Your Business



INCREASED PRODUCTIVITY

Elevate makes a more productive workforce.

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Integrated chat, video conferencing, screen sharing, file sharing, file backup and integrations extends reach and facilitates collaboration



LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace.

- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with no extra or hidden fees*
- 90+ enterprise-grade calling features INCLUDED in the service



HIGH RELIABILITY

The Elevate voice network is purpose-built for reliability.

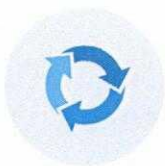
- 99.999% financially-backed uptime SLA
- Proprietary Elevate VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

Elevate scales according to the needs of any business.

- Mix and Match packages according to user needs: Essentials, Pro and Enterprise
- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy & can be done online; no technician or special expertise required
- Manage service and features using user-friendly HostPilot™ portal
- Scales to a large number of users per business



BUSINESS CONTINUITY

Never miss an important business call.

- Elevate automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)



ENHANCED CUSTOMER EXPERIENCE

Contact Center delivers more responsive, informed, and positive customer experiences.

- Upgrade your Elevate Contact Center plan to access even more features (like omni-channel support) at any time
- Plans for businesses of all sizes, industries, and levels of sophistication

The Business-Class Features You Deserve



90+ ENTERPRISE-LEVEL FEATURES INCLUDED

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Receptionist Routing
- Music on Hold
- Spam Caller Protection
- ... And many more



VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access
- Voicemail transcription (Included with Pro and Enterprise packages only)



CONFERENCE BRIDGE

- Includes a unique local phone number
- Gather up to 200 participants
- Start conferences at any time with Always-On conferencing
- Ability to add video and screen sharing to your conference, if desired



TEAM CHAT

- Pin favorite contacts to the top of your list
- Chat messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts
- Chat messages are securely encrypted in transit and at rest



WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

*Included with Pro and Enterprise packages only



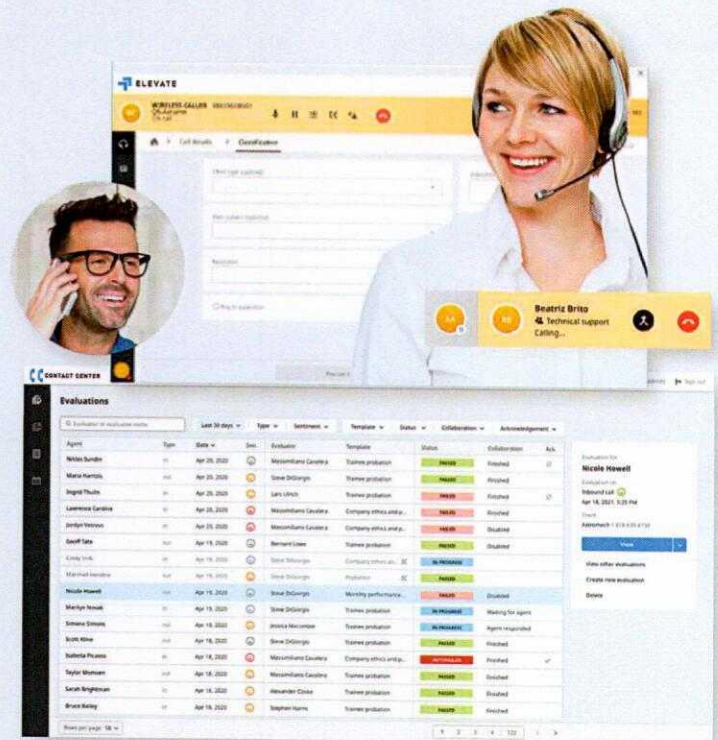
COMPANY MESSAGING

- Enhances customer interaction by enabling the ability to send and receive text (SMS) and picture messages (MMS) to and from your main company number or toll-free phone number (SMS only)
- Easily create specific groups of one or more users to send and receive text messages all within the Elevate desktop and mobile applications
- Improves communication efforts with customers by providing fast and customized text responses



CONTACT CENTER

- Smart queueing technology tells customers their position in line, plus wait time
- Deep analytics and reporting help you visualize gaps and improve performance
- Access to Advanced Hunt Groups included with Elevate Pro and Enterprise
- Upgrade your contact center features to include omni-channel capabilities (SMS, chat, email) to connect with customers through their preferred modes of communication



Apps/Productivity Included with Elevate



ELEVATE MOBILE APP

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send chats and SMS messages, place calls and see voicemails - anytime, anywhere.

Never miss important calls

Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption.

Easily collaborate from anywhere

Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.



ELEVATE DESKTOP APP

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send chats, place and receive calls, share screens, start video calls and share files - all from one application.*

Communicate your way

Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®.

One application for collaboration

One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference.

Stay connected on-the-go

With the Elevate desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are.



*Elevate Pro and Enterprise packages add SMS messaging to the Desktop App



ONLINE MEETING® VIDEO CONFERENCING

- HD video conferencing empowers teams with remote members to be more productive
- Screen sharing in real-time improves collaboration and speed of decision making
- Screen annotation can call out important points on a shared screen in during a meeting
- Includes a conference dial-in number, and custom URLs for meetings



SHARESYNC FILE MANAGEMENT

- The most current version of files from any device for easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Exchange Email, Active Directory, Outlook, and Microsoft 365
- Full control over files, users, devices, and sharing activities



ELEVATE ARCHIVING

Captures, stores and provides powerful search across chats, SMS, phone calls, voicemails and more so you can quickly find information when it's needed.

Automated data capture

Integrates with Elevate to automatically capture and retain data without administrative or user action.

Fast, powerful contextual search

Indexes both content and metadata using dozens of properties for fast and easy searching.

Retention

Stores data for as long as the business case requires with retention options ranging up to 10 years.

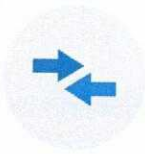
Regulations and compliance

Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4.

Security

Securely stores and encrypts data in transit and at rest with multi-factor authentication to protect access and limit export to authorized users.





ELEVATE EXTEND

Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more — driving higher productivity and increasing customer retention with no heavy costs.



Increase Employee Productivity

Embed communications into everyday business applications across various teams to streamline business workflows and maximize employee efficiency.



Drive customer retention and increase revenue

Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.



No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Integrations packages:

ELEVATE ESSENTIALS + ELEVATE PRO + ELEVATE ENTERPRISE	Office 365 slack	Outlook G Suite	INTERMEDIA UNITE [®] CRM SCREEN POPS Microsoft Teams
	ZOHO	sugarcrm	zendesk
	servicenow	Microsoft Dynamics 365 ORACLE [®] NETSUITE	salesforce

Prepared for

City of Neosho
203 E Main St
Neosho, MO
64850-1812, United States

Provided by

Pearson Kelly Technology
charles@pearsonkelly.com
14178770003

**Summary of services**

Description	Customer total	
	One-time	Monthly
Services		
Unified Communications Services	\$219.00	\$1,579.21
Equipment	Free	Free
Shipping	\$229.18	
Professional services & other items		
Professional Services	\$5,925.00	
Subtotal	\$6,373.18	\$1,579.21
Surcharges & Other fees		\$353.13
Estimated taxes	\$1,242.24	\$219.36
TOTAL	\$7,615.42	\$2,151.70
	One-time	Monthly

Details

Main location 203 E Main St, Neosho, Missouri 64850-1812

			Customer total	
Description	Quantity	Unit price	One-time	Monthly
Unified Communications Services				
Elevate Pro Includes Cloud PBX with advanced call center, unlimited local and long distance calling, connection to up to 5 devices, Chat, File Sharing (50 GB/user), Online Meeting (100 web participants per meeting) and Business SMS. 1 license is required for each unified communications user in the organization.	79	\$19.99		\$1,579.21
Local Number Porting Fee	73	\$3.00	\$219.00	

Notes:

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

Customer total				
Description	Quantity	Unit price	One-time	Monthly
Equipment				
 Fanvil V64 An IP desk phone with a 3.5-inch 480x320 Color Screen, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi, and a USB port. Includes 8 physical line keys capable of 21 configurable positions for calls, presence, or speed dial.	79	Free	Free	Free
Shipping				
2013 W Woodland St, Springfield, Missouri 65807-5913	—	—	\$229.18	
Taxes & Fees				
Surcharges & Other fees	—	—		\$353.13
Estimated taxes	—	—	\$1,242.24	\$219.36
Total - Main location			\$1,690.42	\$2,151.70

Notes:

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
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- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

**Response
to
Request for Proposal
Phone System Platform
City of Neosho**

Vendor Name: SMART IT PROS, INC

Vendor Contact Person: David Thomas

Vendor Address: 2305 Ridge Road Suite 101D Rockwall, TX 75087

Vendor Phone Number: (734) 238-1553

Email: Dave.thomas@smartitpros.com

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1. Cover Letter

George Moody

Ph: 417.451.8050 ext. 101

Email: gmoody@neoshomo.gov

Dear George

Smart IT Pros, Inc is pleased to submit the following Proposal in **Response to Request for Proposal from The City of Neosho to provide Phone System Platform solution**. SMART IT PROS has read the documents and agrees to each and all of the terms and conditions, provisions, and requirements set forth.

SMART IT PROS **has around 12 years of experience working with Government, County and Municipal Entities across the United States**. SMART IT PROS can provide professional and operational team to assist with Strategy, Design, Transition, Operation and Continuous Service Improvements. We are confident that we have the experience, resources and infrastructure necessary to deliver outstanding service that will meet or exceed the short and long-term IT objectives.

SMART IT PROS look forward to work with leadership team and ensure delivering best services. Please direct all questions (technical and contractual) to David Thomas, Director Sales (Primary Contact), at (734) 238- 1553 or at Dave.Thomas@smartitpros.com.

Thank you for your time and consideration,



Sincerely,

David Thomas.

SMART IT PROS, INC.

Address: 2305 Ridge Road Suite 101D Rockwall, TX 75087

Contact Name: David Thomas

Title: Director-Sales

Dave.thomas@smartitpros.com

Phone: (734) 238-1553

Fax: (877) 763-6359

2. Executive Summary

SMART IT PROS INC is a privately held S corporation owned by its founder and president, Radhika Rani. Our firm is WBE (Woman owned Business Enterprise), WOSB (Woman owned Small Business), MBE (Minority owned Business), certified Michigan Corporation. Our president has more than 20 years of IT, ERP, Applications, Development, Services Management, Infrastructure support that includes asset management, network management, firewalls, security, architecture, solutioning, and project and program management services. We have founded in 2012 and grew YOY 150%.

Our firm includes 40 full time employees and 25 Contractors, under the president and four managers. Our main management divisions are IT Consulting, Managed Services, Hardware and Software Reselling and Solution Provider, Sales, Marketing and administration. We got reviews as best employer rated by employees. The service department handles service requests, support, training, and development. At present, we are focusing on in-house technical capabilities to manage the outsourced contracts to manage helpdesk, Service Management and production support projects. We also focus on Knowledge transfer of existing employees by train the trainer approach to build internal knowledge hub.

By focusing on its strengths, its key customers, and the underlying values they need, Smart IT Pros Inc will increase sales to more than \$4million in three years, while improving the quality of services and customer base. We are currently focusing on State, federal and local government units to who needs immediate help and support in better services while focusing on cost savings and adding value

2.1 Why partner with SMART IT PROS for your IT Infrastructure needs?

- Local Support: Our sales and technical teams are located throughout the Eastern U.S. and Pacific Coast area to work directly with you at your location(s).
- Technical Excellence: Through rigorous training, our team holds sales and technical certifications, enabling us to help design and configure your IT environment end-to-end to meet your requirements.
- Vendor Agnostic: SMART IT PROS represents a broad range of hardware and software vendors, allowing us to design the best solution for your business requirements.
- Competitive Pricing Having achieved premier partnerships with many IT manufacturers, SMART IT PROS utilizes our superior buying power to ensure you get the right hardware and software solutions at the right price.

2.2 What is our Value Addition?

- **Access to specific skills currently unavailable inside:**

Smart IT pros clients often have to look outside the organization to IT consultants, contractors and freelancers for specific and highly specialized technical skills. Staff augmentation allows the Smart IT Pros Clients to add skilled resources to supplement their existing staff.

- **Flexibility and quick response:**

Smart IT Pros Clients can use staff augmentation to adapt quickly and create dedicated teams around specific skills, products, or technologies for critical projects or deadlines. Staff augmentation allows companies to quickly respond to change and take advantage of growth opportunities – and even quickly terminate contracts in the event of organizational change.

- **Cost-savings to the hiring organization:**

Smart IT Pros Clients can reduce business overhead costs associated with maintaining staff for finite or seasonal projects. Staff augmentation minimizes costs associated with administrative functions related to payroll, benefits, and unemployment concerns.

- **Time-savings to the hiring organization:**

Smart IT Pros Clients can hire consultants and contractors more quickly than full time employees. Staff augmentation helps organizations hire more quickly, often in days not weeks or months.

- **Objective addition to the team:**

IT consultants and contractors are less concerned with politics, and often approach projects and deadlines with an objective and unbiased perspective.

2.3 Qualifications and Experience

In today's competitive world along with evolving technologies, several businesses are confronted to stay much above the latest developments at the same time maintaining and establishing responsive and flexible IT capability to give their support. SMART IT PROS can help you in this by providing you with top-level IT Consultants, Administrators, Developers, Business Analysts, Project/Program Managers and Hardware Engineers.

Our IT staffing services will assist you in safeguarding and optimizing most strategic and varying components to give you success. We believe in offering you a partnership that will help in understanding your actual business targets. Our workforce strategy is to provide the right people with appropriate skillset and competencies, at the right place, at the right time.

- We provide extensive support with efficient knowledge of different technology products and services such as Dell, HP, Lenovo, Cisco and Apple work with different states and federal clients.
- We provide comprehensive support services such as; training, upgrade offers, installation services, patching, monitoring, network configuration services, etc.
- We turn IT visions into reality and provide you powerful solutions which are dedicated on improving, enhancing revenue prospects and also coming up with certain new inspiring advantages for you.

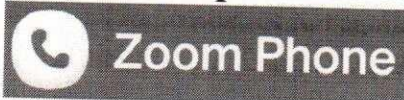
3. Company Background Information

1. Legal name of the company: **Smart IT Pros, Inc.**
2. Number of years in business :**12+ years**
3. Headquarters location address, phone number, website: **2305 Ridge Road Suite 101D Rockwall, Texas, 75087; (734) 238-1553; www.smartitpros.com**
4. Company type: **Corporation**
5. Number of employees: **48**
6. Tax ID number: **36-4647476**

SMART IT PROS has been providing services similar to the scope of work for years as exemplified by the following projects:

- **Chicago Housing Authority** – Cloud Colocation Services through Equinix Data Center
- **Superior Court of California, County of Los Angeles** – IDC and colocation Services through Equinix Data Center, LA County
- **North County Transit District** - (*Outsourced DMS Implementation Services*)
- **Omnitrans, San Bernadino, CA** – (*Outsourced Data Center Deployments*)
- **South-eastern Pennsylvania Transportation Authority** – (*Outsourced IT Hardware and Software Services*)
- **State of Arkansas, Little Rock, AR** (*Outsourced Information Technology Services such as Desktop Application Support, Server Administration, Network Administration, IT Security, 24/7 Help Desk and Strategic Planning*).
- **Pennsylvania Police Department, Harrisburg, PA** (*SCCM support*).
- **State of Michigan, Lansing, MI** (*Completely Outsourced IT Department: Avaya Support, Application Support, Server Administration, Network Administration, 24/7 Help Desk and IT Support, PD IT Support Services and City Department IT Support*).
- **Macomb Community College, Warren, MI** - Remote (*Project Management, Network Design/Implementation/Monitoring, 24/7 Help Desk, IT Security and Strategic Planning*).
- **The State of Oregon, Salem, OR** (*Security, Firewall, Network Monitoring and Management and 24/7 Help Desk*).
- **The State of Oregon, Salem, OR** (*Oregon Kids Support and Development on Java*).
- **State of Georgia - Security Architect** – Remote, Atlanta, GA
- **Microsoft - SAP Implementation Project** - Remote

4. Zoom Experience and References



Smart IT Pros is authorized to provide Zoom Phone as the Phone System Platform solution to The City of Neosho.

Zoom Phone is a secure, seamless, and reliable feature-rich cloud phone solution for businesses of all sizes. Its centralized management empowers admins, while the easy-to-use platform improves employee productivity. Future-proof your business, build stronger connections, and enable better access to services with Zoom Phone.

4.1 Why Zoom Phone

A Video-First Unified Communications Platform.

Zoom Phone is a simple, secure, video-first, cloud phone system that is innovative, reliable and scalable in 40+ countries across the world.

It offers a single platform (currently with over 400 features) that support inbound and outbound calling through the public switched telephone network (PSTN). This functionality makes Zoom Phone a competitive option as a cloud PBX and aims to revolutionise the enterprise phone network.

Those who make the switch to Zoom Phone can enjoy the benefits of:

A Modern Enterprise Communications Platform

Zoom Phone enables employees to talk and interact in new ways – anytime, anywhere.

Centralised Management

Provision and manage users while monitoring business interactions with an easy-to-use centralised administration portal. You can also have visibility across your contact centre and manage call queues.

Another reason you may like the Zoom phone app is the list of valuable features, including Nomadic E911, SMS, business app integrations, and more.

Zoom Phone has a few tricks up its sleeve for keeping teams connected. It has a one-click option to elevate calls to meetings and built-in call recording features, while the built-in Caller ID function makes it possible to change your outbound caller ID. This feature is helpful in various ways, allowing you to choose which name or number gets displayed for the receiver of your call.

Key Benefits

✓ Feel confident in your phone

Enable seamless and reliable communications, with a cloud phone system built with security from the start.

✓ **Simplify management**

Get onboarded fast, easily manage users and permissions, and monitor service performance with Zoom Phone's intuitive, centralized admin portal.

✓ **Optimize the way you work**

Reduce friction across workflows with an all-in-one app powered by AI for your communications and collaboration needs and tight integrations with your favorite third-party apps.

✓ **Elevate your customer experiences**

Exceed customer expectations by enabling seamless interactions and equipping employees with insights into areas of improvement.

✓ **Empower the modern workforce**

Enable your employees to work how and where they can be most effective while helping to boost efficiency with advanced calling capabilities across mobile, desktop, and devices.

37% Zoom costs 37% less
to manage and operate

Zoom Commissioned Metrigy TCO Study 2023

With Zoom Phone, you'll be able to securely and easily communicate and collaborate across locations, devices, and worker types. Zoom's all-in-one solution elevates your employee and customer experiences with robust, AI-powered voice, video, and chat, plus native integrations.



**Simplify
management**

- Easily deploy and manage a robust telephony network with complicated configurations, regardless of your business size or location.
- Connect in a way that works for you with PSTN connectivity in 49 countries and trunking options to work with your preferred carriers (BYOC).
- Give your team access to the right resources fast with scalable management.



**Optimize the
way you work**

- Boost collaboration with the Zoom mobile and desktop apps, which offer a single, unified solution for phone, team chat, meetings, and more.
- Elevate your calling capabilities with advanced features like video voicemail, call routing, and VIP delegation.
- Work within your favorite apps with over 80+ integrations for Zoom Phone on the Zoom App Marketplace.



Empower the modern workforce

- Work effortlessly on the go with the ability to move calls between your desktop client, mobile app, or desk phone.
- Seamlessly connect Zoom with desk phones and devices from leading manufacturers.
- Support hybrid and frontline workers with mobile, industry, and hotdesking solutions.



Feel confident in your phone

- Keep data and calls safe with standards-based and end-to-end encryption options and certifications, attestations, and standards such as SOC 2.
- Have peace of mind knowing your phone system will be up when you need it with support for up to 99.999% SLA.
- Create resiliency in your infrastructure and provide business continuity in the event of lost connectivity to the cloud with Zoom Phone Local Survivability.
- Keep employees safe with enhanced emergency calling that dynamically tracks location to ensure their location is up to date in the event of an emergency.



Elevate customer experiences

- Enable customers to receive customized services faster with features like auto attendant, call routing, call queues, the ability to elevate a call to a meeting, and more
- Coach and support your team in real-time with supervisory controls like monitor, whisper, and barge, along with reporting and wallboard capabilities.
- Gain insights into buyer engagement and sentiment, as well as the frequency and quality of conversations that signal opportunity health with Zoom Revenue Accelerator.
- Address customer inquiries with automated and innovative omnichannel experiences across Zoom Phone, Zoom Team Chat, and Zoom Contact Center.

Zoom Phone user interface - Natively Built For The Zoom Platform

Zoom Phone is one unified app for phone, video, meetings, and chat. It allows the user to seamlessly make and receive phone calls, share content, participate in video meetings, and send chat messages from Zoom desktop and mobile apps.

Easily elevate phone calls to a video meeting without requiring participants to hang up and dial into a separate conference bridge. The native apps for Windows, macOS, iOS, and Android are designed for ease of use while maximising voice and video quality of service.

Another one of our favourite features about the Zoom Phone is its integration with other Zoom products. Zoom Rooms can be assigned direct phone numbers as part of your Zoom Phone

plan. If you call using Zoom Phone, you can quickly transform the call into a Zoom meeting – or merge the call into a concurrent session. You can also switch between two separate, simultaneous Zoom Phone calls or meetings at your leisure.

The Zoom Phone app offers several call monitoring features, which admins can control:

Listen: listen to a call without the parties being aware.

Whisper: speak to a phone user in a call without other parties being aware.

Barge: join a call and speak to all parties (the call will become a 3-way call).

Take over: take over the call from a Zoom Phone user.

Finally, you can use call delegation via a shared line appearance functionality: This feature allows users to assign auto attendants to handle calls on their behalf.

For example, an executive can route calls and calling privileges to their assistant. An employee going on vacation can set calling privileges to a co-worker temporarily monitoring their accounts.

Why businesses choose Zoom Phone over than other systems?

Traditional telephony can be a complicated and costly endeavor — especially for global organizations — involving expensive hardware and multiple carriers. Over the past three-plus years, Zoom has focused on creating a phone solution that's easy enough for small and midsize businesses to use and deploy and has all the advanced capabilities large multinational organizations require to support global users.

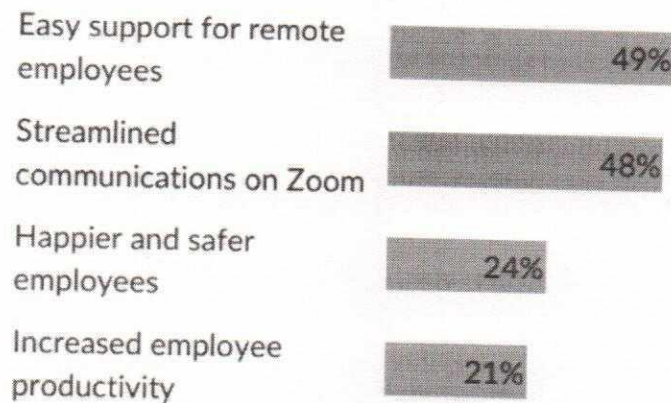
“Zoom Phone has been incredibly valuable when it comes to keeping our teams connected,” said Susan Delaney, Director, Global Network Services at **eBay**. “The one-click option to elevate calls to meetings allowed our users ease, and reduced time spent, alleviating the need to juggle multiple platforms. Zoom’s pricing plans made it easy to roll out a single solution across our offices around the world.”

All the surveys at the last 3 years proved the following:

- 90% said our audio quality is better.
- 93% said we were more affordable.
- 86% said our deployment was easier.
- 91% said our global coverage is better.
- 97% said we enabled their remote workforce better.

“Zoom Phone has been an astounding success,” said Elka Popova, VP of Connected Work Research at **Frost & Sullivan**. “Thanks to its innovative pricing model and widespread availability, it has quickly become an attractive option for many SMB and enterprise customers around the world.”

Zoom Phone benefits:



Zoom Phone Surpasses 3 million Seats Sold

Going from zero to 3 million licenses in just over three years is a testament to the growing need for a rich cloud telephony solution like Zoom Phone. Businesses, schools, and other organizations no longer have to settle for a phone solution; they can choose a comprehensive system that empowers their hybrid teams and strategically scales with their business.

With innovative VoIP service from Zoom, organizations of all sizes can:

- Support remote, hybrid, and mobile work styles with comprehensive cloud phone features
- Simplify management of voice and video communications with a centralized admin portal
- Enhance on-premises safety and security with Nomadic E911, internal safety team alerts when calling 911, and dashboard metrics for emergency location tracking

Improve productivity with integrations to essential applications like Salesforce, Microsoft Teams, and Google G-Suite, and call center integrations with Five9, Genesys, InContact, Talkdesk, and Twilio.

4.2 Case Studies

4.2.1 Case Study No. 1

Client Name: Hamilton County

How Hamilton County Developmental Disabilities Services Uses Zoom to Improve Constituent Support & Employee Experience



Founded: 1968

Location: Hamilton County, Ohio, USA

Industry: State and local government

Challenges: Legacy systems creating a poor user experience for employees and constituents alike

Solutions: Zoom Meetings, Zoom Phone, Zoom Rooms, Zoom Team Chat, and Zoom Video Webinars

Business benefits: Increased accessibility and attendance, simplified management, better user experience

Serving the public since 1968, Hamilton County Developmental Disabilities Services (HCDDS) supports more than 8,000 people annually by enabling opportunities for people with developmental disabilities to work, learn, and fully participate in their communities. Focused on supporting these individuals and their families throughout all stages of life, HCDDS sought a solution provider that would not only enable continuity during the COVID-19 pandemic, but also help the organization improve case management and service delivery.

We spoke with Brian Knight, Director of Information Technology, about how the Zoom platform helped his agency achieve its mission and evolve service delivery permanently.

Ease of use goes a long way

“Prior to March 2020, I could probably count on one hand how many video meetings I’d been a part of,” said Knight. HCDDS, like so many local agencies, was used to the in-person interactions traditional for the public sector, barely using their incumbent Skype solution. But that all changed when the pandemic started.

“When March 2020 hit, we knew Skype wouldn’t meet our needs anymore,” said Knight. His team was even offered a 90-day free license of Webex, but left with the same result. “When we got [Webex] out, I started hearing complaints [from our users]. It drops, disconnects often, choppy voice and video. It was a consistent issue we were seeing.”

That's when Knight decided to pilot Zoom, initially purchasing 10 meetings licenses for a small group to test out. The response was immediately overwhelming, as Knight remarked, "It was so much easier to use, especially for so many of the constituents we work with."

The HCDDS executive team echoed a similar response. When Knight decided to demo the solution in the hope of spawning adoption across the entire organization, the decision came easy for leadership. "We set up demos for both Zoom and [Microsoft] Teams for our leadership group. The Teams demo fell on its face. Each person experienced a different problem, my boss couldn't even get signed in. The Zoom demo went flawlessly — [the Zoom team] showed a lot of the features and capabilities. Executives really liked what they saw."

The HCDDS team applied a similar process to Zoom Phone adoption, testing licenses with a smaller group, and then bringing on more from there.

For Knight, implementation was both a cost-effective and seamless experience. "Our cost of entry was zero — didn't cost us anything other than initial phone licenses. Setting things up was a snap," he said. "Having everything in the same spot makes it so simple."

Uncovering new outcomes

Once Knight deployed Zoom Meetings and Team Chat, Zoom Rooms, and Zoom Phone across his agency, the impact was felt by employees and constituents alike. While the agency frequently leveraged Zoom Team Chat's file transfer feature and is exploring Zoom Apps, Knight and team found that a few features and aspects of the platform generated some key outcomes:

Better accessibility

"Now that you have it built-in, [Live Transcription] works flawlessly. We have some hearing-impaired individuals and employees, and having closed captioning helps them out."

Better work/life balance

"Something as simple as setting your business hours [in Zoom Phone] is helpful. When my day is over, I don't want my phone ringing off the hook — the people who need to get a hold of me know how to."

Increased attendance

"We have meetings where we bring in different parties working with someone — providers, parents, individuals themselves — and a lot of the time it was challenging to get everyone to attend that meeting. With Zoom, we had a lot better participation, especially with court-appointed guardians."

Simplified management & ease of use

"We needed to find something that was easy to use — that any other person on the outside can easily get access to. That's what really drove its popularity with our staff. I like it because it's so easy to manage. Not having my folks spend time trying to fix issues is worth its weight in gold."

Benefits for other service organizations

After seeing such success with the Zoom platform, Knight has started to spread the word to his colleagues and cohorts.

“We have a group for all IT county board directors in the State of Ohio and we meet every other month, and I have given [Zoom] nothing but glowing recommendations. People were utilizing a lot of traditional PBX systems, and I told them to call Zoom because I think the price is affordable and it works great,” said Knight.

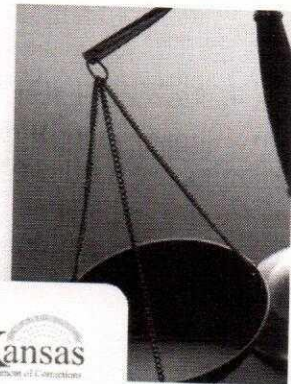
He’s also realized how Zoom Rooms can support some of the schools that HCDDS works with, deciding to show them the product first-hand. “I did a demo of our Zoom Room capabilities to our schools, and they’re excited about it. They’re going to use COVID-19-related grant money to purchase some of the Zoom Rooms hardware,” said Knight.

Now, the progress HCDDS has made with Zoom can expand to other organizations providing critical services to the public, helping to elevate the important work of state and local agencies around Ohio.

4.2.2 Case Study No. 2

Client Name: Kansas State Department of Corrections

How the Kansas State Department of Corrections Leverages Zoom to Support Justice Delivery



The COVID-19 pandemic posed new challenges to government agencies, businesses, and people everywhere. The Kansas State Department of Corrections is no exception, navigating uncertain times to fulfil a vital mission: supporting a safer Kansas and improving outcomes for incarcerated people.

Rather than maintain the status quo — which would still have been remarkable — the Kansas State Department of Corrections was able to optimize operations and drive positive outcomes across its operating mission through its use of the Zoom platform. This included:

- Augmenting a constructive culture for incarcerated persons
- Expanding representation and access across communities to public outreach activities
- Enabling the justice-centered mission to continue without disorganization

Addressing key objectives

Harold Sass, CIO of Kansas State Department of Corrections, leads the dedicated team supporting the technology needs of Kansas' criminal justice services — his vision allowed the team to not only meet their mission objectives, but improve outcomes when compared to pre-pandemic levels.

When Sass approached Zoom in the first days of the pandemic, he was strategizing to revolutionize his team's technology vision. "The collaboration had to support three mission-imperatives: improve outcomes for incarcerated people, democratize access to the Kansas State Department of Corrections's public outreach efforts, and ensure a safe and effective operational cadence for the agency staff," said Sass.

Enter: Zoom

The Kansas State Department of Corrections strives to lead its justice-involved population to safe and productive reintegration. Sass and team saw the Zoom platform as the perfect solution to help them accomplish exactly that.

"Zoom Meetings and Zoom Phone allowed for resident professional development opportunities for inmates, including advanced data science roles for those in the Topeka Women's Prison," Sass stated. In these instances, residents were able to work alongside the Kansas State Department of Corrections staff in a remote work context. "They communicated during their work shifts with the same type of professional environment as their department colleagues, only located within the structure of their residential facility," he added.

Zoom Meetings and Zoom Webinars also allowed the Kansas State Department of Corrections to expand its offering of job skills training programs, resident career fairs, and other educational programs. "The Zoom interface helped residents feel a greater sense of professionalism," Sass noted.

Sass felt strongly that his department's work for constructive resident culture must "prioritize familial, social, and health-oriented scenarios." Leveraging CARES Act funding, he deployed over 60 Zoom Rooms to create learning spaces and help foster digital connections. Zoom Rooms allowed mothers to see their children more frequently, even as in-person visits had to be stopped. The team also used Zoom Rooms to support remote substance abuse treatment, create cross-facility resident communities of interest, and sustain telemedicine through a partnership with Centurion Health.

Democratizing access to the Kansas State Department of Corrections's public outreach efforts

Focused on sustaining public outreach amid the pandemic, the Kansas State Department of Corrections's IT team soon realized transforming their approach via Zoom would open up new dialogues. Prior to using Zoom, engagement was solely in-person. This posed access challenges to lower-income populations with reduced transportation options.

"By leveraging Zoom [Meetings and Webinars], staff didn't have to travel across the state for multi-day sessions, and this resulted in unexpected cost savings that were invested back into technology improvements for the state residential correctional facilities," said Sass. With Zoom

Meetings and Zoom Webinars, the Kansas State Department of Corrections conducted public outreach sessions in a safe and fair manner as well – with greater than normal turn-out.

Supporting a safe and effective operational cadence for the agency staff

Sass wanted to ensure that employees-maintained productivity and felt like they could achieve effective remote work – his vision was proven right. “In one instance, the Kansas State Department of Corrections’s telework capabilities even allowed a warden, who had to be quarantined for health reasons, to continue running the prison remotely,” Sass said. Additionally, the Kansas State Department of Corrections turned to Zoom for remote court hearings and other judicial sessions, helping mitigate exposure to residents and facility staff, as well as reduce the public security risks involved in transporting residents to off-site sessions.

Creating better outcomes

Through the purposeful IT transformation with Zoom, the Kansas State Department of Corrections was able to improve outcomes across the board. “The pandemic drove 20 years of IT transformation in six months,” Sass claimed.

Beyond helping the Kansas State Department of Corrections navigate the pandemic, zoom technology has helped Sass and team build a new operational paradigm.

Zoom has allowed us to improve outcomes for our residents, better engage our communities, and build a more technology-forward department. We aren’t looking to go back to normal – we’re looking to do even more with technology than before.

Harold Sass

CIO, Kansas State Department of Corrections

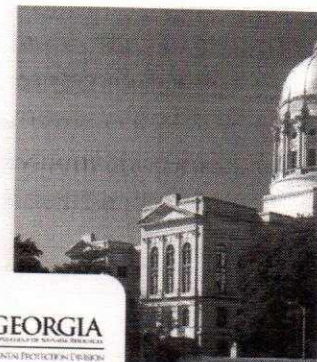
4.2.3 Case Study No.3

Client Name: Georgia Environmental Protection Division

Georgia Environmental Protection Division embraces resiliency and flexibility with Zoom Phone

Founded: 1972

Location: Atlanta, Georgia



Industry: Government

Challenges: Legacy and disparate solutions, extra costs due to overage fees

Solutions: Zoom Meetings, Zoom Phone, Zoom Webinars

Business benefits: Workforce mobility, increased attendance for public events, business resiliency

Within Georgia's Department of Natural Resources (DNR) lies the Environmental Protection Division (EPD), a group charged with protecting Georgia's land, air, and water resources. From regulating emissions to waste management to restoring water resources, the EPD works with local governments, industries, and farmers to protect Georgia's environment. The state authority enforces laws that regulate public and private facilities, with Steven Miles, director of information technology, leading these efforts from a technology standpoint.

Responsible for upgrading a dated video communications solution and enabling flexible work for the department, Steven turned to Zoom Meetings, eventually expanding to Zoom Phone and Zoom Webinars.

From disparate solutions to one interface

Back in 2019, Steven had to cobble together two solutions to enable virtual meetings for the EPD. And while one of them claimed to be "free video conferencing," it was anything but that.

"We were spending about \$30,000 plus a year on just conference calls for our small agency, and our division is not very big," Steven said. "Our staff was not familiar with the navigation of how to use that service, so there were all these overage charges because of call idling."

Their phone system wasn't much better. "We had a decentralized phone system, it was a combination of lines from AT&T and Avaya systems," Steven noted. This disparate structure meant processes had to remain manual. "We had to keep spreadsheets of who was assigned to what number because there was no system to track when people were off and onboarded, no centralized contact list or directory," he added.

Steven's hunt for a new solution didn't last too long. After a few proof-of-concepts with Cisco and Webex and months of testing, Georgia's EPD went with Zoom Meetings. Deployment — which clocked in at only two weeks — was paired with training sessions that shed light on important security controls. "We showed [employees] Zoom's available security features — not allowing meetings to be forwarded, having attendees authenticate with the Zoom account."

The training was effective, to say the least. "We've never had anyone attend a meeting who was not supposed to. It's only the people required and requested to be there — no stowaways at all."

But Steven didn't want security to stop there. "We enabled strong password requirements and expiring passwords. We wanted to take it a step further by securing the entire app by enabling two-factor authentication for logging into accounts, just to make sure that staff had that reassurance," he said. "We also use spam filtering; a lot of phishing happens over the phone these days."

With the right controls in place, it was smooth sailing from there for the EPD. “Because the platform is really easy to use, we didn’t have any problems when we went live.”

Embracing flexibility and agility with Zoom Phone

Phone was a little different for the EPD. While the agency originally preferred traditional VoIP systems, the onset of the pandemic changed that.

“When we went remote, there was no problem transitioning our public hearing meetings to Zoom Meetings, but we did have a problem if a constituent or a community member called our offices,” Steven reflected. “Not everyone had an agency-issued phone, and they didn’t know everyone’s numbers.”

Craving more flexibility, the EPD piloted Zoom Phone throughout 2020 and found its bandwidth optimization feature helped prove its value. “There are some people who live in rural areas — there’s not the highest availability of bandwidth — but the pilot program showed us the system performed in those areas.” From there, the EPD worked with Zoom’s Professional Services team to test, configure, and port over 733 numbers, which was all done remotely for 10 locations throughout the state.”

Zoom Phone came as a welcome reprieve from EPD’s previously stitched-together solution. “We had a few phone solutions cobbled together — a separate solution for voice calling, one for voicemails, and so on. So [with Zoom Phone] we got a lot of positive staff feedback that they didn’t have to sign into a whole other platform just to get voicemails or set greetings because they’re going to be out of the office for a day.”

Better connections with colleagues and constituents

Connecting with the public

Similar to other state and local agencies, EPD found that keeping public hearings virtual meant better attendance. “Once we started using Zoom Meetings and Webinars, attendance skyrocketed ... we’re talking about people throughout the state joining. “In fact, leadership has made the decision that Zoom Meetings will be the primary method of future public meetings for the agency. That’s not to say that EPD won’t have future in-person public meetings but the default moving forward will be via Zoom,” Steven said. “These actually helped with compliance efforts for the Freedom of Information Act.”

Finding resiliency with phone

“In 2022, state government leaders saw that many state agencies were working from home, doing it well, and being productive. As a result, state leadership, in conjunction with the Georgia legislative leaders, asked if agencies would consider shrinking their real estate footprint,” Steven said. The EPD has embraced flexible work ever since. “Nearly all of our employees working in the two Atlanta offices come into the office as necessary for reasons of equipment needs, mail processing, and package handling.

He said this approach to work makes the agency more resilient in the face of change, harkening back to 2014’s “snowmageddon” in Atlanta that posed major challenges to business continuity. “I think a benefit also by implementing Zoom Phone is that inclement weather doesn’t stop our business anymore. Prior to implementing Zoom Phone, someone had to be in the office to get the call. Now, it doesn’t really impact us the way it used to. We’re still able to

conduct the business without skipping a beat because we have such a versatile platform. Zoom Phone allows us to be able to be anywhere and work like we're in an office."

Building stronger bonds

Even though most of the EPD's staff isn't in the same room anymore, they still feel connected. "I think the meeting platform has really aided in assimilating most workers to being away from the office. They can get on video, see someone and talk with them like they're next door," Steve said.

"You foster a good working relationship in a remote capacity because you're able to get on and see each other and read those nonverbals, read the body language. Because you don't lose that element, you still retain the ability to be a good work buddy."

A flexible future

Since the staff at EPD are not physically in the office every day, they're looking into organizing those efforts potentially through workspace reservation. "When staff do need to come into the office, we need a way to show them what work areas are available for use. So we're working to implement workspace reservation to be able to accommodate or satisfy that need," Steven noted.

They're hoping to apply the same logic to EPD vehicles, too. "We have a fleet of vehicles that you must go into the office to reserve and sign out for use that is currently being managed in a paper binder. I could see workspace reservation potentially being used for that purpose," he added.

Whether the agency needs to reserve a vehicle online or just connect with constituents, the EPD views Zoom's unified communications platform as an essential resource. "With Zoom, everything can be done in one platform, you don't have to sign in and out of a bunch of different modules or apps. Everything is available and can be managed there," Steven said. "Having communication tools offered in such a scalable and secure way make a worthwhile investment."

"I think there's a good reason why Zoom has become the de facto standard when it comes to virtual meetings. You put the customer first in how you design and deliver your services, so it makes it easier for me to deploy and my users to adopt it," Steven added.

5. Responses to RFP Requirements

Zoom Phone is a simple, secure, video-first, cloud phone system that is innovative, reliable and scalable in 40+ countries across the world.

It offers a single platform (currently with over 400 features) that support inbound and outbound calling through the public switched telephone network (PSTN). This functionality makes Zoom Phone a competitive option as a cloud PBX and aims to revolutionise the enterprise phone network.

5.1 Service Level Agreements

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?
2. What happens to service in the event of a local power or WAN outage?
3. Please describe platform security measure. How is call data protected?

Response:

1. **Guaranteed Availability/Uptime and Standard SLA:** Guaranteed availability or uptime refers to the assurance provided by the service provider regarding the operational status of the platform. This typically involves a Service Level Agreement (SLA) which outlines the minimum level of availability that the service will maintain over a specific period. For example, the SLA might specify that the Zoom phone system will be available 99.99% of the time, with allowances for scheduled maintenance windows. If the service falls below this threshold, the SLA may dictate compensation or penalties for the provider. This ensures that businesses relying on the platform can expect consistent performance and minimal disruptions.
2. **Business Continuity/System Survivability Options:** Business continuity and system survivability options are crucial for maintaining communication functionality even in adverse conditions such as local power outages or wide area network (WAN) failures. Zoom's phone system may offer features like redundant data centers, failover mechanisms, and backup power sources to ensure uninterrupted service. In the event of a local power outage, for example, Zoom's system might seamlessly switch to backup generators or batteries to keep critical services running. Similarly, redundant network connections and failover protocols can mitigate the impact of WAN outages, ensuring that users can still make and receive calls even if one network link goes down.
3. **Platform Security Measures and Data Protection:** Zoom prioritizes platform security and takes measures to protect call data and ensure user privacy. This includes end-to-end encryption for calls, which ensures that communication remains secure and inaccessible to unauthorized parties. Additionally, Zoom implements robust authentication and access control mechanisms to prevent unauthorized access to call data and platform resources. User authentication, role-based access controls, and encryption protocols help safeguard sensitive information and mitigate the risk of data breaches. Regular security audits,

compliance certifications, and adherence to industry best practices further demonstrate Zoom's commitment to platform security and data protection.

5.2 Service

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	
3-digit extension dialing, regardless of geographic location	Y	
Unlimited local dialing	Y	
Unlimited domestic long distance	Y	
International dialing (include current rates)	Y	
Toll-Free service (include current rates)	Y	

5.3 System Management

1. How is the system managed/administered? Please describe customer Administrator interface.
2. Is self-service supported?
3. How are moves, adds, and changes performed?
4. How is service added, removed?
5. Please describe real-time reporting options.

Response:

1. **System Management/Administration and Customer Administrator Interface:** The system is typically managed and administered through a web-based customer administrator interface. This interface allows designated administrators within the organization to configure settings, manage users, assign permissions, and monitor system usage. It provides an intuitive dashboard where administrators can access various features and functionalities of the phone system, such as user management, call routing configurations, and integration settings.
2. **Self-Service Support:** Yes, self-service is often supported through the customer administrator interface. Users with appropriate permissions can perform certain tasks independently, such as updating their personal information, managing their call forwarding settings, and accessing voicemails. Self-service capabilities empower users to make quick changes and updates to their phone system preferences without relying on IT or administrative support.

3. **Moves, Adds, and Changes (MACs):** Moves, adds, and changes are typically performed through the customer administrator interface. Administrators can easily add new users, modify existing user profiles, and reconfigure call routing settings as needed. This might involve tasks such as assigning phone numbers, setting up voicemail boxes, and updating extension assignments. The interface provides a streamlined process for making these adjustments, ensuring that changes are implemented promptly and accurately.
4. **Adding and Removing Service:** Service additions and removals are typically managed through the customer administrator interface as well. Administrators can request additional services or features directly through the interface, such as adding new phone lines or subscribing to premium call management tools. Similarly, when service needs to be removed or deactivated, administrators can initiate these requests through the interface, ensuring that billing and service provisioning are aligned with organizational requirements.
5. **Real-Time Reporting Options:** Real-time reporting options provide administrators with valuable insights into system performance, call metrics, and usage patterns. These reporting features are often accessible through the customer administrator interface, allowing administrators to generate customized reports based on specific criteria and parameters. Real-time reports may include metrics such as call volume, call duration, call quality, and user activity. Administrators can use this data to monitor system health, identify trends, and optimize resource allocation to meet the organization's communication needs effectively.

6. Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.
2. What are the typical challenges in this type of implementation?
3. What is the typical timeline for an implementation of this nature?

Response:

Here's the standard operating procedure for implementing a project like this:

1. Roles on the Implementation Team:

- **Account Manager:** Serves as the main point of contact for the client, responsible for managing the overall relationship and ensuring client satisfaction.
- **Business Analyst:** Analyzes the client's requirements and translates them into technical specifications for the implementation team.
- **Project Manager:** Oversees the implementation process, including planning, scheduling, resource allocation, and risk management.

- **Tester:** Conducts quality assurance testing to ensure that the system meets the client's requirements and functions properly.
- **Trainer:** Provides training to end-users on how to use the new system effectively.

2. **Typical Challenges:**

- **Integration with existing systems:** Ensuring seamless integration with the client's existing infrastructure and applications can be challenging.
- **User adoption:** Getting buy-in from end-users and ensuring they are comfortable with the new system can be a challenge.
- **Customization requirements:** Meeting unique customization needs while staying within budget and timeline constraints.
- **Data migration:** Moving existing data from legacy systems to the new platform without loss or corruption.
- **Technical issues:** Dealing with unexpected technical issues or system failures during the implementation process.

3. **Typical Timeline:** The timeline for an implementation of this nature can vary depending on the complexity of the project, the size of the organization, and other factors. However, a typical timeline might include:

- **Discovery and planning phase:** 2-4 weeks
- **Implementation and customization phase:** 4-8 weeks
- **Testing and quality assurance phase:** 2-4 weeks
- **Training and user adoption phase:** 1-2 weeks
- **Post-implementation support and optimization:** Ongoing

Overall, the implementation process aims to deliver the new system on time, within budget, and according to the client's specifications, while minimizing disruption to the organization's operations.

7. **Support and Maintenance**

7.1 **Platform Maintenance**

1. What is your strategy for ensuring connection is operating 24/7?
2. What is your strategy for upgrading your current service?
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.
4. Are new features automatically available to existing customers? Or is a service upgrade required?

Response:

The platform maintenance strategies include:

1. Ensuring 24/7 Connection Operation:

- Redundancy and failover mechanisms: Implementing redundant systems and network connections to minimize the risk of downtime due to hardware failures or network issues.
- Continuous monitoring: Utilizing monitoring tools to proactively identify and address potential issues before they impact service availability.
- Rapid response protocols: Establishing procedures for quickly addressing and resolving any disruptions to service, including 24/7 support teams and escalation procedures.

2. Upgrading Current Service:

- Regular updates and patches: Implementing a schedule for regularly updating the platform with bug fixes, security patches, and new features.
- Planned maintenance windows: Communicating with customers in advance about planned maintenance activities and scheduling these updates during off-peak hours to minimize disruption.
- Incremental upgrades: Rolling out upgrades in incremental stages to minimize the impact on service availability and ensure compatibility with existing systems and configurations.

3. Seamless, Non-disruptive, and Remote Deployment:

- Staging environments: Testing updates and changes in staging environments before deploying them to the production environment to ensure compatibility and minimize the risk of disruption.
- Automated deployment pipelines: Implementing automated deployment pipelines to streamline the process of deploying changes to the production environment, reducing the potential for human error and ensuring consistency.
- Remote deployment tools: Leveraging remote deployment tools to deploy changes to the platform without requiring physical access to the underlying infrastructure, minimizing disruption and downtime.

4. Availability of New Features for Existing Customers:

- Automatic feature updates: Whenever possible, new features are automatically made available to existing customers as part of regular platform updates, without requiring a service upgrade.
- Optional feature upgrades: In some cases, certain new features may be offered as optional upgrades that existing customers can choose to enable or purchase separately, depending on their needs and preferences.

7.2 Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?
2. Detail the issue resolution process.
3. What is your average time to solve a moderate to difficult issue?
4. Is support available 24/7?

Response:

The customer service and technical support offerings include:

1. Levels of Service:

- **Basic Support:** Provides access to online documentation, knowledge base articles, and community forums for self-help. This level typically includes email support during standard business hours.
- **Standard Support:** Includes basic support features plus access to phone support during standard business hours. Response times may vary based on the severity of the issue.
- **Premium Support:** Offers priority support with guaranteed response times and access to a dedicated support representative. This level may include 24/7 support options and proactive monitoring of system health.

2. Issue Resolution Process:

- **Logging the issue:** Customers can log support tickets through the online portal, email, or phone.
- **Triage and prioritization:** Support teams assess the severity and impact of each issue and prioritize them accordingly.
- **Troubleshooting:** Support representatives work with the customer to diagnose and troubleshoot the issue, leveraging remote access tools or additional diagnostic information as needed.
- **Resolution:** Once the issue is identified, support teams work to resolve it efficiently, either through configuration changes, software updates, or other corrective actions.
- **Follow-up:** After the issue is resolved, support teams may follow up with the customer to ensure that the solution is effective and address any additional questions or concerns.

3. Average Time to Solve Moderate to Difficult Issues:

- The average time to solve moderate to difficult issues can vary depending on factors such as the complexity of the problem, the availability of resources, and the level of support provided. However, it's common for providers to aim for resolution times within a few hours to a day for moderate issues and up to a few days for more complex issues.

4. **24/7 Support Availability:**

- Yes, many providers offer 24/7 support options for critical issues or emergencies. This may include access to a dedicated support hotline or on-call support teams available around the clock to address urgent issues and minimize downtime.

7.3 Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?
2. Are there multiple, redundant instances at geographically dispersed datacentres?
3. What happens to service in the event of a public Internet outage?
4. What happens to service in the event of a local power or WAN failure?
5. What routing options does the vendor provide in the event of an outage?

Response:

The survivability and redundancy measures include:

1. Distribution of Service Delivery Platform:

- The vendor's service delivery platform is typically distributed across multiple data centers to ensure high availability and redundancy. These data centers may be located in different geographic regions to minimize the risk of localized disruptions.

2. Redundant Instances at Geographically Dispersed Data Centers:

- Yes, the vendor maintains multiple redundant instances of its service platform across geographically dispersed data centers. This setup helps ensure that even if one data center experiences an outage or disruption, there are backup instances available to maintain service continuity.

3. Service in the Event of a Public Internet Outage:

- In the event of a public internet outage, the vendor's service may still remain accessible to users who have established connections prior to the outage. Additionally, redundant internet connections and failover mechanisms may help reroute traffic to alternate paths to maintain connectivity.

4. Service in the Event of a Local Power or WAN Failure:

- In the event of a local power or Wide Area Network (WAN) failure, the vendor's service platform is designed to maintain continuity through backup power sources such as generators or uninterruptible power supplies (UPS). Additionally, failover mechanisms may reroute traffic to alternate network paths to mitigate the impact of WAN failures.

5. Routing Options in the Event of an Outage:

- The vendor may provide several routing options in the event of an outage, depending on the nature and severity of the disruption. These options may include automatic failover to redundant instances, rerouting traffic through

alternate network paths, or diverting calls to backup communication channels such as mobile networks or PSTN (Public Switched Telephone Network) connections. Additionally, customers may have the flexibility to configure custom routing rules based on their specific requirements and preferences.

8. Pricing

Line No.	Description	Quantity	Unit Price	Extended Price	Prorated Amount
1.	HaaS US ZP YealinkT33G Annual	73	\$34.19	\$2,700.85	\$365.74
2.	HaaS US ZP YealinkT46U Annual	6	\$65.87	\$395.21	\$57.92
3.	Zoom Phone Common Area Annual	5	\$42.24	\$211.20	\$30.95
4.	Zoom Phone Monthly Usage - overage fee	NA	NA	NA	NA
5.	Zoom Phone Pay-as-You Go	1	\$0.00	\$0.00	\$0.00
6.	Zoom Phone US/Canada Unlimited Calling Named User Annual	79	\$150.48	\$11,887.92	\$1,742.14
Sub-Total:				\$15,195.18	\$2,196.75
Grand Total:				\$17,391.93	

NB: Prorated amount is the amount till the Term End Date (co-terminus with the existing contract): 04/06/2026

Initial Paid Subscription Term: 36 Month

Renewal Subscription Term: 36 Month

Paid Period Start Date: 02/07/2024

This quote includes:

79 unlimited phone lines

5 common area lines (these are for the fax)

73 Yealink T33 for an annual lease

6 Yealink T46 for an annual lease

9. Our Alliance Partnerships



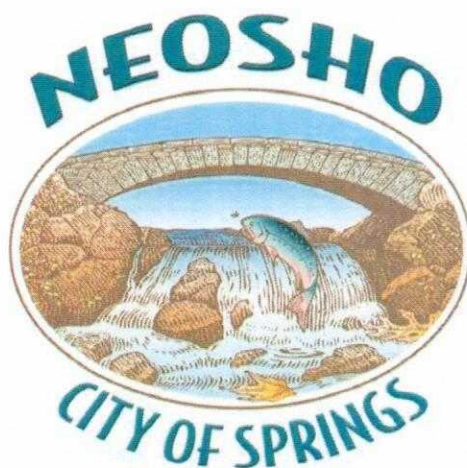
10. Our Diversity Certifications





A Phone System Upgrade Proposal for the City of Neosho

February 2024



City of Neosho

Attention: Cheyenne Wright, City Clerk

203 E Main

Neosho MO, 64850

417-451-8050 *phone*

417-451-8065 *fax*

Executive Summary - Voiceconnex

Voiceconnex, a regional telecommunications expert, is proud to collaborate with Broadvoice, a global leader in telecommunications, to present our joint proposal in response to the City of Neosho's Request for Proposal (RFP) for a VoIP Phone System Upgrade. By combining Voiceconnex's local knowledge and personalized service with Broadvoice's global expertise and cutting-edge technology, we offer the City of Neosho a comprehensive communication solution tailored to its unique requirements.

Objective: Our partnership aims to address the City of Neosho's communication objectives outlined in the RFP, including enhancing efficiency, scalability, reliability, and cost-effectiveness through the implementation of a VoIP phone system.

Solution Overview:

- **Regional Expertise, Global Excellence:** Voiceconnex, with its deep understanding of the regional telecommunications landscape, and Broadvoice, renowned for its global telecommunications solutions, collaborate to deliver a customized VoIP solution that combines local support with world-class technology.
- **Cutting-edge Technology:** Leveraging Broadvoice's advanced VoIP technology, our solution provides the City of Neosho with superior voice quality, robust features, and seamless integration to enhance communication efficiency.
- **Scalability:** Designed to grow with the City's needs, our solution offers scalability without disruption, ensuring that the City of Neosho can expand its communication infrastructure effortlessly.
- **Reliability:** With redundant data centers and global network infrastructure, Broadvoice ensures high availability and reliability, guaranteeing uninterrupted communication for the City's essential services.
- **Security:** Broadvoice's comprehensive security measures, combined with Voiceconnex's local expertise in compliance and regulatory requirements, safeguard the City of Neosho's communication infrastructure against cyber threats.
- **Cost Efficiency:** Our solution provides cost savings through reduced hardware expenses, simplified maintenance, and predictable monthly billing, allowing the City to allocate resources more effectively.

Implementation Plan: Voiceconnex and Broadvoice will collaborate closely with the City of Neosho to develop a comprehensive implementation plan tailored to its specific requirements and timelines. Our teams will ensure a smooth transition through meticulous planning, testing, training, and ongoing support.

Benefits:

- **Local Support, Global Reach:** Enjoy personalized service from Voiceconnex with the backing of Broadvoice's global support network.
- **Superior Technology:** Benefit from cutting-edge VoIP technology designed to enhance communication efficiency and productivity.
- **Seamless Scalability:** Expand your communication infrastructure effortlessly to meet the City's evolving needs without disruption.
- **Reliable Operations:** Rely on a robust infrastructure with redundant systems and global network coverage to ensure uninterrupted communication.
- **Cost Savings:** Reduce communication expenses and total cost of ownership compared to legacy systems, enabling the City to optimize its budget.

Conclusion: With our combined strengths, Voiceconnex and Broadvoice offer the City of Neosho a unique partnership that delivers a tailored VoIP solution to meet its communication needs now and in the future. We are excited about the opportunity to collaborate with the City of Neosho on this transformative project and contribute to the continued success of the community.

Should you have any inquiries or require further information, please do not hesitate to contact us. Thank you for considering Voiceconnex and Broadvoice for your VoIP phone system upgrade project.

Sincerely,



Matthew Young

President, Voiceconnex

Executive Summary - Broadvoice

Broadvoice has been providing cloud-based voice solutions to public and private entities, large and small, across North America for 17 years.

Every office requires telephones to communicate internally and externally. Our objective is simple; bring value to our customers by providing a future-proof and scalable communications system and reduce their monthly costs for such services. Broadvoice simplifies communications for organizations of all sizes by combining powerful cloud PBX, UC and collaboration features with virtual contact center in one award-winning Unified Communications as a Service (UCaaS) platform that delivers enterprise-class features at affordable rates.

The platform is connected to Broadvoice's secure, redundant network and hosting infrastructure, enabling SMBs to connect with customers securely anytime, anywhere and with any device.

Broadvoice has been in business since 2007 within the Cloud Based voice services market. A privately held company headquartered in Northridge, CA, its 400+ employees across the country help service over 400,000 customers in North America. Broadvoice is ranked in the Deloitte Technology Fast 500 and Inc. 500 Fastest Growing Private Companies in America.

With the recent purchase of an enterprise level contact center product out of Portugal, GoContact, we have now become an international company able to offer services in 5 continents.

With our wide array of feature-rich services from simple to complex, Broadvoice is a company large enough to handle your needs but still small enough to care for.

Company Background Information

Legal Name: MEYTech Enterprises INC. *DBA: Voiceconnex*

Years in Business: With over 40 years of industry experience, Voiceconnex has been a stalwart in providing exceptional telecommunications services. Under the current ownership of Matthew Young, the company has thrived for 7 years, maintaining its commitment to excellence and innovation.

Headquarters Location:

1135 N Farm Road 123 Suite A, Springfield, MO 65802

417-569-1500

www.voiceconnex.com

sales@voiceconnex.com

Company Type: Voiceconnex operates as a Sole Proprietorship under the dedicated leadership of Matthew Young, who is committed to delivering outstanding customer service.

Number of Employees: Despite its modest size, Voiceconnex boasts a dedicated team of 5 professionals, each committed to providing top-notch telecommunications solutions. Additionally, the company benefits from support from industry partners like Broadvoice, enhancing its capabilities and offerings.

Tax ID Number: 81-3809340

DUNS Number: 10-036-3630

Experience and References

Our product/market differentiators are multifaceted, allowing us to stand out in the industry and effectively compete for projects like the one at Willard Public Schools:

1. **Innovative Technology Solutions:** We offer cutting-edge technology solutions tailored to the unique needs of a multitude of institutions. Our products incorporate the latest advancements in communication technology, ensuring that our clients benefit from state-of-the-art solutions that enhance productivity and efficiency.
2. **Scalability and Flexibility:** Our solutions are highly scalable and flexible, capable of meeting the evolving needs of organizations of various sizes. Whether it's a church, small to medium business, municipality or a large school district like Willard Public Schools, our technology can easily adapt to changes in scale and scope.
3. **Comprehensive Support and Training:** We provide comprehensive support and training services to ensure that our clients can maximize the value of our solutions. From initial implementation to ongoing maintenance and upgrades, our team is dedicated to providing exceptional support every step of the way.
4. **Proven Track Record:** With a diverse portfolio of satisfied customers across various industries, we have a proven track record of delivering successful projects on time and within budget. Our extensive experience and expertise make us a trusted partner for organizations seeking reliable communication solutions.

As a testament to our capabilities, I would like to offer Mr. Scott Wooldridge, Director of Technology at Willard Public Schools, as a contactable reference. He can provide valuable insights into our project performance throughout the life of the contract, including our ability to meet project requirements and deliver outstanding results.

Contact Information:

Name: Scott Wooldridge, Director of Technology

Phone: 417-742-0768

Email: scottwooldridge@willardschools.net

Willard Public Schools Project Scope:

14 locations with phones

650+ employees

1000+ SIP endpoints

150 DIDs

Intercom integration

20+ year partnership

Voiceconnex | 1135 N. Farm Road 123, Springfield, MO 65802 | 417-569-1500 | sales@voiceconnex.com

Response to RFP Requirements

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

Our platform is proprietary, and all product and development is done in-house and not beholden to any third party.

Where is the platform hosted?

Our services are in data centers sitting in Boston and LA within Coresite and AWS.

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

We are geographically located across Boston and LA.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?

Broadvoice uses a nationwide fault-tolerant network with built-in redundancy. When reliability in your phone service should be a given, Broadvoice delivers with 99.99% annual uptime as a trusted leader in telecommunications. We have a fully geo-redundant network that has various security controls in place (IPS/IDS, firewalls, load balancers) as well as physical zones (data centers on both the east and west coast) and should an issue arise, each site can serve our entire customer base.

2. What happens to service in the event of a local power or WAN outage?

Because the solution is hosted, services continue to run, call processing is not affected. This means Auto Attendants are still answering calls and distributing to desired destinations, voicemail boxes are picking up messages, etc. The mobile application is a great way to overcome this in the event of local outages as calls can still be answered and made using cellular services as calls will be directed to and from the mobile application as if one were answering at a handset.

3. Please describe platform security measures. How is call data protected?

All sensitive data in transit is encrypted using SSL Certificates 256bit encryption with 2048bit signatures. All sensitive data at rest is encrypted and secured in a SOC2 and PCI certified secure datacenter. In addition, Standards Organization Security Certifications Broadvoice currently holds:

- a. HIPAA Compliant*
- b. PCI DSS SAQ D Compliant*
- c. Level 1 CSA STAR (CAIQ) Self-Assessment certified through the Cloud Security Alliance Broadvoice is compliant with Level 1 CSA STAR Registry Self-Assessment. NIST (National Institute of Standards and Technology) Compliance the Broadvoice Unified Communications, Cloud PBX and SIP Trunking services fall within the NIST Cloud Computing Reference Architecture as Software as a Service. Specifically, the service offered fall into the NIST sub-categories of "Collaboration" and "Meeting Planning, hosting, conferencing."*
- d. NIST 140-2 – we comply with this standard; we do not deploy software and the phones we offer meet requirements with firmware*

City of Neosho requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	
3-digit extension dialing, regardless of geographic location	Y	
Unlimited local dialing	Y	
Unlimited domestic long distance	Y	
International dialing (include current rates)		Y
Toll-Free service (include current rates)		Y(2.9c/minute)

* Please identify if your solution supports this requirement (Y/N) and state any limits on quantity (e.g., 1 per user, etc.). If quantity is unlimited, please state unlimited.

** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

Services to be Provided

Broadvoice Complies to all unless indicated with special notation in blue after the bullet point below in this section.

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Network VLAN Support and QoS options
- Cloud Solution Preferred
- Compatible with Conference Phone Yealink CP960. If that is not possible, provide a reasonable equivalent and credit for trading existing phones.
- Allow incoming calls to directly dial a user's number.
- Keep all 73 existing phone numbers.
- Conference calling, ability to host calls with 10 or more callers. (Voice Conference Technology: the ability to connect to multiple internal and external locations in a conference call structure)
- Caller ID
- Speaker Phone
- Call forwarding to external/internal destinations (including cell phones). Using a Mobile App and/or desktop app, allowing for transfer of calls to mobile phones but show office phone numbers.
- Unified messaging: Ability to selectively route incoming voicemail to our email service (Voicemail to email)
- Allowing multiple users to use the same phone with a virtual voicemail box extension.
- Fax to/from phone or e-mail and receive them on an actual fax machine.
- Ability to send voicemail that converts to text message/e-mail.

Incoming voicemail will be sent to email via .wav file and available via transcription on a certain seat level.

- Intercom capabilities within a building and to other buildings in the city.

Paging available through the handsets and 1:1 intercom. We also can interface with an existing overhead paging solution with relative ease when given the make/model of a given device.

- Recording capability and to have those recordings downloaded locally.

Call recording is a feature of our PRO seat type and is accessible from an administrative access level that can be downloaded from the administrative portal to the local environment.

We are seeking 79 phones between 12 locations here in the City of Neosho and we would like these features on a handful of specific phones for our front and customer facing positions.

- 6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.
- 3 will need to be set up with a call recording button.

We offer an "always on or always off" feature for call recording. We do not have an on-demand call recording option.

- All others need only the base model phone with extension buttons and features

System Management

1. How is the system managed/administered? Please describe the customer Administrator interface.

On-line administrative portal, accessible anywhere internet is available.

2. Is self-service supported? **Yes**
3. How are moves, adds, and changes performed?

Through an administrative portal or through our 24/7/365 premium customer service department.

4. How is service added, removed? *Administrative portal or customer service.*
5. Please describe real-time reporting options.

The administrative portal provides the ability to run reports that are exportable as .csv files.

Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

- A. The Implementation Team consists of a Service Coordinator aka Project Manager and a Technical engineer. This team stays with you throughout the entire implementation of the project. The Service Coordinator will schedule all meetings/calls, work with your losing carrier place and schedule the port of telephone numbers, order equipment, assist in scheduling of training for both end users and administrators of the system and schedule and work within the customer's schedule for cutting over the new solution.*
- B. The Technical engineer will host design calls with designated members on the customer's end to review the design and solution to ensure proper set-up of the new phone system is provisioned correctly. The technical engineer is the same person who does all the programming of the hosted solution as well as provisioning of the handsets prior to being shipped to customer locations.*
- C. Once the cutover has taken place, the customer will remain with the implementation team for approximately 5 days after installation.*
- D. The customer is then introduced to their Nurture Representative. This contact stays with the customer for the next 90 days to ensure all is running smoothly; this person will set up a regular cadence with the customer to speak as well as do a 30/60/90-day bill review. We understand that typically within the first 90 days of a new system is when we see small issues arise, something may need to be tweaked in the system or additional training needs to be done. Here, the customer will have a direct contact to handle these needs on a 1:1 basis.*
- E. Please also see the onboarding document attached.*

2. What are the typical challenges in this type of implementation?

Our service and delivery departments are really good at what they do, but challenges that could come up would be issues with the existing carrier and porting numbers over – we are at their mercy and the amount of numbers requested to be ported is considered a project port. The carrier has up to 45 business days to release the numbers to Broadvoice. The Letter of Authorization and the detailed information filled out on it will be very important so as not to have it rejected by the existing carrier.

3. What is the typical timeline for an implementation of this nature?

45+ days due to porting of numbers

Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

Our SLA is 99.9% in stacked clusters within our data centers that can support each other in the event one should experience an outage.

2. What is your strategy for upgrading your current service? *Same as number 3 below*
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

Scheduled Maintenance means any maintenance activities performed by Broadvoice on the network or switching equipment to which the Customer is connected, provided that Customer shall be given at least 48 hours advance notice of such maintenance activities. Such activities are typically performed outside of Customer's business operating hours and during the standard maintenance window between 00:01 am and 6:00 am local time. Notice of scheduled maintenance shall be given to the Customer's designated point of contact.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

New features are always being developed and some are automatic while others, depending on the functionality, may be a billable item.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

Customer Service which is Tier 1 Engineering and Premier Customer Care which is a Tier 2 group of Engineers.

2. Detail the issue resolution process. *1st call resolution is our goal*

3. What is your average time to solve a moderate to difficult issue?

We strive for 1st call resolution, however, if a more difficult issue is discovered, a plan will be put in place with a 3rd level engineer within Broadvoice and the Customer for regular cadence communications until resolution.

4. Is support available 24/7? *Yes*

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

Broadvoice uses a nationwide fault-tolerant network with built-in redundancy. When reliability in your phone service should be a given, Broadvoice delivers with 99.99% annual uptime as a trusted leader in telecommunications. We have a fully geo-redundant network that has various security controls in place (IPS/IDS, firewalls, load balancers) as well as physical zones (data centers on both the east and west coast) and should an issue arise, each site can serve our entire customer base.

2. Are there multiple, redundant instances at geographically dispersed data centers?

Yes, in Boston and LA

3. What happens to service in the event of a public Internet outage?

The use of the mobile application and cellular network is a great backup as calls will continue to be processed and delivered to the mobile application, auto attendants will still answer and distribute calls, voicemail boxes will still pick up calls and collect messages, etc.

4. What happens to service in the event of a local power or WAN failure?

Again, hosted service is not affected by local outages. See number 3 above.

5. What routing options does the vendor provide in the event of an outage?

Calls can easily be re-routed through the easy-to-use administrative portal, calling customer service or continuing to function as normal using the mobile application.

Pricing

Kindly refer to the provided quote for details on project pricing.

broadvoice

Presented by Voiceconnex



Broadvoice

Lockbox Number 913150
PO Box 31001-3150
Pasadena, CA 91110
(888) 325-5875

Prepared for **City of Neosho**

Created by **Matthew Young**
Email matthew@voiceconnex.com
OneNumber™ **(417) 521-7714**
Created on **02/16/2024**
Expires on **03/17/2024**

203 E Main
Neosho, MO 64850

Service location:
203 E Main
Neosho, MO 64850

Broadvoice Service Order

Term: 36 months

Type	Item	Qty	Price/Unit	Total Price	Discount	One-Time	Monthly
Phone Service	Standard Users - Includes Local DID with Unlimited domestic calls & SMS - Access to Mobile App & Voicemail - Communicator	77	\$18.00	\$1,386.00	-\$277.20	\$0.00	\$1,108.80
Phone Service	Pro Users - Includes Local DID, Unlimited calls & SMS to domestic and Global Plan countries - Access to Mobile App, Voicemail, Virtual Fax, Communicator, Call Recording & Call Catch - Video and screen sharing - Salesforce integration - Broadvoice Teams Connector available	3	\$23.00	\$69.00	-\$13.80	\$0.00	\$55.20
Phone Service	Shared Fax Box - Includes 2500 pages, 2.9¢ per page thereafter - Includes Local DID	1	\$25.00	\$25.00	-\$12.50	\$0.00	\$12.50
Phone Service	Conference Bridge	1	\$10.00	\$10.00	-\$1.00	\$0.00	\$9.00
Phone Service	Auto Attendant Menus	1	\$10.00	\$10.00	-\$5.00	\$0.00	\$5.00
Equipment	Obihai - Obi302 Fax Adapter Rental	1	\$0.00	-	-	\$0.00	\$0.00
Equipment	Polycom - Poly Edge E220 Rental	73	\$8.00	\$584.00	-\$584.00	\$0.00	\$0.00
Equipment	Polycom - Poly Edge E450 Rental	6	\$15.00	\$90.00	-\$90.00	\$0.00	\$0.00
Equipment	Voice Operator Panel - Voice Operator Panel Rental	1	\$25.00	\$25.00	-	\$0.00	\$25.00
Equipment	Polycom - RealPresence Trio 8300 Rental	1	\$22.00	\$22.00	-\$22.00	\$0.00	\$0.00
Sub Total				\$2,221.00	-\$1,005.50	-	\$1,215.50
Regulatory Recovery Fees				-	-	-	\$36.47
Administrative Service Fee				-	-	-	\$25.00
Taxes				-	-	-	\$285.80
Total				\$2,221.00	-\$1,005.50	-	\$1,562.76

Cost Breakdown

Type	One-time	Monthly
Phone Service	-	\$1,190.50
Equipment	-	\$25.00
Fees	-	\$61.47
Taxes	-	\$285.80
Total	-	\$1,562.77

Taxes Breakdown

Description	One-time	Monthly
STATE SALES TAX	-	\$55.77
COUNTY SALES TAX	-	\$21.43
CITY SALES TAX	-	\$39.59
RELAY MISSOURI SURCHARGE	-	\$8.10
MO UNIVERSAL SERVICE FUND	-	\$0.59
FEDERAL UNIVERSAL SERVICE FUND	-	\$104.27
LOCAL LICENSE TAX	-	\$45.99
FEDERAL COST RECOVERY FEE	-	\$9.97
FEDERAL COST RECOVERY CHARGE	-	\$0.07
MO PSC ASSESSMENT	-	\$0.02
Total	-	\$285.80

Broadvoice services listed in the above service order are based on a standard **36-month** agreement.

1. Monthly recurring charge listed above may not include all taxes and fees which will be applied to your monthly invoice.
2. Taxes & Fees are based on service address and may change on receipt of full address details. Please note that equipment taxes will be calculated based on Shipping Address.
3. Regulatory Recovery Fee (RRF) exists to recover some of the costs to comply with local, state and federal governmental regulations and associated programs. Fee may be imposed whether or not the benefits of these mandated regulations and other programs are available in your location.
4. The Administrative Service Fee (ASF) is assessed to recover a portion of administrative costs associated with various filings, record maintenance, and general account servicing.
5. Signature below indicates Subscriber and Broadvoice agree that the Master Service Agreement (the "Agreement") and any associated Addendum is incorporated in this Service Order by this reference, with the same force and effect as if the same were set forth at length herein, and that Subscriber and Broadvoice will be and are bound by any and all of said terms of the Agreement and associated Addendum if applicable. The Master Service Agreement and Addendums can be viewed and downloaded at <https://www.broadvoice.com/master-service-agreement/>
6. The pricing in this service order is pending authorization by Broadvoice.

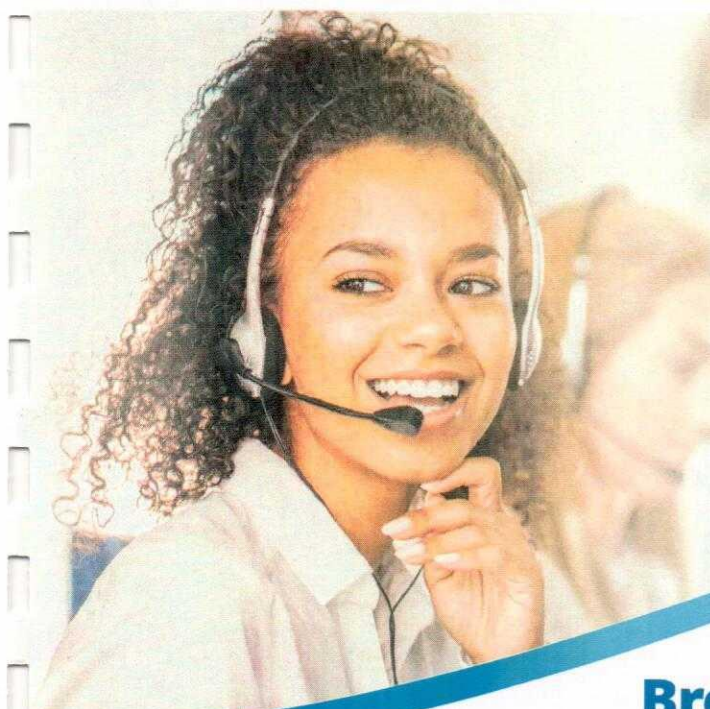
Note: Initial payment is processed when you place your order. Subsequent monthly billing occurs on the activation day of each month. Automatic credit card payments will then be processed on the monthly billing date.

Signer's name

Title

Authorized signature

Date



WHY broadvoice

Broadvoice is a leading cloud communications provider with users across four continents.

We are one of the only cloud communications providers with our own proprietary technology stack for UCaaS and CCaaS that includes omnichannel capabilities in the U.S.

As a technology-driven innovator, we are committed to delivering enterprise cloud communications and contact center solutions to customers, no matter their industry or size.

Through our relationship-driven approach, we help shape the future of integrated communications by leveraging over **20 years of experience, expertise, and service** to deliver the "Broadvoice Difference" to customers on four continents, one customer at a time.

Broadvoice is on a mission to build meaningful relationships that accelerate your business. Our culture is built on customer service, and our **90+% CSAT score** proves it.

The **Broadvoice Customer Success Program is the #1 customer success offering** in the cloud communications industry. For our employees, customer service is not just a call — it's a calling.

We focus on unifying all lines of communication to improve customer and employee experiences with every interaction.

FAST FACTS

Founded: 2006

Headquarters: Northridge, CA

CEO: Jim Murphy

Cloud Infrastructure:

4 continents with redundant global architecture (public and private)

SLA: 100%

b-hive Growth: 31% YoY growth

of employees: 350+

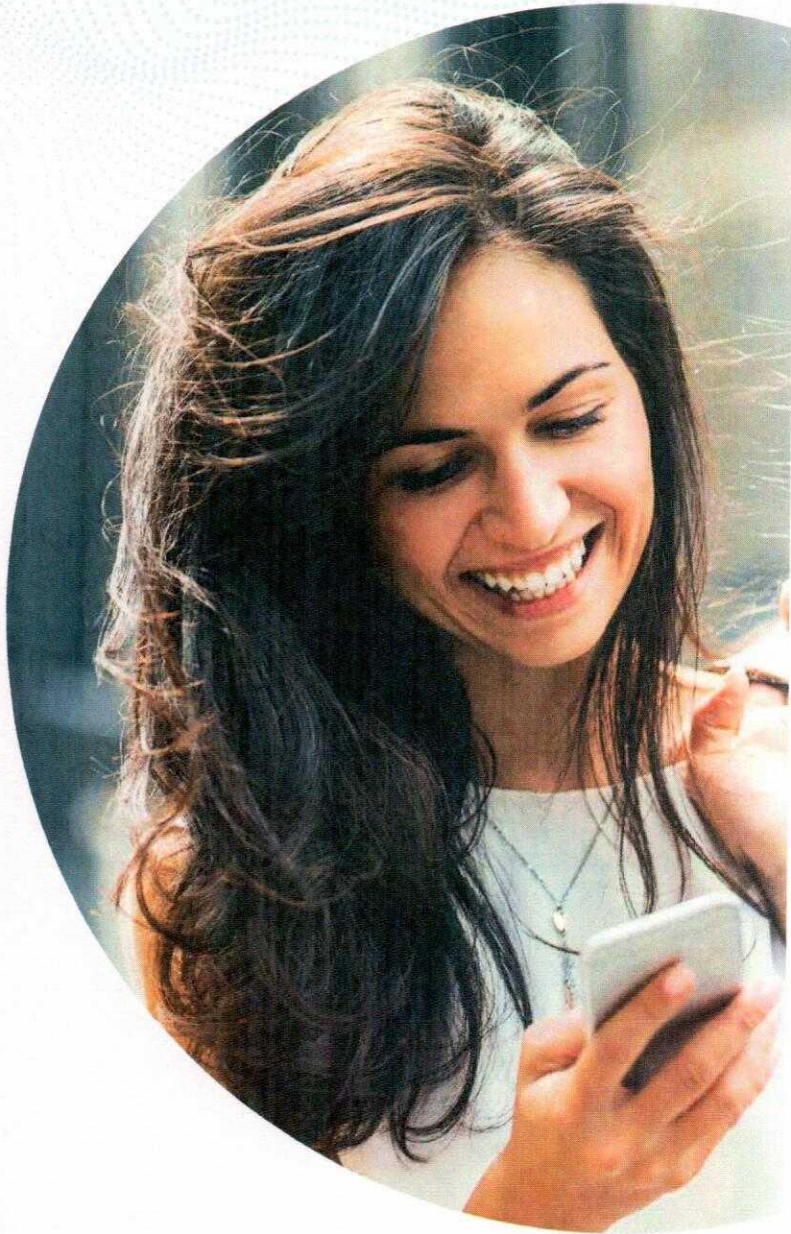
**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

broadvoice.com     

In 2022 and 2023, TrustRadius recognized **Broadvoice as one of the top three products for Best Relationship, Best Value for Price, and Best Feature Set in the UCaaS category.**

Broadvoice was also honored with a Stevie Award for **Best Customer Satisfaction Strategy** in the 17th annual Stevie Awards for Sales & Customer Service.

In 2022 and 2023, Broadvoice was named a winner of the **Excellence in Customer Service Awards** presented by the Business Intelligence Group. TMC has recognized Broadvoice as a winner of INTERNET TELEPHONY magazine's 2022 and 2023 **Hosted VoIP Excellence Award** and **Unified Communications Product of the Year Award** for the b-hive platform.



**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

broadvoice.com





In 2021, Broadvoice expanded its technology portfolio, vertical markets, and global reach by acquiring GoContact. GoContact adds an omnichannel CCaaS platform, along with sales and service operations in Europe, Africa, and Latin America and its high-growth North American operations.

The company developed its cloud-native voice platform and contact center to reduce the technological complexity of managing contact centers. GoContact's mission is to eliminate barriers between people and technology with a strategic position in traditional and emerging markets.

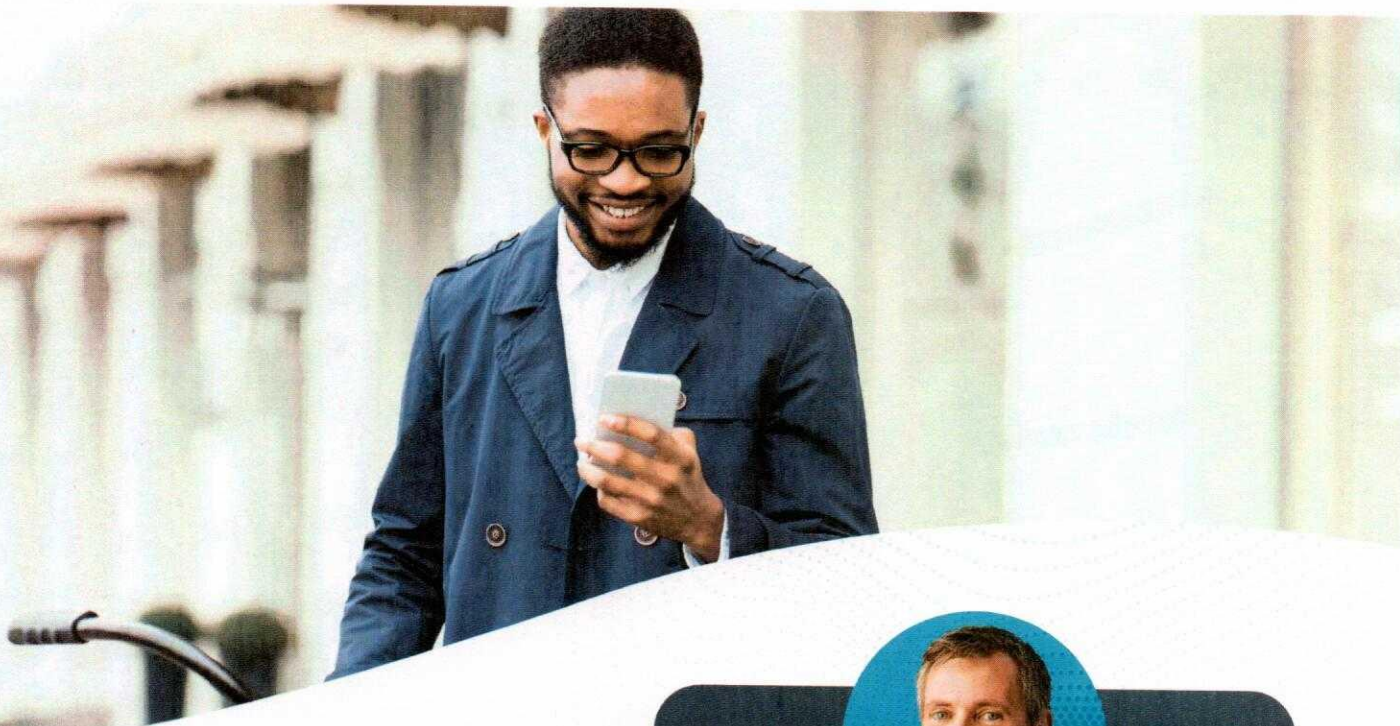
The combination of technologies, operations, and talent from Broadvoice and GoContact gives the merged Broadvoice organization distinct competitive advantages on a global scale:

- Broadvoice's leadership in the unified communications as a service (UCaaS) market
- GoContact's leadership in the contact center as a service (CCaaS) market
- UCaaS and CCaaS cross-sales to new and existing customers in each company's respective geographic markets
- Similar technologies and platforms enable the natural integration of each other's products into customer offerings
- Cutting-edge solutions empower customers to deliver a superior customer experience through embedded CRM, collaboration, and helpdesk software-as-a-service platforms
- Scalable solutions targeting the large high-growth cloud contact center market
- Award-winning customer experience and operational excellence

**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

broadvoice.com





Our vision is to deliver a smart, integrated cloud communications platform that empowers exceptional customer and employee experiences with an industry-leading service culture.

We are dedicated to the synergy of expansion and innovation that leads businesses with Broadvoice's integrated cloud communication solutions into a new era of collaboration and connectivity.



"In the near-term, it's interesting to see communications move from traditional voice to more video and messaging, enabling our customers to connect with their customers in a variety of new ways. I'm excited to see how Artificial Intelligence (AI) is going to transform how we connect and work. We are continuing to roll out new AI-powered products and features that truly allow someone to "10X" themselves. And we're just scratching the surface."

Jim Murphy, CEO of Broadvoice

**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

broadvoice.com





CUTTING-EDGE EXPERIENCE

BENEFITS

- Stay informed with style with the surround light status indicator with RGB mixing.
- Hear every nuance with signature Poly HD voice and bass frequency enhancing speaker design.
- Designed with NFC technology for advanced integrations.
- Cut out distracting background noise at the source with Poly NoiseBlockAI and Poly Acoustic Fence technologies.
- Add your choice of devices with USB port for headsets, expansion module, or charging devices.

POLY EDGE E400 SERIES IP DESK PHONES

It's time for a desk phone with more contacts that makes hybrid work easy. The Poly Edge E400 Series brings two displays and fourteen-line keys to your desktop. These phones offer more ways to connect, plus unbelievable audio, in a seriously sharp package. Built for hot-desking or the home office, these phones provide simple mobile phone pairing, plus bring together Poly's famous noise reduction technology and a cutting-edge design for the perfect user experience. Our most versatile phones to date, the Poly Edge E400 Series is packed with features you didn't even know you needed, like text-to-speech and antimicrobial protection. No matter what size your business, this is the phone that upgrades your office with style, bringing your organization into the future.

- 8-line keys on the main 3.5" color IPS LCD display.
- A second integrated 6-key display supporting 12 speed dials, contacts.
- Optional Poly Edge E expansion module supported.
- Integrated Bluetooth® 5.0 for mobile phone or headset pairing (E450).
- Text-to-speech and new accessibility options.

POLY EDGE E400 SERIES

	POLY EDGE E400	POLY EDGE E450
IDEAL FOR	Enterprise professionals working from the office who rely heavily on contact keys	Enterprise professionals working from the office or home office who rely heavily on contact keys
LINE KEYS	8 on main display, 6 on second display	8 on main display, 6 on second display
MAIN DISPLAY LINES, CONTACTS	8 displayed / 32 supported	8 displayed / 32 supported
SECOND DISPLAY CONTACTS	6 displayed / 12 supported	6 displayed / 12 supported
TOTAL LINES/CONTACTS	44 (32 + 12)	44 (32 + 12)
PAIRING BLUETOOTH* HEADSET AND MOBILE PHONE	No	Yes
WI-FI	No	Yes

SPECIFICATIONS

LINES / FEATURE KEYS

- 14-line keys (arranged 8+6 on two displays) supporting up to 44-line key assignments for lines, contacts, and features supported with pagination
- 4 context-sensitive "soft" keys
- 4-way navigation key cluster with center "Select" key
- Home and back feature keys
- Pagination key for additional lines/contacts
- Volume + / - control keys
- Hold and Transfer keys
- Headset select key
- Speakerphone select key
- Mute key (illuminated when muted)
- Voicemail key
- One Poly Edge E Expansion module is supported for addition line keys – order separately

USER INTERFACE FEATURES

- Color 3.5" IPS LCD primary display (320x240 pixel resolution) and Color 2.4"(240x320 pixel resolution) secondary LCD display for BLF and contacts
- Voicemail support¹
- WebKit-based browser
- Two position desk stand (an optional wall mount kit can be ordered separately)

- Unicode UTF-8 character support
- One USB Type-C ports (2.0 compliant) for media, storage applications, headset, and expansion module connectivity
- Surround Lighting for the status indicator (RGB with color mixing)
- Integrated Bluetooth 5.0 (Edge E450 model only)
- NFC Support
- Multilingual user interface including² Arabic (UAE), Chinese (Traditional/ Simplified), Czech, Danish, Dutch, English (Canada/ US/UK), French (France/Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

AUDIO FEATURES

- Poly HD Voice technology delivers lifelike voice quality for each audio path: handset, hands-free speakerphone, and optional headset
- Poly Acoustic Clarity technology provides full duplex conversations, acoustic echo cancellation, and background noise suppression
- Poly Acoustic Fence technology eliminates background noise when using a handset or wired headset
- Poly NoiseBlockAI technology removes most background noise when using the speakerphone

- Poly Computer Audio Connector app installed on your PC (Windows only) enables selecting your phone for PC audio in/out to use the phones handset, optional headset and handsfree speakerphone with PC applications
- Bass frequency enhancing design
- Frequency response—150 Hz-14 kHz for handset, optional headset and handsfree speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722 (HD Voice), G.722.1, iLBC, OPUS
- TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

HEADSET AND HANDSET COMPATIBILITY

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids

- Compatible with commercially available TTY adapter equipment
- USB headset support (USB Type-C)
- Bluetooth headset support (Edge E450 model only)

CALL HANDLING FEATURES¹

- Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (1 or more-line keys can be assigned for each line extension)
- Distinctive incoming call treatment/ call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), park, pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Reverse Number Lookup via LDAP
- Calling Party Identification (RFC8225 classifications—Trusted, Unknown, SPAM)
- Electronic hook switch capable
- Local configurable digit map/dial plan

OPEN APPLICATION PLATFORM

- WebKit-enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- NFC-enabled Edge E series phones allow third-party applications to read serial number and other device information that can be useful in application development such as guest login for phone hoteling or Bluetooth pairing¹
- Corporate directory access using LDAP
- Visual Conference Management

NETWORK AND PROVISIONING

- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch 10/100/1000Base-TX across LAN and PC ports
 - Conforms to IEEE802.3-2005 (Clause 40) for Physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/FTPS/TFTP/HTTP/HTTPS server based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network Address Translation (NAT) — support for static configuration and
- "Keep-Alive" SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4, IPv6, dual stack (IPv4/IPv6) mode
- TCP
- UDP
- DNS-SRV
- Wi-Fi network connectivity (EDGE E450)⁴
 - 2.4-2.4835 GHz (802.11b, 802.11g, 802.11n HT-20)
 - 5.15-5.825 GHz (802.11a, 802.11n HT-20, 802.11n HT-40, 802.11ac)

SECURITY

- 802.1X authentication
- SRTP media encryption using AES-256
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables
- Wi-Fi encryption: WEP, WPA-Personal, WPA2-Personal, WPA2-Enterprise with 802.1X (EAP-TLS, PEAP-MSCHAPv2)

POWER

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 4) 13 W (Max)
- External Universal AC/DC Adapter 5VDC @ 3A (15W) - power supply unit (PSU) sold separately⁴
- ENERGY STAR® rated

SAFETY

- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 60950-1/62368-1
- IEC 60950-1 and IEC 62368-1
- AS/NZS 60950.1/62368.1

REGULATORY APPROVALS (POLY EDGE E400)⁵

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55032 Class B
- CISPR32 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- UK - UKCA
- NZ Telepermit
- UAE TRA
- Eurasian Customs Union EAC
- Brazil ANATEL
- Australia RCM
- South Africa ICASA

- Saudi Arabia CITC
- Indonesia SDPPI
- S.Korea KC
- Mexico NOM ANCE
- RoHS Compliant
- CE Mark
- TAA

REGULATORY APPROVALS (POLY EDGE E450)³

- Argentina ENACOM
- Australia RCM
- Brazil ANATEL
- Canada ICES
- China SRRC
- China RoHS 2.0
- EEA CE Mark
- Eurasian Customs Union EAC
- India WPC
- Indonesia SDPPI
- Israel MOC
- Japan MIC and VCCI
- Malaysia SIRIM
- Mexico IFETEL and NYCE
- NZ Telepermit
- Saudi Arabia CITC
- Singapore IMDA
- South Africa ICASA
- South Korea KC
- Taiwan NCC
- UAE TRA
- UK - UKCA
- USA FCC

RADIO (POLY EDGE E450)

- USA-FCC Part 15.247 & FCC Part 15.407
- Canada-RSS 247 Issue²
- EU-ETSI EN 300 328 & ETSI EN 301 893
- Japan-Article 2.1 Item 19-2 and 19-3
- Australia - AS/NZS 4268

EMC (POLY EDGE E450)

- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- EN 301 489-1 and EN 301 489-3 and EN 301 489-17
- CISPR32 Class B
- VCCI Class B

OPERATING CONDITIONS

- Temperature: 0 to 40°C (+32 to 104° F)
- Relative humidity: 5% to 95%, noncondensing

STORAGE TEMPERATURE

- -40 to +70° C (-40 to +160° F)

POLY EDGE E400 AND EDGE E450 PHONES COME WITH

- Console with Microban® Antimicrobial protection
- Handset with Microban® Antimicrobial protection
- Handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Setup Sheet

POLY EDGE E400 AND EDGE E450 UNIT BOX DIMENSIONS (L X W X D) / WEIGHT

- Box dimension : 25.8 x 30.6 x 8.8 (cm) ; 10.2 x 12 x 3.5 (inches)
- Box weight: 1.11kg/2.45lbs (with product, accessories, and documents)

MASTER CARTON QUANTITY

- 10

PART NUMBERS - PHONES

- 2200-87835-025
POLY EDGE E400 IP PHONE
- 2200-87030-025
POLY EDGE E450 IP PHONE

COUNTRY OF ORIGIN

- China

PART NUMBERS - ACCESSORIES

- 2200-49925-001
EDGE E, CCX350, PSU, 5V/3A, NA/JP
- 2200-49926-015
EDGE E, CCX350, PSU, 5V/3A, BZ/KR/CN/AR
- 2200-49926-125
EDGE E, CCX350, PSU, 5V/3A, EU/ANZ/UK/IN

WARRANTY

- 1-year limited warranty

1 Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.

2 Planned localizations

3 Planned compliances

4 Ordering an optional power supply unit will be necessary if not powered over Ethernet with PoE (i.e. Using Wi-Fi for network)

LEARN MORE

For more information on Poly Edge E400 Series visit www.poly.com/edge-e400



CUTTING-EDGE EXPERIENCE

BENEFITS

- Improved accessibility with text-to-speech feature, screen color adjustments for color blindness and bigger font settings.
- Stay informed with style with the color light bar status indicator.
- Let the phone compliment your office layout with a 2-position stand and wall mount hardware included.
- Your phones stay cleaner for longer with integrated Microban® antimicrobial protection.

POLY EDGE E220 IP DESK PHONE

It's time for a desk phone that makes hybrid work easy. The Poly Edge E220 with four-line keys offers more ways to connect, plus unbelievable audio, in a seriously sharp package. Built for hot-desking and hybrid working, these phones provide simple mobile phone pairing, plus bring together Poly's famous noise reduction technology and a cutting-edge design for the perfect user experience. Our most versatile phones to date, the Poly Edge E220 is packed with features you didn't even know you needed, like text-to-speech and antimicrobial protection. No matter what size your business, this is the phone that upgrades your office with style, bringing your organization into the future.

- 4-line keys supporting up to 16 lines, features and contacts.
- Integrated Bluetooth® 5.0 for mobile phone or headset pairing.
- Signature Poly HD voice.
- Poly NoiseBlockAI and Poly Acoustic Fence technologies.
- Bright 2.8" color IPS LCD display.

POLY EDGE E220

SPECIFICATIONS

LINES / FEATURE KEYS

- 4-line keys supporting up to 16-line key assignments for lines, contacts, and features supported with pagination
- 4 context-sensitive “soft” keys
- 4-way navigation key cluster with center “Select” key
- Home and back feature keys
- Pagination key for additional lines/ contacts
- Volume + / - control keys
- Hold and Transfer keys
- Headset select key
- Speakerphone select key
- Mute key (illuminated when muted)

USER INTERFACE FEATURES

- Color 2.8” IPS LCD display (320x240 pixel resolution)
- Voicemail support¹
- WebKit-based browser
- Two position desk stand with wall mount option included
- Unicode UTF-8 character support
- One USB Type-C ports (2.0 compliant) for media, storage applications and headset connectivity
- Lightbar status indicator (RGB with color mixing)
- Integrated Bluetooth® 5.0
- NFC Support
- Multilingual user interface including² Arabic (UAE), Chinese (Traditional/ Simplified), Czech, Danish, Dutch, English (Canada/ US/UK), French (France/Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

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- Packet loss concealment

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- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards

- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment
- USB headset support (USB Type-C)
- Bluetooth headset support

CALL HANDLING FEATURES¹

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- Flexible line appearance (1 or more line keys can be assigned for each line extension)
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- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Reverse Number Lookup via LDAP
- Calling Party Identification (RFC8225 classifications—Trusted, Unknown, SPAM)
- Electronic hook switch capable
- Local configurable digit map/dial plan

OPEN APPLICATION PLATFORM

- WebKit-enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- NFC-enabled Edge E series phones allow third-party applications to read serial number and other device information that can be useful in application development such as guest login for phone hoteling or Bluetooth pairing¹
- Corporate directory access using LDAP
- Visual Conference Management

NETWORK AND PROVISIONING

- SIP Protocol Support
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 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
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- Time and date synchronization using SNTP
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- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network Address Translation (NAT) — support for static configuration and
- “Keep-Alive” SIP signaling
- RTCP and RTP support
- Event logging
- Syslog

- Hardware diagnostics
- Status and statistics reporting
- IPv4, IPv6, dual stack (IPv4/IPv6) mode
- TCP
- UDP
- DNS-SRV

SECURITY

- 802.1X Authentication and EAPOL Media encryption via SRTP
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

POWER

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 3) 13 W (Max)
- External Universal AC/DC Adapter (optional) 5VDC @ 3A (15W) - power supply unit (PSU) sold separately
- ENERGY STAR® rated

REGULATORY APPROVALS³

- Argentina ENACOM
- Australia RCM
- Brazil ANATEL
- Canada ICES
- China SRRC
- China RoHS 2.0
- EEA CE Mark
- Eurasian Customs Union EAC
- India WPC
- Indonesia SDPPI
- Israel MOC
- Japan MIC and VCCI
- Malaysia SIRIM
- Mexico IFETEL and NYCE
- NZ Telepermit

- Saudi Arabia CITC
- Singapore IMDA
- South Africa ICASA
- South Korea KC
- Taiwan NCC
- UAE TRA
- UK - UKCA
- USA FCC

SAFETY

- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 60950-1/62368-1
- IEC 60950-1 and IEC 62368-1
- AS/NZS 60950.1/62368.1

EMC

- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- EN 301 489-1 and EN 301 489-17
- CISPR32 Class B
- VCCI Class B

OPERATING CONDITIONS

- Temperature: 0 to 40°C (+32 to 104° F)
- Relative humidity: 5% to 95%, noncondensing

STORAGE TEMPERATURE

- -40 to +70° C (-40 to +160° F)

POLY EDGE E220 COMES WITH

- Console with Microban® Antimicrobial protection
- Handset with Microban® Antimicrobial protection
- Handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Wall mount hardware included
- Setup Sheet

POLY EDGE E220 UNIT BOX DIMENSIONS (L X W X D) / WEIGHT

- Box dimension: 22.3 x 25.5 x 8.3 (cm);
8.8 x 10 x 3.5 (inches)
- Box weight: 0.88kg/ 1.95lbs
(with product, accessories,
and documents)

MASTER CARTON QUANTITY

- 10

PART NUMBERS - PHONES

- 2200-86990-025:
POLY EDGE E220 IP PHONE

COUNTRY OF ORIGIN

- China

PART NUMBERS - ACCESSORIES

- 2200-49925-001
EDGE E, CCX350, PSU, 5V/3A,
NA/JP
- 2200-49926-015
EDGE E, CCX350, PSU, 5V/3A,
BZ/KR/CN/AR
- 2200-49926-125
EDGE E, CCX350, PSU, 5V/3A,
EU/ANZ/UK/IN

WARRANTY

- 1-year limited warranty

¹Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.

²Planned localizations

³Planned compliances

LEARN MORE

For more information on Poly Edge E220 visit www.poly.com/edge-e100-e200



DATA SHEET

Polycom® OBi302

2 line VoIP Adapter connects home and business analog phones to the digital voice communications world

Polycom OBi302 expands your service portfolio by enhancing the communication possibilities of home offices with flexibility in voice, fax and modem applications as they transition to the digital communications world. Home and business offices can maximize their current analog investment by keeping up to two analog phones or fax machines subscribed to up to four independently configurable VoIP services, one OBiTALK peer-to-peer voice service, and one POTS (Plain Old Telephone Service) subscription*. This dedicated device prioritizes phone calls above other internet traffic coming through the LAN port to ensure users clearly hear every important word. Alternatively, with support of the T.38 fax standard, home and business office users can send and/or receive reliable facsimile calls over the Internet.

Provide your customers new wireless capabilities with WiFi and Bluetooth

Polycom OBi302 is never tied to any inconvenient Ethernet port location. It can be placed anywhere within range of a 2.4 GHz or 5 GHz, 802.11ac wireless access point when used with the Polycom USB WiFi adapter. Similarly, the USB Bluetooth adapter pairs a user's mobile phone or Bluetooth audio headset so they can place and answer calls using their mobile service via analog phones.

Simplify deployment and on-going support with OBiTALK

Polycom's OBiTALK device management platform will help you save time and hassle by being able to access the device without the need to get behind the customer's on-site network. With support for the OBi302, Polycom OBiTALK lets you provision the device to meet your customer specifications or update them from any place with a connection to the Internet. Provide best in class support to your customers by quickly identifying issues and remotely troubleshooting devices.

The Polycom OBiTALK is a reliable, secure, cloud-based, out-of-band management interface designed for massive scale zero-touch device bootstrapping, configuration customization, and provisioning. Polycom OBiTALK also provides for in-service device management and troubleshooting, with functionality including device logging, packet capture, call QoS and statistics reporting.

*Requires Polycom OBiLINE USB FXO adapter



Key benefits

- Expand your service portfolio by offering flexible voice and fax applications to home and business offices
- Easily configure and roll-out services and provide on-going fast support with the Polycom OBiTALK cloud-based management platform
- The only VoIP adapter that supports WiFi capabilities through optional adapter! for voice and voice-band data applications
- Connect up to a combination of 2 analog phones or fax machines to transition voice communications to the digital world

Product requirements

- Active Internet Connection
- Analog Touch Tone Phone
- Access to Internet Via a Switched Ethernet Port on Home or Office Router
- (Optional) Active Internet Phone Service Subscription with All Required SIP Credentials to Make & Receive Calls

Polycom OBi302 ships with

- OBi302 Voice Service Bridge and Telephone Adapter
- Power Adapter
- 1 x RJ-45 Ethernet Cable (80 inches/203 centimeters)
- Quick Start/Installation Guide

Warranty

- 1 year

Product dimensions (L x W x H)

- 6.9 cm x 6.9 cm x 3.0 cm (2.7 in x 2.7 in x 1.2 in)

Unit weight

- 198 grams/7 ounces
- Shipping weight: 340 grams/12 ounces (Including Power Supply, Ethernet Cable and Packaging)

Interface features

- Internet (WAN): 2 x 10/100BaseT Ethernet Port (802.3)
- Phone: 2 x RJ-11 FXS Analog Phone Port
- USB: USB 2.0
- Reset Button: Located on Bottom of Case
- LEDs: Power/Status, Ethernet Activity (WAN), Phone Port 1, Phone Port 2
- LED indications: Power On, Status, upgrade in Progress Status, Packet RX/ TX, Phone Port 1 and 2 Status

Telephony features

- Call Routing Rules
- Automated Attendant with Configurable Answer Delay
- PIN Access Control to AA (Up to 4 PINs)
- Recursive Digit Map for Call Routing (AA, Phone, Voice Gateways, Trunk Groups)
- AA Configurable Outbound Call Routing Rules
- SIP Service Configurable Inbound Call Routing Rules
- Fax Pass Through (G.711)
- T.38 Fax Relay for Fax over IP
- Modem Pass Through (G.711)
- In-Band DTMF (G.711)
- Out of Voice Band DTMF (RFC 2833)

- Out of Voice Band DTMF (SIP INFO Method)
- Call Progress Tone Generation
- Tone Profile per SIP SP and OBITALK Service
- Ring Profile per SIP SP and OBITALK Service
- Star Code Profile per SIP SP and OBITALK Service
- Full Duplex Audio
- G.165, 168 Echo Cancellation
- VAD—Voice Activity Detection
- Silence Suppression
- Comfort Noise Generation
- Three Way Conference Calling with Local Mixing
- Hook Flash Event Signaling
- Flash Hook Timer
- Caller ID—Name and Number per Bellcore, ETSI, DTMF, and NTT
- MWI—Message Waiting Indicator
- Visual Message Waiting Indication (VMWI)
- Daylight Savings Time Support—Worldwide
- Caller ID Enable/Disable
- Caller ID Number
- Caller ID Name (Alphanumeric)
- Caller ID Spoofing
- Call Waiting
- Maximum Session Control
- Call Forward—Unconditional
- Call Forward on Busy
- Call Forward on No Answer (Ring Count Configurable)
- Call Transfer Enable/Disable
- Anonymous Call Block
- Anonymous Call
- Do Not Disturb
- Call Return
- Repeat Dialing

Data networking

- MAC Address (IEEE 802.3)
- UDP (RFC 768) in SSL/TLS
- TCP (RFC 793) in SSL/TLS
- IP version 4, IPv4 (RFC 791)—Static IP and DHCP Support
- ICMP (RFC 792)
- ARP—Address Resolution Protocol
- Domain Name System (DNS) A Records (RFC 1706) and SRV Records (RFC 2782) RTP (RFC 1889, 1890), RFC 5966
- RTP/RTCP (RFC 1889), DHCP Client (RFC 2131)
- DiffServ (RFC 2475)—Independently Configured: Service, SIP and Media

- ToS (RFC 791, 1349)—Independently Configured: Service, SIP and Media
- VLAN Tagging (802.1p)—Independently Configured: Service, SIP and Media
- SNTP (RFC 2030)—Primary and Secondary NTP Servers
- LLDP-MED

Security

- Local Access Interface: IVR Password
- Remote Access Interface: User Name and Password Access via HTTP, TFTP—HTTPS
- Device Web Page Standard: HTTP v1.1, XML v1.0
- Secure Remote Provisioning: HTTP, HTTPS

VoIP features

- Four (4) Service Provider Configuration Profile Assignments (ITSP 1–4)
- Four (4) Service /Trunk Subscription Profile Assignments (SP 1–4)
- SIPv2 (RFC 3261, 3262, 3263, 3264)
- SIP over UDP
- SIP over TCP
- SIP over TLS
- 4 SIP Service Provider Service Sessions—Concurrent Operation
- 1 OBITALK Service Session
- SIP Proxy Redundancy—Local or DNS Based SVR, Primary and Secondary fallback List Restrict Source IP Address
- Maximum Number of Sessions—Independent per Service
- 4 Trunk Groups
- Voice Gateway—Direct Dialing
- G.711 A-Law (64 kbps)
- G.711 μ -Law (64 kbps)
- G.726 (32 kbps) G.729a (8 kbps) iLBC (13.3, 15.2 kbps) Codec Pre-selection Code
- Voice Processing per SIP Service—TX/RX Audio Gain, Echo Cancellation
- Adjustable Audio Frames per Packet
- Codec Name Assignment
- Codec Profile per SIP SP and OBITALK Service
- Dynamic Audio Payload
- Packet Loss Concealment
- Jitter Buffer (Adaptive)
- STUN
- ICE
- SUBSCRIBE/NOTIFY Framework (RFC 3265)
- NOTIFY Dialog, Line Status
- SUBSCRIBE Message Summary

- VoIP NAT Interworking
- DATE Header Support
- Remote-Party-ID (RPID)
- P-Asserted-Identity (PAID)
- RTP Statistics in BYE Message and SIP PUBLISH with MOS Score

Power

- Universal Switching with Fixed US, EU, UK Style Plug Prongs (Model Dependent)
- AC Input: 100 to 240 Volts 0.3A 50–60Hz (26–34 VA)
- DC Input: +12V 1.0 Amp Max

Certifications

- FCC Part 15 Class B
- A-Tick
- CE
- ICES-003
- RoHS
- WEEE
- UL/cUL—Power Adapter

Environmental conditions

- Operating temperature: 0° to 45° C (32° to 113° F)
- Relative humidity: 10% to 90% Non-condensing
- Storage temperature: –25° to 85° C (–13° to 185° F)

Management—Configuration

- Local Access Interface: IVR, Web Page—Password Protected (Admin and User Level Log-in)
- Remote Access Interface: Syslog (Multi-Level Granularity), Invokable via SIP Notify, Web, Provisioning
- Device Web Page Standard: HTTP v1.1, XML v1.0
- Remote Provisioning: XML via TFTP or HTTP, (TRO69/TR104 Parameter Naming Syntax)
- Secure Remote Provisioning: HTTPS, Encrypted XML via HTTP or TFTP—Dedicated User Name and Password
- Secure Remote Firmware Update: Encrypted Binary File via TFTP or HTTP + Dedicated User Name and Password
- Customization: OBI-ZT: Obihai Zero-Touch Automatic Customization and Configuration **
- Call History (CDRs): Call Detail Records on OBI Web Page, Export to XML
- LED Indications: Power, Device Status, Upgrade Progress Status, Ethernet Activity, PHONE Status

- Session Information: SIP Session Status, OBITALK Status, Phone Port Status
- Primary SIP Service Set-Up Wizard: Dedicated Device Web Page for Quick ITSP Account Set-Up
- System Settings Back-Up/Restore: Save and Restore Configuration via XML file to/from a Local Folder

RTP Statistics

- RTP Transport Type
- Audio Codec Type (Tx/Rx)
- RTP Packetization—in multiples of 10ms (Tx/Rx)
- RTP Packet Count (Tx/Rx)
- RTP Byte Count (Tx/Rx)
- Packets Out-Of-Order
- Packets Interpolated
- Packets Late (Dropped)
- Packets Lost
- Packet Loss Rate %
- Packet Drop Rate %
- Jitter Buffer Length—ms
- Received Interarrival Jitter—ms
- Jitter Buffer Underruns
- Jitter Buffer Overruns

Call Progress

- Configurable Call Progress Tone
- Call Progress Tone Profiles (2)
- Dial Tone
- Busy Tone
- Ringback Tone
- Reorder Tone
- Confirmation Tone
- Holding Tone
- Second Dial Tone
- Stutter Tone
- Howling Tone
- Prompt Tone
- Call Forwarded Tone
- Conference Tone
- SIT Tones (1–4)
- Ringing and Call Waiting Tone Configuration
- Ring Patterns (10)—Configurable
- Call Waiting Tone Patterns (10)—Configurable
- Call Waiting Tone Pattern Profiles (2)

Star Code Configuration

- Configurable Star Codes
- Star Code Profiles (2)
- Redial

- Call Return
- Activate Block Caller ID
- Deactivate Block Caller ID
- Block Caller ID Once
- Unblock Caller ID Once
- Activate Call Forwarding (All Calls)
- Deactivate Call Forwarding (All Calls)
- Activate Call Forward on Busy
- Deactivate Call Forward on Busy
- Activate Call Forward on No Answer
- Deactivate Call Forward on No Answer
- Activate Block Anonymous Calls
- Deactivate Block Anonymous Calls
- Activate Call Waiting
- Deactivate Call Waiting
- Activate Do Not Disturb
- Deactivate Do Not Disturb
- Activate Repeat Dial
- Deactivate Repeat Dial

FXS SLIC (Subscriber Line Integrated Circuit): Phone Port

- Ringer Specifications: Ring Frequency: 14Hz–68Hz, Ring Waveform: Trapezoidal, Sinusoidal, Ring Voltage: 55v–85v
- Maximum Ring Load: 5 REN (Ringer Equivalence Number) per Phone Port

FXS (PHONE Port) Configuration Settings

- Recursive Digit Map and Associated Outbound Call Routing
- On-Hook Tip Ring Voltage: 30v–52v
- Off-Hook Current Max: 15mA–45mA
- Impedance: 12 Independent Settings
- DTMF Playback Level: –90 dBm–3 dBm
- Caller ID Method: Bellcore, ETSI (FSK or DTMF)
- Caller ID Trigger (Before/After First Ring, Polarity Reversal)
- Channel Tx Gain: –12dB to 6 dB at 1 dB Resolution
- Channel Rx Gain: 12dB to 6 dB at 1 dB Resolution
- Silence Detect Sensitivity
- Hook Flash Time Max
- Hook Flash Time Min
- CPC Delay Time
- CPC Duration
- Idle Polarity
- Connect Polarity

Learn more

Visit www.polycom.com/voip to learn more about our VoIP products.

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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February 23, 2024

Response to RFP

REQUEST FOR PROPOSAL – PHONE SYSTEM PLATFORM

PROPOSAL DUE February 23, 2024 by 10:00AM CT

City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

By

xtDirect LLC

www.xtdirect.com

Mark Rollag, CEO

Mark.Rollag@xtdirect.com

Direct Phone 402-968-6810



February 23rd, 2024

City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

xtDirect is proud to submit this documentation as response to your Phone System Platform RFP.

xtDirect LLC has been in business since 2001! Based in Omaha Nebraska Call Center Capital of the World!

WE EAT SLEEP AND BREATHE CALL CENTER AND VOIP SYSTEMS!!!

xtDirect LLC currently handles over 1 million calls per month.

xtDirect is a wholesale phone carrier and thus telecommunications is seamless.

xtDirect understands and agrees with all provisions of the RFP.

Optionally, xtDirect does see opportunity for adding additional services. Through adding services such as AI for handling routine calls and webchats.

xtDirect is happy to meet in person with the State at anytime before and after award.

xtDirect has fully read and understands the Scope of Work within the RFP!

A handwritten signature in black ink, appearing to be "Mark Rollag", written over a horizontal line.

Mark Rollag
CEO
xtDirect, LLC

Section 1

Executive Summary

This proposal is being presented by xtDirect, LLC, which is a leading business process outsourcing service provider based on Omaha Nebraska. Since 2001, xtDirect has been helping enterprises from varied regions and sectors to run their business operations smoothly by providing a gamut of business process outsourcing services and solutions – call center consulting, full service call center outsourcing, business process and QA outsourcing, and managed cloud VOIP and call center technology.

ABOUT XTDIRECT

xtDirect is a leading business process outsourcing and VOIP service provider based on Omaha Nebraska. Since 2001, xtDirect has been helping enterprises from varied regions and sectors to run their business operations smoothly by providing a gamut of business process outsourcing services and solutions – call center consulting, full service call center outsourcing, business process and QA outsourcing, and managed cloud call center technology.

With over 23 years of experience, xtDirect has built an unblemished reputation by providing custom business process outsourcing services to businesses of varied types and scales. We have accumulated the skill, resources, and technology required to provide the best guidance to an enterprise regardless of its industry and location. We have already expertise in helping many enterprises to optimize their business processes and operations.

What Makes xtDirect Stand Out in the Hosted VOIP Marketplace?

- Over 23 years of experience in providing call center outsourcing services and VOIP Services
- The Neosho Phone System will not only be HOSTED by xtDirect but Managed by xtDirect!
- By leveraging managed cloud call center VOIP technology built for 7x24 365 Call Centers
- Enhance customer experience and engagement by providing premium CARRIER GRADE Phone Service!
- Combine skill, technology and resources to maintain 100% professional integrity!

Section 2

xtDirect LLC

23 years in business

950 S 10th St, Ste 70

Omaha, NE 68108

<https://xtdirect.com>

Call Center Outsourcer and Hosted Managed UCAAS provider

47-0841116

103 employees including call center agents

Section 3

xtDirect was founded March of 2001.

xtDirect has been using its own Phone Systems and Platforms performing outbound calling and inbound since 2003. xtDirect has always had a system called AnyAgentAnywhere allowing any employee to work from anywhere for remote and work from home agents since 2003.

Our capacity:

Outbound calling 100,000 calls per hour

Inbound 5,000 simultaneous calls.

Our history:

Eat sleep and breathe VOIP Call Center and Phone Systems both outbound and inbound since 2001 and owners since 1996

Systems and technology to support Neosho City Offices

We are our own phone carrier.

We collocate all equipment in a carrier grade facility in Denver Colorado and backup in Miami, FL

We can build to suit to any needs of our clients

OPTIONS and Add-Ons:

Our pricing includes all requirements in the RFP!

The system has many options that can be added at a later date with little additional cost!

CLIENT EXPERIENCE

Year client started April 2018

Movere Teleservices

3075 TOLLVIEW DRIVE

ROLLING MEADOWS, IL 60008

Mr. Bill Kerth

bkerth@moverteleservices.com

847-456-0231

xtDirect Provides Hosted Managed VOIP Call Center Platform as well as custom designed integrated Lead Generation Management Platform.

This is mission critical to Movere as they are a Call Center and that is there source of income.

Section 4

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution? xtDirect Maintains and Manages the Phone Platform in house. We would install and manage Sangoma PBXACT in a hosted managed platform. xtDirect is a North American Reseller of Sangoma and has utilized Sangoma since 2006

Thus Neosho does not need to learn and complicated phone system management. Simply call or complete a service ticket and xtDirect will make any phone platform changes!!!

See Brochure and PBXACT

Where is the platform hosted? Denver Colorado and the Denver Tech Center Area. We are Co-Located in a carrier grade facility along with all major carriers. This is a 99.999% uptime facility. xtDirect has been at same facility since 2006 and is same system xtDirect utilizes for its own 7x24 365 call center.

Backup systems are located in Miami FL again at carrier grade facilities

Is it centrally hosted or geographically distributed? Systems are both centrally location in Denver and auto failover to Miami FL

1.What business continuity / system survivability options are available?

All systems are carrier grade and redundant both in Denver CO as well as Miami FL

Firewall located in Neosho will have a backup Firewall also located in Neosho.

2.What happens to service in the event of a local power or WAN outage?

The Firewalls are the only hardware installed in Neosho besides that phones. They will have backup power capabilities of 24 hours. Phones are powered by POE and local power thus subject to local power failures.

3. Please describe platform security measure. How is call data protected?

Call data and recordings are protected by redundant servers and real time backup.

City of Neosho requires the following basic phone service requirements:

Number portability for all numbers - Yes 100% of all numbers

3-digit extension dialing, regardless of geographic location - Yes

Unlimited local dialing - Yes

Unlimited domestic long distance - Yes for entire USA

International dialing (include current rates) – These vary by country and phone type \$.01 to \$.15 per minute

Toll-Free service (include current rates) - \$.02 per minute

System Management

1. How is the system managed/administered? Please describe customer Administrator interface. xtDirect will manage all functions for the City of Neosho. Simply call or complete a service request! That simple.

2. Is self-service supported? – it can be however we offer management and no additional cost

3. How are moves, adds, and changes performed? All systems are remotely managed. Simply call or complete a service request. Most changes are same day. Physically moving a phone simply move phone anywhere and notify xtDirect so that we can update E911

4. How is service added, removed? Contact xtDirect via phone or service ticket at support.xtdirect.com

5. Please describe real-time reporting options. Very extensive options from basic to call center level reporting. Speed to answer, average handle time etc. See PBXACT brochure for many options.

Section 5

Implementation Process:

For the current requirements of the RFP (typically completed in 1 week)

- 1) Initial Meeting in Person or Online
- 2) xtDirect onsite layout of current system
- 3) xtDirect will build completely redundant new systems
- 4) xtDirect will test new system alongside current system.
- 5) Once completely tested xtDirect will seamlessly port over DID numbers to new system.
- 6) Neosho can then remove current leased phones
- 7) xtDirect will conduct onsite training of phones as well as provide videos
- 8) xtDirect will automate and reporting needs

Section 6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7? We have operated 7x24 since 2006 and have systems that automatically notify on call of and system issue.

2.What is your strategy for upgrading your current service? We generally do not have down time during upgrades. If downtime is necessary we would schedule that for 2am Central Time and notify clients in advance.

3.Is deployment of changes seamless, non-disruptive, and remote? Yes seamless other than for a day or 2 each employee would have 2 phones on their desk.

4.Are new features automatically available to existing customers? Automatically in most cases. If you desire AI Chat functionality that will generally not have any impact on current system.

Customer Service and Technical Support

1.What levels (tiers) of service do you offer and what are the details of each level of service? 7x24 phone support, OnSite support Immediate to 6 hours depending on service needed. As part of the system we provide the City we onsite spare phones..

2.Detail the issue resolution process. Complete a service request depending on service need technicians will work tickets within 5 minutes.

3.What is your average time to solve a moderate to difficult issue? 15 minutes

4.Is support available 24/7? Yes

Survivability / Redundancy

1.How is the vendor's service delivery platform distributed? All Carrier Grade 99.999% uptime fully redundant

2.Are there multiple, redundant instances at geographically dispersed datacenters? Denver and Miami both Carrier Grade

3.What happens to service in the event of a public Internet outage? We can setup auto roll over to PSTN or Cell Phones per DID

4.What happens to service in the event of a local power or WAN failure? Local Power and WAN can roll over to PSTN or Cell Phones as needed

5.What routing options does the vendor provide in the event of an outage? Routing is automatically handled

7.Pricing

\$19.80 per Phone/DID per month

Total with 79 Phones \$1564.20 per month

Includes:

All Services requested in RFP

73 Ported DID Phone Numbers

79 Phones Total

6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.

- 3 will need to be set up with a call recording button.

- All others need only the base model phone with extension buttons and features

Implementation 30 days or less

Onsite 5 days or less

PBXACT

Customizable & Flexible IP-PBX



 **Sangoma**

MAKING GREAT COMMUNICATIONS ACCESSIBLE TO ALL

Who is Sangoma?

Sangoma is a trusted leader in delivering value-based Communications as a Service (CaaS) solutions for businesses of all sizes.

Sangoma simplifies communications by providing businesses with the industry's most comprehensive cloud-native communications solutions, seamlessly streamlining business processes. Sangoma provides businesses with a complete solution, including cloud software, endpoints, and connectivity – all delivered and supported by Sangoma's expert team. One provider and one contact ease vendor management and save time.

Sangoma is also the primary developer and sponsor of Asterisk and FreePBX, the world's two most widely used open source communication software projects.



POWERFUL UNIFIED COMMUNICATION PLATFORM

What is PBXact?

Powered by FreePBX and Asterisk, PBXact is a fully-featured UC platform delivering productivity and collaboration tools that enable users to work from the office or remotely. The integrated online portal store lets businesses instantly add on extra features to their deployment, a-la-carte, such as enhanced contact center functionality, from one central location.

PBXact is a flexible and modular system, making it the perfect choice for advanced deployments where the installation environment requires complex configuration and customization.



FLEXIBLE DEPLOYMENT OPTIONS

PBXact can be deployed in multiple ways,
each with the same feature set!

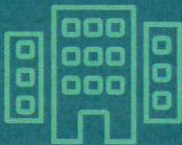


Cloud*

PBXact Cloud is the optimal solution for delivering the best customer service with little or no upfront costs.

*Available in Canada and US

- » No onsite hardware to maintain and control
- » Simplify access to communication tools for sales, support, and agents
- » IP phone rentals available



On-Premise

Deploying PBXact on your business premises represents a low total cost of ownership and allows your staff to maintain and control the system.

- » Maintain full control of your solution
- » Dedicated hardware appliance backed by Sangoma
- » No racks of specialized equipment



Virtualized

PBXact offers the option of virtualization for organizations that already host a virtual environment or seek to do so.

- » Use your preferred virtual machine
- » Leverage failover for High Availability options
- » Save on stand-alone appliance costs

WHY PBXACT?

Saves You Money

Unlike other proprietary systems, PBXact gives you more value for your purchase. With all features included, flexible deployment options, fewer add-on fees, and a simplified pricing model, PBXact is the best value in UC.

Remote Worker Friendly

Operate your workforce wherever they are located, on whatever device they are using, while having full access to communication, collaboration, and productivity tools. Desktop and mobile softphones, user dashboards, auto-provisioning IP phones and customer service tools - What else could you ask for! Plus, there is very little setup when transitioning from office to remote working.

Integration with Your Existing Tools

Enable click-to-dial and screen-pop from within the tools you are already using such as Salesforce, Zapier Apps, Zoho and other browser-based helpdesk tools.

Advanced Call Queues

A robust set of add-on features to help process inbound calls more efficiently while enhancing the customer experience with priority caller and call-back support, amongst many others.

Flexible IVR

Route inbound calls more efficiently and reduce agent call administration time, while providing customer features such as multilingual options, custom music-on-hold to play special announcements, and priority routing.

Powerful Reporting

Advanced call reports can be created ad-hoc or scheduled directly from the web client and detail granular information in graphical format, making it quick and easy to know how well your business is helping your customers.

Internationalization

PBXact supports dozens of world-wide languages from sound prompts, IP phone applications to IVR language detection so that your customer get the tailored experience, no matter where your business operates.

Easy to Manage

An intuitive dashboard allows you to manage every aspect of PBXact from anywhere you have Internet access. Advanced call control, extension customizations, and centralized endpoint configurations all from one place.

Many Products in One

PBXact is more than just an IP-PBX. When coupled with Sangoma IP deskphones, SIPStation SIP Trunking service, and VoIP Protection software, it's an entire turnkey communication solution for your business, whether it be in the hospitality, contact center, auto-dealership or retail sector.

PBXACT PROVIDES THE POWER TO COMMUNICATE & COLLABORATE WHERE & HOW YOU WANT, AT THE OFFICE OR REMOTE



Desktop Softphone

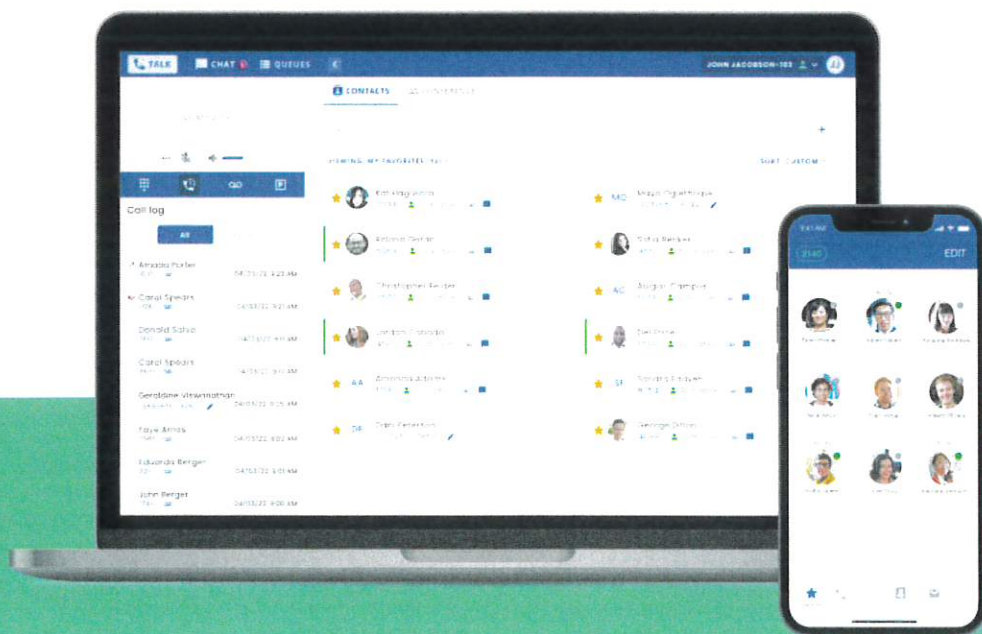
- » Improve workplace engagement with contact integration
- » Boost collaboration with one-to-one chat and team chat rooms
- » Coworkers can make and receive phone calls, and SMS messages using their work extension
- » User presence control delivers efficient communication
- » Visual voicemail lets employees take care of their messages quickly
- » See coworkers status with user presence and BLF
- » Queue agent and supervisor features



Mobile Soft Clients

Workers have become more flexible and get their job done whenever and wherever they are. Powerful iOS and Android clients allow users to stay connected while on the go.

- » Make or receive video and voice calls using your extension
- » SMS and text messaging
- » 3 way conference calling
- » Blind and assisted transfer
- » Favorites and call directory
- » Do-Not-Disturb (DND)
- » User presence and BLF
- » Contact integration
- » Individual and group chats



FEATURES



Presence

See who is in the office, on a call, or away from their desk, using the Desktop Softphone, mobile client or Sangoma IP deskphones. Call rules update automatically based on an employee's presence.



Recording

Many companies must record and archive calls for customer satisfaction, employee evaluation and training, security, and legal compliance reasons. In PBXact, all calls can be selectively recorded, and are displayed in a recordings report.



Interactive Voice Response

The extensive built-in IVR allows you to provide information to callers, collect information about the customer's needs, and transfer callers to the appropriate person or department. Multi-language options, custom Music-on-Hold for special announcements and Callback make the IVR even better.



Conferencing

Built-in conferencing allows your employees to manage their own conference rooms on-demand, using the UCP dashboard or Sangoma Phone Desktop app. See who is in the conference call and who is speaking, with the ability to mute or dismiss participants. In addition, easily invite customers to conferences using a pin number.



Collaboration

Collaborating over long distances has never been easier with group chat built into the desktop softphone. The mobile softphone and chat apps allow employees to stay connected while on the go.



CRM Integration

PBXact offers native integration with Salesforce, ConnectWise, SugarCRM, and Zoho, with the ability to integrate nearly any other browser-based CRM and others via GraphQL, APIs, Zapier, or webhooks. Your sales and service teams will have customer information right at their fingertips when receiving a call.



Chat & SMS

Improve employee communication with integrated chat via the desktop softphone and mobile app. Employees can use their extension to send/receive SMS and internal text messages (Inbound SMS included free-of-charge).



Contact Center / Call Queues

Whether you operate a small or large help desk, sales team or contact center PBXact offers big customer service and call processing features to help you boost revenue.

POWERFUL REPORTING TO BOOST SUCCESS

Advanced Call Queues

Your sales and support agents are there to answer customer calls to help boost your business revenue and keep your customers happy at the same time. When your customers call your business they are placed into queues which eventually connect to your staff. Processing inbound calls as quickly and efficiently as possible is key, and your call queues are the engine for success. With PBXact Advanced Call Queues, you can:



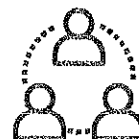
Choose how you want your inbound callers to reach your agents. Choose to have all agent phones ring at once, randomly, least-rang, and many more.



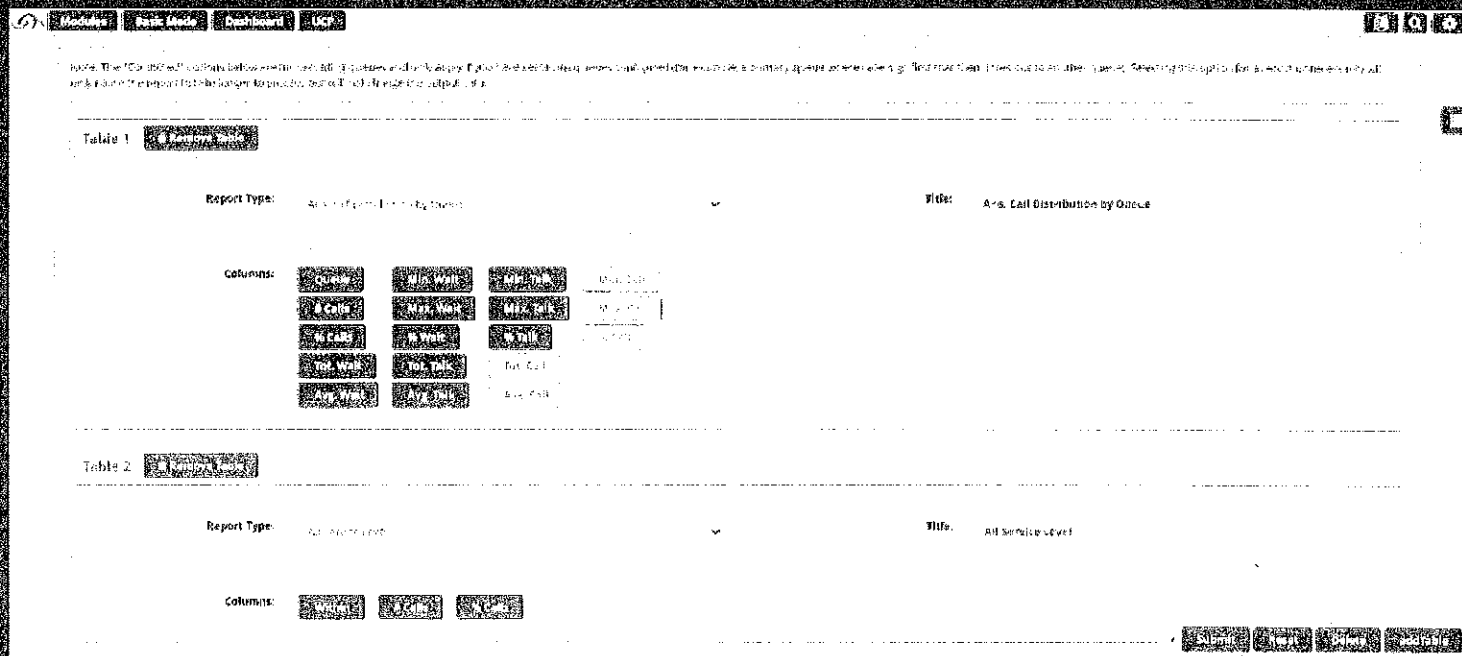
Create multiple priority-groups so that the caller with the highest priority and earliest arrival time of all the queues is tended to first.



Keep callers' same wait time even when transferred between queues.



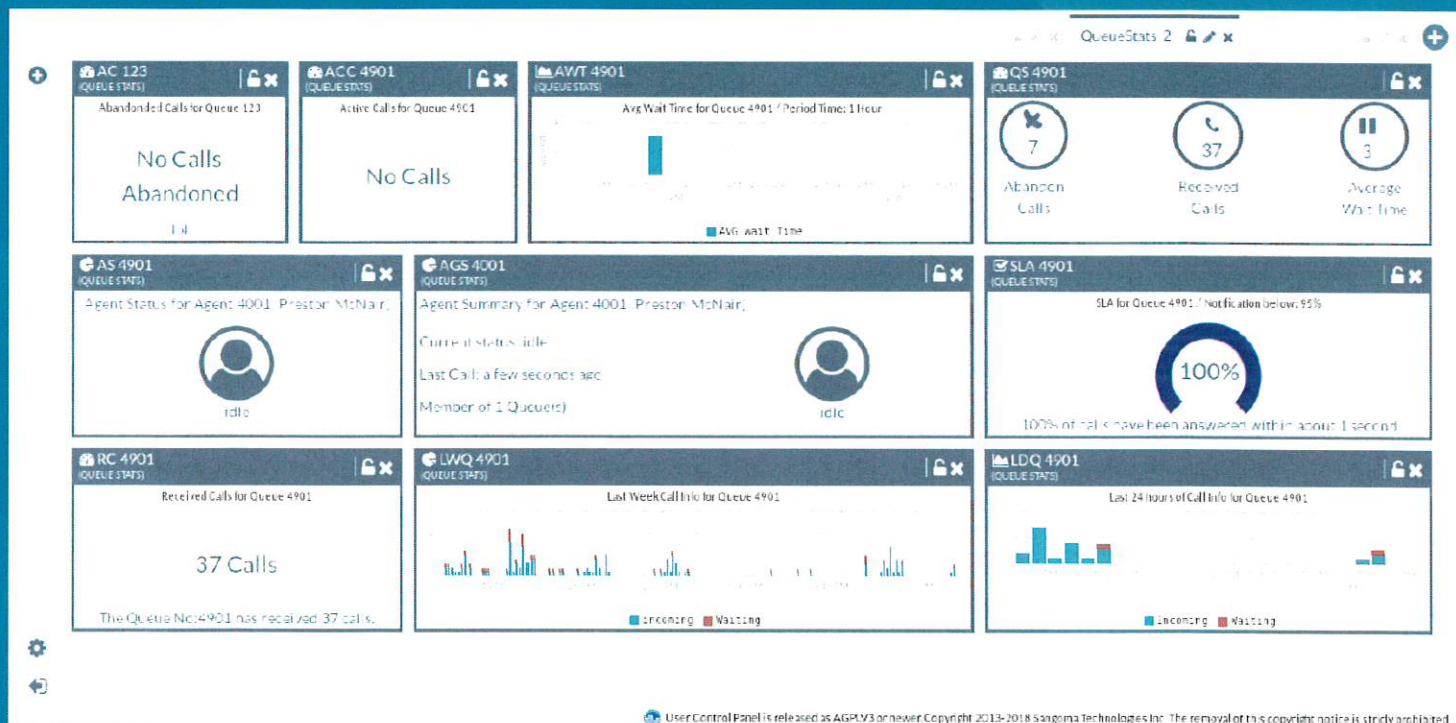
Define a set of agents ready to jump in and help for those times when it's really busy.



THE UCP QUEUE WALLBOARD

Queue Wallboard is a suite of contact center widgets which display graphical statistics from within the UCP web-based dashboard. It enables supervisors to view a variety of real-time call queue statistics to help manage their on-call sales and support staff performance.

The Queue Wallboard is **very customizable** and can display as many or as few widgets required on individual panels, delivering **the most comfortable working experience**.



Supervisors can configure Queue Wallboard widgets on a permissions basis, so that they can manage the information displayed about agents and queues to **focus on what's important**.



	P310 & P315 Value Models	P320, P325, P330 Mid-Range Models	P370 Executive Model	PM200 Expansion Module
Display	2.4" 320x240, Color	4.3" 480x272, Color, IPS	7.0" 800x1280, Color, IPS, Touch	4.3" 272x480, Color, IPS
Touchscreen	No	No	Yes	No
SIP Accounts	2	P320: 4; P325: 6 P330: 12	16 (using soft-keys)	N/A
Programmable Keys (for Speed Dial/BLF or more SIP accounts)	2	P320: 4; P325: 6 P330: 12	N/A	2 rows of 10 keys
Virtual Pages of Added Functionality	N/A	P320: N/A; P325: 20 P330: 10	Up to 20 favorites on screen up to 120 total	20 keys & 3 pages
Ethernet LAN	P310: 100 Mbps P315: Gigabit	Gigabit	Gigabit	N/A
Bluetooth & Built-in Wi-Fi (2.4/5G/802.11n)	No	P320 & P325: No P330: Yes	Yes	N/A
Expansion Module Support	No	P320 & P325: No P330: Yes	Yes	Yes

Expand Functionality with the PM200

For users who need to track and dispatch high volumes of calls, the Sangoma PM200 attendant console adds 40 more programmable buttons to make life easier by complementing the main phone display. You have the option for even more buttons by daisy-chaining up to 6 modules.



Headsets – Wired & Wireless

Our headsets deliver the right communication experience for each user, offering high-quality audio with exceptional noise cancellation and premium comfort. With both wired and wireless options for free roaming, you can stay productive without missing a beat. Our headsets are designed to work with Sangoma's select desk phones, softphones, video conferencing, and collaboration tools.





P-Series Phones

Feature-rich Desk Phones for Sangoma's Suite of Communication Solutions



Designed for Sangoma's portfolio of UCaaS and UC solutions and toolkits including *Business Voice**, *Switchvox*, *PBXact*, *FreePBX*, and *Asterisk*

Fully Featured IP Phones

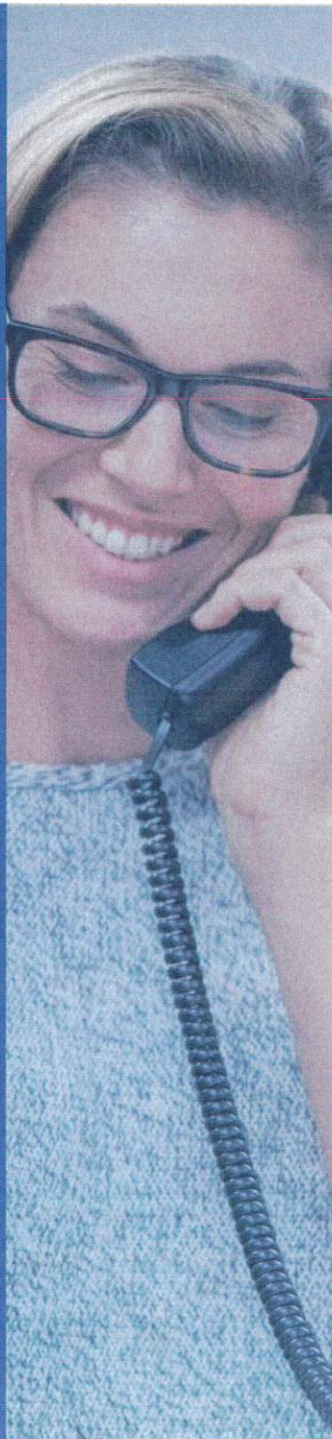
Sangoma's line of P-Series phones are designed to deliver the features you need for every user type at a competitive price point. All models include high definition audio, unprecedented plug-and-play deployment, and advanced built-in applications that include voicemail, call log, contacts, phone status, user presence, parking and more*.



All Models Include

- » Full-color display screens
- » High definition audio
- » Customizable Busy Lamp Field (BLF) Keys
- » Power Over Ethernet (POE)
- » Electronic Hookswitch capable headsets (i.e. Sangoma H10 and H20)
- » Lock ports to ensure physical security
- » Real-time status
- » Contacts
- » Transfer & conference calls
- » Zero Touch Provisioning for all of Sangoma's UCaaS platforms

* Limited on P310/P315



Sangoma's P-Series phones are the only phones that are compatible across Sangoma's communications as a service portfolio line, further enhancing their value.

Offering the tightest integration possible, they incorporate plug-and-play installation with auto-provisioning; saving you time.

Designed For

Business Voice
Coming Soon

PBXACT

Switchvox

freePBX

Asterisk

Meet The **P-Series** Line of Desk Phones

The P-Series line serves 3 business verticals



Entry Level

» P310 & P315

Mid-Range

» P320, P325 & P330



Executive Level

» P370



Some *Benefits* of The P-Series Line

- » Users have one Sangoma phone for any Sangoma PBX/ UC platform
 - Mix platforms between offices, but keep the same look and feel
- » Sangoma phones all work the same way without any differences between lines
 - Makes upgrades simple; no additional training required
- » Partners stock and support only one Sangoma phone product line
- » Lower-cost of entry for price-sensitive opportunities

Entry Level

P310 & P315



The perfect fit for offices, education (schools, colleges), manufacturing floors, and retail stores. Wherever you need reliable, basic calling functionality.

Both Models Include

- » A 2.4 " 320x240 Backlit Color Display, crystal clear speakerphone, and headset support with two VoIP lines with illumination
- » BLF Key (with Red, Amber, Green for line status)
- » Ability to load custom idle screen images for company logos
- » The P310 and P315 are identical aside from their network capabilities. The P310 operates at 100Mbps speeds and the P315 operates at 1000Mbps (Gigabit) speeds.

Mid-Range

P320, P325 & P330



The mid-range line includes a large, all-around visible 4.3 inch 480x272 color IPS display for use with built-in business applications.

Key Highlights Include

- » The P320 starts the mid-range with 4-line keys programmable for VoIP accounts or as BLF with speed dial to direct-dial or monitor an extension.
- » The P325 delivers 6-line keys, a paging key for 20 pages of virtual keys
- » The P330 adds to the P325 with 12 line keys, Bluetooth, and 2.4/5GHz WiFi for a wire-free network setup. It also supports the PM200 expansion sidecar, a 20-key attendant console for operators.

Executive Level

Beautifully Designed P370



For the executives in the office that demand a sleek desktop presence, the P370 delivers with a large 7.0" 1280x800 color IPS touchscreen display

Key Highlights Include

- » 16 lines (software)
- » Bluetooth and WiFi Support
- » Built-in business applications
- » Support for our PM200 attendant console

For complete technical details on each model
refer to the matrix on page 8

P-Series Model Comparison



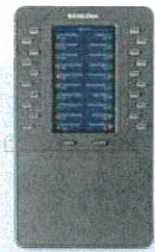
**Value Models
P310 & P315**



Mid-Range Models P320, P325, P330



**Executive Model
P370**



**Expansion Module
PM200**

Display

2.4" 320x240,
Color, TN

4.3", 480x272,
Color, IPS

7.0" 1280x800,
Color, IPS, Touch

4.3" 480x272,
Color, IPS

Touchscreen

No

No

Yes

No

Line Keys

2

P320: 4
P325: 6 with
Paging
Key
P330: 12 with
Paging
Key

16 (soft-keys)

2 rows of 10 keys
w/ Paging keys

Ethernet

P310: Fast
P315: Gigabit

Gigabit

Gigabit

N/A

Built-in Bluetooth

No

P320: No
P325: No
P330: Yes

Yes

N/A

Built-in Wi-Fi 2.4/5G/802.11n

No

P320: No
P325: No
P330: Yes

Yes

N/A

USB Ports

0

P320: 1
P325: 1
P330: 2

2

2 (1U,1D)

Expansion Module Support

No

P320: No
P325: No
P330: Yes

Yes

Yes

Highly **Integrated** **Productivity** Applications

All P-Series desk phones are designed with built-in enhanced applications that take communication to the next level*



Context-sensitive Phone Books

Show device state, presence, monitor, intercom and more.



Call Queues

Login, Logout, Pause, Resume. See queue overview statistics and queue member details.



Call Recording

Record calls and forward if needed. Call recording is system initiated so everything is centrally saved.



PIN-based Hot-desking

Log-in or Log-out of any desk phone by simply using voicemail PIN.



Visual Voicemail & Screening

See who called, with call-back, playback, read/unread toggling and forwarding.



Conference Call Management

See who's talking, mute and unmute, user and all-kick functions.



Call Parking including retrieval

Park a call, view or retrieve. Call Parking is system initiated so everything is done centrally.



Call Logs

Calls made by users on any device, not just the desk phone.

* P310/P315 phones have limited applications.
Some applications are not available in launch firmware and will require downloadable firmware updates.

P-Series Technical Specs

Phone Specifications

P370 Executive-Level phone

User Interface

- » 7.0 inch, 800 x 1280 pixel backlit color IPS LCD display
- » Multi-point capacitive touch
- » 16 line appearances (software)
- » Feature and context-sensitive functions
- » Dedicated touch control with backlight for Headset, Speaker, Mute, and without backlight for Volume functions
- » 3-color LED message waiting indicator (MWI)

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100/1000 Mbps Ethernet ports
- » 2 USB-A 2.0 ports
- » 12 volt 1.6A DC power port
- » 2 Lock Ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 11" x 9.0" x 3.5", 2.7 lbs.

Software Minimum Version Requirements

- » Switchvox >=7.9
- » FreePBX & PBXact >=15 with Endpoint Manager (latest)

P330, P325, and P325 Mid-Range phones

User Interface

- » 4.3 inch, 480 x 272 pixel backlit color IPS LCD display
- » Line appearance keys:
 - P330 - 12 keys
 - P325 - 6 keys
 - P320 - 4 keys
- » Rapid dial page scroll key for virtual line keys:
 - P330/P325 - yes
 - P320 - no
- » 6 feature keys
- » 4 context-sensitive soft keys
- » 6-key navigation controller
- » Backlit headset, speaker, and mute keys
- » 3-color LED message waiting indicator
- » Volume control

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100/1000 Mbps Ethernet ports
- » USB-A 2.0 ports:
 - P320/P325 - 1
 - P330 - 2
- » 12 volt 1.6A DC power port
- » 2 Lock Ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 12.3" x 9.0" x 3.5", 3.0 lbs.

Software Minimum Version Requirements

- » Switchvox >=7.9
- » FreePBX & PBXact >=15 with Endpoint Manager (latest)

P310/P315 Value phones

User Interface

- » 2.4 inch 320x240 pixel backlight color LCD display
- » 2 line appearance keys
- » 4 feature keys
- » 4 context-sensitive soft keys
- » 6-key navigation controller
- » Headset, speaker, and mute keys
- » 3-color LED message waiting indicator
- » Volume control

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100 Mbps Ethernet ports (P310)
- » 2 switched 10/100/1000 Mbps Ethernet ports (P315)
- » 12 volt 1.6A DC power port
- » 2 Lock ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 11.93" x 8.2" x 3.5", 2.4 lbs

Software Minimum Version Requirements

- » Switchvox >= 7.7
- » FreePBX & PBXact >= 14 with Endpoint Manager (latest)

Series Specifications

Phone Applications***

- » Visual Voicemail *
- » Contacts
- » Presence/Status
- » Call Log
- » Parked Calls
- » Call Queues **
- » Info
- » Forward Calls
- » Conference App **
- » Hot Desking ***

Phone Features

- » Auto-Answer
- » Headset-answer
- » Headset-ring
- » Distinctive ring
- » Custom ringtones
- » Call waiting
- » Call transfer (unattended & attended)
- » Call forward
- » Call hold
- » Call parking
- » Call pickup
- » Intercom/Paging
- » Message Waiting Indication
- » Busy Lamp Field (BLF)
- » 3-way conferencing
- » Do Not Disturb (DND)
- » Redial
- » Call timer
- » Caller ID display

Audio Features

- » Handset, handsfree, and headset modes
- » Full-duplex HD speakerphone with echo cancellation
- » Hearing aid compatible
- » Multicast audio playback
- » Wideband: G.722
- » Narrowband: G.711 ulaw/alaw, G.726, G.729a

Network Support

- » Static or DHCP IP address assignment
- » NTP time synchronization
- » Priority queuing
- » VLAN, LLDP, NAT traversal, QoS
- » 802.1X pass-through
- » 802.1X authentication

Language Support

- » Dutch, English, French, German, Italian, Portuguese, Russian, Spanish

SIP / VoIP Support

- » SIP v2
- » TLS/SRTP
- » DTMF, RFC4733
- » SIP peer-to-peer
- » SIP presence (SUBSCRIBE/NOTIFY)
- » Per-account digit map/dial plan
- » Dial using SIP URI
- » Dial using SIP server
- » Secure SIP authentication

Provisioning

- » Business Voice & Business Voice + Coming Late 2022
- » Switchvox Cloud & Prem
- » Sangoma Endpoint Manager for PBXact and FreePBX
- » DPMA (Deskphone Module for Asterisk)
- » DHCP Option 66
- » XML Configuration

Management

- » Firmware update via browser
- » Factory restore via UI
- » Remote logging via syslog

Regulatory Compliance

- » CE Mark
- » FCC Part 15, Class B

Maximum Power Consumption

- » P310: 2.5W
- » P315: 2.5W
- » P320/P325 4.5W, 9.5W with USB
- » P330: 8.2W, 5W per USB, 18.2W total
- » P370: 8.5W, 5W per USB, 18.5W total

Operating Conditions

- » Temperature: +32 to 122F / 0 to 50C
- » Relative Humidity: 5% to 95% non-condensing

Storage Temperature

- » -4 to 160F / -20 to 70C

Warranty

- » One year

* Visual Voicemail not supported on P310/P315 models

** Call Queues and Conferencing not supported on all models

*** Some features require proper server-side configuration/support

Add-ons and Accessories

Attendant Console & Wireless Headsets

The PM200 attendant console (coming soon)

For users that need to track and dispatch high volumes of calls, the PM200 attendant console makes life easy. With 20 programmable keys and two pages of targets per console that complement the main phone display, productivity is greatly improved.

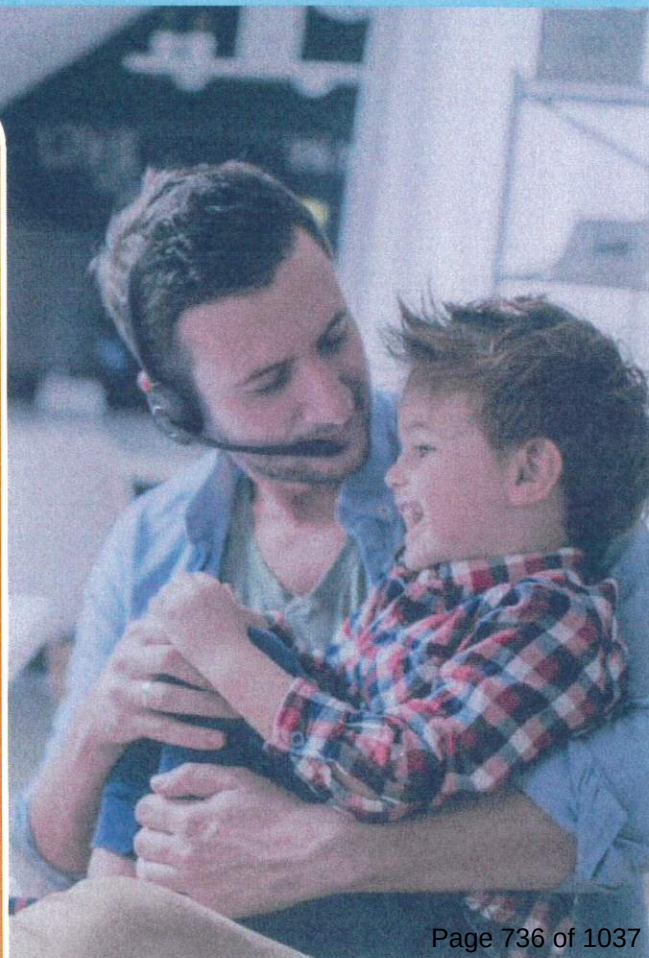
Key Highlights Include

- » 4.3" 480x272, Color, IPS display
- » 2 columns of 10 keys with Paging keys
- » Compatible with: P330 and P370
- » Add up to 6 PM200 sidecar modules for a total of 240 extra keys to the main P-Series phone



Sangoma's H10 and H20 DECT headsets extend the range of your P-Series desk phones with wireless freedom, enabling you to be productive roaming around the office, or at home, never missing a beat.

For the best flexibility, choose our H20 headset with USB connectivity with our softphones, video conferencing and collaboration software to work from wherever you want to be.



REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: City-Wide Property/Liability/Work Comp. Insurance

ORIGINATING DEPARTMENT: City Clerk

ATTACHMENT:

1. MIRMA RFQ

2. Higgonbotham Insurance RFQ

PURPOSE:

The purpose of this bid item is to accept the RFQ from MIRMA for the city's property, liability and work comp. insurance.

BACKGROUND:

The city sent out an RFQ for city property, liability and work comp. insurance. The city received two RFQs back, one from MIRMA and one from Higgonbotham Insurance (formerly know as Connell Insurance).

After reviewing the two RFQs, staff requested each company to submit an offer. Staff received an email prior to the meeting set with Higgonbotham informing the city that their company was not going to be able to compete with MIRMA pricing, due to the property market cost being so high. (The email is in the packet.) MIRMA met with staff and presented their cost to the city of approximately \$550,921.00 based on the upcoming year's assessment. MIRMA's rate is recalculated annually each May to become effective July 1st of that year. Staff had to submit prior to March in the event that another company won the bid, staff would have to present a cancelation to MIRMA by March 30th.

RECOMMENDATION:

Staff recommends approving the RFQ from MIRMA for city property, liability and work comp insurance.

Neosho Membership Estimate

Thank you for allowing MIRMA to submit an estimate of next year's assessment. I have appreciated having Neosho as a member of the Association for the past 8 years and I am looking forward to the opportunity to continue that relationship going forward. Below, I have summarized your annual assessments, payrolls, and losses.

Coverage Period	Payroll	Property Values	Assessments	Losses
July 1, 2023 - June 30, 2024	\$4,785,140	\$88,513,972	\$529,654	\$100,601
July 1, 2022 - June 30, 2023	\$4,607,680	\$79,450,168	\$519,896	\$100,993
July 1, 2021 - June 30, 2022	\$4,431,010	\$75,320,654	\$452,846	\$ 50,814
July 1, 2020 - June 30, 2021	\$4,285,901	\$72,912,171	\$428,824	\$525,483
July 1, 2019 - June 30, 2020	\$4,238,161	\$69,710,064	\$396,645	\$319,104
July 1, 2018 - June 30, 2019	\$4,138,016	\$67,014,138	\$385,933	\$ 65,580
July 1, 2017 - June 30, 2018	\$3,624,868	\$63,203,324	\$337,896	\$140,253
July 1, 2016 - June 30, 2017	\$4,225,387	\$61,306,370	\$388,507	\$ 77,221
January 1, 2016 - June 30, 2016	\$4,224,138	\$60,696,242	\$188,052	\$161,413

Membership in the Association includes all of the coverages identified below, most with low or no deductibles. MIRMA's intent is to provide a comprehensive package that will meet the majority of the needs for most Missouri municipalities. I think you will find our pricing competitive, considering the level of services the City receives and the access to MIRMA's Risk Management Grant program, police accreditation reimbursement program, and HR-1Call.

Membership in the Association includes the following coverages:

- Workers' Compensation
- Property (including Flood and Earthquake)
- General Liability
- Injunctive Relief & Non-Monetary Damages
- Inland Marine
- Crime and Employee Theft
- Public Officials Liability
- Employment Practices Liability
- Law Enforcement Liability
- Automobile
- Boiler & Machinery
- Airport Liability
- Drone Physical Damage & Non-owned Liability

MIRMA provides an average of 5.3 on-site loss prevention visits per member each year. We work with each member to develop a loss prevention program that is tailored to fit the specific risks and political environment within your community. We also provide the following services at no additional cost to our members:

- Risk Management Awards Program - provides members an opportunity to receive a grant for up to 75% of the cost of items that will reduce their work comp or liability exposures
- On-site and On-line safety training
- On-site simulated firearms training for police
- Manuals and newsletters
- HR-1Call – provides free access to employment law attorneys
- Aquatic risk management audit and lifeguard instructor reimbursement
- Model policies on critical police tasks
- Police department certification and accreditation reimbursement
- Police command college reimbursement
- MoLTAP reimbursement
- Thermal imaging services
- Cyber training and phishing testing

Following are the grants which have been awarded to the City:

2017	8 body cams, car cam	\$ 8,745.00
2018	2 Tasers	\$ 2,200.00
2018	Surveillance System PD	\$ 5,153.25
2018	20 Tire Deflation Devices	\$ 5,159.25
2019	flood light, less lethal, EVOC class, pass alarms (30)	\$ 9,100.00
<u>2020</u>	<u>sewer camera</u>	<u>\$ 6,500.00</u>
Total		\$36,857.50

There were no grant submissions since 2020. The cameras, tasers and less lethal items are all within the timeframes for replacement under the grant, in addition to several other items the City has never applied for. We also recently offered participation in a bola wrap pilot program that is currently ongoing.

The level of individual service is one of the things that distinguishes being a member of a governmental risk pool from commercial insurance. MIRMA is owned and controlled by the member cities we serve, and our governing body is elected by and from the membership. This allows us to make coverage decisions that are in the best interest of our municipalities, not the best interest of a commercial insurer or its stockholders. One example is when CenturyTel sued several Missouri cities over a tax issue. MIRMA provided a joint defense for its members when taxation claims are not traditionally covered by insurance. Another example is following Flint Michigan's water problems, Erin Brockovich coordinated a class action suit against the City of Hannibal on water quality issues. The suit was structured in a manner to exclude coverage, however, MIRMA provided a defense for both the City, and the City's separate municipal utility, to send a clear message that neither "America's Hometown" nor any other Missouri municipality is going to be easy money for the New York and DC lawyers that brought suit. Should a coverage issue ever arise, the MIRMA staff is located in Columbia, Missouri and if we can't resolve the issue, then you have full access to appear before MIRMA's Board of Directors who is comprised of City Administrators, Utility Directors, Finance Directors, HR Directors and other city staff from your neighboring member cities. Since we are a Mid-Missouri based Association, we also monitor the news and hear about issues that should be reported as a claim, so a member city doesn't get into issues with claims being denied for late reporting.

Our loss prevention services include on-site services delivered by Kelly Beets, who has developed a close working relationship with many of the City staff over the eight years he has been working with the City. Kelly also brings MIRMA's firearms simulator to the Police Department each year to individually train your police officers. This type of training is crucial to ensure that the civil rights of your citizens are not violated. The focus of the firearms simulator is the judgmental aspect when utilizing use of force. The lifelike scenarios place your officers in positions to utilize all spectrums of the force continuum; from voice commands to less lethal options such as taser or pepper spray, and up to lethal force. The scenarios are used as a training mechanism to show officers the various effects of using certain levels of force. The use of a simulator aims to open the realm of possibilities up to the officers in order to effectively match the most reasonable level of force required to safely conclude any given situation. This allows Kelly to evaluate how the officers use their professional judgement to reign in their emotions and make appropriate decisions in stressful situations. To further enhance our police department's ability to justify their actions, since 2008 MIRMA has included body cameras in our grant program. These have proven to be a wonderful tool that the police can utilize to demonstrate that the individual officer's actions are often exactly what is needed based on the non-bias video taken at the scene. Our loss prevention services also include on-site and online training for each department, and three educational conferences or seminars each year. In addition to the firearms simulator, Kelly also conducted three on-site training sessions with the Parks and Golf Departments this year: Mowing & Weed Cutting Safety (11-22-23), PPE Training (8-9-23) and Defensive Driving & Mowing Safety (5-26-23). He also just finished a Pesticide Safety program for Neosho's Golf and Parks Departments. Our Loss Control Director and Claims Director teamed up with MML to provide training on the 1st amendment auditors so our members can be prepared when they come to town with their camera's rolling. MIRMA also gets involved in legislative efforts to protect our member cities.

Gina Viertel, Workers Compensation Supervisor, has provided individual care for the City's injured workers for the past eight years. Gina is one the highest regarded workers' compensation adjusters in the state and takes the time to explain the process to your employees, makes sure they get state of the art treatment, and receive fair settlements as allowed by state statute. The employees of the City of Neosho are treated with the utmost respect and attentively

served with the goal of getting them back to their positions as quickly and efficiently as possible. While injured workers dealing with insurance companies expect to be shunned, given poor service, and treated unfairly, it's not unusual for Gina to be complimented by the injured worker at the conclusion of the claim. Another manner in which we care for your injured employees and their families includes, on those instances when a member city's employee has a major injury; Gina and I will travel to the hospital and meet with the family of the injured employee. We try to put their minds at ease by explaining that MIRMA will handle all the hospital and medical bills, including any in-home rehabilitation equipment necessary to let the worker come home sooner. We also explain how a wage replacement check will arrive on the same payment frequency as the city's normal payroll, so they can focus solely on recovery and not fret about how to meet medical or household expenses. We also give them contact information for both Gina and I in case they have any questions later on.

MIRMA also has a 24 hour/365-day nurse hotline so when an employee is injured, they can call a nurse to be given directions on proper care. During the day this is a handy feature, but at night it's outstanding. If an employee wakes up hurting at 2:00 AM, they have someone they can call to get guidance. There's nothing more upsetting than an employee sitting in the ER at 2:00 in the morning and after waiting for three hours, they are only given ibuprofen and told to call their doctor in the morning. Our service will provide proper direction for the employee so that they receive the appropriate level of care based on their symptoms, and if it's something that will be handled by the city physician, the nurse will schedule that appointment for your employee and let them know when and where to report. An email is then sent immediately to the City, so you are aware of the claim and almost all the information necessary to file the claim is provided directly to Gina by the nurse. This keeps city staff from being called or texted by your injured workers at all hours and being forced to guess at the appropriate type of care that is necessary. When the injured employee calls the nurse, it also eliminates the need for city staff to complete the state required claim form.

MIRMA membership also includes free access to our HR-1Call, which allows members to contact a Missouri based municipal employment law specialty firm (Lauber Municipal Law) to get advice on any HR matter. The City used Lauber's services 11 times in 2023 (January, March, May, July, August and October). Because many of our members don't have an HR staff, this allows our members to get sound and up to date advice for any hiring, promotion, termination, disciplining or other employment issue that could arise. Not only does MIRMA cover the cost of the calls, but we even provide a \$5,000 deductible credit in the event a city follows the attorney's advice, and a claim later develops. We have also had the firm develop a model personnel handbook for our members that was distributed to all members in 2019, and was recently updated to address marijuana and the peace officers bill of rights.

MIRMA has always strived to be on the cutting edge to meet our members' needs by adding special municipal coverages like drone liability and dam break liability. Our property coverage has a deductible of only \$1,000 for all property claims except for the flood claims in the 100-year flood plain. This deductible is also applied on a per occurrence basis, so if you have 50 buildings damaged by a tornado, it's a single \$1,000 deductible for the entire event, not a percentage of property value that could cost the City tens of thousands of dollars per event. Our vehicle damage deductible also operates in the same manner, it's a single deductible for all vehicles damaged, which can make a significant difference if a hailstorm dents half your fleet. Lastly, before we leave coverages, MIRMA's property coverage is provided on a replacement cost basis, and we will pay up to 110% of scheduled value. This allows additional limits in the event a building costs more to replace than anticipated. Most commercial insurance companies not only will not exceed the scheduled amount but penalize a city if they discover the buildings are listed on the property schedule for an amount less than their replacement cost.

MIRMA was fundamental in the recent development of the firefighters' cancer pool and currently reimburses our members 50% of their cost to join. If the changes to the workers' compensation statute that the fire unions were pushing for had passed, those changes would have increased the annual workers' comp cost an estimated \$2,500 per firefighter. The creation of this pool not only has proven much more widely received in other states, but also comes in at a fraction of the cost. MIRMA also voluntarily provides worker's compensation benefits for your volunteer firefighters at the same rate of wage replacement as paid firefighters, instead of the \$40 per week the work comp statute calls for.

MIRMA's rate is largely dependent upon how many cities are participating, the total amount of their anticipated losses and our reinsurance costs. The rate is recalculated annually each May to become effective July 1st of that year. Therefore, we cannot provide the exact assessment for a given city prior to May. I have made estimates for most of the variables that are used in the calculation of your annual assessment. At the current time it is expected that the upcoming year's assessment (July 1, 2024 through June 30, 2025) should be approximately **\$550,921**, based on a payroll of \$5,020,513.69 and property values of \$92,523,225.64. Since the city's first full year of membership the city's payroll has increased by 18.8%, your property values have increased by 50.9% and the assessment has increased by 41.8%

It's worth noting that MIRMA uses the City's loss experience from the previous completed three-year period, so this is the last year in which your \$525,483 loss year will be included. Also, during the current year MIRMA returned \$672,000 of unused funds from FY11, 14 and 15. The City's membership started in FY16, and unfortunately FY16 and FY17 were higher loss years pool wide, however some unused funds from FY18 should be ready to be released soon.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in dark ink, appearing to read "Matthew Brodersen", with a stylized flourish at the end.

Matthew Brodersen
Executive Director

RENEWAL ESTIMATE

FOR

THE CITY OF NEOSHO

I. INTRODUCTION

The Missouri Intergovernmental Risk Management Association is a state wide governmental self-insurance pool which provides property, liability, and workers' compensation coverage to its participating members, in a single comprehensive multi-line package. The various lines of coverage are not available individually and the membership is limited to municipalities and municipally owned utilities.

The Association was formed under the authority granted by Chapters 537.620 and 287.280 RSMo. The Association was incorporated July 1, 1981 on a completely not for profit basis.

The self-insurance pool is funded by annual member assessments calculated at a rate per \$100 of annual payroll which applies to all lines of coverage on a composite basis. These funds are used to pay losses within specific risk retention limits shared equally by all members, to purchase reinsurance and excess insurance which provides a transfer of catastrophic risk to private insurance carriers, and to purchase services such as claims administration and data processing, as well as pay Association administrative expenses.

New members may be accepted into the Association at any time. Only political subdivisions of the State of Missouri are eligible to apply for membership in the Association and only those cities which have full time employees, a workers' compensation experience modification factor of 1.50 or less, and a prior loss experience history which is reasonably comparable to that of the Association as a whole will be accepted.

II. COVERAGE PROVIDED

1. ALL RISK PROPERTY –

Buildings, contents, computer hardware and software

110% Replacement cost up to \$100,000,000 per occurrence (Business Complex on functional replacement Schedule)

a. Deductibles:

- i. \$1,000 per occurrence, unless otherwise indicated.
- ii. \$2,500 per occurrence for any loss to a vacant structure.
- iii. \$10,000 per occurrence for any traffic control signal or electronic pedestrian crossing signals.
- iv. \$10,000 per occurrence for any stand-alone pedestrian bridge adjacent to or spanning a street, roadway, public thoroughfare or rail road.
- v. Gas turbines, wind turbines, steam turbines and internal combustion engines/generators greater than 10KW: \$1,000 or 10% of the cost to repair or replace, whichever is greater, with a maximum of \$250,000.

5. Non Owned Automobile Liability
 - a. \$4,500,000 per occurrence*
 - b. \$5,000,000 annual aggregate
 - c. No deductible
6. Employment Practices Liability
 - a. \$1,000,000 per occurrence
 - b. \$1,000,000 annual aggregate
 - c. No deductible for defense only claims.
 - d. \$10,000 or \$25,000 deductible for members with none and one, or more than one EPL loss that resulted in a settlement or judgment against the member in the previous three year period; or the amount of any preexisting severance agreement.
 - e. \$5,000 deductible credit for contacting MIRMA's HR resource pre-loss
7. Incidental Medical Malpractice Liability for Paramedics, EMTs and First Responders
 - a. \$3,000,000 per occurrence*
 - b. \$5,000,000 annual aggregate
 - c. No deductible
8. Uninsured and Underinsured Motorist
 - a. \$25,000 per person, \$50,000 per occurrence
 - b. No aggregate
 - c. No deductible
9. Sexual Abuse and Molestation
 - a. \$1,000,000 per occurrence
 - b. Deductible \$10,000 (doesn't apply to successfully defended claims)
 - c. \$50,000 Defense only coverage for the Employee
10. Airport Liability
 - a. \$2,000,000 per occurrence
 - b. \$2,000,000 annual aggregate
 - c. No deductible
11. Unmanned Aerial System (Drone) Physical Damage
 - a. \$500,000 per occurrence
 - b. \$500,000 annual aggregate
 - c. \$1,000 deductible
12. Unmanned Aerial System (Drone) Liability - non-owned
 - a. \$1,000,000 per occurrence
 - b. \$1,000,000 annual aggregate
 - c. No deductible

(Liability coverage for drones owned by the City is available at an additional cost per unit, currently \$500, \$950, \$1,950 or \$2,800 for limits of \$1M, \$2M, \$5M or \$10M).

*For liability claims that are subject to the sovereign immunity limits for Missouri public entities, the per occurrence coverage limit will be the maximum of the limits published annually in the Missouri Register per Section 537.610 RSMo., \$3,370,137 for 2024.

not invest in derivatives or other more speculative securities in order to protect the long term value of principle and to safeguard the financial integrity of the investment portfolio.

V. SERVICES PROVIDED

A. LOSS PREVENTION

1. Minimum of four on site visits annually by a qualified safety professional for the purpose of completing hazard surveys, job site surveys, park surveys, onsite training and in general, assisting city officials in their efforts to prevent or control the severity of injuries, damages or other losses.
2. An annual comprehensive evaluation of the city's program and efforts to prevent or control losses, designed to specifically address city government operations and issues.
3. Minimum of two seminars annually which cities may attend, the subject matter of which are specifically developed in response to member needs identified through loss and claim activity, loss prevention visits, member feedback and new identified trends.
4. Monthly computerized legal training for Police officers, which provides training in constitutional or civil law, which is scored and documented in order to establish the competency of officers and the fact that the city is fulfilling its duty to train officers as established by the US Supreme Court.
5. Annual judgmental shooting training for Police officers conducted through the use of a situational shooting simulator. Such training is documented in order to establish the competency of officers and the fact that the city is fulfilling its duty to train officers as established by the US Supreme Court.
6. Model Policies for police regarding critical tasks that must be performed by police, such as the use of force, pursuit driving, off-duty employment and domestic violence response.
7. On-line safety training and a videos library consisting of 300 plus safety DVD's available for use by the city.

B. RISK MANAGEMENT AWARD PROGRAM

1. Annual monetary risk management grants of up to 75% of the actual cost paid to those cities that implement programs or purchase equipment designed to eliminate or reduce a particular exposure to claims or losses in the employee injury, auto accidents or general liability categories.
2. Peer recognition of loss prevention accomplishments in the categories of

money not needed to fund loss reserves, self-insured retention or discharge financial obligations is returned to its member cities as deemed available by the Board of Directors.

- B. In the event that a city should elect to leave MIRMA, it forfeits its vested interest in MIRMA and any surplus money developed during the years the city was a member.
- C. MIRMA's Board of Directors has the ability to levy a supplemental assessment on the membership when losses for a specific policy year are excessive and the net position is below a desirable level. This has been done on one occasion in the last thirty-five years. It was invoiced in three installments over an eighteen month period and collected approximately 15% of one year's assessment

VII. CLAIMS ADMINISTRATION

- A. All claims covered in MIRMA's self-funded program are managed by MIRMA staff, utilizing the Origami claims administration system.
- B. As Airport Liability coverage is provided by a group purchase policy, the carrier, administers airport liability claims directly.
- C. MIRMA's philosophy in administering claims is to accurately assess the liability for and the value of all claims. We vigorously defend those claims for which there is no liability and look to expeditiously and fairly settle those claims for which liability exists. MIRMA does not settle claims based solely on the most economical option available.
- D. While MIRMA reserves the right to handle, defend or settle all claims, MIRMA welcomes the city's input on all claims.

VIII. COMPENSATION

As MIRMA is owned by its participating cities, serves only those cities and works directly with those cities, there is no intermediary relationship between the city, MIRMA and insurance companies. Therefore, there is no compensation involved such as agents' fees or commissions. No member of the MIRMA staff receives any bonus or commission for cities added to the pool. The cost of services provided is simply a component of administrative cost shared by all member cities, which does not increase or decrease in accordance with the gain or loss of the member city.

IX. MIRMA'S RECOGNITION

MIRMA has been awarded the Association of Governmental Risk Pools (AGRIP) Certificate of Recognition for Voluntary Compliance with national Advisory Standards for Public Entity Risk Pools. MIRMA is the only municipal pool in Missouri to obtain that recognition.

Wright Cheyenne

From: Dawson Nimmo <DNimmo@higginbotham.net>
Sent: Tuesday, March 05, 2024 3:35 PM
To: Wright Cheyenne
Subject: Insurance Quotes

External email use caution with links & attachments.

Hi Cheyenne,

Always a pleasure visiting with you! As I mentioned on the phone the property market on new business is killing us.

The best all in package option I have is \$723,131.89.

If I remember correctly MIRMA is around \$537,550. If that is the case, I would advise you stay put unless they tell you a 40% renewal increase is coming.

Let me know if my MIRMA number is wrong. I am happy to visit with you tomorrow, but at that large of a difference there is no reason to.

Thank you,

Dawson Nimmo, PWCA | Vice President, Public Entity Special Practice
p 417-973-0815 | c 417-545-1552 | e dnimmo@higginbotham.com



909 E. Republic Rd. C200, Springfield, MO 65807 | higginbotham.com
Report a Claim 24/7 844-857-5899 | reportaclaim@higginbotham.com

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REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Engineering RFQ

ORIGINATING DEPARTMENT: Public Works Department

ATTACHMENT:

1. Engineering Ratings
 2. RFQs Received
-

PURPOSE:

The purpose of this item is to seek the council's approval of an engineering firm for on-call services related to the City's infrastructure.

BACKGROUND:

The engineering on-call services various aspects of civil infrastructure, including water distribution, water and wastewater filtration, transportation, and storm water. To select a suitable provider, we issued multiple Requests for Qualifications (RFQs) and received responses from six firms.

To ensure an objective evaluation, we utilized a point rating sheet with criteria covering experience and technical competence, capacity and capability, as well as past record of performance. Our selection team is comprised of the Finance Director, the City Clerk, and myself as the Public Works Director.

After a thorough assessment and consideration of all submitted qualifications, the combined rating score from all four evaluators determined the selection outcome.

Allgeier Martin & Associates 228
Wilson & Company 211
Horner Shifrin 209
Toth & Associates 190
Palmerton & Parrish 129
Miller Engineering 121

RECOMMENDATION:

Staff recommends the council select Allgeier Martin & Associates. They received the highest score

among the six companies.

Criteria for Evaluating Consultants

Point Range Legend

30 – 21 = excellent 20 – 11 = adequate 10 – 1 = fair 0 = inadequate

Experience & Technical Competence

Rate the qualifications of employees designated to this specific job, for example, assigning between 30 and 21 points for the most qualified personnel. Those rated between 20 and 11 points are considered good but lack extensive experience in the particular type of service desired. A value of 10 or less points is assigned to firms with well-qualified personnel who have no experience in the proposed area of work.

The Local Sponsor may wish to include the following in their Request for Qualifications:

Provide the qualifications of the employees on the team designated to this specific project.

Capacity & Capability

Evaluate the consulting firm for experience on similar and related types of work it has performed. For example, assigning between 30 and 21 points is for many years of established practice in the proposed type of work and related studies. A value of between 20 and 11 points may be assigned for above average experience, while 10 or less points may be given for experience adequate to perform the contract. The points for a firm with little operating experience in the selected field may be reduced further. Reduce the rating for a level of personnel inadequate to handle the firm's indicated workload.

The Local Sponsor may wish to include the following in their Request for Qualifications:

*Based on the number of projects this team is currently working on, what is the percentage of time available for each team member to dedicate to this project?
How many projects or similar types of work have this team completed or nearly completed?*

Past Record of Performance

Rate the adequacy of firms that have previously performed work under contract in related fields, assigning a maximum and reducing the points for less experience.

The following questions could be included in the

The Local Sponsor may wish to include the following in their Request for Qualifications:

*Please provide references with names and e-mail addresses of the owner's representative who is most knowledgeable of your firm's performance.
Describe methods you intend to utilize or have used in the past to serve the needs of a City located in a non-urban rural community in a cost effective manner.
What engineering challenges do you anticipate in designing this type of project in a rural community? What approach will you use, or have you used in the past, to overcome these obstacles?*

Consultant Selection Rating

Consultant	Experience & Technical Competence (Max. points)	Capacity & Capability (Max. points)	Past Record of Performance (Max. points)	Total 100
Toth & Associates Engineering	22	25	23	70
Allgeier Martin and Associates	25	29	28	82
Wilson & Company	25	27	20	72
Horner Shifrin	25	28	25	78
Miller Engineering	15	15	15	45
Palmerton & Parrish, INC.	15	15	15	45
Total of all raters				

Rater:

Nate Siler

Anderson Engineering

Experience & Technical Competence: Team staff showing a combined average of 16 years of experience with similarly related civil projects.

Capacity & Capability: Local offices are near Neosho for assistance although the main office is stationed in Springfield.

Past Record of Performance: 6 similar projects were provided although there were no stormwater projects provided.

Allgeier Martin and Associates

Experience & Technical Competence: With a combination of current staff and knowledge of past and present projects with the City of Neosho they score the highest in Experience and Technical Competence.

Capacity & Capability: Close proximity to Neosho. Recent projects with this company have shown their capability to be very satisfactory.

Past Record of Performance: 14 similar projects listed including successful past projects with the City of Neosho.

Wilson Engineers

Experience & Technical Competence: The company has many years of experience in the field of engineering and consulting.

Capacity & Capability: Offices are listed to be in Kansas City MO with a remote office in Springfield.

Past Record of Performance: References were given but provided no past projects that they have participated in.

Horner Shifrin

Experience & Technical Competence: The company has been in business for over 90 years. Shows to have numerous employees with extensive experience in the services Neosho is requesting.

Capacity & Capability: Close proximity to Neosho with Offices in Rogers Ar.

Past Record of Performance: 22 projects listed with similar needs to the City of Neosho. First time hearing of this company.

Miller Engineering

Experience & Technical Competence: The company has been in business for 35 years. The company seems to solely focus on Structural Design Services.

Capacity & Capability: Offices in Springfield

Past Record of Performance: Only projects provided were focused on building design and structure.

Palmerton & Parrish, INC.

Experience & Technical Competence: The company has been in business for 16 years. Fewest staff members and seems to solely focus on Geotechnical and Environmental Services.

Capacity & Capability: Offices in Springfield

Past Record of Performance: Only projects provided were focused on Geotechnical and Environmental Services.

Nate Siler
City of Neosho
PWD Director



Consultant Selection Rating

Consultant	Experience & Technical Competence (Max. points)	Capacity & Capability (Max. points)	Past Record of Performance (Max. points)	Total	
				100	
* <u>Wilson</u>	<u>21</u>	<u>23</u>	<u>Unknown</u>	<u>44</u>	Springfield Joplin
* Allgeier Martin and Associates	<u>25</u>	<u>25</u>		<u>50</u>	
<u>Palmerton + Parish</u>	<u>9</u>	<u>5</u>		<u>No</u>	
<u>Muller</u>	<u>5</u>	<u>1</u>		<u>No</u>	Rogers Springfield
* <u>Horner + Shifrin, Inc</u>	<u>21</u>	<u>20</u>		<u>41</u>	
<u>Toth + Assoc.</u>	<u>15</u>	<u>15</u>		<u>30</u>	
Allgeier Martin and Associates					
CFS Engineers					
Anderson Engineering					
Allgeier Martin and Associates					
CFS Engineers					
Total of all raters					

Raters:

Nate Siler, David Kennedy, Cheyenne Wright,
Leslie Forest, and Richard Leavens

Consultant Selection Rating

pg 8

Consultant	Experience & Technical Competence (30 Max. points)	Capacity & Capability (25 Max. points)	Past Record of Performance (25 Max. points)	Proximity to and familiarity (20 Max. points)	Total 100
1 Palmerton and Parrish Inc ✓	10	20	20	20	70
2 Toth & Associates ✓	25	20	25	20	90
3 Miller Engineering ✓	20	20	20	20	70
4 Horner Shifrin	30	25	25	10	90
5 Wilson & Company	30	25	25	15	95
6 Allgeier Martin and Associates	26	25	25	20	96
Total of all raters					

Raters:

Nate Siler, David Kennedy, Cheyenne Wright,
Leslie Forest, and Richard Leavens

- 1 PPI - woman owned - limited to services provided in geotechnical area of earth materials rocks & soils - lacks transportation utility, stormwater - small company. worked w/ Neosho school. & other business
2. Toth - lacks wastewater, specialize in stormwater. Neosho school
3. Miller - ~~only~~ limited to services provided, mainly structural. more local work - picture looks like new firm
4. Horner - meets all requirements for technical - Rogers closest office - otherwise cost of travel for St Louis needed. St Louis?
5. Wilson - meets all requirements in services. Springfield closest office - 3 employees for Neosho. cost of travel for KC office if needed
6. Allgeier - meet all requirements for services. Joplin location - very familiar w/ Neosho area.



ALLGEIER, MARTIN and ASSOCIATES, INC.
Consulting Engineers

January 18, 2024

Attn: Nate Siler, Director of Public Works
203 East Main Street
Neosho, MO 64850

Re: Request for Qualification: Engineering Services

Mr. Nate Siler,

As the City of Neosho grows, infrastructure must grow with it. We understand that you must maintain, expand and operate vital utilities, including transportation networks, and flood control facilities. That is why you need engineering consultants you can trust to partner with you for the bigger picture.

This Statement of Qualifications is to provide City Staff with the resources you need to continue growing and prospering. Allgeier, Martin and Associates (AMA) is ready to continue providing you with the engineering and planning needed for successful project outcomes.

Community growth has its unique challenges. You have limited resources to spend and must prioritize your goals. We recognize the need to make infrastructure dollars stretch as far as possible while maintaining public safety. Our broad experience with municipal public works and utilities will give you assurance we know how to make it fit!

We have compiled our qualifications according to your RFQ. Should you need additional information, we are happy to provide what you request. Because Neosho has worked with AMA on many projects, you are familiar with how we work. We hope that Neosho has benefited from our proactive responsiveness, efficient workflow, professional engineering knowledge and communication. When you hire AMA, it's not just business, it's personal. We provide personal service as your most trusted advisor!

Sincerely,

ALLGEIER, MARTIN and ASSOCIATES, INC.

A handwritten signature in black ink, appearing to read 'Michael Atkinson', with a stylized flourish at the end.

Michael Atkinson, P.E.
Vice President
michael.atkinson@amce.com
417.680.7352

Staff

Michael Atkinson, P.E.

Vice President, Civil Engineer | michael.atkinson@amce.com

Disciplines include Transportation, Bridges, Sidewalks/Trails, Intersections, Stormwater

Professional Experience

Michael Atkinson has been with Allgeier Martin since 2002, and is a Vice President overseeing Transportation, Stormwater and Structural projects. He began his career with the Missouri Department of Transportation in 1992. He has served as President of the Transportation Engineers Association of Missouri (TEAM).

Education

B.S. Civil Engineering, University of Missouri - Rolla

P.E. Registrations

Missouri, Kansas, Oklahoma

Charles Patterson, Ph.D., P.E., CFM

Vice President, Civil Engineer | charles.patterson@amce.com

Disciplines include Hydrology, Bridges, Stormwater, Bank Stabilization, Floodplain Mapping, Master Planning, Regulation

Professional Experience

Dr. Charles Patterson has been with Allgeier Martin since 2006, and leads the firm's hydrology team. The hydro team specializes in hydrologic and hydraulic modeling, analysis and design of stormwater facilities. Charles provides plan review of reports, expert witness research, MS4 permitting and 404 permitting.

Education

Ph.D., Civil Engineering, University of Missouri - Rolla

M.S., Civil Engineering, University of Missouri - Rolla

B.S., Civil Engineering, University of Missouri - Rolla

P.E. Registrations

Missouri

Jared Nichols, P.E.

Vice President, Civil Engineer | jared.nichols@amce.com

Disciplines include Wastewater Treatment, Water Treatment, Water Distribution, Wastewater Collection, Structural

Professional Experience

Jared Nichols has been with the firm since 2008 and is experienced in Water and Wastewater treatment plant structures such as canals, wet wells, dry pits, concrete tanks, platforms, grating, and concrete tanks. Jared designs structural components of footings, retaining walls, mezzanines, and industrial lifts.

Education

B.S., Civil Engineering, University of Arkansas

P.E. Registrations

Missouri, Oklahoma, Kansas, Arkansas

John Briggs, P.E.

Vice President, Civil Engineer | john.briggs@amce.com

Disciplines include Water Treatment, Water Distribution, Wastewater Collection, Wastewater Treatment, City Engineering

Professional Experience

John Briggs has been with Allgeier Martin since 2005, and is responsible for the preparation of feasibility studies, quantity and cost estimates, project specifications, and construction plans and details. He has been responsible for a variety of projects. By managing the entire project, he can deliver efficiencies that save clients significant time and money and ensure quality control. John is also a liaison with Federal and State regulatory agencies and is experienced with the availability and guidelines applicable to municipal funding sources.

Education

B.S., Civil Engineering, University of Arkansas

P.E. Registrations

Missouri, Kansas, Arkansas

J. Eric DeGruson, P.E.

Vice President, Civil Engineer | eric.degruson@amce.com

Disciplines include Wastewater Treatment, Water Treatment, Water Distribution, Wastewater Collection, City Engineering

Professional Experience

Eric DeGruson has been with Allgeier Martin since 2001, and is a Project Engineer managing projects in water and wastewater systems, site development and Concentrated Animal Feeding Operations permitting. Eric focuses on cost estimating, planning and design of water and wastewater treatment facilities and engineering for improvements to wastewater collection and water distribution systems.

Education

M.S., Civil & Environmental Engineering, University of Missouri

B.S., Civil & Environmental Engineering, University of Missouri

P.E. Registrations

Missouri, Oklahoma, Kansas, Arkansas

Categories of Professional Services

*ECV = Estimated Constuction Value | *CV = Construction Value

Water & Wastewater Engineering

Water Distribution & Storage

Water Line Replacement Projects (Carthage, MO) - \$425,000 ECV

Water Distribution & Storage Expansion (Jasper CO PWSO #3) - \$5.5 Million CV

Water System Improvements (Lamar, MO) - \$650,000 ECV

Staff includes 12 Water Engineers, 3 Engineer Interns

Water Treatment

Reverse Osmosis Water Treatment Plant Expansion (Nevada, MO) - \$11.6 Million ECV

Water Treatment Sodium Hypochlorite Conversion (Carthage, MO) - \$317,471 CV

Water Treatment Plant Facility Plan (Coffeyville, KS) - No Construction

Staff includes 6 Water Treatment Engineers, 2 Engineer Interns

Wastewater Collection

Joplin Creek 48" Interceptor Upgrade (Joplin, MO) - \$2 Million CV

Lift Stations A & B Upgrades & Improvements (Oronogo, MO) - \$2,826,534 CV

Doling Park Wastewater Improvements (Springfield, MO) - \$3.4 Million CV

Wastewater Collection System Improvements (Cassville, MO) - \$3.1 Million ECV

Staff includes 12 Wastewater Engineers, 3 Engineer Interns

Wastewater Treatment

Ottawa CO RWSD #1 WWTP Improvements (Wyandotte, OK) - \$5.8 Million Bid for Construction

Aurora WWTP Improvements (Aurora, MO) - \$4 Million ECV

Monett WWTP Improvements (Monett, MO) - \$6 Million ECV

Turkey Creek WWTP UV Expansion (Joplin, MO) - \$315,424 CV

Staff includes 10 Wastewater Treatment Engineers, 3 Engineer Interns

Stormwater Management

Modeling & Planning

MS4 Programming for Jasper County, Cities of Neosho, Joplin, Duquesne, Carl Junction

Stormwater modeling using HEC-HMS and HEC-RAS for streams/rivers, lakes, spillways, FEMA mapping, municipal stormwater planning, culverts/bridges, streambank stabilization, development plan review

Staff includes 4 Stormwater Engineers, 2 Engineer Interns

Streambank Restoration

Streambank Stabilization Projects (Lee's Summit, MO) - \$2.25 Million ECV

Creek Bank Erosion Control for New Mac Electric (McDonald CO, MO) - \$440,000 ECV

Jenkins Creek Bank Stabilization (Jasper County, MO) - \$400,000 ECV

Staff includes four 4 Stormwater Engineers, 2 Engineer Interns

Surface Water Management

Lime Kiln Diversion Dam (Neosho, MO) - \$496,292 CV

Hatchery & Lower High School Branch Stormwater Improvements (Neosho, MO) - \$5.2 Million ECV

East Fork Little Blue Stormwater Improvements (Lee's Summit, MO) - \$3.5 Million ECV

Division & O'Hara Stormwater Improvements (Springfield, MO) - \$690,000 ECV

Staff includes 4 Stormwater Engineers, 2 Engineer Interns

Land Survey

Boundary

Wyandotte Nation 8-Acre Boundary Survey (Wyandotte, OK)

ALTA Survey Freeman Surgery Center (Joplin, MO)

North Fork Wind Farm Project Surveys (Jasper County, MO)

Staff includes 3 Registered Land Surveyors, 3 Survey Technicians

Topographic

Sidewalks NID4 Topographic Surveys (Joplin, MO)

Nevada Water Treatment Plant Topographic Survey (Nevada, MO)

Joplin Creek 48" Interceptor Topographic Survey (Joplin, MO)

Staff includes 3 Registered Land Surveyors, 3 Survey Technicians

Construction Staking

True Value Store Construction Staking (Wyandotte, OK)

Connecticut Ave. Roadway Widening Construction Staking (Joplin, MO)

Lincoln Ave. Stormwater Construction Staking (Aurora, MO)

Staff includes 3 Registered Land Surveyors, 3 Survey Technicians

Structural Engineering

Buildings

Turkey Creek WWTP Equipment Building Structural Design (Joplin, MO) - \$2,254,000 CV

Jail Sally Port Structural Design (Joplin, MO) - \$94,000 ECV

On-Call Structural Analysis Contracts for Multiple Cities

Staff includes 3 Structural Engineers

Bridges

Coler Street Bridge Replacement (Newton County, MO) - \$1,515,500 CV

Oak Road Bridge Replacement (Jasper County, MO) - \$708,833 CV

Tin Cup Trail Bridge (Joplin, MO) - \$200,000 ECV

Staff includes 3 Structural Engineers

Transportation Engineering

Roadway, Traffic & Intersections

Hammer Road Roundabout (Neosho, MO) - \$1,927,237 Bid

Highway 86 Signalized Intersection (Neosho, MO) - \$525,116 CV

2022 Street Resurfacing (Kimberling City, MO) - ~\$375,000 CV

20th Street Widening & Improvements (Joplin, MO) - \$22.5 Million ECV in 2025

Cowgill, Walnut, and S. Mitchell Street Reconstruction (Chillicothe, MO) - \$2.3 Million CV

Staff includes 4 Transportation Engineers, 1 Engineer Intern, 4 Inspectors, 3 Land Surveyors

Pedestrian and Bicycle

Pennell Street Sidewalks, Phases 1-4 (Carl Junction, MO) - ~\$250,000 CV

CDBG NID4 Sidewalks (Joplin, MO) - \$212,090 CV

White to Crosby Park Trail (Aurora, MO) - \$731,735 ECV

Tin Cup Trail, Phase 2 (Joplin, MO) - \$511,000 ECV

Staff includes 4 Transportation Engineers, 1 Engineer Intern, 4 Inspectors, 3 Land Surveyors

Capacity & Capability

Allgeier, Martin and Associates employs 150+ staff. The firm consists of Civil and Power Electric divisions. The average tenure of AMA Professional Engineers is 14 years. The average tenure of AMA technical staff is 12 years. The U.S. Bureau of Labor Statistics reports that A/E staff tenure averages 5.2 years.

The Civil Division employs

- 19 Professional Engineers
- 5 Engineers-In-Training
- 3 Registered Land Surveyors

The Power Electric Division employs

- 17 Professional Engineers
- 7 Engineers-In-Training
- 2 Registered Land Surveyors

Support staff includes

- Right-of-Way Agents
- Construction Inspectors
- Full-Service Print Shop
- Administrative HR & Marketing

Record of Performance

Allgeier Martin provides planning, design, and construction phase engineering services. We have established an excellent record of performance in cost control, quality of work, and ability to meet schedules. It is our desire to provide engineering services that are beneficial for the continued growth and prosperity of a community or municipality.

Accurate planning and design help contractors properly bid and construct projects. This controls costs and provides quality control over the final product. Final costs are dependent on the technical expertise and management of the contractor. However, good engineering makes it easier on contractors to bid confidently and keep projects in budget.

Project	Location	Engineer Est.	Bid Price	Const. Cost	Const. Bid	Const. Est.	Discipline	Year
Coll. System Improvements	Cassville, MO	\$4,609,507	\$4,773,314	\$4,349,904	-8.9%	-5.6%	WW Coll.	2023
Timber Ridge Sewer Replacement	Neosho, MO	\$598,885	\$613,864	\$612,990	-0.1%	2.4%	WW Coll.	2022
44th & Virginia Lift Station Imp's	Joplin, MO	\$307,000	\$213,900	\$214,600	0.3%	-30.1%	WW Coll.	2020
Turkey Creek WWTP Sludge Reno	Joplin, MO	\$500,000	\$494,000	\$516,515	4.6%	3.3%	WW Treat.	2022
Aurora MO WWTP UV Replace	Aurora, MO	\$440,000	\$429,826	\$431,726	0.4%	-1.9%	WW Treat.	2020
WWTP Filter Replacements	Springfield, MO	\$2,343,000	\$2,277,777	\$2,777,777	0.0%	-2.8%	WW Treat.	2019
East Central Raw Water Line	Carthage, MO	\$294,146	\$291,995	\$291,995	0.0%	-0.7%	Water Dist.	2022
Public Water District Expansion	Jasper County, MO	\$5,530,000	\$5,546,286	\$5,531,027	-0.3%	0.0%	Water Dist.	2021
Water Treat. NaOCl Conversion	Carthage, MO	\$320,000	\$312,000	\$317,471	1.8%	-0.8%	Water Treat.	2020
Stormwater Detention Basin	Neosho, MO	\$181,552	\$138,503	\$138,503	0.0%	-23.7%	Stormwater	2020
Cedar Lane Detention Basin	Carl Junction, MO	\$70,000	\$68,160	\$68,160	0.0%	-2.6%	Stormwater	2020
Lakeshore Dr Box Culvert	Kimberling City, MO	\$164,615	\$88,170	\$100,118	13.4%	-39.2%	Stormwater	2022
Murphy Blvd & Lone Elm Culvert	Joplin, MO	\$422,682	\$307,418	\$306,544	-0.3%	-27.5%	Stormwater	2022
Cowgill & Walnut St Imps	Chillicothe, MO	\$1,254,360	\$1,249,263	\$1,249,263	0.0%	-0.4%	Road	2019
Intersection & Drainage Imps	Coffeyville, KS	\$125,866	\$119,937	\$119,937	0.0%	-4.7%	Road	2019
Baxter Street Paving STP-4701(703)	Neosho, MO	\$308,852	\$242,271	\$228,956	-5.8%	-25.9%	Road	2020
CDBG Paving & Street Imps	Norwood, MO	\$532,952	\$444,659	\$473,579	6.5%	-11.1%	Road	2021
Ruby Jack Trail Surface Imp's Phase 5	Jasper CO, MO	\$131,524	\$109,499	\$109,499	0.0%	-16.7%	Trail	2020
Coler Bridge Replacement	Neosho, MO	\$1,332,125	\$1,515,500	\$1,489,258	-1.7%	11.8%	Bridge	2022
Jackson Ave. Bridge	Joplin, MO	\$2,494,454	\$2,048,850	\$2,065,681	0.8%	-17.2%	Bridge	2019
Apple Rd & CR 170 Imps	Jasper CO, MO	\$1,701,238	\$1,414,480	\$1,373,375	-3.0%	-19.3%	Bridge/Road	2020
Turkey Creek Schifferdecker Bridge	Joplin, MO	\$2,383,101	\$2,458,000	\$2,461,883	0.2%	3.3%	Bridge	2019

Proximity & Familiarity

Proximity

AMA's headquarters are at 7231 E. 24th Street, Joplin, MO. We are approximately 19 miles from the City of Neosho, MO. We have additional staff available to Neosho in Springfield, MO, Bentonville, AR, Tulsa, OK, and Rolla, MO. We have served municipalities in Southwest Missouri for 70 years. The Civil Division's primary market is municipal public works. Approximately 80-85% of our services are for the municipal public works and utilities market.

Familiarity

AMA has served the City of Neosho consistently since 2007. AMA has also completed engineering projects for Neosho before 2007. More recently AMA has completed numerous projects for the City of Neosho and Newton County in:

Wastewater Collection
Wastewater Treatment
Transportation
Stormwater

Water Storage & Distribution
Water Treatment
Structural (Building & Bridge)

The following information is required from all firms so all statements of qualification may be reviewed and properly evaluated:

COMPANY NAME: Allgeier, Martin and Associates

NUMBER OF YEARS IN BUSINESS: 70 HOW LONG IN PRESENT LOCATION: 70

TOTAL NUMBER OF CURRENT EMPLOYEES: 150

PLEASE LIST FOUR (4) REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED CONTRACT SERVICES FOR WITHIN THE PAST FIVE (5)

YEARS (All fields must be completed):

1. City of Chillicothe, MO

COMPANY NAME

Chillicothe, MO 64601

CITY, STATE, ZIP

Roze Frampton

CONTACT PERSON

660-646-1877

TELEPHONE

N/A

FAX NUMBER

cityadmin@chillicothecity.org

E-MAIL ADDRESS

2. City of Joplin, MO

COMPANY NAME

Joplin, MO 64801

CITY, STATE, ZIP

Dan Johnson, PE

CONTACT PERSON

417-624-0820

TELEPHONE

N/A

FAX NUMBER

DJohnson1@joplinmo.org

E-MAIL ADDRESS

3. City of Aurora, MO

COMPANY NAME

Aurora, MO 65605

CITY, STATE, ZIP

Jon Holmes

CONTACT PERSON

417-678-5121

TELEPHONE

N/A

FAX NUMBER

jholmes@auroramo.gov

E-MAIL ADDRESS

4. City of Nevada, MO

COMPANY NAME

Nevada, MO 64772

CITY, STATE, ZIP

Mark Mitchell

CONTACT PERSON

417-448-2700

TELEPHONE

N/A

FAX NUMBER

mmitchell@nevadamo.gov

E-MAIL ADDRESS

1. DISCLOSURE INFORMATION

The proposer must disclose any possible conflict of interest with the City of Neosho, including, but not limited to, any relationship with any City of Neosho employee. The proposed response must disclose if a known relationship exists between any principal or employee of your firm and any City of Neosho employee or elected City of Neosho official.

If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a purchase and/or contract as a result of your response. This form must be completed and returned in order for your bid/proposal to be eligible for consideration.

PLEASE CHECK ONE OF THE FOLLOWING TWO OPTIONS, AS IT APPROPRIATELY APPLIES TO YOUR FIRM:

X _____ 1) NO KNOWN RELATIONSHIP EXISTS

_____ 2) RELATIONSHIP EXISTS (Please explain): _____

I certify that; as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true; and my organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

2. PRIMARY CONTACT INFORMATION

At the discretion of the City, one or more firms may be asked for more detailed information before the final ranking of the firms, which may also include oral interviews. NOTE: Each Proposer shall submit to the City a primary contact name, e-mail address, and phone number where the City's City Clerk can contact for clarification or interview request.

Name of Firm: Allgeier, Martin and Associates, Inc.

Name of Primary Contact: Chris Erisman

Title of Primary Contact: First Vice President

Phone Number: 417.680.7380

E-Mail Address: Chris.Erisman@amce.com

3. ACKNOWLEDGEMENT OF ADDENDA

Acknowledge receipt of addenda for this invitation to bid, request for proposal, or request for qualification by signing and dating below. All addendums are hereby made a part of the bid or RFP documents to the same extent as though they were originally included therein. Proposers/Bidders should indicate their receipt of same in the appropriate blank listed herein. Failure to do so may subject Contractor to disqualification.

ADDENDUM NO.	SIGNATURE AND PRINTED NAME	DATE ACKNOWLEDGED

4. DEBARMENT CERTIFICATION:

As an interested party in this project, you are required to provide debarment/suspension certification indicating in compliance with the below Federal Executive Order. Certification can be done by completing and signing this form.

Federal Executive Order (E.O.) 12549 "Debarment and Suspension" requires that all contractors receiving individual awards, using federal funds, and all sub-recipients certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from doing business with the Federal Government.

Signature certifies that neither you nor your principal is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Questions regarding this form should be directed to the City of Neosho City Clerk.

COMPANY: Allgeier, Martin and Associates, Inc.

PHYSICAL ADDRESS: 7231 East 24th Street, Joplin, MO 64804

MAILING ADDRESS: 7231 East 24th Street, Joplin, MO 64804

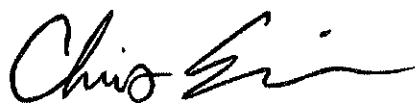
PHONE: 417.680.7200 FAX: 417.680.7300

E-MAIL: info@amce.com

TAX ID #: 43-1146318 UEI #: LW8SKS6FWNC7

Signed (By submitting your response, you certify that you are authorized to represent and bind your company):

SIGNATURE: _____



PRINTED NAME : Chris Erisman

TITLE: First Vice President

DATE: 01/5/2024

ATTENTION: This form shall be completed and returned with EACH SUBMITTED Statement of Qualification. The City will utilize the selection marked by each firm to correspond with the scope of work for each project.

NAME OF FIRM: Allgeier, Martin and Associates, Inc.

SUMMARY STATEMENT:

Proposer should provide summary information on this form by checking the areas of expertise based on experience and qualifications.

This form must be completed and returned in order for your proposal to be eligible for consideration.

☐	Airport	☐	Mechanical
☐	Architecture	☐	Natural Resource/Conservation Planning
☒	Bridges	☐	Parks: Urban Forestry Planning
☐	Carbon Sequestration Analysis	☐	Parks: Land Dedication Fees Consultant
☒	Civil/Structural Design	☒	Site Utility
☐	Climate Resilience Analysis	☐	Studio Design
☒	Construction Administration	☒	Storm Water Management
☒	Drainage Design, Analysis, & Planning	☒	Stormwater Modeling
☐	Ecosystem Services Analysis	☒	Stormwater Design
☒	Electrical	☒	Structural Design
☐	Environmental Analysis, Remediation, & Permitting	☒	Surveying
☒	Environmental Water Services	☐	Sustainability Design
☒	Floodplain Services	☐	Testing Services: Soil/Materials
☒	GIS Mapping	☐	Traffic Studies
☐	Geotechnical Engineering	☒	Utility Asset Inspections
☒	Hydrology	☒	Value Engineering
☐	Independent Fee Estimates	☒	Wastewater Design
☐	Interior Design	☒	Wastewater Management
☐	Landscape Architecture	☐	Wastewater Modeling
☐	LEED/Sites Certification	☐	Wastewater Rate Studies
☐	Lighting Design	☒	Wastewater SSES
☐	Master Planning: Arts/Culture	☐	Water/ Sewer Rate Studies
☐	Master Planning: City/Government	☐	Water Audit Services
☐	Master Planning: Parks	☒	Water Design
☒	Master Planning: Streets	☒	Water Management
☒	Master Planning: Wastewater	☒	Water Modeling
☒	Master Planning: Water	☒	Water Quality Monitoring
☐		☒	Wetlands

WILSON & COMPANY

HIGHER RELATIONSHIPS

City of Neosho

Engineering Services

Statement of
Qualifications

January 18, 2024

Specialized experience and technical competence

Wilson & Company, Inc., Engineers & Architects (Wilson & Company) was founded in 1932, and is a multidisciplinary engineering, architecture, surveying, mapping, GIS, environmental, and planning firm employing staff throughout 15 offices in nine states. Wilson & Company specializes in providing engineering services for public and private clients in order to improve, develop, and maintain public infrastructure needs. We strive to promote and maintain a high level of economic welfare and quality of life for communities through the planning, design, transportation, water and wastewater, drainage, and public facility projects. **Our strengths include diverse and experienced staff, extensive project experience with projects involving a wide-range of disciplines, and local area expertise.** A summary of our qualifications in the various technical disciplines follows.



Surveying and mapping

Wilson & Company is licensed to survey in 18 states and has 14 Professional Land Surveyors (PS, PLS, RLS) and two Certified Federal Surveyors (CFedS) on staff. Our 20 fully equipped survey crews are outfitted with the latest technology to handle all terrain and weather conditions. Our survey task leaders monitor the crews through weekly scheduled calls and daily updating of project survey files. This approach provides the flexibility to meet our clients' project schedules including quality control (QC) checks.



Stormwater engineering

Wilson & Company provides expert hydrologic analysis and hydraulic design associated with municipal stormwater improvements and determining waterway openings for railroad, roadway, and bridge design. Additionally, we stay current on United States Army Corps of Engineers (USACE), Federal Emergency Management Agency (FEMA), and Environmental Protection Agency (EPA) regulations as they apply to stream crossings, construction within the flood plain, and stormwater runoff during construction. Wilson & Company's staff also has extensive experience working on complex hydrologic/hydraulic analysis and designs, with an emphasis on flood control dams, watershed management plans, and levee certifications.



Traffic operations engineering

Wilson & Company is experienced with all phases of traffic analysis and data collection. We have the hardware capabilities in-house to perform nine-hour vehicle turning movement counts and 48-hour tube counts on intersections and roadways for relevant data collection needed for traffic impact analysis, safety studies, and intersection analysis. Wilson & Company has in-house software available, such

as Synchro and SimTraffic, for traffic signal analysis and progression, PetraPro for traffic data analysis, and TraxPro for traffic data collection. Wilson & Company also has familiarity and practice with parking studies, pedestrian studies, road safety audits, accident summaries, and origin-destination studies.



Transportation design and planning

Wilson & Company has extensive experience designing urban roadways ranging from local residential streets to major arterials. Our experience spans initial alignment alternative analysis, through preliminary and final design, and construction management. Critical elements considered in roadway design are horizontal and vertical alignments, drainage mitigation and improvements, lane capacity requirements and configuration, queuing analysis turn lane need determination, signalized intersection modeling and design, lighting, temporary traffic control, permanent signing and striping, and right-of-way requirements.



Structural engineering services

Wilson & Company has senior-level bridge staff who have demonstrated successful experience with a diverse array of structure types. We are well-versed in International Building Code and AASHTO, and our QC process is based on ISO 9001. Our team of structures staff has also performed projects through alternative delivery methods such as design-build and construction management/general contractor. Working directly with contractors through alternative deliveries has enriched our ability to provide cost-effective solutions to our clients.



Utility infrastructure improvements (water distribution, wastewater collection systems)

Wilson & Company provides utility infrastructure services for all of our projects. We perform utility design coordination for all dry and wet utilities including gas, electric, cable, fiber optic, water, storm sewer, and sanitary sewer. On the design side, we offer a full spectrum of water- and wastewater-related engineering services. Project deliverables include feasibility studies, master plans, design plans and specifications, construction phase services, start-up, and operator training.



Land development and site design

Wilson & Company's land development and site design experience has been gained over the last 20 years through urban design and land development projects, many of which required concurrent construction contracts. Our projects routinely include infrastructure and utility system design, drainage, grading, value engineering, and issues relating to environmental regulations. Projects have been prepared from the master plan phase through detailed construction documents and construction management services. Our team has been involved with the development of land use planning

and community themes including development of conditions, covenants, and restrictions. Additionally, we have internal resources for the preparation of bulk land and subdivision plats, annexation, and property entitlements.



Electrical engineering services

Wilson & Company has an experienced electrical engineering staff with expertise in a wide range of services. Our capabilities include design services for municipal, military, commercial, and heavy industrial projects. Projects have included "green field" sites, along with challenging remodeling and existing facility modifications. We often provide construction-related services including observation and commissioning on these projects. We also offer system analysis and code compliance review. We employ SKM Power Tools system load flow; fault, coordination, and arc flash analysis software (along with other software); and AGI 32 lighting analysis software. We have electrical engineers who are members of the International Association of Electrical Inspectors (IAEI), along with National Association of Corrosion Engineers (NACE)-certified corrosion specialists.



Environmental remediation

Wilson & Company has extensive experience designing and executing Phase II environmental site assessments (ESA) for commercial and industrial properties. If an ESA indicates a regulated environmental condition, we complete a remedial feasibility so an effective compliance approach is developed. We are particularly adept at applying risk-based corrective action solutions to minimize costs while supporting property use goals. When active remediation is necessary, Wilson & Company provides all necessary services for design, field management/oversight, and regulatory closure.



Construction management services

Wilson & Company has experienced staff in all aspects of construction management for a wide range of construction projects. We regularly perform complete construction management services including final design review, bid ability and constructability reviews, resident and observation services, and certifications. Our construction management operation includes licensed architects and engineers, National Institute for Certification in Engineering Technologies (NICET)-certified technicians, and certified construction observers. Our architects and engineers have experience working with our clients and prospective contractors to help develop construction schedules including construction phasing. We also provide detailed and comprehensive Estimates of Probable Cost prior to bid openings.

Capacity and capability

Key personnel

Our design team is ready to partner with the City of Neosho (City) by sharing your goals and contributing to your success. We know the City has a clear vision for its projects, and we recognize the required functions and characteristics. As the City's partner, we understand the need to provide professional engineering services that are tailored to meet the needs of the community. Wilson & Company offers a full range of in-house engineering and surveying services, and a responsive, service-oriented team. Your project manager and design team members will be available and responsive to the City and other stakeholders throughout the duration of the contract. Wilson & Company will maintain a highly qualified and cohesive team that will be responsive to the City's dynamic needs. For this as-needed contract, specific project teams will be formed to cater to the needs of each individual project or requested task. Team members will be selected based on their specific capabilities and experience within their disciplines.

Justin Klaudt, PE, ENV SP | Project Manager

Justin has more than 25 years of municipal engineering experience and will handle managing the day-to-day activities, progress reports to the City, coordination with the City and other consultants, and overall team production. Since joining Wilson & Company in 1998, he has been involved in various projects for municipal, county, state and federal clients. Justin has served as project manager, project engineer, or design engineer on over 100 roadway improvement projects, numerous water main replacements, sanitary sewer extensions, and drainage improvement projects. With experience as a construction observer, he can also lend unique insight during the design phase of any project he manages or designs.

Garrett Brickner, PE | Civil Design

Garrett is a seasoned engineer with a strong background in transportation and municipal services, specializing in roadway and intersection enhancements, pavement overlay and replacement, ADA facility compliance, stormwater, drinking water utility, and wastewater management. During his tenure as City Engineer for Republic, Missouri, Garrett spearheaded the implementation of the city's future thoroughfare plan, verified ADA compliance for new facilities, and managed the city's MS4 program, adhering to and implementing the six Minimum Control Measures.

Michael Martinez, PE | Civil Design

Michael has specialized experience in the planning, design, construction management and project management of civil works projects. Before joining Wilson & Company, Michael worked for USACE as a project manager where he successfully provided high quality services while directing

multidisciplinary and cross-functional teams, enabling him to effectively manage multiple tasks in fast-paced and evolving environments. His areas of expertise include the planning, design, and construction of civil works projects including levees, flood control features, wastewater facilities, water supply systems, stormwater structures, border barriers, and environmental restoration features.

Jim Townsend, AICP | Transportation Planning

Jim leads the Midwest Region Transportation Planning and Traffic Engineering practice, offering experience from both private and public sectors. Jim's broad-based, multimodal and operations background have provided community direction and proven cost-effective sustainable solutions. His transit and non-motorized experience have allowed him to integrate multimodal elements into communities contemplating initiating or expanding multimodal services.

Garrett Hummel, PE, DBIA, ENV SP | Transportation Engineering

Since joining Wilson & Company in 2013, Garrett has been responsible for various roadway design elements on rural and urban bridge projects, such as horizontal and vertical alignments, drainage, grading, guardrail, maintenance of traffic, and construction bid documents throughout the Midwest. His knowledge of the project development process allows him to drive the project schedule and avoid unnecessary delays. In addition, he is well versed in Bentley Open Roads 3D modeling and has used this software to successfully model numerous bridge rehabilitation and replacement projects, including I-435 South Loop Link.

Charles Loughman, PE, ENV SP | Stormwater Management

Charles joined Wilson & Company in 2012 and works with our municipal services division. Charles has applied his graduate level training in hydrology, hydraulics, and water resources engineering in a variety of applications. In a short period of time, he has developed expertise in levee inspection and rehabilitation, storm sewer design and rehabilitation, drainage master plan development, floodplain analysis and mapping, and dam inspections and assessments.

Cody Porter, PE | Utility Infrastructure Design

Cody brings a depth of project experience in the area and across a wide variety of civil infrastructure projects. He has worked on a variety of studies, final design, and construction observation projects. Cody's 17 years of experience include a variety of utility improvements including water, sewer, and stormwater projects. During that time, he has been the task manager and project manager on projects ranging from small task orders up to \$30 million-dollar, multi-phased construction projects for various municipalities.

Jason Kemnitz, PE | Structural Engineering Services

Jason is a senior bridge engineer with more than 25 years of experience. His experience ranges from the design of single-span structures crossing waterways to the design of multi-level flyovers and grade separations for major highways and interstates. Jason has come full circle in his career by performing such tasks as site surveys, hydraulic design, bridge design, development of construction plans, construction inspection and staking, safety inspection of in-service bridges, load rating of in-service bridges, maintenance engineering, and project management.

William Knight, PLS | Surveying Services

William has 22 years of experience and is responsible for managing the surveying activities at Wilson & Company's Kansas City office. From a career start in the U.S. Army (555th EN CO) surveying airfield and range control projects, William has performed the following services throughout his career: ALTA/ACSM development surveys, FEMA flood plain studies, cadastral and boundary surveys, topographic, mapping and control surveys, subdivision and land planning, office calculations, and drafting. He has worked with MoDOT, Mortenson Construction, Burlington-Northern Santa Fe Railway Company, Summit Construction, Southern Missouri Gas Energy, and O'Reilly Auto.

Marc Hess, PE | Mechanical, Electrical and Plumbing Services

Marc has more than 15 years of experience and is the Midwest operations manager for the electrical department at Wilson & Company. He has performed electrical engineering and project management on a variety of water, wastewater, railroad, industrial, municipal, commercial, education, and military projects across North America. These projects included master planning, transmission and distribution, and industrial and commercial facility design. His experience has ranged from high-voltage power distribution to complex facility control and automation projects.

Chris Wilkinson, PWD | Environmental Permitting

Chris has more than 16 years of experience and manages Wilson & Company's Midwest region environmental practice, supporting and executing work in transportation, railroad, and municipal industries in environmental consulting for clients in the public and private sectors. Chris collaborates with the project team to identify environmental needs, permits, and regulatory guidance to achieve successful project delivery.

It is the intent of Wilson & Company to subcontract a portion of this work as needed, specifically the requirements for geotechnical engineering, material testing and geologic services, landscape architectural services, and architecture services.

Past record of performance

We understand that the City is looking for a consultant that is responsive, flexible, innovative, accountable, and can work as an extension of the City's staff. Our approach to on-call contracts is to respond quickly and invest the time at the front end of each task order so that we fully understand the project goals and work together to craft a solution that provides the best product. Wilson & Company has cultivated a corporate culture that embraces this kind of collaboration – we call it Higher Relationships.

Cultivating the right corporate culture is an important step in providing excellent service, but even more important is building a quality team. The Wilson & Company team consistently completes projects on time and under budget. We make this possible by assembling a team that is smart, works hard, and is dedicated to customer service. What this means for the City is:

- Strong communication
- Fast-track scheduling
- Clear and concise documentation
- Excellent coordination
- Quality deliverables
- Cost control management

Communication

Project success hinges on one common component—communication. Whether the project is a sidewalk repair or a multi-million dollar interchange, effective communication is a necessity among the design team, the client, and stakeholders. Creating and maintaining an open line of communication is essential for reporting and collaborating. All correspondence will be documented and distributed to all parties involved to eliminate any possible miscommunication during the project. Project status reports will be prepared and submitted on a monthly basis, or more frequently if requested, along with invoices. The reports will identify work that has been completed, work that still needs to be completed, and will assist in addressing project concerns such as schedule, budget, and unresolved issues.

Project work plan

A project work plan (PWP) for each task order will be completed. The PWP will cover the contract, correspondence, design issues and criteria, budgeting requirements, CADD procedures, calculation procedures, and any specific project issues. Additionally, the PWP will detail the specific work tasks to be completed in each phase of the project, as well as establish the milestones, deadlines, deliverables, and project schedule. The PWP is reviewed during an internal project kickoff meeting with each member of the design team. This process confirms that every member of the design team knows exactly what the project goals are.

Documentation

Along with communication, complete and thorough documentation of all project interaction is of utmost importance. Whether it is a utility meeting, public meeting, or progress meeting with City staff, an account of the meeting needs to be documented to prevent confusion in the later stages of the project. Following project meetings, we will prepare and distribute meeting minutes to all involved parties for review within two (2) days. Our goal is to have an accurate account of all project decisions regarding design, utilities, and impacted properties that can be reviewed as needed during the property acquisition phase and on into the construction phase.

Project coordination

For on-call contracts, project stakeholders can include a variety of groups such as utilities, businesses, citizens/public, adjacent municipalities, state and federal agencies, and even other engineering firms. Given the number of stakeholders that could be involved with any project, coordination can be one of the greatest challenges. Wilson & Company excels at maintaining communication between the various organizations throughout every task order. By identifying the various stakeholders and assigning project roles and responsibilities early in the project, a common understanding of the project scope and objectives can be developed and costly delays or misunderstandings avoided.

Quality assurance/quality control (QA/QC)

Our quality management process begins with initial planning for the project's execution. Each project requires a quality management plan (QMP) that includes a detailed description of the QA/QC process to be used to check the accuracy and completeness of design calculations, drawings, reports, and specifications. Per company policy, a QA manager is designated for each project. His/her primary responsibility is to audit the QC documentation and release the deliverables for submittal to the client, provided the project plan's QMP has been satisfactorily met. An independent QA manager will be assigned to each task order. The QA manager will be responsible for providing project quality control, making sure that all deliverables meet the City's expectations.

Controlling costs

Although Wilson & Company cannot control the market conditions at the time of the bid, we strive to maintain a firm control on the construction estimates throughout the process. As part of our weekly design team meetings, we discuss any changes that have occurred in the project that may affect the cost. These cost changes (either increase or decrease) are calculated and then entered into the current cost estimate. At any time during the design life of the project, the City can be provided a copy of the current estimate. We pride ourselves on

The following information is required from all firms so all statements of qualification may be reviewed and properly evaluated:

COMPANY NAME: Wilson & Company, Inc., Engineers & Architects

NUMBER OF YEARS IN BUSINESS: 91 HOW LONG IN PRESENT LOCATION: 32 years (Kansas City) / <1 year (Springfield)

TOTAL NUMBER OF CURRENT EMPLOYEES: 700+

PLEASE LIST FOUR (4) REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED CONTRACT SERVICES FOR WITHIN THE PAST FIVE (5) YEARS (All fields must be completed):

1. City of Bonner Springs, Kansas

COMPANY NAME

Bonner Springs, Kansas 66012

CITY, STATE, ZIP

Sean Pederson

CONTACT PERSON

913 422 7028

TELEPHONE

N/A

FAX NUMBER

spederson@bonnersprings.org

E-MAIL ADDRESS

2. City of Sedalia, Missouri

COMPANY NAME

Sedalia, MO 65301

CITY, STATE, ZIP

Devin Lake

CONTACT PERSON

660 827 3000

TELEPHONE

N/A

FAX NUMBER

dlake@sedalia.com

E-MAIL ADDRESS

ATTENTION: This form shall be completed and returned with EACH SUBMITTED Statement of Qualification. The City will utilize the selection marked by each firm to correspond with the scope of work for each project.

NAME OF FIRM: Wilson & Company, Inc., Engineers & Architects

SUMMARY STATEMENT:

Proposer should provide summary information on this form by checking the areas of expertise based on experience and qualifications.

This form must be completed and returned in order for your proposal to be eligible for consideration.

☒	Airport	☒	Mechanical
☒	Architecture	☒	Natural Resource/Conservation Planning
☒	Bridges		Parks: Urban Forestry Planning
	Carbon Sequestration Analysis		Parks: Land Dedication Fees Consultant
☒	Civil/Structural Design	☒	Site Utility
	Climate Resilience Analysis		Studio Design
☒	Construction Administration	☒	Storm Water Management
☒	Drainage Design, Analysis, & Planning	☒	Stormwater Modeling
☒	Ecosystem Services Analysis	☒	Stormwater Design
☒	Electrical	☒	Structural Design
☒	Environmental Analysis, Remediation, & Permitting	☒	Surveying
☒	Environmental Water Services	☒	Sustainability Design
☒	Floodplain Services		Testing Services: Soil/Materials
☒	GIS Mapping	☒	Traffic Studies
	Geotechnical Engineering	☒	Utility Asset Inspections
☒	Hydrology	☒	Value Engineering
☒	Independent Fee Estimates	☒	Wastewater Design
	Interior Design	☒	Wastewater Management
	Landscape Architecture	☒	Wastewater Modeling
	LEED/Sites Certification	☒	Wastewater Rate Studies
☒	Lighting Design	☒	Wastewater SSES
	Master Planning: Arts/Culture	☒	Water/ Sewer Rate Studies
	Master Planning: City/Government	☒	Water Audit Services
	Master Planning: Parks	☒	Water Design
☒	Master Planning: Streets	☒	Water Management
☒	Master Planning: Wastewater	☒	Water Modeling
☒	Master Planning: Water	☒	Water Quality Monitoring
		☒	Wetlands

3. ACKNOWLEDGEMENT OF ADDENDA

Acknowledge receipt of addenda for this invitation to bid, request for proposal, or request for qualification by signing and dating below. All addendums are hereby made a part of the bid or RFP documents to the same extent as though they were originally included therein. Proposers/Bidders should indicate their receipt of same in the appropriate blank listed herein. Failure to do so may subject Contractor to disqualification.

ADDENDUM NO.	SIGNATURE AND PRINTED NAME	DATE ACKNOWLEDGED
No addenda were issued		

4. DEBARMENT CERTIFICATION:

As an interested party in this project, you are required to provide debarment/suspension certification indicating in compliance with the below Federal Executive Order. Certification can be done by completing and signing this form.

Federal Executive Order (E.O.) 12549 "Debarment and Suspension" requires that all contractors receiving individual awards, using federal funds, and all sub-recipients certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from doing business with the Federal Government.

Signature certifies that neither you nor your principal is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Questions regarding this form should be directed to the City of Neosho City Clerk.

COMPANY: Wilson & Company, Inc., Engineers & Architects

PHYSICAL ADDRESS: 800 East 101st Terrace, Suite 200, Kansas City 64131

MAILING ADDRESS: 800 East 101st Terrace, Suite 200, Kansas City 64131

PHONE: 816 701 3178 FAX: 816 942 3013

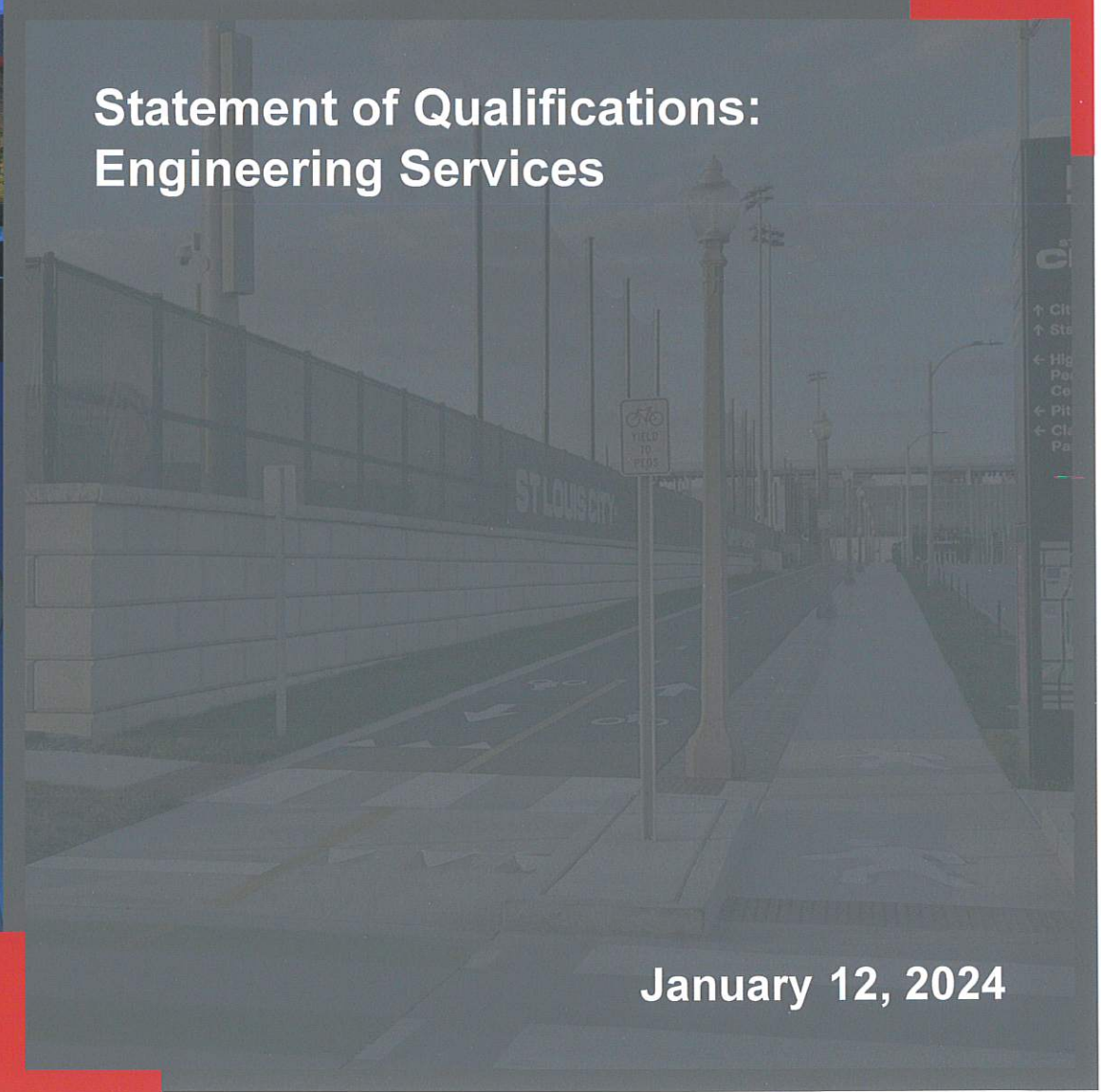
E-MAIL: justin.klaudt@wilsonco.com

TAX ID #: 48-1176300 UEI #: PJCACLP83N9

CELEBRATING
90
YEARS
1933 - 2023



Statement of Qualifications: Engineering Services



January 12, 2024



 **HORNER
SHIFRIN**
An Employee-Owned Company

1. SPECIALIZED EXPERIENCE AND TECHNICAL COMPETENCE

Horner & Shiffrin, Inc. (H&S) is pleased to present our team's qualifications for On-Call Professional Services for the City of Neosho, Missouri. H&S has recently added a Rogers, Arkansas office, located approximately 50 miles from Neosho, and all services will be managed from this regional location.



H&S has over 90 years of engineering and design experience with remarkable versatility. We continually expand our services to meet our clients' ever-changing needs and keep ahead of technological advancements in all facets of engineering, as well as complete streets/multi-modal planning and urban design. We offer a full suite of services to help you every step of the way in completing a project, including planning, feasibility, design, engineering, project over site, GIS mapping, and surveying. Our significant in-house capabilities allow us to execute projects in a wide range of scopes and sizes. We are structured to ensure that our principals and senior personnel are directly involved with all projects, large or small. This structure has allowed us to be innovative in our technique and design, providing us with numerous professional awards and repeat assignments from clients. Our team is ready to exceed your expectations with quality design, on time and under budget.

H&S TEAM FOR THE CITY OF NEOSHO, MISSOURI:



Stephen Sichmeller, PE | Project Manager

Stephen Sichmeller is a civil engineer with more than 12 years of experience in the design of roadway infrastructure projects with Arkansas DOT. Stephen has been responsible for project management, corridor design, plan development, specifications, cost estimates, project coordination with other disciplines, and QA/QC.



Tobin Bonnell, PE, PTOE | Transportation Engineering

Tobin Bonnell has more than 23 years of experience in transportation planning, traffic engineering design, and project management. His experience includes traffic impact studies, traffic signal design, pedestrian/bicycle facility design, roadway and intersection design, and maintenance of traffic.



Ramin Ashrafzadeh, PE | Transportation Engineering QA / QC

Ramin Ashrafzadeh is experienced in civil design related to transportation and site development. He has managed the design of numerous roadway projects and coordinated all aspects of design including roadway geometrics; sidewalks; ADA curb ramps; utility coordination; drainage analysis; bioretention and other water quality Best Management Practices; and permitting. Ramin is a veteran project manager and designer with more than 26 years of experience.



April Giesmann, PE, CFM | Stormwater Management Lead

April Giesmann has more than 27 years of experience in civil engineering design, including extensive experience working with municipalities and permitting agencies. She has been involved in the design of storm sewer, sanitary sewer, and creek restoration projects, as well as site design for educational facilities, parks, commercial projects, residential developments, and recreational facilities. Her areas of expertise include site design, hydraulic modeling for floodplain analyses, storm sewer analysis and design, water quantity detention routing, and water quality Best Management Practice (BMP) design.



Ryan Mills, PE, CFM | Utility Infrastructure Design & Engineering Lead / Stormwater Management

Ryan Mills is a water project manager with more than a decade of experience in environmental engineering, program development and compliance. He has experience as a project manager in wastewater operations and engineering, environmental permitting, operations, and compliance.



Christy Willson, PE | Utility Infrastructure Design & Engineering / Stormwater Management

Christy Willson is a registered professional civil engineer with more than 26 years of experience in the water resources industry with a background in both the public and private sectors. Her knowledge includes hydraulic and hydrologic modeling, sanitary sewer design, storm sewer design, master plan development, and consent decree experience in wastewater, combined, and storm sewer collection systems.



Jim McCleish, PE | Stormwater Management / Utility Infrastructure Design & Engineering QA / QC

Jim McCleish is an award-winning project manager with 34 years of experience. Jim specializes in the areas of water treatment, transmission and distribution, storage and pumping facilities and water supply feasibility studies. He also has extensive experience in the study and design of municipal wastewater treatment plants, collection systems and sludge management and is experienced in industrial wastewater, hazardous waste management, groundwater and soil remediation and stormwater permitting projects.



Marty Chorkey, PE | Structural Engineering Lead

Marty Chorkey is a Project Manager with 15 years of experience in the design, rehabilitation, inspection, rating, and construction administration of bridges. He has been responsible for project management, client interaction, mentoring, bridge layout, final design, plan development, specifications, cost estimates, coordination with other disciplines and shop drawing review.

1. SPECIALIZED EXPERIENCE AND TECHNICAL COMPETENCE

2. CAPACITY & CAPABILITY



Tom Lohman, PE, SE | Structural Engineering QA / QC

Tom Lohman has more than 26 years of experience as a structural engineer, project manager, and inspector, specializing in highway bridges and related structures. He has extensive experience with HEC-RAS hydraulic modeling of bridge structures. Tom is qualified to discharge the duties of a Team Leader in accordance with the requirements of the National Bridge Inspection Standards (NBIS).



Joe Buehler, PE, LEED GA | Electrical Engineer

Joe Buehler has more than 40 years of experience on a wide variety of electrical engineering projects. Joe's design experience includes electrical power and distribution, interior and exterior lighting, roadway and parking lot lighting, emergency power, fire alarm, security, Closed circuit television systems, wastewater facilities, UPS systems, labs, computer rooms, power conditioning, and power studies.



Dave Lauver, PE | Mechanical Engineer

Dave Lauver has more than 20 years of mechanical engineering experience with project work in healthcare, education, laboratories, commercial and government facilities. Dave has specialized in HVAC system design, chilled and hot water distribution, systems controls, and critical facilities.



John Gilmore, GISP | GIS Lead

John Gilmore has more than 28 years of experience in GIS, CAD, and Surveying for state-wide, county, municipal, and private clients for a variety of projects that include GIS services, asset management, condition assessment, mobile mapping, building additions and modifications, bridges and tunnels, water and wastewater treatment facilities and water systems, storm and sanitary sewer systems.



Mike Schuknecht, PLS | Surveying Lead

Mike Schuknecht has more than 45 years of surveying experience. He is licensed in Missouri and a member of the Missouri Society of Professional Land Surveyors. As a Professional Land Surveyor, Mike has provided surveying services for boundary, topographic, ALTA/NSPS land title surveys and construction layout for public and private site layouts. He is experienced with using the latest technology including Global Positioning Systems (GPS), robotic instruments and the latest office software including Autodesk Civil 3D.



Bridgett Jacquot | Environmental Lead

Bridgett Jacquot has 25 years of environmental, public involvement, and project management experience. Preceding her private sector employment, she spent nine years with the Illinois Department of Transportation, Region 5, District 8 as the Environmental Studies Manager. Her experience includes overseeing, coordinating, and writing environmental documentation (EAs, EISs) for large-scale infrastructure projects in accordance with all aspects of NEPA. In addition, Bridgett has served as the Public Involvement Lead for NEPA-related transportation projects.

2. CAPACITY & CAPABILITY

Horner & Shifrin, Inc. is a multidisciplinary professional services firm with the experience and capability to serve a wide variety of clients throughout the United States. Founded in 1933 by W.W. Horner and H. Shifrin in St. Louis, the firm has grown to offer services to meet the ever-changing needs of our clients and to keep ahead of technological developments in the field of engineering.

We offer professional services in all phases of a project, from feasibility planning and development, funding application assistance, land survey and 3D scanning, and environmental planning, to engineering design and construction administration, as well as GIS mapping services. Our projects are managed in a way that allows for thorough review by senior-level staff, no matter the size of the project. H&S has demonstrated innovative design on numerous projects, receiving recognition in the form of professional awards and repeat assignments from 80% of our clients.

As a 100% employee-owned firm, every staff member has a personal vested interest in completing work to the satisfaction of our clients. These reasons and more make Horner & Shifrin the Right Choice for any project. The H&S team has ample capacity to complete new projects for Neosho in 2024. With more than 50 full-time licensed Professional Engineers and a total staff of more than 150 individuals, we have the flexibility to assign experts appropriately suited to the needs of your project. Our staff are accustomed to the delivery of interdisciplinary projects and will work together across individual specialties to deliver projects on time and within budget. Our staff are located in nearby Rogers and are committed to meeting the completion schedules set forth for evaluation, design and construction.

HORNER & SHIFRIN 160 EMPLOYEE OWNERS

29	Transportation Engineers
3	Environmental Scientists
10	Civil/Site Engineers
24	Water/Wastewater/Stormwater Engineers
13	Structural Engineers
11	Mechanical/Electrical/Plumbing Engineers
12	Designers/CADD Technicians
12	Construction Services Specialists
5	GIS Specialists
19	Surveyors/Survey Technicians
22	Administrative Staff

3. PAST RECORD OF PERFORMANCE

PROJECT NAME Owner	EXPERTISE											
	Structural Design	Surveying	Sustainability Design	Trail Design	Value Engineering	Wastewater Design	Wastewater Management	Wastewater Modeling	Water/Sewer Rate Studies	Water Design	Water Management	Water Modeling
<i>Additional details are provided on the following page for projects with an **.</i>												
1 PROGRESS PARKWAY IMPROVEMENTS (LPA) City of Maryland Heights, Missouri					•							
2 I-70 FIFTH STREET RECONSTRUCTION** St. Charles County Transportation Department	•		•		•							
3 MARYLAND AVENUE RESURFACING City of Clayton, Missouri		•	•		•							
4 JEFFERSON/22ND CORRIDOR IMPROVEMENTS** St. Louis Board of Public Service				•	•							
5 HWY 230 OVER BIG BAY DITCH** Arkansas Department of Transportation	•		•	•	•							
6 RTE 7 OVER W. FORK CROOKED CREEK** Arkansas Department of Transportation												
7/8 MAPLE AND LAFAYETTE STREET BRIDGE RESTO City of Fayetteville, Arkansas	•											
9 WATER TREATMENT PLANT DESIGN** City of Crystal City, Missouri	•	•			•				•	•		•
10 WATER PLANT #1 REHAB AND IMPROVEMENTS City of Cape Girardeau, Missouri	•									•	•	
11 SPRING MEADOWS DRIVE OVER GRAND GLAIZE City of Manchester, Missouri	•											
12 MEXICO ROAD MULTI USE PATH BRIDGE City of St. Peters, Missouri	•	•		•								
13 SOUTH SPRIGG STREET RESTORATION Cape Girardeau Public Works Department	•											
14 ENVIRONMENTAL FIELD STUDIES & NEPA DOCU MidAmerica Airport		•										•
15 I-270 BRIDGE REPLACEMENT OVER THE MISSISS IDOT, Region 5, District 8	•				•							•
16 ILLINOIS ROUTE 3, WATERLOO IDOT, Region 5, District 8				•	•							
17 WWTP & COLLECTION SYSTEM IMPROVEMENTS City of Mascoutah, Illinois	•	•			•	•	•	•	•			
18 DELTA HERITAGE TRAIL SURVEY AND INSPECTI Arkansas Parks and Tourism	•	•		•								
19 IL 15 / IL 158 INTERCHANGE RECONSTRUCTION IDOT, Region 5, District 8				•								
20 VERTICAL BRIDGE CLEARANCE LIDAR SURVEY Missouri Department of Transportation	•	•										
21 FOURCHE BANK AND ADAMS FIELD WRF** Little Rock Water Reclamation Authority	•	•										
22 O'DAY PARK** O'Fallon Parks & Recreation	•	•	•	•	•							

1. Client Delays, cost for both bridges

2. Construction

I-70 Fifth Street Reconstruction | St. Charles County Transportation Department (2)

Horner & Shifrin provided conceptual design, extensive public involvement, a Design Report, Access Justification Report (AJR), and final plans, specification and estimates (PS&E) for 1.5 miles along I-70 from Fifth Street to Route 94. The project was completed on an aggressive schedule to meet funding milestones. The project included conversion of a portion of the two-way outer road to a one-way outer road, construction of a new one-way outer road, design of a diverging diamond interchange (DDI) at Fifth Street, addition of a roundabout at Fairgrounds Road, creation of new interstate access points at Fairgrounds Road, and addition of a lane along the interstate corridor at Route 94.

Jefferson/22nd Traffic Flow and Corridor Improvements | St. Louis Board of Public Service (4)

Horner & Shifrin was the design lead for the Jefferson / 22nd Street Traffic Flow and Corridor Improvements project in the City of St. Louis. The project focuses on improved traffic flow from I-64 to the future National Geospatial-Intelligence Agency (NGA) West Headquarters to the north on Jefferson Avenue. The project reestablished the City grid system of streets. The project included roadway, drainage, signal, and pedestrian improvements to the following nine city streets: Jefferson Avenue, 22nd Street, 21st Street, Chouteau Avenue, Scott Avenue, Clark Street, Market Street, Pine Street, and Olive Street. The project also included an extensive bicycle facility separated from dangerous vehicular traffic.

Hwy 230 over Big Bay Ditch | Arkansas Department of Transportation (5)

ArDOT Highway 230 Structure Replacements over Big Bay Ditch Nos. 1 and 3 improvements include a bridge replacement, 10'x5' triple box culvert, road realignment, notch and widening, and detailed staged traffic control plans.

Rte 7 over W. Fork Crooked Creek | Arkansas Depart. of Transportation (6)

ArDOT Highway 7 Bridge Replacement over West Fork Crooked Creek Project is a 0.44 mile bridge replacement project. The improvements include a roadway

realignment, notch and widening, culvert replacement and detailed staged traffic control plans.

Maple Street and Lafayette Street Bridge Restoration | City of Fayetteville, Arkansas (7/8)

Project included restoration of two historic bridges: Maple Street Overpass, an open spandrel reinforced concrete arch bridge, and Lafayette Street Overpass, a reinforced concrete slab bridge, both in Fayetteville, Arkansas. The bridges are on the National Register of Historic Places and are located near the University of Arkansas campus and cross the Arkansas Missouri Railroad. The project included inspection of both concrete structures with recommended design of repairs including deck rehabilitation of both bridges. Excellence in Preservation through Rehabilitation from Preserve Arkansas.



Water Treatment Plant Design | City of Crystal City, Missouri (9)

Horner & Shifrin designed Crystal City's original plant, which went into operation in 1956. In 2015, Horner & Shifrin was hired to design a new 1.2 MGD water treatment plant to replace the aging facility. The project was accomplished through a design-build delivery method, a groundbreaking move on the part of the City. The project featured rehabilitation of the City's collector well, construction of a new softening plant, location of the plant above the Mississippi floodplain, and various upgrades to the distribution system. Two major options were considered for the plant design; conventional lime softening using lime slaking and gravity filtration, and the use of green sand pressure filters prior to nano-filtration membranes. After an exhaustive study, the decision to utilize conventional lime-softening was chosen, due to the extreme concentration of iron

in the local aquifer. The design-build team was able to rehabilitate the City's existing collector well, thereby simplifying the design and reducing project costs.

Delta Heritage Trail Corridor Survey | Arkansas Parks and Tourism (18)

Horner and Shifrin provided UAS mapping of approximately 35 miles of abandoned 100' railway corridor that will be converted into a trail for Arkansas Parks and Tourism. Our UAS (drone) services were retained by Alta to provide general representation of topography, site conditions, and high-resolution imagery of the proposed trail to assist them with traditional survey methods which were running into difficulties due to terrain and project location.

Fourche Bank and Adams Field WRF | Little Rock Water Reclamation Authority (21)

Horner & Shifrin, as a subconsultant with teammate PMI, Inc. provided planning, surveying, engineering design services to the LRWRA to develop detailed plans and specifications for the construction and rehabilitation to pre-flood conditions of all the impacted embankments and the outfall pipes owned by LRWRA. Due to heavy rainfall events in Oklahoma, the State of Arkansas experienced significant flooding from May 21 to June 14, 2019. On June 8, 2019, FEMA issued a federal declaration of major disaster. During the disastrous event, Little Rock Water Reclamation Authority (LRWRA facilities) suffered significant damages at multiple locations.

O'Day Park | O'Fallon Park & Recreation (22)

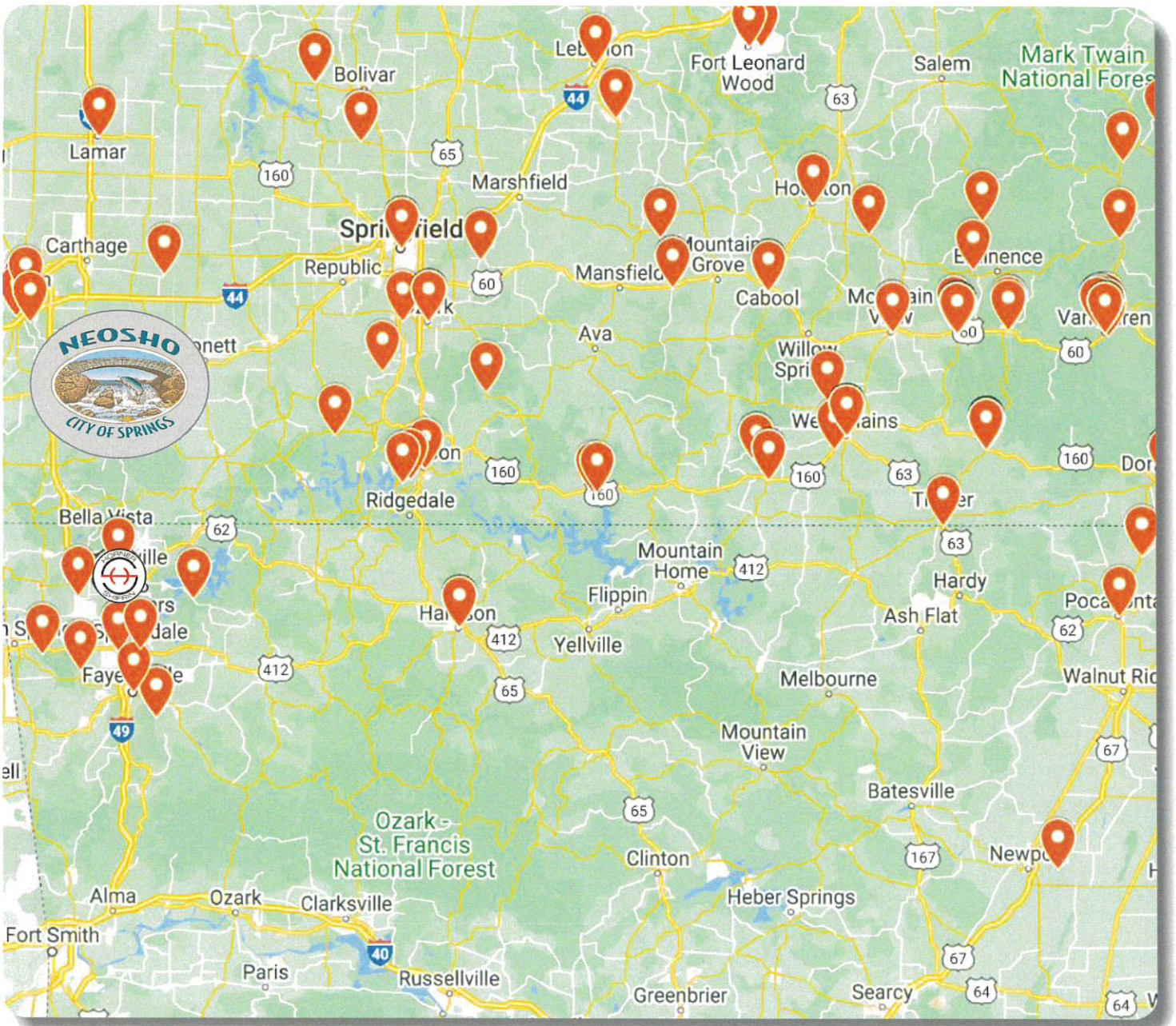
Horner & Shifrin provided civil, structural, site electrical, and site design services for a new 58-acre park. Park amenities included an activity center with a 325-person, steel framed event space with a large timber framed outdoor deck, outdoor amphitheater with large timber framed canopy, large feature playground with water play area and a concrete land bridge climbing structure, restroom facilities, a salt storage building, a park maintenance facility, a group camping area, multi-use trails, and group picnic shelters. The park is located adjacent to O'Day Creek, which was protected from the construction activities to remain in its pristine condition.

4. PROXIMITY & FAMILIARITY

Horner & Shifrin has focused its engineering and surveying efforts in the states of Arkansas, Missouri and Illinois, and the firm has a history of providing professional services to clients across these states and beyond. We have completed bridge design and roadway work for ArDOT and have performed services for municipalities throughout Northwest Arkansas, such as the City of Fayetteville for the Maple and Lafayette Street Bridge Restoration projects, state agencies including Arkansas Parks and Tourism, and private sector clients. H&S has experience across the state, demonstrating a wide range of capabilities including MEP, structural and site design, water and wastewater services, GIS, surveying, environmental permitting, as well as active transportation including on-street bikeway, pedestrian facility and trail design.

H&S has recently expanded our footprint in Arkansas, relocating to a larger office in Rogers, in an effort to better serve our clients throughout the state. Horner & Shifrin is committed to adding local staff and providing timely and personal service to our clients in Southwestern Missouri and Arkansas through 2024 and beyond.

The map below outlines our recent project experience across Southwest Missouri and Northwest Arkansas. The City of Neosho's projects will be managed from our Rogers, Arkansas office, also noted on the map.



3. City of Siloam Springs

COMPANY NAME

Siloam Springs, AR 72761

CITY, STATE, ZIP

Steve Gorszczyk, Director of Public Works

CONTACT PERSON

(479) 238-0935

TELEPHONE

(855) 201-7302

FAX NUMBER

sgorszczyk@siloamsprings.com

E-MAIL ADDRESS

4. St. Louis Board of Public Service

COMPANY NAME

St. Louis, MO 63103

CITY, STATE, ZIP

Kevin Trapp, Asst. Chief Engineer

CONTACT PERSON

(314) 589-6606

TELEPHONE

(314) 622-4028

FAX NUMBER

trappk@stlouis-mo.gov

E-MAIL ADDRESS

ATTENTION: This form shall be completed and returned with EACH SUBMITTED Statement of Qualification. The City will utilize the selection marked by each firm to correspond with the scope of work for each project.

NAME OF FIRM: Horner & Shifrin, Inc.

SUMMARY STATEMENT:

Proposer should provide summary information on this form by checking the areas of expertise based on experience and qualifications.

This form must be completed and returned in order for your proposal to be eligible for consideration.

☒ Airport	☒ Mechanical
☐ Architecture	☒ Natural Resource/Conservation Planning
☒ Bridges	☐ Parks: Urban Forestry Planning
☐ Carbon Sequestration Analysis	☐ Parks: Land Dedication Fees Consultant
☒ Civil/Structural Design	☒ Site Utility
☐ Climate Resilience Analysis	☐ Studio Design
☒ Construction Administration	☒ Storm Water Management
☒ Drainage Design, Analysis, & Planning	☒ Stormwater Modeling
☒ Ecosystem Services Analysis	☒ Stormwater Design
☒ Electrical	☒ Structural Design
☐ Environmental Analysis, Remediation, & Permitting	☒ Surveying
☒ Environmental Water Services	☒ Sustainability Design
☒ Floodplain Services	☐ Testing Services: Soil/Materials
☒ GIS Mapping	☒ Traffic Studies
☐ Geotechnical Engineering	☐ Utility Asset Inspections
☒ Hydrology	☒ Value Engineering
☒ Independent Fee Estimates	☒ Wastewater Design
☐ Interior Design	☒ Wastewater Management
☐ Landscape Architecture	☒ Wastewater Modeling
☐ LEED/Sites Certification	☒ Wastewater Rate Studies
☒ Lighting Design	☒ Wastewater SSES
☐ Master Planning: Arts/Culture	☒ Water/ Sewer Rate Studies
☒ Master Planning: City/Government	☐ Water Audit Services
☒ Master Planning: Parks	☒ Water Design
☒ Master Planning: Streets	☒ Water Management
☒ Master Planning: Wastewater	☒ Water Modeling
☒ Master Planning: Water	☐ Water Quality Monitoring
☐	☒ Wetlands

1. DISCLOSURE INFORMATION

The proposer must disclose any possible conflict of interest with the City of Neosho, including, but not limited to, any relationship with any City of Neosho employee. The proposed response must disclose if a known relationship exists between any principal or employee of your firm and any City of Neosho employee or elected City of Neosho official.

If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a purchase and/or contract as a result of your response. This form must be completed and returned in order for your bid/proposal to be eligible for consideration.

PLEASE CHECK ONE OF THE FOLLOWING TWO OPTIONS, AS IT APPROPRIATELY APPLIES TO YOUR FIRM:

X 1) NO KNOWN RELATIONSHIP EXISTS

_____ 2) RELATIONSHIP EXISTS (Please explain): _____

I certify that; as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true; and my organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

2. PRIMARY CONTACT INFORMATION

At the discretion of the City, one or more firms may be asked for more detailed information before the final ranking of the firms, which may also include oral interviews. NOTE: Each Proposer shall submit to the City a primary contact name, e-mail address, and phone number where the City's City Clerk can contact for clarification or interview request.

Name of Firm: Horner & Shifrin, Inc.

Name of Primary Contact: Stephen Sichmeller, PE

Title of Primary Contact: **Asst. Regional Manager**

Phone Number: (479) 398-1904

E-Mail Address: **stsichmeller@hornersshifrin.com**

3. ACKNOWLEDGEMENT OF ADDENDA

Acknowledge receipt of addenda for this invitation to bid, request for proposal, or request for qualification by signing and dating below. All addendums are hereby made a part of the bid or RFP documents to the same extent as though they were originally included therein. Proposers/Bidders should indicate their receipt of same in the appropriate blank listed herein. Failure to do so may subject Contractor to disqualification.

ADDENDUM NO.	SIGNATURE AND PRINTED NAME	DATE ACKNOWLEDGED
N/A	N/A	N/A

4. DEBARMENT CERTIFICATION:

As an interested party in this project, you are required to provide debarment/suspension certification indicating in compliance with the below Federal Executive Order. Certification can be done by completing and signing this form.

Federal Executive Order (E.O.) 12549 "Debarment and Suspension" requires that all contractors receiving individual awards, using federal funds, and all sub-recipients certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from doing business with the Federal Government.

Signature certifies that neither you nor your principal is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Questions regarding this form should be directed to the City of Neosho City Clerk.

COMPANY: Horner & Shifrin, Inc.

PHYSICAL ADDRESS: 401 S 18th. St., Ste. 400, St. Louis, MO 63103

MAILING ADDRESS: 3300 S. Market St., Ste. 405, Rogers, AR 72758

PHONE: (479) 398-7250 FAX: (844) 339-2910

E-MAIL: rdashrafzadeh@hornersshifrin.com

TAX ID #: 43-0861661 UEI #: EU5FNA91R1N4

Signed (By submitting your response, you certify that you are authorized to represent and bind your company):

SIGNATURE: 

PRINTED NAME : Ramin Ashrafzadeh, PE

TITLE: Associate Vice President

DATE: January 12, 2024

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ATTENTION: This form shall be completed and returned with EACH SUBMITTED Statement of Qualification. The City will utilize the selection marked by each firm to correspond with the scope of work for each project.

NAME OF FIRM: Toth & Associates, Inc.

SUMMARY STATEMENT:

Proposer should provide summary information on this form by checking the areas of expertise based on experience and qualifications.

This form must be completed and returned in order for your proposal to be eligible for consideration.

☐	Airport	☐	Mechanical
☐	Architecture	☐	Natural Resource/Conservation Planning
☒	Bridges	☐	Parks: Urban Forestry Planning
☐	Carbon Sequestration Analysis	☐	Parks: Land Dedication Fees Consultant
☒	Civil/Structural Design	☐	Site Utility
☐	Climate Resilience Analysis	☐	Studio Design
☒	Construction Administration	☒	Storm Water Management
☒	Drainage Design, Analysis, & Planning	☒	Stormwater Modeling
☐	Ecosystem Services Analysis	☒	Stormwater Design
☐	Electrical	☐	Structural Design
☐	Environmental Analysis, Remediation, & Permitting	☒	Surveying
☐	Environmental Water Services	☐	Sustainability Design
☐	Floodplain Services	☐	Testing Services: Soil/Materials
☒	GIS Mapping	☒	Traffic Studies
☐	Geotechnical Engineering	☐	Utility Asset Inspections
☐	Hydrology	☐	Value Engineering
☐	Independent Fee Estimates	☐	Wastewater Design
☐	Interior Design	☐	Wastewater Management
☐	Landscape Architecture	☐	Wastewater Modeling
☐	LEED/Sites Certification	☐	Wastewater Rate Studies
☐	Lighting Design	☐	Wastewater SSES
☐	Master Planning: Arts/Culture	☐	Water/ Sewer Rate Studies
☐	Master Planning: City/Government	☐	Water Audit Services
☐	Master Planning: Parks	☐	Water Design
☒	Master Planning: Streets	☐	Water Management
☐	Master Planning: Wastewater	☐	Water Modeling
☐	Master Planning: Water	☐	Water Quality Monitoring
☐		☐	Wetlands

STATEMENT OF QUALIFICATIONS TRANSPORTATION ENGINEERING



CAPACITY

We continue to be Southwest Missouri's largest engineering firm, with a team of **183 professionals** and growing. TOTH's **civil team is composed of 44 talented people**. That consists of **22 engineers** (11 PEs, 10 EIs, 1 Engineer), eleven (11) CAD technicians, one (1) project coordinator, and ten (10) college interns. Additionally, our Land Surveying Department and GIS Department includes 17 more available staff to supplement the services of the Civil Engineering Department. That level of staffed professionals is integral to our ability to offer services promptly and efficiently.

CAPABILITY

TOTH's civil engineering group has experience on projects that range across the full spectrum of transportation engineering. Our team's design experience includes roadway and modern intersection design that emphasizes vehicular safety, level-of-service, pedestrian access, safety, and ADA requirements. Our work in transportation ranges from municipalities to school districts. The tables below outline associated services.

TRANSPORTATION

- Rehabilitation & Overlays
- Transportation System Master Planning
- Bridge Design
- Intersections
- Roadway Widening
- Roadway Lighting Analysis & Design
- Striping & Signage
- Curb & Gutter
- Sidewalk & Pedestrian Facility Design
- Surveying
- Parking
- Accessibility

TRAFFIC ENGINEERING

- Traffic Impact Analyses
- Acceleration / Deceleration Lane Design
- Speed Studies
- Corridor Studies
- Queuing Analyses
- Pavement Design
- Traffic Signal Design
- Traffic Control Plans

SPECIALIZED EXPERIENCE & TECHNICAL KNOWLEDGE

Transportation Engineering — TOTH's Transportation Engineering services offered by our civil engineering team represent a comprehensive approach to modern infrastructure challenges, blending expertise, experience, and innovation. Our team has extensive experience in a wide range of transportation engineering projects, delivering solutions that prioritize vehicular safety, effective traffic management, and pedestrian accessibility. Emphasizing the importance of roadway and intersection design, we aim to enhance safety and design to the Americans with Disabilities Act (ADA) standards when projects require. This commitment to safety and inclusivity extends to our notable collaborations with school districts and municipalities across the State, where we have been instrumental in transforming campuses and urban areas into pedestrian-friendly environments.

Beyond those core services, TOTH excels in specialized areas. We provide rehabilitation and overlay of existing transportation infrastructures, ensuring their durability and functionality. In transportation system master planning, our strategic insights facilitate the creation of adaptable and future-proof frameworks. Roadway widening projects are undertaken with an emphasis on increasing capacity while maintaining safety. Our expertise also extends to roadway lighting analysis and design, which is crucial for ensuring safety during low-light conditions. The design and implementation of effective striping, signage, curbs, gutters, and pedestrian facilities are integral to our approach, providing comprehensive coverage of most transportation engineering aspects. Additionally, our team conducts thorough traffic studies and devises efficient parking solutions, rounding out a full spectrum of services dedicated to meeting and exceeding modern transportation challenges while delivering to the highest standards.

PAST RECORD OF PERFORMANCE

TOTH has consistently met client expectations on transportation engineering projects while maintaining an outstanding record of on-time and on-budget project delivery. Our extraordinary client retention and growth in new clients serve as one testament to our performance. The following select project snapshots are examples of our performance in roadway design services.

Resurfacing & ADA Improvement Projects for City of Springfield, MO

TOTH provided engineering design, land surveying, and construction engineering services for resurfacing and the Americans with Disabilities Act (ADA) improvements for approximately 12.5 miles of primary arterials, National Avenue, Battlefield Road, and Sunshine Street. In addition to the mill and overlay, the Federal funding utilized for these projects required that the intersection along the corridors be brought current with the ADA. Therefore, TOTH surveyed 19 signalized intersections within the project limits and designed improvements to bring the intersections into ADA compliance. TOTH developed traffic control, restriping, milling, and ADA improvement plans.

Reference: Paula Brookshire, PE, Principal Transportation Engineer | City of Springfield, MO | (417) 864-1989

18th Street Conceptual Design for Ozark Special Road District

TOTH is currently progressing into the second phase of design for the realignment of 18th Street in Ozark, MO, which is intended to serve a proposed future industrial hub in the Ozark region. The project includes several local, state, federal, and private stakeholders, which will ultimately integrate an already-funded regional pedestrian overpass over US 65 with the new proposed economic hub. The project is intended to serve as a catalyst for economic development in Ozark, and will ultimately create jobs and economic vitality in the community

Reference: Chris Somers, Commissioner | Ozark Special Road District | (417) 581-1632

W. Fremont Road & State Highway 5 Roundabout Design for City of Lebanon, MO

TOTH is currently designing a roundabout for the intersection of State Highway 5 and W. Fremont Road in Lebanon, MO. The roundabout is to accommodate increases in traffic in the area and is to include design accommodations for traffic ranging from pedestrians to WB-67 design vehicles. The project includes the intergovernmental coordination between the City of Lebanon and MODOT, and will ultimately serve nearby residential areas, a school, and traffic along the state highway.

Reference: Richard Shockley, Director of Public Works | City of Lebanon | (417) 991-3900

State Highway 32 Sidewalk Improvements City of Buffalo, MO

The State Highway 32 corridor through the City of Buffalo is one of the most heavily traveled roadways in the City. There were previously no existing sidewalks along this stretch of road, posing a serious safety risk to pedestrians walking the route. In 2018, the City and TOTH partnered together to prepare a grant application through the Missouri Department of Transportation's (MoDOT) Transportation Alternatives Program (TAP). The City received notice that the project was awarded the grant in January 2019 and selected TOTH to assist with the design, construction administration, and construction observation.

The Highway 32 Sidewalk Improvements consists of approximately 3,325 linear feet (0.63 miles) of new 5' wide concrete sidewalk from the east side of the intersection of State Highway 32 and State Highway 65 to the intersection of State Highway 32 and Maple Street. The project includes the installation of accessible ramps and stormwater improvements at the intersection of public streets. All new sidewalk infrastructure conform with the current ADA regulations.

Reference: Brandon Kenall, Mayor | Buffalo, MO | (417) 328-8167

Baker Creek Heirloom Seed TIS in Seymour, MO – Privately Funded

TOTH provided traffic engineering services for the development of a Traffic Impact Study (TIS) for Baker Creek Heirloom Seed in Seymour, MO. TOTH worked closely with MODOT and other local and regional agencies to recommend improvements to the corridor that would have accommodated the proposed improvements and extensions to the outer road that serves Baker Creek and several local businesses.

Reference: Mike Mahan | Baker Creek Heirloom Seeds | (417) 554-7010

N. Fremont Road Speed Study for Ozark Special Road District (OSRD) – Locally Funded

TOTH is currently conducting a speed study along N. Fremont Road, a primary arterial in Christian County, MO, to investigate the effectiveness of citizen-requested improvements, which derived from concerns of speeding along the corridor. TOTH has coordinated with citizens, OSRD, and the County to determine the most appropriate course of action to not only address speeding concerns presently, but also to determine what, if any, recommended improvements should be made to create a safer corridor for the citizens of Christian County along this increasingly developed corridor.

Reference: Chris Somers, Commissioner | Ozark Special Road District | (417) 581-1632

QUALIFICATIONS OF PERSONNEL

Several of our project leads and supporting staff have decades of experience in transportation engineering.



**MATT MILLER, PE | VICE PRESIDENT
CIVIL DEPARTMENT MANAGER**

REGISTRATIONS
MO P.E. #2011000927

EDUCATION: University of Missouri B.S. in Civil Engineering

Matt has over 16 years of experience in civil design of transportation engineering projects ranging from traffic engineering, multi-lane roadway projects to sidewalk improvements. Matt has provided professional consultation for a wide range of sidewalk and trail projects including planning, grant writing, municipal sidewalk

design, pedestrian facility design, stormwater collection and conveyance, stormwater detention, parking lot layout, and private development. Matt also has extensive experience in construction administration.

His project experience includes all facets of civil engineering design including: wastewater collection and lift station design, roadway design, pedestrian facility design, stormwater collection and conveyance design, stormwater detention design, potable water system analysis and design, natural gas design, electric substation site design, commercial & institutional site grading, and parking lot layout.



**SHAWN BARRY, PE, CFM | VICE PRESIDENT
CIVIL DEPARTMENT MANAGER**

REGISTRATIONS:
MO P.E. #2009001053
LEED Certification

EDUCATION: University of Missouri
B.S. in Civil Engineering

Shawn has over 17 years of experience and has served as the project manager on a broad spectrum of transportation engineering projects. Shawn has designed trail and sidewalk improvements for multiple projects through his work with

MoDOT and his consulting engineering career. He has design experience with ADA compliance, horizontal and vertical alignments, sidewalk infrastructure design, and evaluating alternatives for new alignments. Shawn has an extensive background in providing civil engineering services to municipalities and local government agencies.

Shawn's capabilities include all aspects of design from conception through construction, including design concept preparation, civil design, cost estimating, preparation of contract documents and reports, and construction administration. Shawn has an extensive background in providing civil engineering services to municipalities and local government agencies. He has teamed with multiple communities to assist with developing economical solutions that meet their needs.



DAVID GARRETT, PE, CFM
CIVIL TECHNICAL DIRECTOR | CIVIL ENGINEER

REGISTRATIONS:
MO P.E. #2018000202

EDUCATION: Missouri S&T B.S. in Civil Engineering
Missouri State University B.S. in Mathematics

David has over 11 years of experience in civil design projects. He serves as a Project Manager and has experience in a wide arrangement of civil design including stormwater design, pedestrian facilities, roadway design, streetscape improvements, floodplain management and site development. David has experience with AutoCAD Civil 3D, WaterCAD, HEC-RAS, HEC-1, SSA, ARC-MAP and SAGA, among other software.



DERRICK ESTELL, PE
PROJECT MANAGER | CIVIL ENGINEER

REGISTRATIONS:
MO P.E. #2021028054

EDUCATION: Valparaiso University B.S. in Civil Engineering

Derrick has over 6 years of experience on a broad range of civil engineering projects. With TOTH, he is a Civil Engineering Project Manager and has experience in roadway/highway design, traffic studies, bicycle and pedestrian facility design, intersection design, stormwater systems design, site development, landfill and transfer station design, construction inspection, among other experiences. Derrick has worked on several MoDOT and state DOT projects.

His capabilities include all aspects of planning, design, and construction, including: planning, concept studies, concept design, civil design, cost estimation, permitting, and construction administration. He is also highly trained in public speaking, capable of hosting public meetings, interacting with stakeholders/constituents, addressing public officials, and coordinating with various organizations and departments. Derrick has an extensive background in providing civil engineering services on behalf of local and state government agencies. He has teamed with multiple communities and Departments of Transportation to assist with developing economical solutions that meet their needs.



GOPALA BORCHELT
LAND SERVICES MANAGER

EDUCATION: Missouri State University M.S. in Geospatial Sciences
College of the Ozarks B.A. in Agriculture/Horticulture

Gopala has extensive experience in project management and team coordination. She has 17 years of experience, six (6) in land services, and has been at TOTH for seven (7) years. She manages title review and research, preparation of right-of-way easement documents, survey plans, purchase agreements, permit applications, contract exhibits, and GIS maps. She manages AutoCAD drafting and GIS mapping specialists, document and permit specialists, and coordinates field survey work and right-of-way negotiation agents. In addition, Gopala works with clients on land acquisition strategy and process, with engineers on determining land/easement needs, and with state and federal local agencies on permitting requirements.

As a GIS specialist, team manager, and document reviewer, Gopala facilitates her team's successful completion of projects. Her experience with technical writing, including grant applications, contracts, RFQs, easements, and surveys, allow Gopala to direct the development of documents, permits, and agreements. Her consideration for colleagues, clients, contractors, and project owners supports her successful coordination of tasks and resources.



BOB HENDRICKS
FIELD SURVEY MANAGER

EDUCATION: Ozarks Technical Community College Courses in Land Surveying

Bob has over 23 years of experience in surveying projects. Bob is a lead field surveyor on projects. He has extensive experience with topography, boundary surveys, construction staking, and scanning.



JUDAH DAVIS
SURVEY COORDINATOR

EDUCATION: Missouri State University B.S. in Technology Management

Minor in Industrial Management

O.T.C. College A.A.S in Manufacturing Technology, Drafting/Design

Judah has been a designer for 25 years in several different professions. His current role at TOTH is to support our Land Services team and Land Survey team

through assistance with land research, survey estimates, coordination of tasks, deliverables, and management of client expectations (internal and external clients) for our survey deliverables.

PROXIMITY & FAMILIARITY

A significant portion of our work is dedicated to serving the Ozarks, highlighting our understanding of local needs and environmental factors. Notably, through a series of successful projects, we have fostered strong relationships with the Neosho R-V School District and other neighboring districts, including Joplin, Webb City, and Monett. These projects, which span several years, have focused on enhancing community infrastructures, thereby improving the quality of life for residents.

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ACCESSIBILITY

We genuinely pride ourselves on responding promptly, on short notice, and being accessible to our clients. Clients often mention that as a trait they very much appreciate. Project stakeholders have easy access to the project manager, and multiple points of contact for the project leads involved in their various projects.

Our level of staffed professionals is integral to our accessibility and allows us to offer services promptly and efficiently. Logistically, we are near the City of Neosho with a resource pool of 183 professionals, including 44 in the civil engineering department, only an hour away. We have a proud history of being very accessible to our clients by phone and on-site. That proximity to our vast resources is an advantage for the City of Neosho.

The City of Neosho, MO
Request for Qualifications – Engineering Services

SPECIALIZED EXPERIENCE & TECHNICAL COMPETENCE

Palmerton & Parrish, Inc. (PPI) is a consulting geotechnical engineering firm founded in 1989 and headquartered in Springfield, MO. PPI also has branch offices in Joplin and Branson, MO. PPI is a regional leader in areas such as subsurface investigation, foundation design, site development, sinkhole and mine feature evaluation and remediation, geotechnical drilling, pavement evaluation and design, and construction materials testing. PPI also has expertise with slope stability analysis, subgrade remediation, controlled fill placement specifications, and development of appropriate geotechnical engineering design parameters for a variety of analysis applications. PPI provides quality, well-rounded services to our clients with a responsive professional staff; well-trained drilling, field technician, and laboratory technician staff; and an extensive array of construction materials testing and subsurface drilling equipment.

PPI's environmental, geophysical, and specialty capabilities complement our core business by providing additional tools and depth of expertise. PPI can respond quickly and confidently to client needs for environmental services, geophysical studies, seismic analyses, and UAS imaging and surveying for 3D modeling. PPI maintains a variety of additional specialty equipment that allows us to provide unique testing and investigation services for our clients.

PPI has a well-qualified staff and extensive resources. PPI's leadership team includes a four (4) person Board of Directors, as well as additional Departmental & Project Managers. PPI's professional staff consists of seven (7) engineers and two (2) geologists. PPI maintains a constant staffing level of approximately 50 full-time employees. PPI currently has ten (10) full-time drilling staff members and nine (9) drill rigs with tooling and support equipment based at our Springfield, MO office. Fifteen (15) construction materials testing field and laboratory technicians are based in the Springfield, MO office. PPI's soils, concrete, asphalt, and aggregate laboratories in Springfield, MO are certified by USACE and AASHTO.

GEOTECHNICAL DRILLING

- Nine (9) Drill Rigs
- Extensive Drill Tooling; Soil Sampling, Rock Coring, and Support Equipment
- Experienced, Licensed, and Safety-Conscious Drilling Crews



GEOTECHNICAL ENGINEERING

Nine (9) Engineers & Geologists with decades of combined work experience in Southwest Missouri Expertise:

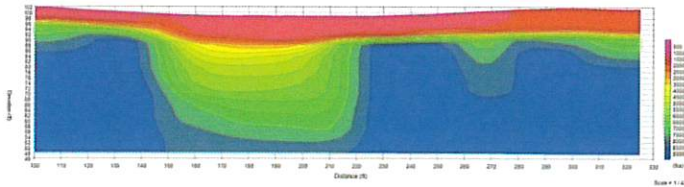
- Subsurface Investigation
- Shallow Foundation Design
- Drilled Pier Foundation Design
- Pile Foundation Design
- Slope Stability Analysis
- Soil Borrow Evaluation
- Subgrade Stabilization
- Shoring Design
- Retaining Wall Design
- Pavement Analysis & Design
- Dam & Levee Inspection
- Sinkhole Evaluation & Remediation
- Mine Feature Evaluation & Remediation



GEOPHYSICAL STUDIES

PPI's capabilities with Geophysical Studies are useful for delineation of sinkhole impacted areas, investigations for subsurface voids including karst and mine impacts, electrical resistivity, and characterizing the depth of the contact between soil overburden and bedrock.

- Seismic Refraction
- Multichannel Analysis of Surface Waves
- Electrical Resistivity
- Ground Penetrating Radar



ENVIRONMENTAL SERVICES

- Environmental Site Assessments – Phase I & II
- Environmental Assessments & Corrective Action Plans
- NEPA Environmental Assessments
- NPDES Permitting, Compliance & Monitoring
- Asbestos Inspection
- Groundwater Monitoring
- Missouri Risk Based Corrective Action (MRBCA) Assessments
- Environmental Drilling & Sampling
- Landfill Liner Construction Quality Assurance

CONSTRUCTION MATERIALS TESTING

- Concrete
- Asphalt
- Aggregate
- Soils
- Fireproofing
- Field Density Testing
- Reinforcing Steel
- Structural Steel
- Masonry
- Coring
- Non-Destructive Testing
- And More



CMT and Geotechnical Laboratories are Accredited:
Soils / Aggregate / Concrete / Asphalt



SPECIALTY SERVICES

- Ground Penetrating Radar
- Vacuum Excavation
- AWS Standard Welder Certifications
- Intelli-Rock Maturity Meter
- Load Testing
- Low Overhead Access Drill Rig
- Non-Destructive Testing for Evaluation of Concrete Strength
- Concrete and Asphalt Mix Design

CAPACITY & CAPABILITY

PPI is a woman owned, small business with the unique capabilities and the diversity of specialized experience typical of a much larger company. PPI's extensive resources and capabilities allow us to respond quickly to client project needs and execute the project in an expedient and skilled manner. As a small business, PPI's project manager and engineers are personally invested with our clients and strive to provide the best service possible.

PPI's professional engineering staff is called upon to serve in varying capacities within the Company. As a result, our professional engineering staff gains expertise across disciplines and subject matters. PPI's multi-disciplinary, close-knit professional staff uses a team approach, enabling PPI to respond efficiently and effectively to our Client's project needs. PPI's response capabilities begin with our project management staff. PPI's management goal is to provide excellent services, and this starts with working with our Client's staff to make sure we understand each project's requirements and expectations.



PPI's past performance provides evidence of our ability to accomplish a negotiated scope of services within a required timeframe. PPI's depth of resources, cross-disciplinary staff, and emphasis on project planning all prepare PPI for successful and timely project completion. PPI's past performance shows that we go above and beyond to meet Client expectations, including procurement of new equipment on short notice, ability to adapt to schedule changes, and working diligently during inclement weather. Our project management staff is skilled at managing critical path items that take several days to complete, such as utility locate requests, right of entry, and laboratory testing, and scheduling work items that might otherwise delay project completion.

PPI has a history of successful completion of a wide range of project sizes. PPI is capable of executing both large- and small-scale projects. Statistically, PPI's most typical project size is well below \$50,000, with the majority being \$10,000 or less. In 2023, PPI invoiced over 1,000 separate projects. To be a successful business, PPI has to work efficiently and expedite completion of our smaller projects. PPI is then able to transfer the same work efficiency to our larger projects, to the benefit of our projects and our clients.

PPI's depth of resources allows us to accomplish multiple projects simultaneously. With up to nine (9) subsurface drill rigs available for dispatch, and a diversified roster of professional staff, PPI is equipped to manage and execute multiple projects simultaneously. PPI's day-to-day operations involve completion of numerous simultaneous projects for a wide variety of clients.

PPI also has the industry relationships, respected reputation, and financial standing to increase staffing and procure drilling equipment, support equipment, drill tooling, materials, and lab equipment as may be required to respond to increased workload demands. PPI's past ability to self-perform enables PPI to be confident in our ability to serve the overall workload, schedule, and specific scope of services requested by our Clients.

PAST RECORD OF PERFORMANCE

Palmerton & Parrish, Inc. (PPI) has a history of successful completion of a wide range of project sizes in a cost-effective, timely manner.

PPI's project management staff devotes considerable time to project planning during the proposal phase of our projects. Development of an appropriate scope of services that is specifically designed to meet the objectives of the project is an absolutely critical step that takes place early in every project and in conjunction with the Client. This enables PPI to correctly establish an appropriate budget and communicate it to the Client.

PPI's depth of resources, cross-disciplinary staff, and emphasis on project planning all prepare PPI for successful and timely project completion. PPI's past performance shows that we go above and beyond to meet Client expectations, including procurement of new equipment on short notice, ability to adapt to schedule changes, and working diligently during inclement weather. Our project management staff is skilled at managing critical path items that take several days to complete, such as utility locate requests, right of entry, and laboratory testing, and scheduling work items that might otherwise delay project completion.

PPI's past performance provides evidence of our ability to accomplish a negotiated scope of services within a required timeframe. Recent geotechnical investigations for a large, local School District demonstrate PPI being able to provide timely services. Field drilling and investigation commenced within



a week of being contacted and authorized by the School. Typically, PPI has a backlog of at least three to four weeks; however, PPI staff were able to adjust field schedules in order to meet our Client's rapid timeline. Laboratory analysis and the engineering recommendations and report were completed shortly thereafter, meeting our Client's quick turnaround deadline. These projects specifically demonstrate PPI's ability and willingness to adapt to the needs of our Clients.

The majority of all geotechnical investigations are performed on a lump sum basis and therefore the geotechnical engineering services are provided for the accepted proposed fee amount. Construction Materials Testing (CMT) and Special Inspection services are typically completed on a time and materials basis. CMT cost estimates are prepared based upon project documents, contractor schedules, and past experience of similar projects. PPI is cognizant of testing budgets and strives to remain within proposed budgets. When situations arise that are outside the proposed scope, such as unforeseeable field conditions, changes in the Contractor's schedule, contractor errors, etc., PPI communicates those changes to the Client. PPI actively engages with the Client and Project Team to provide solutions to issues to reduce budget costs, while providing complete and thorough services.

PROXIMITY TO & FAMILIARITY WITH THE CITY OF NEOSHO

PPI has successfully served many clients at Project Site Locations that are located both near and far from our office locations. However, the City of Neosho is relatively close to both our Springfield, MO, at approximately 75 miles distance and our Joplin, MO office, which is approximately 20 miles.

PPI has provided services over the past years in Neosho, MO, including, but not limited to projects for the Neosho R-5 School District, the Neosho Memorial Regional Medical Center, First Community Bank of Neosho, and First Baptist Church of Neosho. Many other projects have been completed by PPI in the areas surrounding Neosho.

PERSONNEL

The following are key personnel at PPI. Detailed resumes are available upon request. The personnel listed will have a role in providing the services described in this SOQ for the City of Neosho. Additional PPI personnel may assist with services under the direction of the following key personnel.

Brandon Parrish, P.E. – Geotechnical Engineer / Vice President

Brandon Parrish, P.E. has served as PPI's Vice President and Engineering Manager since December 2012, after joining the Company on a full-time basis in 2006. Areas of expertise include development and oversight of Subsurface Investigation Programs; site development; deep and shallow foundation design; sinkhole evaluation and remediation; mine feature investigation and remediation; slope stability analysis as it pertains to slope failure remediation and dam analysis; shoring design; drilled pier inspection; geotechnical soil laboratory testing; and construction materials testing of soil, aggregate, asphalt, and concrete.

Shane Rader, P.E. – Geotechnical Engineer / Vice President

Shane Rader, P.E. has been with PPI for over 20 years. Shane has expertise in Subsurface Investigation, Foundation Design, and Geologic Evaluations. Under Shane's leadership, PPI's Drilling Services Department has expanded and PPI's Drilling Services Department has substantial work experience throughout the Midwest states and has worked in many other States within the continental United States.



Major Projects and Contracts managed by Shane have included PPI's USACE St. Louis District IDIQ Contracts, the MoDOT Safe and Sound Bridge Program, PPI's On-Call Geotechnical Services Contract with KDOT, the Downstream Casino Resort, Branson Landing, and the CoxHealth South Patient Tower.

Donald Nowack, P.E., R.G. – Environmental Engineer / Environmental Services Manager

Don Nowack, P.E., R.G. has served as PPI's Environmental Services Manager since 2007, and has over 25 years' experience in the environmental consulting industry. Donny has broad knowledge and work experience with environmental site assessments; hydrogeologic monitoring; environmental remediation; geologic site assessments, including karst and mining evaluations; hydraulic analysis including storm water runoff computations and ponding analysis for detention basins and sinkholes; and other related topics. Donny maintains familiarity with pertinent local, State, and federal regulations including MRBCA, CERCLA, and NPDES requirements, as well as current ASTM Standards for completion of Phase I Environmental Site Assessments (ASTM E1527-13) and Phase II Environmental Site Assessments (ASTM E1903-19).

Taylor Anderson, P.E. – Geotechnical Engineer

Taylor Anderson, P.E. has approximately 10 years of experience at PPI. He is a professional, detail-oriented engineer in both the field and the office. His areas of expertise include analysis and design of retaining walls and shoring, slope stability analysis, shallow and deep foundation design, and pavement analysis and design. He is well-qualified for a variety of tasks throughout PPI's areas of service, including field logging, drilled pier inspection, and concrete sampling and testing.

R. Todd Hercules, P.E. – Geotechnical Engineer

Mr. Hercules has over 10 years of experience in the Geotechnical Engineering consulting field. Todd's experience includes geotechnical consulting for various construction and infrastructure projects, geotechnical work on dams and levee systems, various geophysical ground survey methods and projects, slope stability projects, vibratory stone column improvement design, drone-based modeling and mapping, and non-destructive testing (NDT) of various structures. Todd also has experience with NDT of foundations and slabs such as GPR and Pile Integrity Testing (PIT).

Nathan Foley – Joplin Office Manager / Senior CMT Technician

Nathan Foley has close to a decade of experience in the Construction Materials Testing (CMT) field. Mr. Foley's CMT training and experience includes field and laboratory testing of concrete, soils, aggregate, asphalt, and structural steel inspection. Nathan's experience includes numerous roadway, airport, and bridge projects; large municipal and commercial building developments; and public infrastructure improvements. Mr. Foley manages PPI's Joplin, MO office location.

The following information is required from all firms so all statements of qualification may be reviewed and properly evaluated:

COMPANY NAME: Palmerton & Parrish, Inc.

NUMBER OF YEARS IN BUSINESS: 35 HOW LONG IN PRESENT LOCATION: 17

TOTAL NUMBER OF CURRENT EMPLOYEES: 48

PLEASE LIST FOUR (4) REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED CONTRACT SERVICES FOR WITHIN THE PAST FIVE (5) YEARS (All fields must be completed):

1. City Utilities of Springfield

COMPANY NAME

Springfield, MO

CITY, STATE, ZIP

Cody Marshall, P.E.

CONTACT PERSON

(417) 831-8492

TELEPHONE

N/A

FAX NUMBER

Cody.Marshall@cityutilities.net

E-MAIL ADDRESS

2. Springfield Public Schools

COMPANY NAME

Springfield, MO

CITY, STATE, ZIP

Bryan Saunders

CONTACT PERSON

(417) 631-5781

TELEPHONE

N/A

FAX NUMBER

besaunders@spsmail.org

E-MAIL ADDRESS

3. Greene County Highway Department
COMPANY NAME

Springfield, MO

CITY, STATE, ZIP

Jim Francka

CONTACT PERSON

(417) 829-6522

TELEPHONE

N/A

FAX NUMBER

JFrancka@greencountymo.gov

E-MAIL ADDRESS

4. Branco Enterprises, Inc.
COMPANY NAME

Neosho, MO

CITY, STATE, ZIP

Justin Branham

CONTACT PERSON

(417) 451-5250

TELEPHONE

(417) 451-2851

FAX NUMBER

justinbranham@branco.com

E-MAIL ADDRESS

ATTENTION: This form shall be completed and returned with EACH SUBMITTED Statement of Qualification. The City will utilize the selection marked by each firm to correspond with the scope of work for each project.

NAME OF FIRM: Palmerton & Parrish, Inc.

SUMMARY STATEMENT:

Proposer should provide summary information on this form by checking the areas of expertise based on experience and qualifications.

This form must be completed and returned in order for your proposal to be eligible for consideration.

☐ Airport	☐ Mechanical
☐ Architecture	☐ Natural Resource/Conservation Planning
☐ Bridges	☐ Parks: Urban Forestry Planning
☐ Carbon Sequestration Analysis	☐ Parks: Land Dedication Fees Consultant
☐ Civil/Structural Design	☐ Site Utility
☐ Climate Resilience Analysis	☐ Studio Design
☐ Construction Administration	☐ Storm Water Management
☐ Drainage Design, Analysis, & Planning	☐ Stormwater Modeling
☐ Ecosystem Services Analysis	☐ Stormwater Design
☐ Electrical	☐ Structural Design
☐ Environmental Analysis, Remediation, & Permitting	☐ Surveying
☒ Environmental Water Services	☐ Sustainability Design
☐ Floodplain Services	☒ Testing Services: Soil/Materials
☐ GIS Mapping	☐ Traffic Studies
☒ Geotechnical Engineering	☐ Utility Asset Inspections
☐ Hydrology	☐ Value Engineering
☐ Independent Fee Estimates	☐ Wastewater Design
☐ Interior Design	☐ Wastewater Management
☐ Landscape Architecture	☐ Wastewater Modeling
☐ LEED/Sites Certification	☐ Wastewater Rate Studies
☐ Lighting Design	☐ Wastewater SSES
☐ Master Planning: Arts/Culture	☐ Water/ Sewer Rate Studies
☐ Master Planning: City/Government	☐ Water Audit Services
☐ Master Planning: Parks	☐ Water Design
☐ Master Planning: Streets	☐ Water Management
☐ Master Planning: Wastewater	☐ Water Modeling
☐ Master Planning: Water	☐ Water Quality Monitoring
☐	☐ Wetlands

1. DISCLOSURE INFORMATION

The proposer must disclose any possible conflict of interest with the City of Neosho, including, but not limited to, any relationship with any City of Neosho employee. The proposed response must disclose if a known relationship exists between any principal or employee of your firm and any City of Neosho employee or elected City of Neosho official.

If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a purchase and/or contract as a result of your response. This form must be completed and returned in order for your bid/proposal to be eligible for consideration.

PLEASE CHECK ONE OF THE FOLLOWING TWO OPTIONS, AS IT APPROPRIATELY APPLIES TO YOUR FIRM:

X 1) NO KNOWN RELATIONSHIP EXISTS

2) RELATIONSHIP EXISTS (Please explain): _____

I certify that; as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true; and my organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

2. PRIMARY CONTACT INFORMATION

At the discretion of the City, one or more firms may be asked for more detailed information before the final ranking of the firms, which may also include oral interviews. NOTE: Each Proposer shall submit to the City a primary contact name, e-mail address, and phone number where the City's City Clerk can contact for clarification or interview request.

Name of Firm: Palmerton & Parrish, Inc.

Name of Primary Contact: Brandon Parrish, P.E.

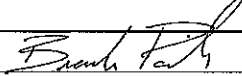
Title of Primary Contact: Vice President

Phone Number: (417) 864-6000

E-Mail Address: brandonp@ppimo.com

3. ACKNOWLEDGEMENT OF ADDENDA

Acknowledge receipt of addenda for this invitation to bid, request for proposal, or request for qualification by signing and dating below. All addendums are hereby made a part of the bid or RFP documents to the same extent as though they were originally included therein. Proposers/Bidders should indicate their receipt of same in the appropriate blank listed herein. Failure to do so may subject Contractor to disqualification.

ADDENDUM NO.	SIGNATURE AND PRINTED NAME	DATE ACKNOWLEDGED
N/A	 Brandon Parrish	01-17-2024

4. DEBARMENT CERTIFICATION:

As an interested party in this project, you are required to provide debarment/suspension certification indicating in compliance with the below Federal Executive Order. Certification can be done by completing and signing this form.

Federal Executive Order (E.O.) 12549 "Debarment and Suspension" requires that all contractors receiving individual awards, using federal funds, and all sub-recipients certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from doing business with the Federal Government.

Signature certifies that neither you nor your principal is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Questions regarding this form should be directed to the City of Neosho City Clerk.

COMPANY: Palmerton & Parrish, Inc.

PHYSICAL ADDRESS: 4168 W. Kearney St., Springfield, MO 65803

MAILING ADDRESS: 4168 W. Kearney St., Springfield, MO 65803

PHONE: (417) 864-6000 FAX: (417) 864-6004

E-MAIL: brandonp@ppimo.com

TAX ID #: 43-1504959 UEI #: PJN2KR34L6G7

Signed (By submitting your response, you certify that you are authorized to represent and bind your company):

SIGNATURE:



PRINTED NAME : Brandon Parrish

TITLE: VP DATE: 01/17/2024

On-Call Structural Engineering Services



Attn: Cheyenne Wright
Neosho City Hall
203 East Main Street
Neosho, MO 64850



structural • forensic • building enclosure



Miller Engineering

firm profile & availability

Where we began.

In January 2004, Travis Miller, P.E., started Miller Engineering, as a local, family-owned, and operated structural and civil engineering firm. Boasting 16 years of immersive experience in the construction industry, Mr. Miller brings to the table an unwavering passion for the construction economy, meticulous constructability, and precise scheduling.

Where we are now.

The firm has grown to 3 departments: structural design, forensic engineering, and building enclosure consulting, evolving into a prominent force in the engineering landscape. From our roots in southwest Missouri, we have expanded our reach across diverse regions, demonstrating our commitment to excellence in every project we undertake. This journey of growth is a testament to our dedication, innovation, and the trust our clients place in us. We stay at the forefront of technological advancements and industry trends and maintain core values of integrity, collaboration, and client satisfaction. We look forward to the exciting challenges and possibilities that lie ahead as we chart the course for sustained growth and success.

Why choose us?

A fervent passion for structural engineering projects and our clients is the driving force behind our commitment at Miller Engineering. When you work with us we consider ourselves to be part of your design team. We go the extra mile to answer questions in a timely and professional manner to limit costly job-site downtime. Our passion lies in the seamless integration of aesthetics and functionality, ensuring that each structure not only meets industry standards but also exceeds the unique aspirations of our clients. Our journey is fueled by a profound commitment to local excellence and a resolute dedication to transforming visionary ideas into tangible, enduring structures.

Availability

Miller Engineering stands ready and available to take on your project with unwavering commitment. Our dedicated team is poised to tackle challenges and deliver results that exceed expectations. From the initial consultation to project completion, we prioritize open communication, ensuring that we understand and align with your vision. Our commitment extends beyond meeting deadlines; we invest the time and effort necessary to comprehend the unique aspects of each project, tailoring our approach to your specific needs. At Miller Engineering, we don't just complete projects; we forge lasting partnerships built on trust, reliability, and a shared commitment to excellence. Your project deserves the attention and dedication that defines our approach, and we are eager to bring our expertise to your endeavor.

Contact

417-866-6664

travis@millerstructures.com

3831 South Timbercreek Ave
Springfield, MO 65807



Travis Miller, PE, CSI, CDT

president, senior principal engineer

Profile

Travis founded Miller Engineering in 2004 in Springfield, MO. As the president of Miller Engineering for the past two decades, he has served as the engineer of record for thousands of projects across more than 20 states.

Travis is a 3rd generation Eagle Scout, and has donated design and construction services for many projects at local youth camps.

Affiliations

Construction Specifications Institute
Missouri Society of Prof Engineers
American Institute of Steel Const
Home Builders Association
Springfield Contractors Association

Contact

417-866-6664

travis@millerstructures.com

3831 South Timbercreek Ave
Springfield, MO 65807



Education

Bachelor of Science in Civil Engineering
University of Missouri - Rolla

Licenses & Certifications

Professional Engineer - State of Missouri
(licensed in 23 other states)
Certified Documents Technologist
Level I Certified Thermographer

Similar Experience

City of Ash Grove

Sanitation Shed Design

City of Forsyth

Assessment of City Park Pavilion

City of Joplin

Equipment Storage Building Design
Building Renovation
Turkey Creek Roof Inspection & Design

City of Ozark

All Structural Plan & Code Review
Wendy's Framing Failure Inspection

City of Republic

Building Assessment of City Hall, Public Works &
Community Development Buildings
Building Assessment at Republic Parks & Recreation

City of Springfield

Stair Analysis at Expedia
Digester Lid Analysis
Storage Building Floor Rating
Structural Inspection at the James River Pump Station

Projects of Interest



Miller Engineering has actively contributed to various projects in collaboration with the City of Springfield, including the modernization of the Southwest Treatment Plant. Additionally, the company has played a key role in designing maintenance buildings for municipalities in Nevada, West Plains, and Branson, Missouri. Notably, Miller Engineering served as the structural design Engineer of Record for Republic Builds in Republic, Missouri—a new Community Development and Public Works Building.

Republic Builds stands out with its distinctive features, including decorative horizontal panels and a freestanding entry canopy. Serving as the city's comprehensive development office, the building encompasses vehicle maintenance bays, shop space, offices, conference rooms, locker rooms, and equipment storage.

Miller Engineering takes pride in its commitment to ensuring that all projects it undertakes are executed with precision, adhering to timelines and budget constraints.

Missouri Licenses

Missouri Division of Professional Registration

[PR Home](#)

Detail

Primary Source Verification

The licensee search function of this website provides data extracted from our database and constitutes a Primary Source Verification.

Licensee Name:	Miller, Jerry Travis
Profession Name:	Professional Engineer
Licensee Number:	2003023627
Expiration Date:	12/31/2025
Original Issue Date:	9/19/2003
Address:	Miller Engineering
Address Con't:	3831 S Timbercreek Ave Suite A
City, State Zip:	Springfield, MO 65807
County:	Greene
Practitioner DBA Name:	
Certification Type:	
Classification:	
Current Discipline Status:	None

Missouri Division of Professional Registration

[PR Home](#)

Detail

Primary Source Verification

The licensee search function of this website provides data extracted from our database and constitutes a Primary Source Verification.

Licensee Name:	Miller Engineering
Profession Name:	Engineering Corporation
Licensee Number:	2004005653
Expiration Date:	12/31/2024
Original Issue Date:	3/3/2004
Address:	3831 S Timbercreek Ave Suite A
Address Con't:	
City, State Zip:	Springfield, MO 65807
County:	Greene
Practitioner DBA Name:	
Certification Type:	
Classification:	
Current Discipline Status:	None

The following information is required from all firms so all statements of qualification may be reviewed and properly evaluated:

COMPANY NAME: Miller Engineering

NUMBER OF YEARS IN BUSINESS: 20 HOW LONG IN PRESENT LOCATION: 20

TOTAL NUMBER OF CURRENT EMPLOYEES: 17

PLEASE LIST FOUR (4) REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED CONTRACT SERVICES FOR WITHIN THE PAST FIVE (5) YEARS (All fields must be completed):

1. City of Springfield

COMPANY NAME

Springfield, MO 65807

CITY, STATE, ZIP

Jennifer Swan

CONTACT PERSON

(417) 864-1059

TELEPHONE

N/A

FAX NUMBER

jswan@springfieldmo.gov

E-MAIL ADDRESS

2. City of Joplin

COMPANY NAME

Joplin, MO 64804

CITY, STATE, ZIP

David Hertzberg

CONTACT PERSON

(417) 624-0820

TELEPHONE

N/A

FAX NUMBER

dhertzberg@joplinmo.org

E-MAIL ADDRESS

3. City of Ozark (via GHN Architects)

COMPANY NAME

Ozark, MO 65721

CITY, STATE, ZIP

Brad Baker, AIA

CONTACT PERSON

(417) 869-0719

TELEPHONE

N/A

FAX NUMBER

bbaker@ghnae.com

E-MAIL ADDRESS

4. City of Republic

COMPANY NAME

Republic, MO 65738

CITY, STATE, ZIP

David Cameron

CONTACT PERSON

(417) 732-3100

TELEPHONE

N/A

FAX NUMBER

dcameron@republicmo.com

E-MAIL ADDRESS

ATTENTION: This form shall be completed and returned with EACH SUBMITTED Statement of Qualification. The City will utilize the selection marked by each firm to correspond with the scope of work for each project.

NAME OF FIRM: Miller Engineering

SUMMARY STATEMENT:

Proposer should provide summary information on this form by checking the areas of expertise based on experience and qualifications.

This form must be completed and returned in order for your proposal to be eligible for consideration.

☐ Airport	☐ Mechanical
☐ Architecture	☐ Natural Resource/Conservation Planning
☐ Bridges	☐ Parks: Urban Forestry Planning
☐ Carbon Sequestration Analysis	☐ Parks: Land Dedication Fees Consultant
☐ Civil/Structural Design	☐ Site Utility
☐ Climate Resilience Analysis	☐ Studio Design
☐ Construction Administration	☐ Storm Water Management
☐ Drainage Design, Analysis, & Planning	☐ Stormwater Modeling
☐ Ecosystem Services Analysis	☐ Stormwater Design
☐ Electrical	☒ Structural Design
☐ Environmental Analysis, Remediation, & Permitting	☐ Surveying
☐ Environmental Water Services	☐ Sustainability Design
☐ Floodplain Services	☐ Testing Services: Soil/Materials
☐ GIS Mapping	☐ Traffic Studies
☐ Geotechnical Engineering	☐ Utility Asset Inspections
☐ Hydrology	☐ Value Engineering
☐ Independent Fee Estimates	☐ Wastewater Design
☐ Interior Design	☐ Wastewater Management
☐ Landscape Architecture	☐ Wastewater Modeling
☐ LEED/Sites Certification	☐ Wastewater Rate Studies
☐ Lighting Design	☐ Wastewater SSES
☐ Master Planning: Arts/Culture	☐ Water/ Sewer Rate Studies
☐ Master Planning: City/Government	☐ Water Audit Services
☐ Master Planning: Parks	☐ Water Design
☐ Master Planning: Streets	☐ Water Management
☐ Master Planning: Wastewater	☐ Water Modeling
☐ Master Planning: Water	☐ Water Quality Monitoring
	☐ Wetlands

1. DISCLOSURE INFORMATION

The proposer must disclose any possible conflict of interest with the City of Neosho, including, but not limited to, any relationship with any City of Neosho employee. The proposed response must disclose if a known relationship exists between any principal or employee of your firm and any City of Neosho employee or elected City of Neosho official.

If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a purchase and/or contract as a result of your response. This form must be completed and returned in order for your bid/proposal to be eligible for consideration.

PLEASE CHECK ONE OF THE FOLLOWING TWO OPTIONS, AS IT APPROPRIATELY APPLIES TO YOUR FIRM:

 X 1) NO KNOWN RELATIONSHIP EXISTS

2) RELATIONSHIP EXISTS (Please explain): _____

I certify that; as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true; and my organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

2. PRIMARY CONTACT INFORMATION

At the discretion of the City, one or more firms may be asked for more detailed information before the final ranking of the firms, which may also include oral interviews. NOTE: Each Proposer shall submit to the City a primary contact name, e-mail address, and phone number where the City's City Clerk can contact for clarification or interview request.

Name of Firm: Miller Engineering

Name of Primary Contact: Travis Miller

Title of Primary Contact: President

Phone Number: (417) 866-6664

E-Mail Address: travis@millerstructures.com

3. ACKNOWLEDGEMENT OF ADDENDA

Acknowledge receipt of addenda for this invitation to bid, request for proposal, or request for qualification by signing and dating below. All addendums are hereby made a part of the bid or RFP documents to the same extent as though they were originally included therein. Proposers/Bidders should indicate their receipt of same in the appropriate blank listed herein. Failure to do so may subject Contractor to disqualification.

ADDENDUM NO.	SIGNATURE AND PRINTED NAME	DATE ACKNOWLEDGED

4. DEBARMENT CERTIFICATION:

As an interested party in this project, you are required to provide debarment/suspension certification indicating in compliance with the below Federal Executive Order. Certification can be done by completing and signing this form.

Federal Executive Order (E.O.) 12549 "Debarment and Suspension" requires that all contractors receiving individual awards, using federal funds, and all sub-recipients certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from doing business with the Federal Government.

Signature certifies that neither you nor your principal is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Questions regarding this form should be directed to the City of Neosho City Clerk.

COMPANY: Miller Engineering

PHYSICAL ADDRESS: 3831 South Timbercreek Ave, Springfield, MO 65807

MAILING ADDRESS: 3831 South Timbercreek Ave, Springfield, MO 65807

PHONE: (417) 866-6664 FAX: (417) 866-6667

E-MAIL: travis@millerstructures.com

TAX ID #: 51-0489928 UEI #: SUDLKXZLV488

Signed (By submitting your response, you certify that you are authorized to represent and bind your company):

SIGNATURE: Travis Miller

PRINTED NAME : Travis Miller, PE

TITLE: Pres DATE: 2024.01.17

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Pitney Bowes - Folder/Inserter Lease

ORIGINATING DEPARTMENT: Finance Department

ATTACHMENT:

1. Pitney Bowes Lease-Folder Inserter-Neosho
 2. Relay 2500 - 4500 Brochure (US) print
 3. technical-support-overview
 4. Whitaker BrothersOne Page Agreement.1953121 (1)
 5. Municipal Non-Appropriations Addendum (GreatAmerica).1953121
-

PURPOSE:

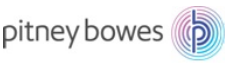
To seek Council approval to lease a folder/inserter.

BACKGROUND:

The current folder/inserter is past the original lease period and in the secondary lease where parts are no longer covered and the monthly lease can increase. Staff went out for bid and received two back for the lease. Pitney Bowes's is the lowest bid, with a fee of 60 months, to be billed at \$224.41 a month for the first 12 and \$322.51 for the remaining 48 months.

RECOMMENDATION:

Staff recommends approval of Pitney Bowes bid for the new lease of a folder/inserter



NASPO ValuePoint FMV Lease Agreement (Option C)

--	--	--	--	--	--	--	--	--	--

Agreement Number

Your Business Information

Full Legal Name of Lessee / DBA Name of Lessee	Tax ID # (FEIN/TIN)
CITY OF NEOSHO	446000230

Sold-To: Address

203 E MAIN ST, NEOSHO, MO, 64850-1812, US

Sold-To: Contact Name	Sold-To: Contact Phone #	Sold-To: Account #
Leslie Forest	417-451-8050	0011184232

Bill-To: Address

203 E MAIN ST, NEOSHO, MO, 64850-1812, US

Bill-To: Contact Name	Bill-To: Contact Phone #	Bill-To: Account #	Bill-To: Email
Leslie Forest	417-451-8050	0011184232	lforest@neoshomo.gov

Ship-To: Address

203 E MAIN ST, NEOSHO, MO, 64850-1812, US

Ship-To: Contact Name	Ship-To: Contact Phone #	Ship-To: Account #
Leslie Forest	417-451-8050	0011184232

PO #

.

Your Business Needs

Qty	Item	Business Solution Description
1	RELAY3500	Relay 3500
1	F381076	PB Kit, Relay 2500-4500
1	F790042-01	Power Cord
1	STDSLA	Standard SLA-Equipment Service Agreement (for Relay 3500)
1	TI35	Relay 3500 w/Install & Training

Your Payment Plan

Initial Term: 60 months	Initial Payment Amount:	
Number of Months	Monthly Amount	Billed Quarterly at*
12	\$ 224.41	\$ 673.23
48	\$ 322.51	\$ 967.53

- () Tax Exempt Certificate Attached
- () Tax Exempt Certificate Not Required
- () Purchase Power® transaction fees included
- () Purchase Power® transaction fees extra

**Does not include any applicable sales, use, or property taxes which will be billed separately.
If the equipment listed above is replacing your current meter, your current meter will be taken out of service once this lease commences.*

Your Signature Below

By signing below, you agree to be bound by your State's/Entity's/Cooperative's contract, which is available at <http://www.pb.com/states> and is incorporated by reference. The terms and conditions of this contract will govern this transaction and be binding on us after we have completed our credit and documentation approval process and have signed below. If software is included in the Order, additional terms apply which are either (i) included in your State's contract which is available at <http://www.pb.com/states> or (ii) available by clicking on the hyperlink for that software located at https://www.naspovaluepoint.org/search/?term=pitney+bowes&page_ref=contractors. Those additional terms are incorporated by reference.

NASPO VALUEPOINT CTR058808; CC221938006
State/Entity's Contract#

Lessee Signature

Print Name

Title

Date

Email Address

Pitney Bowes Signature

Print Name

Title

Date

Sales Information

Christopher Majchrzak	christopher.majchrzak@pb.com	
Account Rep Name	Email Address	PBGFS Acceptance



Mailing
Inserting

Relay® 2500, 3500, and 4500 Folder Inserters

The simple way to faster, more accurate mail





Sending customer communications like invoices, statements and notices is vital to your business.

However, the complicated process of preparing mail can cause delays and errors that lead to missed deadlines and unhappy customers. The Relay series folder inserters remove the complexity of assembling mail, so you get the right message to the right customer on time, every time.

Simple meets proven.

Relay folder inserters were designed with the needs of your entire team, regardless of expertise. Even if you're not technically inclined, you can be running mail with minimal effort. The large color touchscreen makes it easy to setup and select job settings. The powerful user experience is built around a tried and proven platform, giving you the confidence that your mail will be assembled quickly without interruption.



Simplicity

Designed to eliminate complexity for any level user.



Accuracy

Eliminate costly delays due to manual errors.



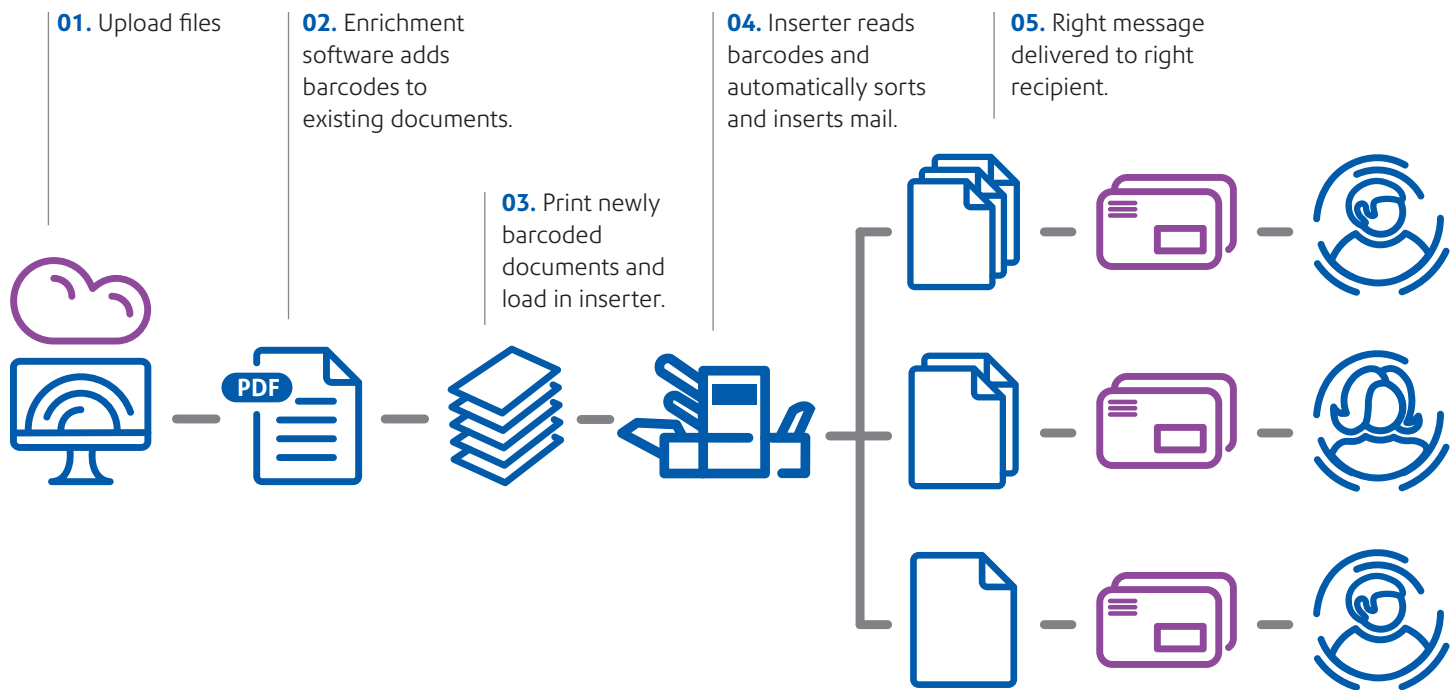
Productivity

Keep your mail process moving with fast, uninterrupted performance.

Increased speed with added security

The barcode reading technology of the Relay inserter accelerates the mailing process. Plus, it adds an extra layer of security to ensure the right documents are sent to the right person. The advanced camera reads instructions that are contained in the barcode to automate variable-page mail. That eliminates the need to manually sort documents by page count. Your mail will be processed with superior accuracy without sacrificing speed.

Pitney Bowes document enrichment software options make adding security simple. Our SaaS or on-premise software adds barcodes directly to your existing documents without the need to involve your IT department. You can take advantage of additional value by being able to correct address data, qualify your mail for postal discounts, enhance formatting, and even create and send digital versions of your documents.



The Relay folder inserters deliver simple, accurate, and reliable mail processing.

Sheet feeder: Each feeder can feed single or multiple page sets. Feeders can handle letter or legal size paper.

Mail piece integrity: Optional OMR or 2D camera provides intelligence to automatically sort and collates variable page documents.

Insert feeder: Dedicated feeder that automatically or selectively inserts pre-folded brochures, marketing inserts or reply envelopes



Envelope feeder: Handles various letter-sized envelopes including #10 and 6 x 9 1/2" envelopes.

User interface: Touchscreen makes it easy to set up and retrieve jobs. Start mailing in seconds.

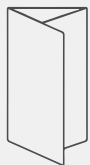
Output options

Optional vertical power stacker maintains print order and holds up to 500 finished envelopes.

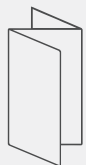
Standard drop stacker shown below.

Flexible paper handling

Choose the right fold type for your job. Folding options include C, Z, Single (half), and double-fold.



C-fold



Z-fold
(accordion fold)



Single fold
(half fold)



Double fold
(parallel)



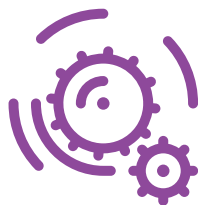
We'll help you choose the right features for your application.

		Relay 2500	Relay 3500	Relay 4500
Sheet feeder				
	Designed for lower volume applications requiring only a single document type to be folded and inserted.	✓	—	—
	Allows you to fold and insert two types of documents. Double your capacity by linking the feeders for total capacity of 650 total sheets.	—	✓	✓
		Relay 2500	Relay 3500	Relay 4500
Envelope feeder				
	100-envelope capacity tray can handle variety of letter envelope sizes.	✓	✓	—
	High capacity envelope feeder Increases capacity of up to 300 envelopes and improves ease-of-use.	—	—	✓

A user experience designed with you in mind.



Responsive
touchscreen



Automated
adjustments



Easy-to-follow
guides



Quick job
selection

Specifications for Relay® 2500, 3500, and 4500



System	Relay 2500	Relay 3500	Relay 4500
Cycle speed	2,500 per hour	3,000 per hour	3,500 per hour
Monthly capacity	Up to 10,000/month	Up to 20,000/month	Up to 42,500/month
Feeder Configuration	1 Sheet Fdr, 1 large insert fdr, outer envelop feeder	2 Sht Fdr, 1 large insert fdr, outer envelope fdr	2 Sheet fdr, large insert fdr, high capacity envelope fdr
Fold options	C, Z, Half (V), Double	C, Z, Half (V), Double	C, Z, Half (V), Double
Integrity Options	OMR, 2D (C Fold Only)	OMR, 2D (All Folds)	OMR, 2D (All Folds)
Sheet feeder capacity	325	325 each	325 each
Insert feeder capacity	300	300	300
Envelope feeder capacity	100	100	300
Programmable jobs	20	20	20

Physical specifications			
Tabletop dimensions	28" L x 21" W x 25" H (711mm x 533mm x 635mm)	28" L x 21" W x 25" H (711mm x 533mm x 635mm)	39" L x 21" W x 25" H (991mm x 533mm x 635mm)
Full installed dimensions	42" L x 21" W x 25" H (1067mm x 533mm x 635mm)	42" L x 21" W x 25" H (1067mm x 533mm x 635mm)	42" L x 21" W x 25" H (1067mm x 533mm x 635mm)
Weight	139 lbs / 63 kg	145 lbs / 66 kg	158lbs / 72 kg

*Based on 20lb / 75 gsm

United States

3001 Summer Street
Stamford, CT 06926-0700
800 327 8627

For more information,
visit us online: pitneybowes.com

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All other trademarks are the property of their respective owners.
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18SMB04386_US

Pitney Bowes Customer Technical Support

Count on our team of certified technicians to help prevent problems and quickly resolve any issues. Flexible service options integrate maintenance, technical support and systems monitoring to support your business needs.

Standard SLA

Service Contracts provide access to factory-trained technicians with skills, experience, insight, and ability to advise or perform any necessary maintenance for your product.

Pitney Bowes is at the ready to provide the technical and operational expertise needed to help you get peak performance and optimal value from your Pitney Bowes solution.

We offer two service offerings for nearly every serialized piece of hardware from Pitney Bowes. A **Standard Service Level (SLA)** agreement is available in nearly every geographic location in North America, and we offer a **Performance Service Level Agreement** for select products and select geographic locations. Please contact your local Pitney Bowes Sales Representative for details on available Performance SLAs.

Clients with or without a service contract can resolve many common issues or technical questions by visiting our product support web page <https://www.pitneybowes.com/us/support.html>.

Remote Product Support

We have several methods to reach us for support. Please have your product model and serial number ready to help direct your inquiry to the correct team. The remote support agent can determine if your solution is covered by a service contract and provide a quote for support options if you do not currently have coverage. There is no limit on the number of contacts a client can make for support. All channels of support for North America are available in English and French-Canadian languages.

By Phone Hardware Support: 844 256 6444 Software & Intelligent Locker Support: 800 888 0286



Our automated voice message system is live 24-hours a day. You can hear account balance information and recent account activity. You can also listen to easy instructions for finding answers to your questions on our Support site. *Remote support Representatives are available Monday through Friday between 8am and 8pm ET, excluding holidays.

Our goal is to answer the phone within 60 seconds.

By Chat



You can locate a link to open a chat session directly from the web support page for every product. Please have your model and serial number available so the chatbot or agent can locate your account information. PB's chatbot service can answer many product questions and is available 24 hours a day.

*Live chat may be available for select products Monday through Friday between 8am and 8pm ET, excluding holidays.

Our goal is to respond to a live chat request within 30 seconds.

Create a Case



The feature [Create a Case](#) allows you to make your own support requests. Submit questions about your account, billing, make a service request for technical support, or view your cases anytime.

Note: You must first [create a profile](#) to access case management online. Once you submit your case, you will receive a confirmation number, and a Pitney Bowes representative will be in contact within 60 seconds.

**Normal Business Hours for remote support are Monday through Friday between 8am and 8pm ET, excluding holidays.*

Onsite Field Support

Our remote support agents will make every effort to resolve technical issues via your preferred contact method.

When efforts exceed 60 minutes to resolve remotely, our support effort will generally result in the need to dispatch a service technician to a client location. Our goal is to meet the onsite response time for the level of offering and the coinciding zone based on the service contract.

Our SLA offering availability for field support from our certified technicians is zoned based. Details are outlined below:

	Standard SLA			Performance SLA 8 Hour / 4 hour
Zone	Metro	Urban	Rural	*Metro & Urban only
Onsite Response Time Goal	8 business hours	12 business hours	24 business hours	8 or 4 hours guaranteed

*In specific geographical areas only, postal code-based eligibility. Please contact your local Pitney Bowes Sales representative to determine your zone and available Performance SLA options.

For a client in Metro area, with a **Standard SLA** contract, we will strive to have a service technician onsite within 8 business hours from the point of dispatch. This is considered an escalation to the field service team for onsite support.

For a client in Urban area, with a **Standard SLA** contract, we will strive to have a service technician onsite within 12 business hours from the point of dispatch. This is considered an escalation to the field service team for onsite support.

For a client in Rural area, with a **Standard SLA** contract, we will strive to have a service technician onsite within 24 business hours from the point of dispatch. This is considered an escalation to the field service team for onsite support.

For a client in with a **Performance SLA** contract, we will have a service technician onsite within 4 or 8 business hours from the point of dispatch based on the contract. This is considered an escalation to the field service team for onsite support.

For clients with no service contract, we can provide a quote for the Time (Labor) and Materials (Parts) to send a technician; the service commitment is best effort. The Technical Support Agent will provide an estimated time.

Point of Dispatch is at the end of the initial contact with the Remote Product Support agent, when it is determined onsite support is required.

Service by Replacement

In some cases, we may opt to send a replacement unit to resolve the issue with your hardware solution.

The Technical Support Agent will inform you if the hardware will be serviced by replacement and provide further details to support you through the exchange process.

Additional Benefits of the Standard SLA

1. **SELF HELP.** 24/7 access to web self-help, user guides and product support articles.
 2. **REMOTE TECHNICAL SUPPORT.** PB provides all technical support via chat or phone ("Remote Support") unless otherwise specified. To receive Remote Support, you will be asked for your model and serial number and any error codes to expedite the process of validating the client and coverage entitlement. The support agent will view product and case history and begin the effort to understand the technical problem. It is advised that the caller can be near the machine to help provide feedback and perform test functions to narrow down the root cause. Our goal in remote support efforts is to have the client back in operation and possibly avoid additional down time waiting for an onsite technician.
 3. **ONSITE REPAIR (TRAVEL & LABOR).** Travel costs and labor are included when your products are covered under a Standard SLA contract, except for excluded circumstances. A certified technician will come to the installed location to further diagnose a technical issue with your solution. They carry the tools, test equipment and advanced product knowledge needed to get your solution operational. Our Field Service professionals will also consult and make recommendations on getting the highest value from your solution.
 4. **PARTS.** Our service technicians carry vehicle inventory for the most common OEM parts required to service your equipment. In some cases, due to the sensitivity of components in the (heat or cold) environment of a vehicle, or the rare failure rate of a component, certain parts are not carried. When a technician does not have the part in inventory, they will order from their mobile device for an expedited delivery and arrange a follow up repair visit to coincide with the part arrival.
- *Some wearable items are considered consumable, they can be ordered through our supplies web site, but they will not be included in the Standard or Performance SLA. The remote support agent and/or the field service technician can consult with you on managing supplies.
5. **PREVENTIVE MAINTENANCE.** With SLA coverage, you are entitled to up to two (2) preventative maintenance service calls per calendar year. Any preventative maintenance service calls beyond two (2) per calendar year are billed at the rate in effect at the time the preventative maintenance is delivered. PBI determines whether preventative maintenance is performed on-site or remotely. PBI will notify you when preventative maintenance is due or you can request preventative maintenance service by contacting our remote support teams. Note: Our on-site service technicians customarily inspect select hardware products during every service visit to ensure you have trouble free operation and minimal downtime. They will replace any worn parts during every service visit and provide an update of work performed as preventative maintenance.

Additional Benefits of the Performance SLA

The Performance SLA includes every feature of the Standard SLA with the addition of the guaranteed response time and one additional benefit.

1. **TWO-HOUR APPLICATION CONSULTATION.** One two-hour application consultation for your mailing and shipping needs is included with the solution order. Please contact your Sales Representative for more details and scheduling this session.

Software Maintenance Agreements

Pitney Bowes offers a world-class level of technical support to our clients, providing assistance in the resolution of technical issues with Pitney Bowes software products, ensuring that our clients have access to the most up to date versions available of their licensed software, and updates to data subscriptions.

[Clients can contact support through the same methods outlined for Standard and Performance SLAs.](#)

Software Maintenance Agreements (SMA) do not include professional services, custom development, new feature additions, hardware support, hardware parts or consumable supplies, equipment support, system back-ups, training, or other services, which, if purchased by you, will be set forth elsewhere in your license agreement or in a separate agreement with PB.

Two (2) levels of Software Maintenance Services (“SMA” or “Maintenance Services”) are available to clients, based on the client’s needs and elected at time of purchase. SMA Tier 1 is a basic offering and SMA Tier 2 offers an additional benefit of limited onsite support. A Premier Support Add-On Supplement option is available for purchase for on-premise software coverage options SMA Tier 1 and SMA Tier 2, plus also available for most on-demand solution. Additional detail is outlined below.

SMA Tier 1 Overview

As part of SMA Tier 1 Maintenance Services, PB will provide you with the following:

1. **SELF HELP.** 24/7 access to web self-help and user and product support articles.
2. **TECHNICAL SUPPORT.** PB provides all technical support over the phone and via the Internet (“Remote Support”) unless otherwise specified. To receive Remote Support you will be requested to provide access to your system or computer, and it is within your discretion to determine the level of access granted to PB to receive Remote Support, which you grant at your own risk. When logging an issue, it is required that you provide information in sufficient detail for PB to reproduce the problem. PB can also assist you in the diagnosis of your IT environmental or infrastructure issues for an additional fee.
3. **FIXES.** Corrections or changes to the Product to correct errors or otherwise make the Product materially conform to the applicable Product documentation (commonly referred to as “fixes” or “patches”).
4. **PRODUCT UPDATES.** PB will provide you with customer-installable updates, some that may be required to support industry compliance or continued use of the Products, as they become commercially available (“Updates”). Updates may include fixes or minor changes to the Product or additional carrier functionality or routine revisions to comply with carrier requirements. Updates may include changes to the Product documentation to reflect changes included in the applicable Update. You must be fully current with the installation of all Updates to be eligible to receive Maintenance Services. New features or functionality for the Product and non-routine or non-generally applicable revisions (“Upgrades”) may become available from time to time, for an additional fee. PB reserves the right not to add functionality or carrier services, even though they may be available from the carrier.
5. **DATA UPDATES.** If your Product includes data that is licensed separately as a subscription (“Data”), PB will distribute to you each Update to the Data as they are made available to PB by its third-party vendors, or with the frequency set forth in your license agreement or Order. If you require additional distribution of the Data or a Data Update, an additional service charge may apply.

SMA Tier 1 Overview (continued)

6. **RATE CHANGES.** If your Product requires carrier rate information supplied by PB, client-installable rate change replacements will be provided to you based on the carrier coverage selected in the Order. Rate change replacements include postal or carrier rate increases and decreases, zip code or zone changes and changes in service provided by carriers (e.g. required new report formats or geographical expansions) and, if elected on the Order, a single UPS custom rate change per calendar year. Rate changes do not include other custom rate changes, new classes of services offered by carriers, and new rates needed to establish a new home zip code because of a change in location.
7. **DELIVERY; IMPLEMENTATION.** All Updates, Upgrades, fixes, Data Updates and rate changes will be delivered electronically unless physical media options are provided at PB's discretion. All Updates, etc. are your responsibility to install and implement unless otherwise agreed to in writing by PB, which will incur fees at PB's then current rates.
8. **ON-SITE SUPPORT.** On-site support is **not** offered under SMA TIER 1 maintenance service. If you request on-site support, you will incur fees at PB's then-current rates at the time of the request.

SMA Tier 2 Overview (Available in US only)

SMA Tier 2 includes all the services provided in **SMA Tier 1**, and if the Remote Support team is unsuccessful at resolving the reported issue, on-site service and support will be provided at your location for no additional charge. If PB determines that support must be provided on-site, such support will be provided Monday through Friday, from 8 am to 5pm in your local time zone, excluding PB observed holidays. Average response time is within one (1) business day of PB determining that on-site support is required. Request for on-site support outside of these hours or without providing PB with access and opportunity to solve issues remotely may result in additional fees.

Premier Support Clients

Upon initial sign up for Premier Support, your assigned Account Manager will contact you at the phone number you provide with your Order, confirm future preferred method of contact, and discuss the following benefits.

You will be given a premier 4-digit PIN number to access the team of Premier Support Agents and Case Managers. This gives you direct access to Level 2 Support Desk Agents and Case Managers for product support issues.

When you use the premier PIN code, your call will be queued in front of all non-Premier calls and routed to the Level 2 Support Desk Agents. As a result, your call will be answered ahead of any other non-Premier callers.

To learn more detail on service contract offerings for most hardware, please visit the web link below.

What is covered under each Service Level Agreement option for hardware?

<https://www.pitneybowes.com/us/support/billing/what-is-covered-under-each-service-level-agreement-option.html>

To learn more detail on service contract offerings for software, please visit the web links below.

What is covered under our Software Maintenance Agreements for software?

<https://www.pitneybowes.com/us/license-terms-of-use/shipping-and-mailing-maintenance-services-terms.html>

Software Maintenance Agreements Cut Sheet

<https://www.pitneybowes.com/content/dam/pitneybowes/us/en/business-services/maintenance-support/pdf/17-ent-06244-pbgs-software-maintenance-agreement-cut-sheet-us-web.pdf>

Escalation Management

Pitney Bowes has a well-defined escalation process across the organization. The first point of escalation for a client should be a request to the call center agent handling their case. All call center agents are training to handle escalations in a timely and acceptable manner. If there is still no satisfactory outcome, the call will be referred to a call center manager. The call center management team is there to ensure escalations are addressed in an organized and transparent manner. Call center managers work closely with both the client and relevant departments to ensure issues and success criteria are clearly understood and that communications are clear and predictable. All parties are kept up to date with a clearly defined action plan to achieve success. In the most extreme cases, a call may be referred to the Office of the President, to ensure executive oversight through satisfactory resolution of the issue.

An outline of the coverage attributes associated to our service offerings is listed below.

A – Available at an additional charge * = at Pitney Bowes discretion	Hardware Products		Software Products		
	Standard SLA	Performance SLA	SMA Tier 1	SMA Tier 2	SMA Premier Support
Self Help: 24/7 access to web self-help and product support articles.	✓	✓	✓	✓	✓
Technical Support: Telephone and Remote, Mon – Fri 8AM – 8PM EST excluding holidays.	✓	✓	✓	✓	✓
On-Site Support*: Mon-Fri 8AM – 5PM Local time, excluding holidays.	✓	✓	A	✓	✓
Phone Support First In Line Routing					✓
24/7 Emergency Standby Phone Support Coverage	A	A	A	A	A
Next Business Day Onsite Support*	✓				
Guaranteed Response Onsite Support*		✓			
Expedited Overnight Parts Shipment	A	A	A	A	A
Parts and Labor	✓	✓			
Preventive Maintenance	✓	✓			
One 2 Hour Application Consultation	A	✓			
Assigned Account Support Manager					✓
Direct Access to Premier Support Technicians					✓
Prep for Move and Post Move Re-Install	A	A	A	A	A
Refresher Training	A	A	A	A	A

Follow Us



**AGREEMENT**

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

AGREEMENT NO.: **1953121**

CUSTOMER ("YOU" OR "YOUR")

FULL LEGAL NAME: **Neosho, City of DBA Neosho City Hall**

ADDRESS: **203 E Main St**

Neosho, MO 64850-1812

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

Whitaker Brothers Business

Rockville, MD

EQUIPMENT AND PAYMENT TERMS

TYPE, MAKE, MODEL NUMBER, SERIAL NUMBER, AND INCLUDED ACCESSORIES

☐ SEE ATTACHED SCHEDULE

Formax FD 6210 Basic 2 Folder Insertor

EQUIPMENT LOCATION: **As Stated Above**

TERM IN MONTHS: **60**

MONTHLY PAYMENT AMOUNT*: **\$335.68** (*PLUS TAX)

PURCHASE OPTION*: **Fair Market Value**

ADDITIONAL TERMS AND CONDITIONS

AGREEMENT. You want us to now pay your Vendor for the equipment and/or software referenced herein ("Equipment") and the amounts your Vendor included on the invoice to us for the Equipment for related installation, training, and/or implementation costs, and you unconditionally agree to pay us the amounts payable under the terms of this agreement ("Agreement") each period by the due date. This Agreement will begin on the date the Equipment is delivered to you or any later date we designate. We may charge you a one-time origination fee of \$125.00. If we do not receive by the due date, at the remittance address indicated on your invoice, any amount payable to us, you will pay a late charge equal to: 1) the greater of ten (10) cents for each dollar overdue or twenty-six dollars (\$26.00); or 2) the highest lawful charge, if less.

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

EQUIPMENT USE. You will keep the Equipment in good working order, use it for business purposes only, and not modify or move it from its initial location without our consent. You must resolve any dispute you may have concerning the Equipment with the manufacturer or Vendor. Payments under this Agreement may include amounts you owe your Vendor under a separate arrangement (for maintenance, service, supplies, etc.), which amounts may be invoiced by us on your Vendor's behalf for your convenience.

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

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

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

LAW/FORUM. This Agreement and any claim related to this Agreement will be governed by Iowa law. Any dispute will be adjudicated in a state or federal court located in Linn County, Iowa. You consent to personal jurisdiction and venue in such courts and waive transfer of venue. Each party waives any right to a jury trial.

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

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

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

END OF TERM. At the end of the term of this Agreement (or any renewal term) (the "End Date"), this Agreement will renew month to month unless a) we receive written notice from you, at least 60 days prior to the End Date, of your intent to return the Equipment, and b) you timely return the Equipment to the location designated by us, at your expense. If a Purchase Option is indicated above and you are not in default on the End Date, you may purchase the Equipment from us "AS IS" for the Purchase Option price. If the returned Equipment is not immediately available for use by another without need of repair, you will reimburse us for all repair costs. You cannot pay off this Agreement or return the Equipment prior to the End Date without our consent. If we consent, we may charge you, in addition to other amounts owed, an early termination fee equal to 5% of the amount we paid for the Equipment.

DEFAULT/REMEDIES. If a payment becomes 10+ days past due, or if you otherwise breach this Agreement, you will be in default, and we may require that you return the Equipment to us at your expense and pay us: 1) all past due amounts and 2) all remaining payments for the unexpired term, plus our booked residual, discounted at 3% per annum; and we may disable or repossess the Equipment and use all other legal remedies available to us. You agree to pay all costs and expenses (including reasonable attorney fees) we incur in any dispute with you related to this Agreement. You agree to pay us interest on all past due amounts at the rate of 1.5% per month, or at the highest rate allowed by applicable law, if less.

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

MISCELLANEOUS. This Agreement is the entire agreement between you and us relating to the Equipment and supersedes any prior representations or agreements, including any purchase orders. Amounts payable under this Agreement may include a profit to us. The parties agree that the original hereof for enforcement and perfection purposes, and the sole "record" constituting "chattel paper" under the UCC, is the paper copy hereof bearing (i) the original or a copy of either your manual signature or an electronically applied indication of your intent to enter into this Agreement, and (ii) our original manual signature. If any provision of this Agreement is unenforceable, the other provisions herein shall remain in full force and effect to the fullest extent permitted by law. Any change must be in writing signed by each party.

OWNER ("WE", "US", "OUR")

THIS AGREEMENT IS NON-CANCELABLE FOR THE FULL AGREEMENT TERM. THIS AGREEMENT IS BINDING WHEN WE EXECUTE THIS AGREEMENT AND PAY FOR THE EQUIPMENT.

OWNER: **GreatAmerica Financial Services Corporation**

SIGNATURE:

DATE:

CUSTOMER: **(As Stated Above)**

SIGNATURE: **X**

DATE:

PRINT NAME & TITLE:

PRINT NAME & TITLE:

CERTIFICATE OF DELIVERY AND ACCEPTANCE

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

SIGNATURE: **X**

NAME AND TITLE:

DATE:

NON-APPROPRIATION ADDENDUM

This is an addendum ("Addendum") to and part of that certain agreement between GreatAmerica Financial Services Corporation ("we", "us", "our") and Neosho, City of DBA Neosho City Hall ("Governmental Entity", "you", "your"), which agreement is identified in our records as agreement number 1953121 ("Agreement"). All capitalized terms used in this Addendum which are not defined herein shall have the meanings given to such terms in the Agreement.

APPLICABLE TO GOVERNMENTAL ENTITIES ONLY

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

The undersigned, as a representative of the Governmental Entity, agrees that this Addendum is made a part of the Agreement.

GOVERNMENTAL ENTITY'S AUTHORIZED SIGNATURE

(As Stated Above)

X

SIGNATURE

PRINT NAME & TITLE

DATE

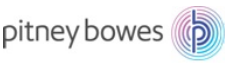
OUR SIGNATURE

GreatAmerica Financial Services Corporation

SIGNATURE

PRINT NAME & TITLE

DATE



NASPO ValuePoint FMV Lease Agreement (Option C)

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Agreement Number

Your Business Information

Full Legal Name of Lessee / DBA Name of Lessee	Tax ID # (FEIN/TIN)
CITY OF NEOSHO	446000230

Sold-To: Address

203 E MAIN ST, NEOSHO, MO, 64850-1812, US

Sold-To: Contact Name	Sold-To: Contact Phone #	Sold-To: Account #
Leslie Forest	417-451-8050	0011184232

Bill-To: Address

203 E MAIN ST, NEOSHO, MO, 64850-1812, US

Bill-To: Contact Name	Bill-To: Contact Phone #	Bill-To: Account #	Bill-To: Email
Leslie Forest	417-451-8050	0011184232	lforest@neoshomo.gov

Ship-To: Address

203 E MAIN ST, NEOSHO, MO, 64850-1812, US

Ship-To: Contact Name	Ship-To: Contact Phone #	Ship-To: Account #
Leslie Forest	417-451-8050	0011184232

PO #

.

Your Business Needs

Qty	Item	Business Solution Description
1	RELAY3500	Relay 3500
1	F381076	PB Kit, Relay 2500-4500
1	F790042-01	Power Cord
1	STDSLA	Standard SLA-Equipment Service Agreement (for Relay 3500)
1	TI35	Relay 3500 w/Install & Training

Your Payment Plan

Initial Term: 60 months	Initial Payment Amount:	
Number of Months	Monthly Amount	Billed Quarterly at*
12	\$ 224.41	\$ 673.23
48	\$ 322.51	\$ 967.53

- () Tax Exempt Certificate Attached
- () Tax Exempt Certificate Not Required
- () Purchase Power® transaction fees included
- () Purchase Power® transaction fees extra

**Does not include any applicable sales, use, or property taxes which will be billed separately.
If the equipment listed above is replacing your current meter, your current meter will be taken out of service once this lease commences.*

Your Signature Below

By signing below, you agree to be bound by your State's/Entity's/Cooperative's contract, which is available at <http://www.pb.com/states> and is incorporated by reference. The terms and conditions of this contract will govern this transaction and be binding on us after we have completed our credit and documentation approval process and have signed below. If software is included in the Order, additional terms apply which are either (i) included in your State's contract which is available at <http://www.pb.com/states> or (ii) available by clicking on the hyperlink for that software located at https://www.naspovaluepoint.org/search/?term=pitney+bowes&page_ref=contractors. Those additional terms are incorporated by reference.

NASPO VALUEPOINT CTR058808; CC221938006
State/Entity's Contract#

Lessee Signature

Print Name

Title

Date

Email Address

Pitney Bowes Signature

Print Name

Title

Date

Sales Information

Christopher Majchrzak	christopher.majchrzak@pb.com	
Account Rep Name	Email Address	PBGFS Acceptance



Mailing
Inserting

Relay® 2500, 3500, and 4500 Folder Inserters

The simple way to faster, more accurate mail





Sending customer communications like invoices, statements and notices is vital to your business.

However, the complicated process of preparing mail can cause delays and errors that lead to missed deadlines and unhappy customers. The Relay series folder inserters remove the complexity of assembling mail, so you get the right message to the right customer on time, every time.

Simple meets proven.

Relay folder inserters were designed with the needs of your entire team, regardless of expertise. Even if you're not technically inclined, you can be running mail with minimal effort. The large color touchscreen makes it easy to setup and select job settings. The powerful user experience is built around a tried and proven platform, giving you the confidence that your mail will be assembled quickly without interruption.



Simplicity

Designed to eliminate complexity for any level user.



Accuracy

Eliminate costly delays due to manual errors.



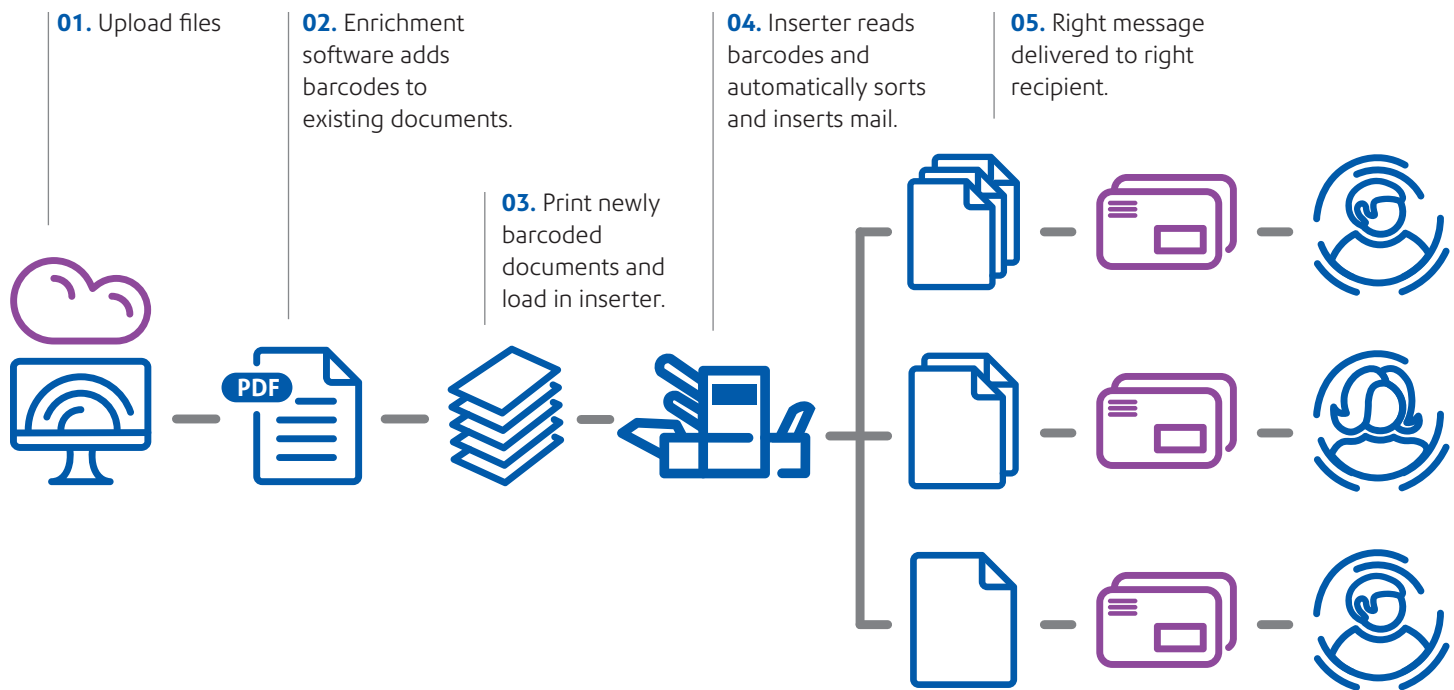
Productivity

Keep your mail process moving with fast, uninterrupted performance.

Increased speed with added security

The barcode reading technology of the Relay inserter accelerates the mailing process. Plus, it adds an extra layer of security to ensure the right documents are sent to the right person. The advanced camera reads instructions that are contained in the barcode to automate variable-page mail. That eliminates the need to manually sort documents by page count. Your mail will be processed with superior accuracy without sacrificing speed.

Pitney Bowes document enrichment software options make adding security simple. Our SaaS or on-premise software adds barcodes directly to your existing documents without the need to involve your IT department. You can take advantage of additional value by being able to correct address data, qualify your mail for postal discounts, enhance formatting, and even create and send digital versions of your documents.



The Relay folder inserters deliver simple, accurate, and reliable mail processing.

Sheet feeder: Each feeder can feed single or multiple page sets. Feeders can handle letter or legal size paper.

Mail piece integrity: Optional OMR or 2D camera provides intelligence to automatically sort and collates variable page documents.

Insert feeder: Dedicated feeder that automatically or selectively inserts pre-folded brochures, marketing inserts or reply envelopes



Envelope feeder: Handles various letter-sized envelopes including #10 and 6 x 9 1/2" envelopes.

User interface: Touchscreen makes it easy to set up and retrieve jobs. Start mailing in seconds.

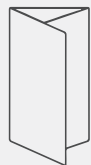
Output options

Optional vertical power stacker maintains print order and holds up to 500 finished envelopes.

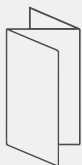
Standard drop stacker shown below.

Flexible paper handling

Choose the right fold type for your job. Folding options include C, Z, Single (half), and double-fold.



C-fold



Z-fold
(accordion fold)



Single fold
(half fold)



Double fold
(parallel)



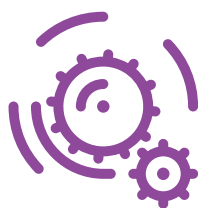
We'll help you choose the right features for your application.

		Relay 2500	Relay 3500	Relay 4500
Sheet feeder				
	Designed for lower volume applications requiring only a single document type to be folded and inserted.	✓	—	—
	Allows you to fold and insert two types of documents. Double your capacity by linking the feeders for total capacity of 650 total sheets.	—	✓	✓
		Relay 2500	Relay 3500	Relay 4500
Envelope feeder				
	100-envelope capacity tray can handle variety of letter envelope sizes.	✓	✓	—
	High capacity envelope feeder Increases capacity of up to 300 envelopes and improves ease-of-use.	—	—	✓

A user experience designed with you in mind.



Responsive
touchscreen



Automated
adjustments



Easy-to-follow
guides



Quick job
selection

Specifications for Relay® 2500, 3500, and 4500



System	Relay 2500	Relay 3500	Relay 4500
Cycle speed	2,500 per hour	3,000 per hour	3,500 per hour
Monthly capacity	Up to 10,000/month	Up to 20,000/month	Up to 42,500/month
Feeder Configuration	1 Sheet Fdr, 1 large insert fdr, outer envelop feeder	2 Sht Fdr, 1 large insert fdr, outer envelope fdr	2 Sheet fdr, large insert fdr, high capacity envelope fdr
Fold options	C, Z, Half (V), Double	C, Z, Half (V), Double	C, Z, Half (V), Double
Integrity Options	OMR, 2D (C Fold Only)	OMR, 2D (All Folds)	OMR, 2D (All Folds)
Sheet feeder capacity	325	325 each	325 each
Insert feeder capacity	300	300	300
Envelope feeder capacity	100	100	300
Programmable jobs	20	20	20

Physical specifications			
Tabletop dimensions	28" L x 21" W x 25" H (711mm x 533mm x 635mm)	28" L x 21" W x 25" H (711mm x 533mm x 635mm)	39" L x 21" W x 25" H (991mm x 533mm x 635mm)
Full installed dimensions	42" L x 21" W x 25" H (1067mm x 533mm x 635mm)	42" L x 21" W x 25" H (1067mm x 533mm x 635mm)	42" L x 21" W x 25" H (1067mm x 533mm x 635mm)
Weight	139 lbs / 63 kg	145 lbs / 66 kg	158lbs / 72 kg

*Based on 20lb / 75 gsm

United States

3001 Summer Street
Stamford, CT 06926-0700
800 327 8627

For more information,
visit us online: pitneybowes.com

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All other trademarks are the property of their respective owners.
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Pitney Bowes Customer Technical Support

Count on our team of certified technicians to help prevent problems and quickly resolve any issues. Flexible service options integrate maintenance, technical support and systems monitoring to support your business needs.

Standard SLA

Service Contracts provide access to factory-trained technicians with skills, experience, insight, and ability to advise or perform any necessary maintenance for your product.

Pitney Bowes is at the ready to provide the technical and operational expertise needed to help you get peak performance and optimal value from your Pitney Bowes solution.

We offer two service offerings for nearly every serialized piece of hardware from Pitney Bowes. A **Standard Service Level (SLA)** agreement is available in nearly every geographic location in North America, and we offer a **Performance Service Level Agreement** for select products and select geographic locations. Please contact your local Pitney Bowes Sales Representative for details on available Performance SLAs.

Clients with or without a service contract can resolve many common issues or technical questions by visiting our product support web page <https://www.pitneybowes.com/us/support.html>.

Remote Product Support

We have several methods to reach us for support. Please have your product model and serial number ready to help direct your inquiry to the correct team. The remote support agent can determine if your solution is covered by a service contract and provide a quote for support options if you do not currently have coverage. There is no limit on the number of contacts a client can make for support. All channels of support for North America are available in English and French-Canadian languages.

By Phone **Hardware Support: 844 256 6444** **Software & Intelligent Locker Support: 800 888 0286**



Our automated voice message system is live 24-hours a day. You can hear account balance information and recent account activity. You can also listen to easy instructions for finding answers to your questions on our Support site. *Remote support Representatives are available Monday through Friday between 8am and 8pm ET, excluding holidays.

Our goal is to answer the phone within 60 seconds.

By Chat



You can locate a link to open a chat session directly from the web support page for every product. Please have your model and serial number available so the chatbot or agent can locate your account information. PB's chatbot service can answer many product questions and is available 24 hours a day.

*Live chat may be available for select products Monday through Friday between 8am and 8pm ET, excluding holidays.

Our goal is to respond to a live chat request within 30 seconds.

Create a Case



The feature [Create a Case](#) allows you to make your own support requests. Submit questions about your account, billing, make a service request for technical support, or view your cases anytime.

Note: You must first [create a profile](#) to access case management online. Once you submit your case, you will receive a confirmation number, and a Pitney Bowes representative will be in contact within 60 seconds.

**Normal Business Hours for remote support are Monday through Friday between 8am and 8pm ET, excluding holidays.*

Onsite Field Support

Our remote support agents will make every effort to resolve technical issues via your preferred contact method.

When efforts exceed 60 minutes to resolve remotely, our support effort will generally result in the need to dispatch a service technician to a client location. Our goal is to meet the onsite response time for the level of offering and the coinciding zone based on the service contract.

Our SLA offering availability for field support from our certified technicians is zoned based. Details are outlined below:

	Standard SLA			Performance SLA 8 Hour / 4 hour
Zone	Metro	Urban	Rural	*Metro & Urban only
Onsite Response Time Goal	8 business hours	12 business hours	24 business hours	8 or 4 hours guaranteed

*In specific geographical areas only, postal code-based eligibility. Please contact your local Pitney Bowes Sales representative to determine your zone and available Performance SLA options.

For a client in Metro area, with a **Standard SLA** contract, we will strive to have a service technician onsite within 8 business hours from the point of dispatch. This is considered an escalation to the field service team for onsite support.

For a client in Urban area, with a **Standard SLA** contract, we will strive to have a service technician onsite within 12 business hours from the point of dispatch. This is considered an escalation to the field service team for onsite support.

For a client in Rural area, with a **Standard SLA** contract, we will strive to have a service technician onsite within 24 business hours from the point of dispatch. This is considered an escalation to the field service team for onsite support.

For a client in with a **Performance SLA** contract, we will have a service technician onsite within 4 or 8 business hours from the point of dispatch based on the contract. This is considered an escalation to the field service team for onsite support.

For clients with no service contract, we can provide a quote for the Time (Labor) and Materials (Parts) to send a technician; the service commitment is best effort. The Technical Support Agent will provide an estimated time.

Point of Dispatch is at the end of the initial contact with the Remote Product Support agent, when it is determined onsite support is required.

Service by Replacement

In some cases, we may opt to send a replacement unit to resolve the issue with your hardware solution.

The Technical Support Agent will inform you if the hardware will be serviced by replacement and provide further details to support you through the exchange process.

Additional Benefits of the Standard SLA

1. **SELF HELP.** 24/7 access to web self-help, user guides and product support articles.
 2. **REMOTE TECHNICAL SUPPORT.** PB provides all technical support via chat or phone ("Remote Support") unless otherwise specified. To receive Remote Support, you will be asked for your model and serial number and any error codes to expedite the process of validating the client and coverage entitlement. The support agent will view product and case history and begin the effort to understand the technical problem. It is advised that the caller can be near the machine to help provide feedback and perform test functions to narrow down the root cause. Our goal in remote support efforts is to have the client back in operation and possibly avoid additional down time waiting for an onsite technician.
 3. **ONSITE REPAIR (TRAVEL & LABOR).** Travel costs and labor are included when your products are covered under a Standard SLA contract, except for excluded circumstances. A certified technician will come to the installed location to further diagnose a technical issue with your solution. They carry the tools, test equipment and advanced product knowledge needed to get your solution operational. Our Field Service professionals will also consult and make recommendations on getting the highest value from your solution.
 4. **PARTS.** Our service technicians carry vehicle inventory for the most common OEM parts required to service your equipment. In some cases, due to the sensitivity of components in the (heat or cold) environment of a vehicle, or the rare failure rate of a component, certain parts are not carried. When a technician does not have the part in inventory, they will order from their mobile device for an expedited delivery and arrange a follow up repair visit to coincide with the part arrival.
- *Some wearable items are considered consumable, they can be ordered through our supplies web site, but they will not be included in the Standard or Performance SLA. The remote support agent and/or the field service technician can consult with you on managing supplies.
5. **PREVENTIVE MAINTENANCE.** With SLA coverage, you are entitled to up to two (2) preventative maintenance service calls per calendar year. Any preventative maintenance service calls beyond two (2) per calendar year are billed at the rate in effect at the time the preventative maintenance is delivered. PBI determines whether preventative maintenance is performed on-site or remotely. PBI will notify you when preventative maintenance is due or you can request preventative maintenance service by contacting our remote support teams. Note: Our on-site service technicians customarily inspect select hardware products during every service visit to ensure you have trouble free operation and minimal downtime. They will replace any worn parts during every service visit and provide an update of work performed as preventative maintenance.

Additional Benefits of the Performance SLA

The Performance SLA includes every feature of the Standard SLA with the addition of the guaranteed response time and one additional benefit.

1. **TWO-HOUR APPLICATION CONSULTATION.** One two-hour application consultation for your mailing and shipping needs is included with the solution order. Please contact your Sales Representative for more details and scheduling this session.

Software Maintenance Agreements

Pitney Bowes offers a world-class level of technical support to our clients, providing assistance in the resolution of technical issues with Pitney Bowes software products, ensuring that our clients have access to the most up to date versions available of their licensed software, and updates to data subscriptions.

[Clients can contact support through the same methods outlined for Standard and Performance SLAs.](#)

Software Maintenance Agreements (SMA) do not include professional services, custom development, new feature additions, hardware support, hardware parts or consumable supplies, equipment support, system back-ups, training, or other services, which, if purchased by you, will be set forth elsewhere in your license agreement or in a separate agreement with PB.

Two (2) levels of Software Maintenance Services (“SMA” or “Maintenance Services”) are available to clients, based on the client’s needs and elected at time of purchase. SMA Tier 1 is a basic offering and SMA Tier 2 offers an additional benefit of limited onsite support. A Premier Support Add-On Supplement option is available for purchase for on-premise software coverage options SMA Tier 1 and SMA Tier 2, plus also available for most on-demand solution. Additional detail is outlined below.

SMA Tier 1 Overview

As part of SMA Tier 1 Maintenance Services, PB will provide you with the following:

1. **SELF HELP.** 24/7 access to web self-help and user and product support articles.
2. **TECHNICAL SUPPORT.** PB provides all technical support over the phone and via the Internet (“Remote Support”) unless otherwise specified. To receive Remote Support you will be requested to provide access to your system or computer, and it is within your discretion to determine the level of access granted to PB to receive Remote Support, which you grant at your own risk. When logging an issue, it is required that you provide information in sufficient detail for PB to reproduce the problem. PB can also assist you in the diagnosis of your IT environmental or infrastructure issues for an additional fee.
3. **FIXES.** Corrections or changes to the Product to correct errors or otherwise make the Product materially conform to the applicable Product documentation (commonly referred to as “fixes” or “patches”).
4. **PRODUCT UPDATES.** PB will provide you with customer-installable updates, some that may be required to support industry compliance or continued use of the Products, as they become commercially available (“Updates”). Updates may include fixes or minor changes to the Product or additional carrier functionality or routine revisions to comply with carrier requirements. Updates may include changes to the Product documentation to reflect changes included in the applicable Update. You must be fully current with the installation of all Updates to be eligible to receive Maintenance Services. New features or functionality for the Product and non-routine or non-generally applicable revisions (“Upgrades”) may become available from time to time, for an additional fee. PB reserves the right not to add functionality or carrier services, even though they may be available from the carrier.
5. **DATA UPDATES.** If your Product includes data that is licensed separately as a subscription (“Data”), PB will distribute to you each Update to the Data as they are made available to PB by its third-party vendors, or with the frequency set forth in your license agreement or Order. If you require additional distribution of the Data or a Data Update, an additional service charge may apply.

SMA Tier 1 Overview (continued)

6. **RATE CHANGES.** If your Product requires carrier rate information supplied by PB, client-installable rate change replacements will be provided to you based on the carrier coverage selected in the Order. Rate change replacements include postal or carrier rate increases and decreases, zip code or zone changes and changes in service provided by carriers (e.g. required new report formats or geographical expansions) and, if elected on the Order, a single UPS custom rate change per calendar year. Rate changes do not include other custom rate changes, new classes of services offered by carriers, and new rates needed to establish a new home zip code because of a change in location.
7. **DELIVERY; IMPLEMENTATION.** All Updates, Upgrades, fixes, Data Updates and rate changes will be delivered electronically unless physical media options are provided at PB's discretion. All Updates, etc. are your responsibility to install and implement unless otherwise agreed to in writing by PB, which will incur fees at PB's then current rates.
8. **ON-SITE SUPPORT.** On-site support is **not** offered under SMA TIER 1 maintenance service. If you request on-site support, you will incur fees at PB's then-current rates at the time of the request.

SMA Tier 2 Overview (Available in US only)

SMA Tier 2 includes all the services provided in **SMA Tier 1**, and if the Remote Support team is unsuccessful at resolving the reported issue, on-site service and support will be provided at your location for no additional charge. If PB determines that support must be provided on-site, such support will be provided Monday through Friday, from 8 am to 5pm in your local time zone, excluding PB observed holidays. Average response time is within one (1) business day of PB determining that on-site support is required. Request for on-site support outside of these hours or without providing PB with access and opportunity to solve issues remotely may result in additional fees.

Premier Support Clients

Upon initial sign up for Premier Support, your assigned Account Manager will contact you at the phone number you provide with your Order, confirm future preferred method of contact, and discuss the following benefits.

You will be given a premier 4-digit PIN number to access the team of Premier Support Agents and Case Managers. This gives you direct access to Level 2 Support Desk Agents and Case Managers for product support issues.

When you use the premier PIN code, your call will be queued in front of all non-Premier calls and routed to the Level 2 Support Desk Agents. As a result, your call will be answered ahead of any other non-Premier callers.

To learn more detail on service contract offerings for most hardware, please visit the web link below.

What is covered under each Service Level Agreement option for hardware?

<https://www.pitneybowes.com/us/support/billing/what-is-covered-under-each-service-level-agreement-option.html>

To learn more detail on service contract offerings for software, please visit the web links below.

What is covered under our Software Maintenance Agreements for software?

<https://www.pitneybowes.com/us/license-terms-of-use/shipping-and-mailing-maintenance-services-terms.html>

Software Maintenance Agreements Cut Sheet

<https://www.pitneybowes.com/content/dam/pitneybowes/us/en/business-services/maintenance-support/pdf/17-ent-06244-pbgs-software-maintenance-agreement-cut-sheet-us-web.pdf>

Escalation Management

Pitney Bowes has a well-defined escalation process across the organization. The first point of escalation for a client should be a request to the call center agent handling their case. All call center agents are training to handle escalations in a timely and acceptable manner. If there is still no satisfactory outcome, the call will be referred to a call center manager. The call center management team is there to ensure escalations are addressed in an organized and transparent manner. Call center managers work closely with both the client and relevant departments to ensure issues and success criteria are clearly understood and that communications are clear and predictable. All parties are kept up to date with a clearly defined action plan to achieve success. In the most extreme cases, a call may be referred to the Office of the President, to ensure executive oversight through satisfactory resolution of the issue.

An outline of the coverage attributes associated to our service offerings is listed below.

A – Available at an additional charge * = at Pitney Bowes discretion	Hardware Products		Software Products		
	Standard SLA	Performance SLA	SMA Tier 1	SMA Tier 2	SMA Premier Support
Self Help: 24/7 access to web self-help and product support articles.	✓	✓	✓	✓	✓
Technical Support: Telephone and Remote, Mon – Fri 8AM – 8PM EST excluding holidays.	✓	✓	✓	✓	✓
On-Site Support*: Mon-Fri 8AM – 5PM Local time, excluding holidays.	✓	✓	A	✓	✓
Phone Support First In Line Routing					✓
24/7 Emergency Standby Phone Support Coverage	A	A	A	A	A
Next Business Day Onsite Support*	✓				
Guaranteed Response Onsite Support*		✓			
Expedited Overnight Parts Shipment	A	A	A	A	A
Parts and Labor	✓	✓			
Preventive Maintenance	✓	✓			
One 2 Hour Application Consultation	A	✓			
Assigned Account Support Manager					✓
Direct Access to Premier Support Technicians					✓
Prep for Move and Post Move Re-Install	A	A	A	A	A
Refresher Training	A	A	A	A	A

Follow Us



**AGREEMENT**

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

AGREEMENT NO.: **1953121**

CUSTOMER ("YOU" OR "YOUR")

FULL LEGAL NAME: **Neosho, City of DBA Neosho City Hall**

ADDRESS: **203 E Main St**

Neosho, MO 64850-1812

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

Whitaker Brothers Business

Rockville, MD

EQUIPMENT AND PAYMENT TERMS

TYPE, MAKE, MODEL NUMBER, SERIAL NUMBER, AND INCLUDED ACCESSORIES

☐ SEE ATTACHED SCHEDULE

Formax FD 6210 Basic 2 Folder Inserter

EQUIPMENT LOCATION: **As Stated Above**

TERM IN MONTHS: **60**

MONTHLY PAYMENT AMOUNT*: **\$335.68** (*PLUS TAX)

PURCHASE OPTION*: **Fair Market Value**

ADDITIONAL TERMS AND CONDITIONS

AGREEMENT. You want us to now pay your Vendor for the equipment and/or software referenced herein ("Equipment") and the amounts your Vendor included on the invoice to us for the Equipment for related installation, training, and/or implementation costs, and you unconditionally agree to pay us the amounts payable under the terms of this agreement ("Agreement") each period by the due date. This Agreement will begin on the date the Equipment is delivered to you or any later date we designate. We may charge you a one-time origination fee of \$125.00. If we do not receive by the due date, at the remittance address indicated on your invoice, any amount payable to us, you will pay a late charge equal to: 1) the greater of ten (10) cents for each dollar overdue or twenty-six dollars (\$26.00); or 2) the highest lawful charge, if less.

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

EQUIPMENT USE. You will keep the Equipment in good working order, use it for business purposes only, and not modify or move it from its initial location without our consent. You must resolve any dispute you may have concerning the Equipment with the manufacturer or Vendor. Payments under this Agreement may include amounts you owe your Vendor under a separate arrangement (for maintenance, service, supplies, etc.), which amounts may be invoiced by us on your Vendor's behalf for your convenience.

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

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

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

LAW/FORUM. This Agreement and any claim related to this Agreement will be governed by Iowa law. Any dispute will be adjudicated in a state or federal court located in Linn County, Iowa. You consent to personal jurisdiction and venue in such courts and waive transfer of venue. Each party waives any right to a jury trial.

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

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

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

END OF TERM. At the end of the term of this Agreement (or any renewal term) (the "End Date"), this Agreement will renew month to month unless a) we receive written notice from you, at least 60 days prior to the End Date, of your intent to return the Equipment, and b) you timely return the Equipment to the location designated by us, at your expense. If a Purchase Option is indicated above and you are not in default on the End Date, you may purchase the Equipment from us "AS IS" for the Purchase Option price. If the returned Equipment is not immediately available for use by another without need of repair, you will reimburse us for all repair costs. You cannot pay off this Agreement or return the Equipment prior to the End Date without our consent. If we consent, we may charge you, in addition to other amounts owed, an early termination fee equal to 5% of the amount we paid for the Equipment.

DEFAULT/REMEDIES. If a payment becomes 10+ days past due, or if you otherwise breach this Agreement, you will be in default, and we may require that you return the Equipment to us at your expense and pay us: 1) all past due amounts and 2) all remaining payments for the unexpired term, plus our booked residual, discounted at 3% per annum; and we may disable or repossess the Equipment and use all other legal remedies available to us. You agree to pay all costs and expenses (including reasonable attorney fees) we incur in any dispute with you related to this Agreement. You agree to pay us interest on all past due amounts at the rate of 1.5% per month, or at the highest rate allowed by applicable law, if less.

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

MISCELLANEOUS. This Agreement is the entire agreement between you and us relating to the Equipment and supersedes any prior representations or agreements, including any purchase orders. Amounts payable under this Agreement may include a profit to us. The parties agree that the original hereof for enforcement and perfection purposes, and the sole "record" constituting "chattel paper" under the UCC, is the paper copy hereof bearing (i) the original or a copy of either your manual signature or an electronically applied indication of your intent to enter into this Agreement, and (ii) our original manual signature. If any provision of this Agreement is unenforceable, the other provisions herein shall remain in full force and effect to the fullest extent permitted by law. Any change must be in writing signed by each party.

OWNER ("WE", "US", "OUR")

THIS AGREEMENT IS NON-CANCELABLE FOR THE FULL AGREEMENT TERM. THIS AGREEMENT IS BINDING WHEN WE EXECUTE THIS AGREEMENT AND PAY FOR THE EQUIPMENT.

OWNER: **GreatAmerica Financial Services Corporation**

SIGNATURE:

DATE:

CUSTOMER: **(As Stated Above)**

SIGNATURE: **X**

DATE:

PRINT NAME & TITLE:

PRINT NAME & TITLE:

CERTIFICATE OF DELIVERY AND ACCEPTANCE

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

SIGNATURE: **X**

NAME AND TITLE:

DATE:

NON-APPROPRIATION ADDENDUM

This is an addendum ("Addendum") to and part of that certain agreement between GreatAmerica Financial Services Corporation ("we", "us", "our") and Neosho, City of DBA Neosho City Hall ("Governmental Entity", "you", "your"), which agreement is identified in our records as agreement number 1953121 ("Agreement"). All capitalized terms used in this Addendum which are not defined herein shall have the meanings given to such terms in the Agreement.

APPLICABLE TO GOVERNMENTAL ENTITIES ONLY

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

The undersigned, as a representative of the Governmental Entity, agrees that this Addendum is made a part of the Agreement.

GOVERNMENTAL ENTITY'S AUTHORIZED SIGNATURE

(As Stated Above)

X

SIGNATURE

PRINT NAME & TITLE

DATE

OUR SIGNATURE

GreatAmerica Financial Services Corporation

SIGNATURE

PRINT NAME & TITLE

DATE

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Bill No. 2024-12: Dalbom Timber Management Airport Timber Contract

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. Bill No. 2024-12 Contract with Dalbom - Timber Management
 2. Dalbom Timber Management Contract
 3. 2024 Timber Harvest Area
-

PURPOSE:

The purpose of this item is to gain council's approval for the mayor to sign a contract with Dalbom Timber Management to evaluate timber located on airport property and market it for harvest and sale.

BACKGROUND:

The council has previously approved the staff to look into the sale of mature timber on the airport property. This agreement with Dalbom Timber Management (DTM) allows DTM to evaluate, mark and market for sale, mixed timber on the airport property.

RECOMMENDATION:

Staff recommend the council approve the agreement.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement for timber management services with Dalbom Timber Management, LLC, for the purpose of providing timber management services on certain property owned by the City of Neosho with contingent payment for services; and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement for timber management services with Dalbom Timber Management, LLC, for the purpose of providing timber management services on certain property owned by the City of Neosho with contingent payment for services of ten (10%) percent commission or an hourly rate if without commission, a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit “A,” be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho, Missouri, is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho.

Section 3. That this Ordinance shall be in full force and effect from and after its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of April, 2024, by a vote of _____.

CITY OF NEOSHO, CITY COUNCIL

Mayor

APPROVED:

ATTEST:

City Attorney

City Clerk

CITY SEAL

CITY OF NEOSHO, MISSOURI TIMBER MANAGEMENT AGREEMENT

This **AGREEMENT** is entered into this _____ day of _____, 2024 (“the Effective Date”), by and between the City of Neosho, Missouri (hereinafter “City”), and Dalbom Timber Management LLC, a Missouri Limited Liability Company (hereinafter “Contractor”), and with City and Contractor being referred to collectively as “the Parties.”

WHEREAS, City desires to engage an independent contractor for the purpose of providing timber management services for the harvesting of trees on certain real property owned by the City; and

WHEREAS, Contractor desires to be engaged as an independent contractor for the purpose of providing timber management services for the harvesting of trees on certain real property owned by the City; and

NOW, THEREFORE, in exchange for valuable consideration each received from the other, the receipt and sufficiency of which is hereby acknowledged, the Parties do hereby agree as follows:

1. Contractor’s Services. Contractor agrees to diligently perform in a professional and workmanlike manner the scope of services to include marking, scaling and marketing timber located on certain real property as described in the attached Exhibit “A”, Timber Harvest Area. Contractor will seek out buyers of the timber to be harvested and companies to perform harvesting of timber, pursuant to acceptance by the City.

2. Harvest Selection. City agrees to have Contractor scale, mark and market timber in the area shown on Exhibit “A”. Bids from prospective buyers and/or timber harvesters (“Buyer”) shall be submitted to the City and selected in accordance with City Code bid provisions. The City shall have final authority on timber to be harvested and reserves the right to refuse any and all bids. Payment for timber to be harvested will be made prior to harvest by the selected bidder.

3. Costs and Payment. City shall pay Contractor as set forth herein, which shall constitute full and complete compensation for Contractor's work. City will pay Contractor a contingent commission fee of ten (10%) percent of the total selected bid amount. If Contractor fails to provide a Buyer then no fee shall be paid by the City. If Buyer(s) are provided by Contractor, but City shall refuse to accept and approve bid of all Buyer(s) then Contractor shall be paid at the rate of \$25.00 per hour for all work, including travel to perform timber management services.

4. Independent Contractor. This Agreement does not create an employer-employee relationship between the parties. Contractor is an independent contractor and is not entitled to any benefits including health, dental, vision, disability, life, and unemployment insurance, worker’s compensation coverage, and LAGERS. Contractor is an independent contractor and not an employee for all purposes including the application of the Fair Labor Standards Act Minimum

Wage and Overtime Payments, Federal Insurance Contribution Act, Social Security Act, Federal Unemployment Tax Act, and the provisions of the Internal Revenue Code, Missouri Revenue and Taxation Laws, and Missouri's Worker Compensation Laws and Unemployment Insurance Laws.

5. Amendments. The covenants and obligations herein contained are the full and complete terms of this Agreement, and no alteration, amendments, or changes to such terms shall be binding unless first reduced to writing and executed with the same formality as this Agreement.

6. Assignment. This Agreement, including payment hereunder, shall not be sub-let, assigned, or otherwise disposed of, except with the prior written consent of the City.

7. Attorney's Fees and Expenses. If City files suit in order to enforce any term of this Agreement and is the prevailing party, Contractor shall be liable for City's reasonable attorney's fees and expenses. In no event shall City be liable for Contractor's reasonable attorney's fees and expenses.

8. Choice of Law and Venue. This Agreement has been made, and its validity, performance and effect shall be determined, in accordance with the laws of the State of Missouri and venue for litigation between the parties shall be solely and exclusively in Newton County, Missouri.

9. Compliance with Laws. Contractor shall observe and comply with all Federal, State, and local laws and ordinances that affect those employed or engaged by it on the project, or the material or equipment used, or the conduct of the work, and shall procure all necessary licenses, permits, and insurance.

10. Consequential Damages. In no event shall City be liable to Contractor for special, indirect, or consequential damages.

11. Contract Documents. The contract documents shall consist of the Agreement.

12. Entire Agreement. This Agreement (including any Exhibits) contains the entire understanding of the parties with respect to the subject matter hereof. It may not be altered or amended except by an agreement in writing signed by both parties.

13. Headings. The headings of paragraphs in this Agreement are for convenience only. The headings form no part of this Agreement and shall not affect its interpretation.

14. Indemnification. To the fullest extent permitted by law, Contractor agrees to defend with counsel selected by City, and indemnify and hold harmless City, its officers, engineers, representatives, agents, and employees from and against any and all liabilities, damages, losses, claims, or suits, including costs and attorneys' fees, for or on account of any kind of injury to person, bodily or otherwise, or death, or damage to or destruction of property, or any other circumstances, sustained by City or others, arising from breach or enforcement of this Agreement or out of services and operations negligently performed hereunder by Contractor, or claims relating thereto, and including but not limited to City's reliance on or use of the services or products

provided by Contractor under the terms of this agreement. Contractor shall not be liable for any loss or damage attributable solely to the negligence of City. To the extent required by law to enforce this provision, Contractor agrees that this indemnification requires Contractor to obtain insurance in amounts specified herein and that Contractor has had the opportunity to recover the costs of such insurance in the Payment set forth in this Agreement.

15. Insurance. Contractor shall secure and maintain at its own cost and expense, throughout the duration of this Agreement, insurance of such types and in such amounts as may be necessary to protect it and the interests of City against all hazards or risks of loss as hereunder specified or which may arise out of the performance of this Agreement. Such policies shall name City as an additional insured, with limits of liability not less than the sovereign immunity limits for Missouri public entities calculated by the Missouri Department of Insurance as of January 1 each calendar year and published annually in the Missouri Register pursuant to Section 537.610, RSMo. (See, <http://insurance.mo.gov/industry/sovimmunity.php>)

16. Representations. The signatories hereto represent and warrant that they have read this Agreement, that they are fully authorized in the capacities shown, that they understand the terms of this Agreement, and that they are executing the same voluntarily and solely for the consideration described herein.

17. Severability. If any of the provisions of this Agreement shall be construed to be invalid or illegal, the legality or validity of the other provisions of this Agreement shall not be effected thereby. Any illegal or invalid provision of this Agreement shall be severable and any other provisions shall remain in full force and effect.

18. Termination. City reserves the right to terminate this contract by giving at least five (5) days prior written notice to Contractor, without prejudice to any other rights or remedies of City, should Contractor be adjudged bankrupt, or if Contractor should make a general assignment for the benefit of its creditors, or if a receiver should be appointed for Contractor or for any of its property, or if Contractor should persistently or repeatedly fail or refuse to supply enough properly skilled workmen or proper material, or if Contractor should fail or refuse to make prompt payment to any person supplying labor or materials for the work under the contract, or persistently disregard instructions of City or fail to observe or perform any provisions of the contract. City or Contractor may terminate this Agreement, without cause, by giving thirty (30) days' written notice of the same.

19. Third-Party Beneficiaries. This Agreement shall not confer any rights or remedies upon any person other than the parties and their respective successors and permitted assigns.

20. Unauthorized Aliens. That pursuant to Missouri Revised Statute Sections 285.525 through 285.555, if this contract exceeds the amount of \$5,000.00 and Contractor is associated with a business entity, Contractor shall provide an acceptable notarized affidavit stating that the associated business entity is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services, and that said business entity does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. Additionally, Contractor must provide documentation for said

business entity evidencing current enrollment in a federal work authorization program.

21. Waiver. Waiver of any provision of this Agreement or breach of this Agreement shall not thereafter be deemed to be a consent by the waiving party to any further waiver, modification or breach by the other party, whether new or continuing, of the same or any other covenant, condition or provision of this Agreement. Failure by one of the parties to this Agreement to assert its rights for any breach of this Agreement shall not be deemed a waiver of such rights.

22. Warranty. In addition to any other warranties in this Agreement, specifically any manufacturer/dealer warranty on parts and labor, Contractor warrants that work performed under this Agreement conforms to the contract requirements and is free of any defect in equipment, material, or design furnished, or workmanship performed by the Contractor or any subcontractor or supplier at any tier. This warranty shall continue for a period of 1 year from the date of final acceptance of the work. Contractor shall remedy at Contractor's expense any failure to conform or any defect. In addition, Contractor shall remedy at Contractor's expense any damage to City's real or personal property, when that damage is the result of: (1) Contractor's failure to conform to contract requirements; or (2) any defect of equipment, material, workmanship, or design furnished by Contractor. Contractor shall restore any work damaged in fulfilling the terms and conditions of this clause. Contractor's warranty with respect to work repaired or replaced will run for 1 year from the date of repair or replacement. City will notify Contractor, in writing, within a reasonable time after the discovery of any failure, defect, or damage. If Contractor fails to remedy any failure, defect, or damage within a reasonable time after receipt of notice, City shall have the right to replace, repair, or otherwise remedy the failure, defect, or damage at Contractor's expense. With respect to all warranties, express or implied, from subcontractors, manufacturers, or suppliers for work performed and materials furnished under this contract, Contractor shall: (1) obtain all warranties that would be given in normal commercial practice; (2) require all warranties to be executed, in writing, for the benefit of City, as directed by City; and (3) enforce all warranties for the benefit of City. This warranty shall not limit City's rights with respect to latent defects, gross mistakes, or fraud.

IN WITNESS WHEREOF, the Parties have hereunto set their hands the date first above written.

CITY OF NEOSHO, MISSOURI

DALBOM TIMBER MANAGEMENT, LLC

Richard Davidson, Mayor

Clint Dalbom, Owner

ATTEST:

Cheyenne Wright, City Clerk

Neosho, MO



Legend

Neosho Streets

- <all other values>
- INTERSTATE
- U.S. HIGHWAY
- STATE HIGHWAY
- ALLEY
- CITY STREET
- NAMED COUNTY ROAD
- PLATTED/UNDEVELOPED
- UNNAMED
- VACATED STREET

1: 9,018



1,503.0 0 751.48 1,503.0 Feet



This map is a user generated static output from an Internet mapping site and is for reference only. Data layers that appear on this map may or may not be accurate, current, or otherwise reliable.

THIS MAP IS NOT TO BE USED FOR NAVIGATION

Notes

Timber Harvest Area

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Bill No. 2024-18: Crowder Reservoir Repairs

ORIGINATING DEPARTMENT: Public Works Department

ATTACHMENT:

1. Bill No. 2024-18 Contract with Utility Service Co. Inc. - USG - Camp Crowder Reservoir Repairs
 2. Crowder Reservoir Repair Contract
 3. Camp Crowder Reservoir-IR-2023
-

PURPOSE:

Approve the contract for USG.

BACKGROUND:

The city contracted with USG to engineer the intake structure for our underground water storage facility. This bid was accepted by council. However, during the last meeting we only presented one ordinance for approval. The entire scope of work involves cleaning the water storage tanks and rebuilding the intake structure.

RECOMMENDATION:

To approve the contract as submitted and authorize the Mayor to execute it.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement for repairs to the Camp Crowder Reservoir with Utility Service Co. Inc., d/b/a USG Water Solutions, a Foreign Corporation, for the purpose of providing repairs to the Camp Crowder Reservoir for the not to exceed price of Twenty Three Thousand One Hundred and Twelve and 00/100 Dollars (\$23,112.00); and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement for repairs to the Camp Crowder Reservoir with Utility Service Co. Inc., d/b/a USG Water Solutions, a Foreign Corporation, for the purpose of providing repairs to the Camp Crowder Reservoir for the not to exceed price of Twenty Three Thousand One Hundred and Twelve and 00/100 Dollars (\$23,112.00); a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit "A," be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho, Missouri, is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho.

Section 3. That this Ordinance shall be in full force and effect from and after its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney



Proposal from
UTILITY SERVICE CO., INC.

535 Gen. Courtney Hodges Blvd · P O Box 1350 · Perry, GA 31069
Toll-free: 855-526-4413 | Fax: 478-987-2991
usgwater.com

Date: **01/24/24**

Submitted by: **Tom Stechmann**

Local Phone: (314) 420-4912

SFID: **78846**

MP / CS Asset: ☐

Entity Proposal Submitted To ("Customer"): City of Neosho, Missouri			Phone Number: 417-451-8050		Fax Number:	
Street Address: 203 East Main Street			Description of Work to be Performed: Concrete Tank Services			
City: Neosho		State: MO	Zip Code: 64850	Asset Name: Camp Crowder Reservoir		
Accounts Payable Contact Name: Leslie Forest		Email: lforest@neosho.org		Job Site Address: 4380 Doniphan Drive		
Job Contact (Inspection Reports): Brian Pieper		Email: bpieper@alliancewater.com		County / Parish: Newton	Asset Size: 2 MG	
				Asset Style: Concrete/Reservoir		

Utility Service Co., Inc. agrees to provide all labor, equipment, and materials needed to complete the following:

Please see attached Exhibit(s), which are incorporated herein by reference:

1. Exhibit A – Scope of Work
2. Exhibit B – Terms and Conditions

Please sign and date this proposal and fax one copy to our office.

Twenty Three Thousand One Hundred and Twelve-----00 /100 Dollars \$ 23,112.00

Payment to be made as follows: **Payment Due in Full Upon Completion of Work – plus all applicable taxes**

Remittance Address: Utility Service Co., Inc., P O Box 207362, Dallas, TX 75320-7362

This Proposal, together with its Exhibit A – Scope of Work and Exhibit B - Terms and Conditions, and any additional exhibits that Utility Service Co., Inc. and the Customer agree to incorporate and attach to this Proposal (collectively, this "Proposal") constitutes the entire and exclusive agreement between Utility Service Co., Inc. (which for purposes herein shall collectively include its affiliate companies) and Customer (collectively, the "Parties"). This Proposal may be withdrawn by Utility Service Co., Inc. at any time prior to acceptance. Customer assents to the terms and conditions in Exhibit B and agrees that the terms and conditions in Exhibit B shall govern with respect to this Proposal and the services provided by Utility Service Co., Inc. No additional or conflicting terms or conditions included in any purchase order, hyperlink, acknowledgement or invoice of Customer not expressly incorporated into this Proposal shall be binding on the Parties or this Proposal.

Note: This proposal shall expire automatically
Ninety (90) days following the date of this Proposal.

Authorized
USCI Signature

Acceptance of Proposal The prices, scope of work, and terms and conditions of this Proposal are satisfactory and are hereby accepted. Payment will be made by Customer to Utility Service Co., Inc. as set forth herein.

Is Customer Exempt from Sales Tax? ☐ No ☐ Yes If Exempt, please provide Sales Tax Exemption Certificate.

Fiscal Year Beginning Month _____

Customer Signature _____

Date of Acceptance _____

Printed Name _____

FOR INTERNAL USE ONLY

SFID:

CN:

SO:

MP / CS PN:



Proposal from
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Exhibit A – Scope of Work

Concrete Tank Services

- 1. The existing brick access structure shall be removed.**
- 2. Furnish and install a designed and fabricated carbon steel structure protected with a high performance coating system.**
- 3. The access structure shall be equipped with a "Bilco" lockable/ secure access hatch.**
- 4. Four new vent screens shall be installed.**



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Exhibit A – Scope of Work Continued

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Notes / Exclusions

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Exhibit B – Terms and Conditions

A. GENERAL TERMS AND CONDITIONS

The Terms and Conditions (the "Terms") of this Proposal govern the sale of services (the "Services") by Utility Service Co., Inc. (which for purposes herein shall include its affiliates) to the Customer. All other terms, or variations to these Terms are excluded unless agreed explicitly in writing by a numbered amendment to this Proposal executed by Utility Service Co., Inc. and the Customer. Execution of the Proposal by the Customer, whether in writing, on the Internet, by electronic signature, or by e-mail transmission of a signed Proposal shall mean acceptance that these Terms are deemed incorporated into the Proposal and shall form the contract between the Customer and Utility Service Co., Inc. These Terms shall supersede all prior terms, understandings or Proposals between the Customer and Utility Service Co., Inc. If any part of the Terms should be found to be invalid or unenforceable by a court or other competent authority, then the remainder of the Terms shall not be affected. Any notice to be given with respect to these Terms by either of the Parties shall be in writing. Notices to the Customer shall be sent to the Customer's address on the Proposal, and any notices to Utility Service Co., Inc., including notice of warranty claims by the Customer, shall be sent to: Utility Service Co., Inc., ATTN: Customer Service Department, 535 General Courtney Hodges Boulevard, Post Office Box 1350, Perry, Georgia 31069.

This Proposal has been issued based on the information provided by the Customer and on information currently available to Utility Service Co., Inc. at the time of Proposal issuance. Any changes or discrepancies in site conditions, concealed conditions where the Services will be performed, changes in environmental, health, and safety regulations or conditions, changes in Customer's financial standing, Customer's requirements, or any other relevant change or discrepancy in the factual basis upon which this Proposal was created may lead to changes in the offering, including but not limited to, changes in pricing, warranties, quoted scope of work, and/or terms and conditions. Unless stated otherwise in the Proposal, performance and/or payment bonds are not included in the price. These bonds can be purchased on request but will be at an additional cost.

B. PRICES, PAYMENT TERMS, COMMITMENT OF CUSTOMER, CREDIT REPORTING AND TAXES

Prices, which are expressed in US Dollars, are only valid for the period stated in the Proposal. If not stated, the validity period is ninety (90) days. Unless otherwise stated in the Proposal, the full price shall be due and payable upon completion of the Services, which may or may not include the installation of Equipment. All of Utility Service Co., Inc.'s invoices are due and payable upon receipt. If any payment is not made by the Customer within sixty (60) calendar days following the date of the invoice, Utility Service Co., Inc. reserves the right to charge a late payment charge of one and one-half percent (1.5%) per month of the outstanding past due balance. Any failure by Customer to make timely payment of any obligation under this Proposal shall be deemed a breach. Customer agrees to reimburse Utility Service Co., Inc. for all charges, costs, expenses and attorney's fees incurred to enforce or collect the amounts due under this Proposal. In the event Customer has a valid dispute with any invoice or amount due, such dispute must be communicated in writing to Utility Service Co., Inc. within thirty (30) days of the invoice date, describing the amount, issue and the reason for any dispute. Any amounts not disputed within this time frame will be deemed to be valid. Utility Service Co., Inc. and Customer agree to work expeditiously to resolve any dispute. Customer agrees to notify Utility Service Co., Inc. within thirty (30) days of any change in Customer's name, address, or phone number. By executing this Proposal, Customer authorizes Utility Service Co., Inc. to periodically request your credit reports and bank and trade references. Upon your request, we will inform you of the name and address of the reporting agency from which we received such a report, if any. The price listed in the Proposal excludes all taxes unless specifically stated otherwise in the Proposal. The Customer is responsible for payment of all applicable taxes, however designated or incurred in connection with the transactions under this Proposal, and agrees to reimburse Utility Service Co., Inc. for any taxes paid on Customer's behalf.

C. DELIVERY OF SERVICES AND INSTALLATION OF EQUIPMENT

The provision of Services as contemplated herein might require the installation of certain equipment (the "Equipment") on the Customer's real property or on the improvements to the Customer's real property (e.g., water storage tank, etc.). All times and dates for the delivery of Services and/or installation of Equipment are approximate, but Utility Service Co., Inc. shall use its reasonable efforts to respect them. The Parties shall each make commercially reasonable efforts to schedule the Services after the date this Proposal is executed by the Customer. Utility Service Co., Inc. shall not be liable for any loss or damage resulting from late delivery of the Services or installation of Equipment.

D. ACCESS TO CUSTOMER'S FACILITY OR REAL PROPERTY

Customer hereby agrees to provide Utility Service Co., Inc. with reasonable access to its facility or real property to perform the Services. "Reasonable access" shall include passable roads for ingress and egress as well as sufficient usable ground space for Utility Service Co., Inc.'s equipment and materials needed to perform the Services. Unless otherwise provided in this Proposal, the price of this Proposal does not include the cost to lease additional real property so that Utility Service Co., Inc. will have sufficient usable ground space to stage its equipment and materials needed to perform the Services. Any such cost would be in addition to the price of the Proposal, and if needed, the Customer agrees to negotiate an amendment to this Proposal to modify the pricing in good faith.

E. RISK OF LOSS

Risk of loss or damage to the Equipment, if applicable to this Proposal, shall pass to the Customer upon delivery of the Equipment to the named place of destination.

F. TITLE TO EQUIPMENT

If the sale of Equipment is included in this Proposal, the title in the Equipment shall remain with Utility Service Co., Inc. until the price of the Proposal is paid in full. The Customer assents that Utility Service Co., Inc. may enter upon the Customer's real property and/or facility to repossess the Equipment if payment(s) are not received in full by their due date(s).

G. SCOPE OF WARRANTY

Subject to the limitations contained herein, Utility Service Co., Inc. represents that for a period of one (1) year from the earlier of: (i) the completion of the Services (to include the installation of the Equipment, if applicable to this Proposal) or (ii) the Customer's return to use of the asset that is the subject matter of this Proposal ("Warranty Period"), the Services and Equipment, if applicable, will be free from defects in materials and workmanship and will substantially conform to the specifications set forth in Exhibit A ("Warranty"). WITH THE EXCEPTION OF THE REPRESENTATION IN THE FOREGOING SENTENCE, UTILITY SERVICE CO., INC. MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES OF ANY KIND WITH RESPECT TO THE SUBJECT MATTER HEREOF AND ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE.

H. NOTIFICATION OF WARRANTY CLAIM

All claims filed under the Warranty provided in Section G shall be made in writing by the Customer within thirty (30) calendar days of identifying a defect. Customer shall provide the written notice of the claim to Utility Service Co., Inc. pursuant to Section A above, and the Customer shall provide the following information in the written notice: (i) a description of the defect giving rise to the claim; (ii) photographs showing the defect; and (iii) if the claim is related to Equipment, the serial number(s) of the Equipment which is (are) the subject of the claim.

I. EXCLUSIONS FROM WARRANTY

Occurrence of any of the following, as reasonably determined by Utility Service Co., Inc., will void the Warranty: (i) unauthorized alteration of any component(s) of the Services or the Equipment, if applicable, originally supplied by Utility Service Co., Inc., or (ii) intentional or negligent damage to Utility Service Co., Inc.'s work product or the Equipment, if applicable to this Proposal, caused by any other person or entity, including but not limited to, the Customer and its officers, employees, agents, contractors, and assigns.

J. VERIFICATION OF WARRANTY CLAIM

Utility Service Co., Inc. shall contact Customer following its receipt of notice of a claim under the Warranty. Utility Service Co., Inc. reserves the right to request additional information from the Customer or to conduct an on-site inspection of its work or the Equipment, if applicable to this Proposal, before accepting a claim. The Parties agree to cooperate and work in good faith to provide any additional information needed or to schedule an on-site visit by Utility Service Co., Inc.'s personnel to visibly inspect the work and the Equipment, if applicable. Furthermore, Utility Service Co., Inc. reserves the right to have a third party participate in the inspection of the work to verify whether the work or Equipment, if applicable, is defective under the terms of the Warranty.



Proposal from
UTILITY SERVICE CO., INC.
535 Gen. Courtney Hodges Blvd · P O Box 1350 · Perry, GA 31069
Toll-free: 855-526-4413 | Fax: 478-987-2991
usgwater.com

Exhibit B – Terms and Conditions (Continued)

K. SATISFACTION OF WARRANTY CLAIM

If Utility Service Co., Inc. verifies, in good faith, that a claim under the Warranty is valid and not subject to an exclusion pursuant to Section I above, Utility Service Co., Inc. agrees to repair or replace, without expense to the Customer, any workmanship, materials, and/or Equipment, if applicable, furnished hereunder that may prove defective within the Warranty Period. The Warranty provided in this Proposal shall be the sole and exclusive remedy of the Customer.

L. INDEMNIFICATION

Utility Service Co., Inc. shall indemnify and hold harmless Customer from all claims for physical damage to third party property or injury to persons, including death, to the extent caused by the negligence of Utility Service Co., Inc. or its officers, agents, employees, and/or assigns while engaged in activities under this Proposal. Customer shall likewise indemnify and hold harmless Utility Service Co., Inc. from all claims for physical damage to third party property or injury to persons, including death, to the extent caused by negligence of the Customer or its officers, agents, employees, and/or assigns. In the event such damage or injury is caused by joint or concurrent negligence of Utility Service Co., Inc. and Customer, the loss shall be borne by each Party in proportion to its negligence. For the purpose of this Section L, (i) "Third party" shall not include Customer or any subsequent owner of the property where the Services were performed or Equipment, if applicable, their subsidiaries, parents, affiliates, agents, successors or assigns including any operation or maintenance contractor, or their insurer; and (ii) no portion of the Equipment is "third party property".

M. FORCE MAJEURE

Utility Service Co., Inc. shall not be liable to the Customer for non-performance or delay in performance of any of its obligations under this Proposal due to: (i) acts of God (which include, but are not limited to, tropical storms, hurricanes, tornadoes, and earthquakes), (ii) failure of the Internet or another network, (iii) war, (iv) riot, (v) civil commotion, (vi) embargo, (vii) labor disputes, (viii) labor strikes, (ix) fire, (x) flood, (xi) theft, (xii) epidemic, (xiii) pandemic (including COVID-19), (xiv) delay in delivery of services, materials, or equipment by subcontractors, suppliers, or manufacturers, (xv) shortage of labor or materials, or (xvi) any other unforeseen event (whether or not similar in nature to those specified) outside the reasonable control of Utility Service Co., Inc.

N. LIMITATION OF LIABILITY

Neither the Customer nor Utility Service Co., Inc. shall be liable to the other for any economic (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings), special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of goodwill in any way whether such liability is based on tort, contract, negligence, strict liability, product liability or otherwise arising from or relating to this Proposal or resulting from the use or the inability to use the Services or Equipment, if applicable to this Proposal, or the performance or non-performance of the Services or Equipment, if applicable. It is the responsibility of the Customer to insure itself in this regard if it so desires. The liability limit of Utility Service Co., Inc. and its affiliate companies under this Proposal, whether based in contract, warranty, tort (including negligence), strict liability, product liability or otherwise shall not exceed the price that the Customer agrees to pay Utility Service Co., Inc. in this Proposal.

O. GOVERNING LAW AND DISPUTE RESOLUTION

This Proposal and these Terms shall be construed in accordance with the laws of the state of Georgia without regard to the conflict of law principle. In the event of a dispute concerning this Proposal, the complaining Party shall notify the other Party in writing thereof. Management level representatives of both Parties shall meet at an agreed location and attempt to resolve the dispute in good faith. Should the dispute not be resolved within sixty (60) days after such notice, the complaining Party shall seek remedies exclusively through arbitration. The seat of arbitration shall be the federal district court closest to the location where the Services were performed or are scheduled to be performed, and the rules of arbitration will be the Commercial Arbitration Rules of American Arbitration Association, which are incorporated herein by reference into this Section O.



Tom Stechmann
Utility Service Company Inc.
1701 Wynbrick Drive
Liberty, MO 64068
314-420-4912

Crowder Ground Reservoir Inspection Report

City of Neosho, Missouri

Prepared For:
City of Neosho

Prepared By:
Tom Stechmann
Water System Consultant

Date:
November 2023



General Information

INTRODUCTION

On November 7, 2023, Utility Service Co., Inc. conducted an ROV inspection of the Concrete Underground water storage tank. The purpose of the inspection was to determine the condition of the **coatings** and **structure**, and evaluate the tank for compliance with current **sanitation** guidelines, **safety & security** regulations and guidelines in accordance AWWA, OSHA, Missouri DNR, Environmental Protection Department, US EPA and US Dept of Homeland Security and related state and federal agencies.

In this report, you will find a description of the current condition of this tank along with photographs to support the recommendations.

TANK DETAILS

CAPACITY:	2 million Gallons	DESIGN:	Concrete Below Grade
INSPECTION DATE:	11-07-2023	INSPECTOR:	Bob Davis
CONSTRUCTION STYLE:	Concrete	CONSTRUCTION DATE:	N/A
BUILDER:	N/A	HEIGHT/ DIMENSION:	N/A
EXTERIOR COATING:	None	EXTERIOR LEAD/ CHROMIUM PRESENCE:	None
INTERIOR COATING:	None	INTERIOR LEAD/CHROMIUM PRESENCE:	None

Exterior Coating Conditions

Exterior:

This concrete tank is below grade and has no exposed exterior surfaces except for the access hatch. The access hatch exterior is brick.

RECOMMENDATIONS

None

Interior Conditions

ROOF AND AREA ABOVE HIGH WATER LEVEL

The tank interior does not contain an epoxy coating. The tank interior exhibits areas of very small cracks.

SIDEWALLS

The tank interior sidewalls do not contain an epoxy coating. The tank sidewalls appear to be in good condition.

FLOOR

The tank floor area is in good condition and does not contain an epoxy coating.

RECOMMENDATIONS

An option for long term structural and water quality integrity, the tank interior can be renovated to include repairing any cracks, preparing and coating the entire tank interior with an NSF certified Epoxy lining system.

- ***Safety, Sanitation, and Structural Conditions***

SAFETY

Ladders

The tank interior steps exhibit severe corrosion. **It is recommended to replace the interior steps.**

Secondary Access Hatch

There is no secondary access hatch on this tank.

SANITATION

Roof Hatch

The roof hatch does not comply with current OSHA standards and MO DNR guidelines which require that roof hatch be a minimum of 24 " diameter and be framed 4" to 6" above the surface of the roof at the opening and that it should be fitted with a solid watertight cover which overlaps the framed opening and extends down around the frame a minimum of two inches to prevent contaminated rainwater from entering the tank. The roof hatch cover exhibits severe corrosion. The brick roof access structure is in poor condition. **It is recommended to remove the entire roof hatch structure and replace it with a stainless steel structure equipped with a complaint locking roof hatch and roof vent.**

Roof Vent

MO DNR guidelines require that a tank have a vent, which is both freeze-proof and insect-proof, on the top of the tank to prevent contamination from birds, bats and insects. These guidelines also suggest the screen be protected from direct contact with the elements. This tank is equipped with louver vents built into the vertical roof access structure. **It is recommended to install a MODNR compliant roof vent.**

STRUCTURAL

The internal piping could not be properly inspected with an ROV.

The interior concrete columns appear to be in good condition.

SECURITY

This tank is equipped with a security fence and the access gate was locked at the time of our inspection.

SUMMARY AND RECOMMENDATIONS

SUMMARY

Overall, this concrete reservoir is in fair to good condition. The tank interior could potentially be lined with an NSF certified lining system. In addition to the interior conditions, modifications and/or upgrades are recommended to bring this tower into current standards. The safety and sanitary issues are the most important.

RECOMMENDATIONS

- It is highly recommended to replace the entire roof hatch structure and Install a MODNR compliant roof vent ASAP.



Photo #1



Photo #2



Photo #3



Photo #4



Photo #5

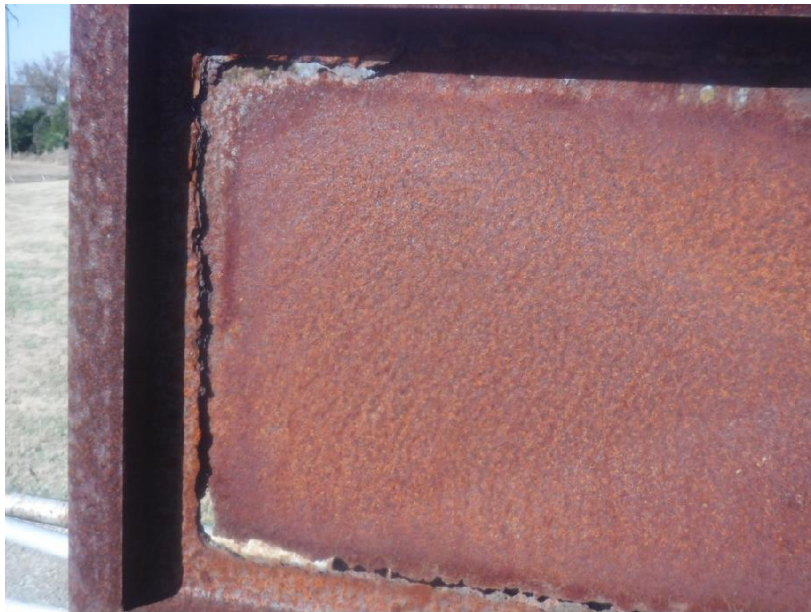


Photo #6



Photo #7



Photo #8



Photo #9



Photo #10



Photo #11



Photo #12



Photo #13



Photo #14



Photo #15

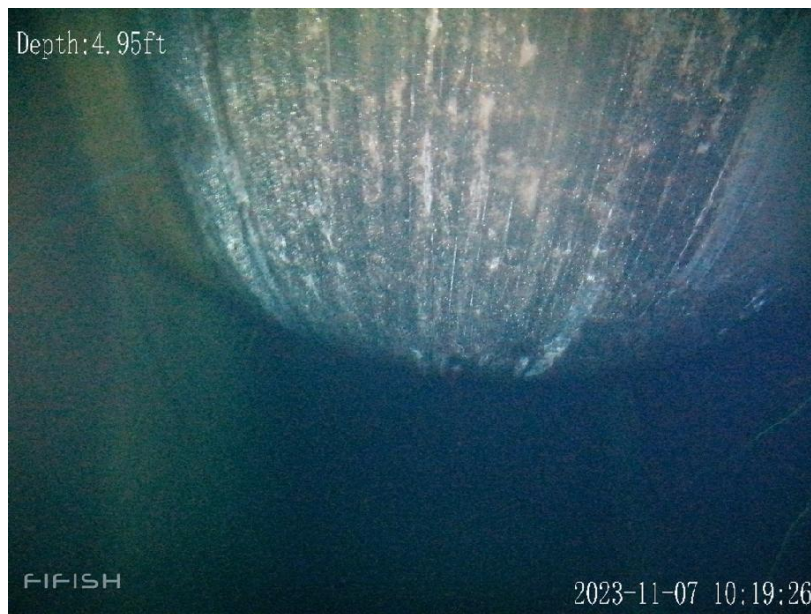


Photo #16



Photo #17



Photo #18



Photo #19



Photo #20



Photo #21



Photo #22



Photo #23



Photo #24



Photo #25



Photo #26



Photo #27



Tom Stechmann
Utility Service Company Inc.
1701 Wynbrick Drive
Liberty, MO 64068
314-420-4912

Crowder Ground Reservoir Inspection Report

City of Neosho, Missouri

Prepared For:
City of Neosho

Prepared By:
Tom Stechmann
Water System Consultant

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SUMMARY AND RECOMMENDATIONS

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RECOMMENDATIONS

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Photo #4



Photo #5

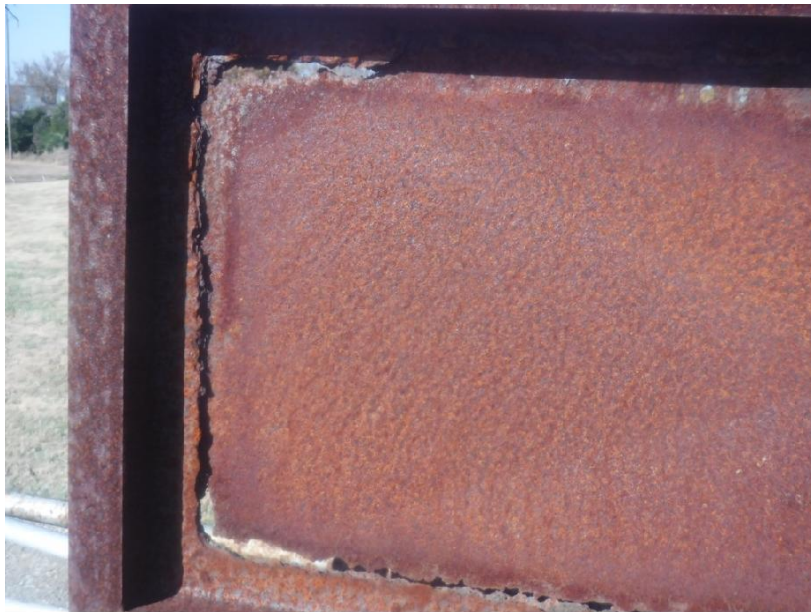


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Photo #9



Photo #10



Photo #11



Photo #12



Photo #13



Photo #14



Photo #15

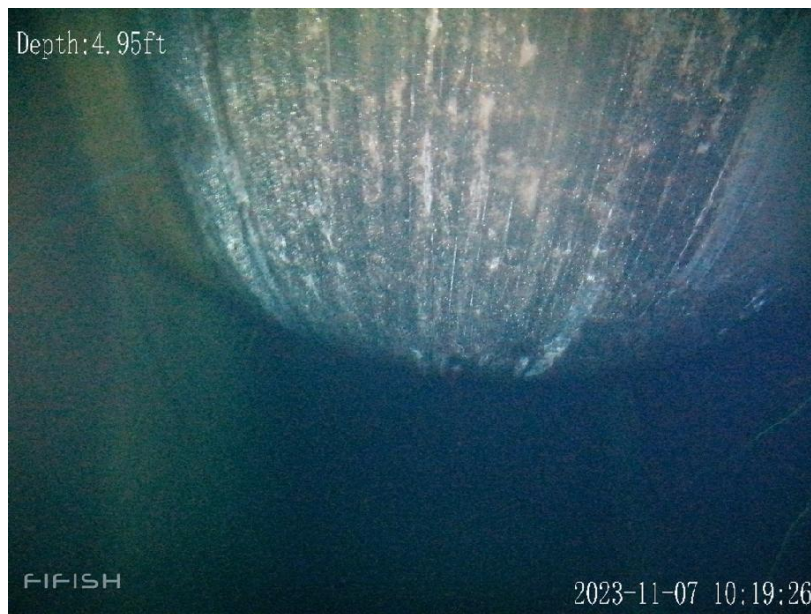


Photo #16



Photo #17



Photo #18



Photo #19



Photo #20



Photo #21



Photo #22



Photo #23



Photo #24



Photo #25



Photo #26



Photo #27

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Bill No. 2024-19 Skillpath Agreement - PDT

ORIGINATING DEPARTMENT: Finance Department

ATTACHMENT:

1. Bill No 2024-19 - Neosho - Agreement w SkillPath eLearning
 2. SkillPath SA_SOW Contract for City of Neosho_03082024
-

PURPOSE:

To provide annual on demand training for the five finance staff to assist in personal development and increase their skills.

BACKGROUND:

Skillpath offers a learning experience platform with over 1,400 on-demand, self-paced training assets. The courses range from webinars, articles and courses which can be assigned or of their choice. The agreement is from April 1, 2024 to March 31, 2025 and terminates at the end of the agreement.

The cost for 5 licenses is \$1,160.00.

RECOMMENDATION:

Staff recommends approving the Skillpath agreement and authorizing the Mayor to execute.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement with The Graceland College Center for Professional Development and Lifelong Learning, Inc. a Missouri corporation d/b/a SkillPath for the purpose of providing an annual subscription service for online eLearning; authorizing the Mayor to execute the same by and on behalf of the City of Neosho; and containing an emergency provision.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement by and between the City of Neosho, Missouri, and The Graceland College Center for Professional Development and Lifelong Learning, Inc. a Missouri corporation d/b/a SkillPath for the purpose of providing an annual subscription service for online eLearning, a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit “A,” be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho, Missouri.

Section 3. That this Ordinance shall become effective immediately upon its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

SkillPath Subscription Agreement

This **Subscription Agreement** (this "Agreement") is made and entered into on April 1, 2024, (the "Effective Date"), by and between The Graceland College Center for Professional Development and Lifelong Learning, Inc., a Missouri corporation d/b/a SkillPath ("SkillPath"), and City of Neosho, a Missouri municipal government ("Subscriber"). SkillPath and Subscriber are each a "Party" and collectively the "Parties."

- 1. Standard Terms and Conditions.** The Standard Terms and Conditions attached as Exhibit A and incorporated into this Agreement by this reference (the "Terms") shall apply to this Agreement and shall prevail in the event of a conflict between this Agreement (without the Terms) and the Terms. Defined terms used but not defined in this Agreement shall have the meaning set forth in the Terms.
- 2. Term.** Where applicable pursuant to the SOW (Exhibit B) issued hereunder, SkillPath grants Subscriber and its Affiliates a non-revocable, non-assignable and non-sublicensable license for Subscriber and its Users to use the Services, during the Term for the purpose of its and its Affiliate's corporate professional development training and education (but not for resale).
- 3. License of Service.** SkillPath develops, markets, and licenses a proprietary eLearning platform that provides online learning courses, accessible through the Internet and consisting of the components listed in Exhibit B, as modified, or enhanced during the Term (the "Service"). During the Term, SkillPath grants to Subscriber, through its Authorized Users as end users, a limited, personal, nonexclusive, nontransferable, nonassignable, revocable license to access and use the Service, by means of the Login, in compliance with this Agreement (the "License"). The License (a) includes the right to access and use future releases or versions of the Service that are made available to Subscriber by SkillPath during the Term and (b) is expressly limited to Subscriber and its Authorized Users. Unless SkillPath agrees in writing, each Authorized User's right of access to use the Service on Subscriber's behalf under this Agreement is limited to online access and use by means of the Internet. The Subscriber is solely responsible for any data conversion that may be required to use the Service. The License, and all rights of Subscriber to access and use the Service through its Authorized Users, shall terminate upon any termination of this Agreement.
- 4. Fees.** The subscription fee, as set forth in Exhibit B, for Subscriber's use of the Service (the "Subscription Fee") is payable via automatic draft withdrawal by Subscriber on a quarterly basis commencing on the Effective Date. SkillPath will invoice Subscriber for the Subscription Fee at least 15 days prior to the Initial Term and prior to the next quarter, and the invoiced amount shall be due in full and payable on the 1st day of the Initial Term and any subsequent quarter throughout the SOW Term. All prices are in United States Dollars and are subject to adjustment as provided in this Agreement. After the Initial Term of this Agreement, SkillPath may, on an annual basis and upon 30 days prior written notice, increase the Subscription Fee. All amounts paid to SkillPath are non-refundable except as otherwise specified in the Agreement.
- 5. Implementation.** Upon the commencement of the Term, SkillPath shall provide 2 weeks of implementation support for the Services, consisting of two 1-hour virtual implementation/onboarding calls with Subscriber's Designated Contacts, build of custom site for Subscriber, and a test drive check list of Subscriber to use while exploring the build.
- 6. Maintenance and Support.** SkillPath will provide maintenance and technical support for the Service by telephone or email during SkillPath Business Hours. Technical support provided for the Service by email will typically be answered within one (1) Business Day from SkillPath's receipt of an email from a Designated Contact.
- 7. Warranty and Disclaimer.** SkillPath's entire liability and the Subscriber's exclusive remedy under this Agreement shall be as set forth in this Section and the Terms.

- (a) SkillPath warrants that the Service will perform in substantial compliance with the

Documentation for the Term (the “Warranty Period”) and that SkillPath has all rights necessary to grant the License to Subscriber and its Authorized Users under this Agreement. Notwithstanding the foregoing, SkillPath does not warrant that (i) the functions contained in the Service or any information obtained through the Service will meet Subscriber’s or Authorized Users’ requirements or (ii) that the operation of the Service will be uninterrupted or error free or (iii) that the Service will operate in the combinations which Subscriber may select for use. Except as expressly set forth in this Section, the Service is provided to Subscriber strictly on an “as-is” basis.

(b) Subscriber’s exclusive remedy for the breach of the above warranty, during the Warranty Period, shall be for SkillPath to use commercially reasonable efforts to provide the Service in accordance with the terms of this Agreement. The foregoing warranty does not apply if the Service has been modified, the Subscriber has breached Section 3 of this Agreement, or the Subscriber has failed to pay all sums due to SkillPath.

8. Termination.

(a) Termination by SkillPath. SkillPath may terminate this Agreement, including the License and Subscriber’s subscription to the Service as follows:

(i) upon written notice to Subscriber, if Subscriber or any Authorized User breaches any provision of this Agreement other than Section 2, 3, or 15 of the Terms and Subscriber fails to cure such breach within 30 days after receipt of SkillPath’s written notice specifying the nature of the breach; or

(ii) immediately upon notice to Subscriber if (A) Subscriber or any Authorized User breaches Section 2, 3 or 15 of the Terms; or (B) Subscriber makes an assignment for the benefit of creditors; files a voluntary petition in bankruptcy or insolvency, permits involuntary institution of such proceedings against it, or commits any other act of bankruptcy; permits the appointment of a trustee or receiver of all or a substantial part of its assets; or is generally unable to meet its obligations when due.

(b) Termination by Subscriber. Subscriber may terminate this Agreement upon written notice to SkillPath if SkillPath breaches any provision of this Agreement and fails to cure such breach within 30 days after receipt of Subscriber’s written notice specifying the nature of the breach; provided, however, if the breach cannot be cured within 30 days, SkillPath will provide a plan to commence to cure the breach within 30 days and thereafter diligently and continuously pursue to cure the breach.

(c) Either party may terminate this Agreement for convenience and without cause at the conclusion of each 12-month period following the license start date stated in the current signed SOW by providing the other party with at least 60 days’ prior written notice. Termination of this Agreement shall not impact any signed SOWs then in effect, which shall continue in effect until completed or otherwise terminated under this Section and shall be governed by the terms of this Agreement while in effect.

9. Effect of Termination. A termination of this Agreement automatically terminates the License and Subscriber’s and its Authorized Users’ right to access and use the Service. The Subscriber’s obligation to pay all sums due to SkillPath up to and including the date of termination shall survive termination of this Agreement. Within 10 Business Days after termination of this Agreement for any reason, (i) Subscriber shall return to SkillPath the original and all copies of any Documentation previously delivered or disclosed to Subscriber by SkillPath, in whole or in part, in any form, and (ii) SkillPath shall return all Subscriber Data in a format reasonably able to be utilized by Subscriber, provided Subscriber has made full payment of all outstanding fees. Upon SkillPath’s request, Subscriber shall execute and deliver to SkillPath a written certification that Subscriber has complied with this Section and no longer retains any material relating to the Service or the associated Documentation. After the 10 Business Day period, SkillPath shall have the right, without notice to Subscriber, to destroy all or any part of the Subscriber Data in SkillPath’s possession.

IN WITNESS WHEREOF, each Party has caused its duly authorized representative to execute this Agreement as of the date first set forth above.

SKILLPATH:

THE GRACELAND COLLEGE CENTER FOR
PROFESSIONAL DEVELOPMENT AND LIFELONG
LEARNING, INC., a Missouri corporation d/b/a SkillPath

By: _____

Name: Peter Sirna

Title: VP, Sales

SUBSCRIBER:

CITY OF NEOSHO

By: _____

Name: Leslie Forest

Title: Finance Director

Exhibits

Exhibit A	Standard Terms and Conditions
Exhibit B	Statement of Work

EXHIBIT A
Standard Terms and Conditions

1. Definitions. For purposes of these Terms and the Agreement, the following terms, whether capitalized or not, and unless the context otherwise requires, shall have the meaning set forth below. Capitalized terms used but not defined in these Terms shall have the meaning set forth in the Agreement.

(a) “**SOW**” means the use of Solutions and/or services to be received by the Subscriber which will be described on individual Statement of Work and attached as Exhibit B hereto (which will be numerically ordered); along with any Change Orders or other amendments that may be made thereto, each of which must be mutually agreed to by the parties in writing. Each SOW is considered a part of this Agreement.

(b) “**Authorized User Data**” means any Information that is provided by an Authorized User or in connection with an Authorized User's account and retained by SkillPath during the Term, including, but not limited to, any Information transmitted to, loaded into or stored in, the Service or running on or through the Service.

(c) “**Business Day**” means any day other than Saturday, Sunday, or a legal holiday in the State of Kansas.

(d) “**Subscriber Data**” means all Information that is provided by Subscriber and retained by SkillPath during the Term, including, but not limited to, any Information transmitted to, loaded into or stored in, the Service or running on or through the Service.

(e) “**Documentation**” means the technical documentation, specifications, and any end-user instructions, including all updates and versions thereof, associated with the Service, whether in the form of electronic or printed materials, magnetic media, or machine-readable format.

(f) “**Electronic Media**” includes any system, medium, or combination thereof for the direct or indirect distribution, creation, storage or use of electronic products, services, or Information, whether now known or subsequently developed, including the Internet.

(g) “**Information**” includes all types and forms of information, and includes any record, data, text, image, sound, code, computer system, software, database, and other similar

representations of knowledge, including information created, generated, sent, communicated, received, or stored by electronic means or the use of any Electronic Media.

(h) “**Login**” refers to each Authorized User's user id, and password, for access to the Service, as in effect at the time.

(i) “**Person**” means any individual, corporation, partnership, limited liability company, firm, company, trust, estate, unincorporated organization, joint venture, group, association, governmental authority, or other entity having legal capacity.

(j) “**Terms of Use**” means all rules, policies, procedures, terms, conditions, and any End User License Agreement (“**EULA**”), relating to, access to, and use of, the Service, as SkillPath establishes from time to time and posts from time to time in the Documentation, within the Service, as in effect at the time. In the event of any conflict between the Terms of Use and the Agreement, the Agreement shall control.

(k) “**Usage and Performance Data**” means any Information derived from Subscriber Data, Authorized User Data and/or the use of the Services by Subscriber and its Authorized Users, including, but not limited to, performance and statistical Information derived from the Subscriber's and its Authorized Users' use of the Service which is collected, generated, and tracked by SkillPath in an aggregate and anonymized manner. Usage and Performance Data does not include any Subscriber Data or Authorized User Data from which it is derived.

2. License and Usage Restrictions.

(a) Authorized users are limited to the number of individuals, businesses or entities set forth in **Exhibit B** and who have been authorized by Subscriber to gain access to and use the Service as an end user in compliance with this Agreement (each an “**Authorized User**”). Each Authorized User shall be identified by a separate Login in the format SkillPath prescribes. If Subscriber or Authorized User suspects that a Login is not secure due to unauthorized access, disclosure or use, Subscriber and/or Authorized User shall promptly notify Subscriber's system administrator and obtain a new Login. By using the Login, each Authorized User shall be bound by this Agreement as an agent of Subscriber.

SkillPath reserves the right from time to time (i) to change an Authorized User's Login upon notice to Subscriber and/or Authorized User, and (ii) to revoke all Logins upon any termination of this Agreement or Subscriber's or any Authorized User's material breach or default of this Agreement. Subscriber represents and warrants that only Authorized Users, as end users, will access and use the Service. Subscriber may not sell, lease, furnish, display, publicly display or otherwise disclose or permit or provide access to the Service to any Person other than an Authorized User. No Authorized User acquires any independent rights under this Agreement and all rights of an Authorized User under this Agreement are derivative of the rights granted to Subscriber. Each Authorized User acts on behalf and for the account of Subscriber, and Subscriber shall be responsible for any wrongful acts and omissions by an Authorized User or any Person who gains access to the Service using a Login assigned to an Authorized User, including any breach or default of this Agreement.

(b) Subscriber, whether directly or through its Authorized Users as end users, if any, shall use the Service for lawful purposes only, solely for Subscriber's internal use in its business in compliance with the Agreement, in accordance with the Terms of Use and all applicable requirements of law, and Subscriber, and its and its Authorized Users, if any, shall not (i) use the Service as a service bureau, time share arrangement, application service provider or other arrangement to process data or other Information for others or to allow Persons to have access to or use the Service, or any functionality provided by the Service; (ii) copy, duplicate, share or use concurrently with another Person, the Service or any portion or component of the Service; (iii) attempt to access or obtain any record or data provided by any other users of the Service, or otherwise attempt to obtain unauthorized access to any portion or content of the Service or SkillPath's computer systems, (iv) disrupt or place unreasonable burdens or excessive loads on the Service; (v) remove any proprietary labels, notices or trademarks contained in or on the Service or Documentation; (vi) except as otherwise proscribed by law, Subscriber shall not translate, reverse engineer, decompile or disassemble the Service or any component thereof or otherwise reduce any object or machine language code to a human-perceivable form or otherwise attempt

to obtain or perceive the source code from which any software component of the Service is compiled or interpreted; (vii) modify the Service or create any derivative product from the Service or any component thereof; (viii) assign, transfer, convey, pledge as security or otherwise encumber, or sublicense, rent, lease, loan, commercially host, distribute or otherwise dispose of any right of Subscriber under the Agreement; or (ix) provide, disclose, divulge, display or make available to, or permit use of, the Service by Persons other than Subscriber's own employees and representatives, or Authorized Users, if any, without SkillPath's prior written consent. Subscriber and each of its Authorized Users shall agree to a EULA before gaining access to the Service.

3. Copyright. The Service, including any Documentation, is protected by copyright laws in the relevant jurisdictions worldwide (including, but not limited to, copyright laws of the United States). SkillPath authorizes Subscriber to make archival copies of the Service and the related Documentation only to the extent necessary to allow use within Subscriber operations for the sole purpose of protecting its investment from loss, provided Subscriber does not modify the Service, the related Documentation, or any portion thereof. Otherwise, Subscriber is strictly prohibited from making copies of any element of the Service or the related Documentation without SkillPath's written permission. Copyright, proprietary notices and SkillPath logos shall not be removed from any Documentation; such notices shall be retained or reproduced in their exact form on all permitted copies and versions, both in machine and human-readable language.

4. Ownership and Retention of Rights.

(a) Except for the limited rights granted by the License under the Agreement, neither Subscriber nor its Authorized Users shall acquire any right, title or interest in or to (a) the Service, the related Documentation or the Usage and Performance Data, (b) any Information comprising the Service, the related Documentation, or any Usage and Performance Data, or (c) any intellectual or industrial property rights arising under or in connection with the Service, the related Documentation, or any Usage and Performance Data. Any access or use of the Service that is not expressly granted by the Agreement is prohibited. The Service, the related Documentation, the Usage and Performance Data, and the content and other

Information available through the Service, and all copyright, marks, designs, layouts, patents, proprietary information, and all other intellectual and industrial property rights subsisting therein or relating thereto are the sole and absolute property of SkillPath and/or its suppliers and is protected by patent, copyright and other intellectual and industrial property rights. If Subscriber obtains any rights in the Service, it shall assign all such rights to SkillPath, including executing all documents or filings necessary to achieve such assignment. The Agreement does not grant to or create in Subscriber any intellectual or industrial property or proprietary rights in the Service, the Documentation, the Usage and Performance Data, or any Information comprising or available on the Service. All rights not expressly granted to Subscriber (and its Authorized Users, if any) by the Agreement are reserved to SkillPath, including, without limitation, the exclusive right to make copies, prepare derivative works, sell and distribute copies, and perform and display the work publicly. Subscriber (and its Authorized Users, if any) shall have no right to copy, modify, enhance (or improve) or create variances or derivative works of the Service, the related Documentation, any Usage and Performance Data, or any component, object or element of the Service or the related Documentation, and Subscriber's use (and that of its Authorized Users, if any) of the Service, related Documentation, and any Usage and Performance Data is limited solely to access and use for Subscriber's internal use in its business in strict compliance with the Agreement. Subscriber shall promptly and in good faith take all action reasonably necessary, advisable, or requested by SkillPath to assure compliance with this Section 4 by all employees, agents, representatives, and Authorized Users of Subscriber. Notwithstanding anything to the contrary in this Agreement, Subscriber acknowledges that SkillPath shall be entitled to collect, compile, and make unrestricted use of all Usage and Performance Data. Subscriber agrees that SkillPath may make unrestricted use of the Usage and Performance Data, including but not limited to the sale and distribution by SkillPath of such data, provided that such data does not identify Subscriber, any Authorized User, or their Confidential Information and that SkillPath continues to abide by all United States data privacy laws and regulations in the use of such data.

(b) All Subscriber Data is and shall remain Subscriber property. Subscriber grants to SkillPath a royalty-free, Term-limited license to use and reproduce Subscriber Data only in connection with providing the Services and License and only for the benefit of Subscriber and its Authorized Users. This limited license shall terminate upon any termination or expiration of this Agreement.

5. Taxes. Subscriber shall pay all sales, use, excise, goods and services, value-added, custom duty, or similar tax or assessment ("Taxes") that may be imposed by any governmental authority anywhere in the world on the fees and charges to be paid by Subscriber to SkillPath under the Agreement, whether for SkillPath's provision of services, any right or license SkillPath grants, or otherwise, exclusive of taxes based on SkillPath's net income. If any charges under the Agreement are exempt from sales or use tax liability, Subscriber shall provide to SkillPath, upon execution of the Agreement, evidence of tax exemption acceptable to SkillPath and the relevant taxing authority.

6. Late Payments. Any charges for which SkillPath has not received payment within fifteen (15) days after the due date shown on the invoice shall accrue interest and be payable from the date of the invoice on the unpaid balance at the rate of eighteen percent (18%) per annum or, if less, the maximum contract rate of interest permitted by applicable law. Subscriber shall pay all reasonable costs and expenses SkillPath incurs in collecting any amounts payable by Subscriber under the Agreement, including reasonable attorneys' fees and costs.

7. Communications Access. Subscriber (and each Authorized User, if any) is responsible for obtaining and maintaining all Internet or other communications access, computer hardware and other equipment, Electronic Media, and web browsing software, needed for Subscriber's (and each Authorized User's) access to and use of the Service, as applicable. Subscriber is responsible for any charges and fees it (or its Authorized Users, if any) incur to access the Service, including any fee or charge imposed by a telephone company, Internet service provider or other third-party provider of any communication or Electronic Media. Such fees include, but are not limited to, fees charged for short message service messaging (also known as "texting" or "SMS" messaging), and fees

charged for messaging over SMTP, TCP/IP and similar messaging. Subscriber assumes full and complete responsibility for the payment of any Taxes that may be imposed by any governmental authority on Subscriber or any Authorized User or in connection with Subscriber's or any Authorized User's access or use of the Service or the Internet, other communications methods, or Electronic Media.

8. Maintenance and Support.

(a) Pre-Condition. When providing support and maintenance under the Agreement, such support and maintenance shall be provided only if all payments from Subscriber to SkillPath under the Agreement are current at the time the support is requested and if Subscriber is not in breach of the Agreement.

(b) Designated Contacts. Subscriber will provide in writing to SkillPath a list of no more than three (3) Subscriber employees that will be designated as support contacts (the "Designated Contacts"). Only these three (3) Designated Contacts may contact SkillPath with support issues. All other Subscriber personnel will direct their support issues through Designated Contacts. Under no circumstances will SkillPath be obligated to communicate directly with any other of Subscriber's Authorized Users, employees, distributors, representatives, or customers, either one-on-one or through conference calls.

(c) Technical Support. SkillPath is not responsible for providing technical support or training to Subscriber on software or hardware systems from third-party companies. Technical support is limited to unmodified, warranted Service.

(d) Subscriber Responsibilities. Subscriber is responsible for all support costs resulting from system changes or customizations Subscriber makes. Subscriber is also responsible for all expenses relating to standard or customized interfaces between the Service and existing and future Subscriber business systems, and all costs of providing appropriate hardware, operating system software, licenses, and expenses related to Subscriber's systems and interfaces.

9. Service Availability. SkillPath will use commercially reasonable efforts to (a) make the Service available to Subscriber twenty-four (24) hours per day, seven (7) days each week, subject, however, to downtime for periodic maintenance, Service modifications and

enhancements, and causes beyond the commercially reasonable control of SkillPath and (b) provide notice to Subscriber of any maintenance downtime at least six (6) hours prior to such downtime. Subscriber understands that the Service may be interrupted due to natural disaster, atmospheric conditions, Internet unavailability or network congestion, interruption or failure of communications links, equipment malfunction, hostile network or computer attack by hackers or cyber terrorists, denial of service attacks, Trojan or virus attacks, and other causes beyond the control of SkillPath. SkillPath shall have the right to restrict or interrupt the Service without notice to Subscriber to maintain or improve the Service or to prevent fraud, a violation of law, or other business reasons. SkillPath will use commercially reasonable efforts to minimize any disruption, inaccessibility and/or inoperability of the Service due to any circumstance that is commercially reasonably within SkillPath's control.

10. Warranty Disclaimer. EXCEPT AS SET FORTH IN SECTION 9 OF THE AGREEMENT, SKILLPATH MAKES NO OTHER WARRANTIES OF ANY KIND (AND DISCLAIMS ALL IMPLIED WARRANTIES), INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, SUITABILITY, ACCURACY, SATISFACTORY QUALITY, PROFITABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICE, RELATED DOCUMENTATION, TECHNICAL INFORMATION AND TECHNICAL SUPPORT AND MAINTENANCE SKILLPATH PROVIDES UNDER THE APPLICABLE AGREEMENT. FURTHERMORE, SKILLPATH DOES NOT WARRANT THAT THE SERVICE WILL COMPLY WITH ANY APPLICABLE LAWS (INCLUDING BUT NOT LIMITED TO U.S. FEDERAL, STATE, OR LOCAL LAWS AND/OR REGULATIONS, OR THOSE OF OTHER JURISDICTIONS WORLDWIDE).

11. Limitation of Remedies. SkillPath's entire liability and Subscriber's exclusive remedy under the Agreement shall be as set forth in Section 7(b) of the Agreement and this Section 11.

(a) SkillPath's entire liability for damages, losses, and expenses related to any cause whatsoever, and regardless of the form of action, shall be limited in the aggregate to the lesser of: (i) Subscriber's actual direct damages,

or (ii) the amount Subscriber pays to SkillPath under the Agreement during the immediately preceding twelve (12) month period for the specific Service element or service that caused the damage or that is the subject matter of, or is directly related to, the cause of action up to the date of termination; provided however that this limitation is not applicable to claims regarding patent, copyright, trade secret, proprietary rights and other intellectual property rights infringement.

(b) In no event shall SkillPath, its officers, agents and employees be liable under or in connection with the Agreement under any theory of tort, contract, strict liability or other legal or equitable theory for lost profits, special, incidental, punitive, indirect or consequential damages. In no event shall SkillPath's aggregate liability under the Agreement exceed the amount of the fees paid to SkillPath under the Agreement.

12. Subscriber Responsible for Use.

Subscriber is responsible for all use of the Service, including all use of the Service by an Authorized User or Persons who gain access using a Login assigned to an Authorized User. Subscriber will ensure that all use of the Service complies with the Agreement and all applicable requirements of law and regulatory authority. All use of the Service, whether authorized by Subscriber, shall constitute Subscriber's use for purposes of the Agreement. Subscriber shall be responsible for and assumes all liability associated with any Information uploaded, posted, transmitted, or otherwise made available to the Service by any Subscriber Authorized Employee, employee, or other Person. Except for access and use by Subscriber (or Authorized Users as end users) for Subscriber's internal use in its business, Subscriber may not assign or otherwise transfer Subscriber's License, Subscription, or other rights under the Agreement to any other Person without SkillPath's prior written consent.

13. Indemnification by SkillPath.

(a) SkillPath shall indemnify, defend and hold harmless Subscriber and its officers, directors, employees, agents, licensors, independent contractors, successors and assigns ("Affiliates") from and against all loss, injury, damage, and expense, and claims of whatsoever nature, including reasonable attorneys' fees and costs ("Claims") that Subscriber incurs that arises out of any claim or demand that all or any portion of

the Service, when used by Subscriber in accordance with the Agreement, infringes a United States patent, copyright, proprietary right, or other intellectual property right of a third party (other than an affiliate of Subscriber) existing as of the Effective Date, provided that Subscriber, as a condition of such indemnification and defense, provides: (i) prompt written notice to SkillPath of such claim by the most expeditious reasonable means, immediately upon learning of the claim or demand, and whether or not litigation or other proceeding has been filed or served, (ii) all necessary information SkillPath reasonably requests, (iii) reasonable assistance and cooperation to SkillPath, and (iv) sole authority to SkillPath to defend or settle the claim, in litigation or otherwise, as SkillPath determines necessary. Notwithstanding the foregoing, Subscriber retains the right to participate in any action brought against Subscriber solely at its own expense.

(b) If any such action is brought, or in SkillPath's opinion is likely to be brought, then SkillPath may at its election: (i) obtain for Subscriber the right to continue using the Service or any part of the Service for which infringement is alleged or proven (the "Affected Element"); or (ii) replace or modify the Affected Element such that it becomes non-infringing and performs with substantially the same functionality as the original Affected Element being replaced.

(c) SkillPath shall have no obligation under this Section 13 if: (i) the alleged infringement or violation is based upon the use of the Service in combination with other software not furnished by SkillPath, or (ii) if such claim arises from SkillPath's compliance with Subscriber's designs, specifications, or instructions, or from Subscriber's modification or Subscriber use of the Service in violation of the Agreement. SkillPath will have no duty to investigate or to inform Subscriber of any possible infringement that occurs due to SkillPath's compliance with Subscriber's requests, unless and only to the extent SkillPath has actual knowledge of such possibility.

(d) This Section 13 shall be Subscriber's sole remedy regarding alleged or proven infringement of patent, copyright, proprietary right, or other intellectual property right, and SkillPath shall have no liability for alleged infringement of patents, copyrights, proprietary

rights, or other intellectual property rights except as expressly provided in this Section 13.

14. Indemnification by Subscriber.

Subscriber shall indemnify, defend, and hold harmless SkillPath and its Affiliates from and against all Claims that SkillPath incurs that arises out of, relates to or is in any manner connected with Subscriber's (or any Authorized User's) (i) breach of the Agreement, (ii) negligence or willful misconduct of Subscriber, its employees, subcontractors, or any Authorized User, or (iii) any alleged or actual infringement of applicable law or intellectual property right, arising out of any of the Customer Data, including, in all cases, any claims by a third party. Notwithstanding the foregoing, SkillPath retains the right to participate in any action brought against SkillPath solely at its own expense and discretion.

15. Confidentiality.

(a) SkillPath acknowledges that Information it receives regarding Subscriber's business, including but not limited to financial information, customer information, marketing information, compensation program information, and product information, constitutes Subscriber's confidential, proprietary information, to the extent such information is: (i) not public knowledge, (ii) otherwise known by SkillPath before Subscriber's disclosure, or (iii) received by any third party other than a Subscriber agent.

(b) Subscriber and each Authorized User, by accessing the Service, acknowledges and agrees that the Service and Documentation contains valuable proprietary Information, trade secrets, know-how and confidential information that is the exclusive property of SkillPath and/or its suppliers that is protected by trade secret, patent, copyright or other intellectual, industrial, or other property rights. During the Term of the Agreement, and at all times after the expiration or earlier termination of the Agreement, Subscriber and each Authorized User, by accessing the Service, shall maintain the confidentiality of this Information, and shall not disclose or otherwise make available Information relating to the Service, including Documentation, financial information, customer information, marketing information, compensation program information, and product information, flow charts, logic diagrams, displays, menu screens, storyboarding, graphical elements, design, organization, presentation, layout, user interface, navigation, trade dress, other visual

components and objects of the Service, or stylistic conventions, including the digital implementation, and interaction of these elements, components and objects to any Person who is not an Authorized.

(c) SkillPath and Subscriber agree, during the Term of the Agreement and after the expiration or earlier termination of the Agreement, to (and to cause their directors, officers, employees and agents to) refrain from using, distributing, transferring possession of, or otherwise disclosing or making available (i) the terms and existence of this Agreement and (ii) the confidential Information of the other Party to any person without such other Party's prior written consent; provided, however, that either SkillPath or Subscriber may disclose the confidential Information of the other Party to its attorneys and/or consultants who have a need to know the confidential Information and who agree in writing to be bound to an obligation of confidentiality identical in all material respects to those obligations contained in the Agreement. Subscriber shall ensure that each Authorized User is bound by this Section 15.

(d) Neither Party shall make any oral or written statement or perform any act indicating that the other Party endorses or approves, or has endorsed or approved, such Party or its work products.

16. Internet Transmissions. Subscriber understands that transmission of Information (including communications by e-mail) over the Internet or other publicly accessible networks is not secure, and is subject to possible loss, interception or alteration while in transit. SkillPath does not assume (and disclaims all) any liability or obligation for any loss, damage, expense or injury that Subscriber may incur as a result of any transmissions over the Internet or other publicly accessible networks in connection with Subscriber's access or use of the Service, including but not limited to loss, damage, expense, or injury caused or contributed to by viruses, hackers, Trojan horses and the like.

17. Dispute Resolution.

(a) Internal Dispute Resolution Process. Notwithstanding anything to the contrary in Section 17(b), before commencing any legal action against a Party in court, the Parties shall attempt to settle any dispute or issue between them relating to the Agreement ("Dispute") through good faith negotiations as set forth in

this Section. A Party shall give the other Party written notice setting forth a description of the Dispute ("Dispute Notice"). Within five (5) Business Days of receipt of a Dispute Notice, designated senior management representatives of the Parties shall meet, as mutually agreed between the Parties, and shall use good faith efforts to seek to resolve the Dispute amicably during or within fifteen (15) Business Days under a written settlement agreement or amendment to the Agreement. If such representatives are unable to resolve the Dispute within such period, the Parties' respective Chief Operating Officer or another designated person with comparable authority shall meet, as mutually agreed between the Parties, to discuss the Dispute and shall act in good faith to resolve the Dispute. Any Dispute between the Parties arising under the Agreement that is not resolved under a written agreement or amendment within thirty (30) Business Days after receipt of the Dispute Notice may be resolved by any means. Any meeting under Section 17(a) may be in person, via telephone, or other means as mutually agreed to by the Parties.

(b) Arbitration. In the event of a dispute between the Parties with respect to a Party's performance of or obligations under this Agreement, any Party may elect to have the dispute determined by binding arbitration; however, arbitration will not be compelled by either Party in instances where an injunction is sought as provided in Section 17(c). Such a proceeding shall be commenced by filing with the American Arbitration Association ("AAA") at such location as the Parties agree, a Demand for Arbitration, to initiate the arbitration process for the aggrieved Party, a copy of such Demand being given to the other Party. If such a demand for arbitration is made by either Party, the Parties agree to execute a submission agreement, providing for arbitration of the dispute. Arbitration will be available only in the event indispensable parties submit to such proceedings. The Parties shall agree on a single arbitrator from the panel of Arbitrators provided by the AAA. If they are unable to agree, AAA will provide a list of three available panel members and each Party may strike one. The remaining panel member will serve as the arbitrator. Unless otherwise agreed in the arbitration agreement, this arbitration shall be conducted consistent with and under the terms of the Commercial Arbitration Rules of the AAA. Judgment on the arbitration award may be entered in any court having jurisdiction. The

Parties hereby waive all defenses as to personal jurisdiction and venue from attachment, execution, and jurisdiction in any proceeding to confirm or enforce the award. Each Party shall bear its own costs of the arbitration with the balance of the costs of the arbitration to be paid pursuant to the award of the arbitrator.

(c) Injunctive Relief/Judgments. Each Party acknowledges that the other Party would suffer irreparable damage in the event of a breach of Sections 2, 3 and 15 of these Terms and that monetary damages or other legal remedies would not be an adequate remedy for such breach and shall be entitled to specific performance of such provisions and further injunctive relief to prevent or restrain such breaches or such threatened breaches of this Agreement,

(d) Continued Performance. The Parties shall continue, without interruption, to honor its ongoing obligations, if any, under the Agreement, including but not limited to the grant of access to the Platform, provision of Services and Deliverables, and payment of amounts that are required to be paid, for the duration of any on-going Dispute. The Parties shall use good faith efforts and due diligence to expedite the final resolution of any Dispute.

18. General.

(a) Notices. Any notice required or permitted to be made or given to either Party must be in writing, and will be deemed sufficiently made or given three (3) days after the date of mailing if sent certified mail with signature required, or one (1) day after the date of sending if sent by overnight delivery service with signature required, to such Party at its address set forth below, or such other address as it shall designate by written notice to the other Party: if to Subscriber, to the address set forth below the signature block below; if to SkillPath, to The Graceland College Center for Professional Development and Lifelong Learning, Inc. d/b/a/ SkillPath, Attention: _____, 6900 Squibb Road, Mission, Kansas 66202 USA. Either Party may provide for a different address to provide notice by providing notice in writing to the other Party.

(b) Binding Effect and Assignment. The Agreement will be binding on the Parties and their respective successors and assigns. Neither Party may assign the Agreement without the prior written consent of the other Party;

provided, however, that a Party may assign this Agreement without the other Party's consent (i) to an affiliate or (ii) in connection with any merger, sale of stock, or sale of all or substantially all of the Party's assets, or other similar or related transaction.

(c) Waiver. The failure of either Party to exercise any of its rights or to enforce any of the provisions of the Agreement on any occasion shall not be a waiver of such right or provision, nor affect the right of such Party thereafter to enforce each provision of the Agreement.

(d) Force Majeure. SkillPath shall not be in breach of the Agreement or be liable to Subscriber or any other person or entity for any delay in or failure of performance under the Agreement that directly or indirectly results from any acts of God, fire, flood, explosion, war, action of governmental authority; or other causes beyond SkillPath's reasonable control, and the time for SkillPath's performance under the Agreement shall be extended for a period equal to the commercially reasonable period of delay resulting from any such cause.

(e) Severability. If any provision of this Agreement is held to be invalid, illegal, or unenforceable under any applicable statute or rule of law, then that provision shall be reformed to the maximum extent permitted to preserve the Parties' original intent; following which, such provision shall be severed from the Agreement and all other terms and provisions of the Agreement will remain in full force and effect.

(f) Relationship of Parties. SkillPath and Subscriber are independent contractors. Neither Party is an agent, employee, partner, or representative of the other and neither Party has the power and authority to act on behalf of or bind the other Party.

(g) No Third-Party Beneficiaries. Nothing contained in the Agreement shall be construed to grant or confer on any Person other than SkillPath, and Subscriber, and their respective successors and permitted assigns, any rights or privileges under the Agreement, and no Person is intended to be a third-party beneficiary of any provision of the Agreement.

(h) Headings. The headings in the Agreement are for purposes of reference only and shall not limit or affect any of the terms thereof.

(i) Counterparts. The Agreement may be executed in counterparts, each of which shall be

deemed an original, but all of which shall constitute one and same agreement. Electronic signatures shall be deemed to be original and effective to bind the Party whose authorized representative signs below.

(j) Entire Agreement and Modification. This Agreement, including the Terms and Exhibits, constitute the entire Agreement between the Parties and supersedes all prior or contemporaneous negotiations, commitments, statements, and writings related to the subject matter of this Agreement. In the event of any conflict between this Agreement and any other written agreement between the Parties, this Agreement will expressly control unless such other Agreement expressly states otherwise.

(k) Exhibits. All Exhibits referenced in these Terms are incorporated into the Agreement by this reference.

(l) Choice of Law and Venue. The Parties acknowledge that the Agreement shall be construed and enforced in accordance with the laws of the State of Kansas. The Parties further agree that any litigation brought arising out of this contract will be brought in federal or state courts in the State of Kansas and not in any other state, county, or country. In the event of any litigation arising out of this contract then the prevailing Party shall be entitled to reasonable attorney fees and costs, including those on appeal.

(m) Waiver of Jury Trial. EACH PARTY, AS A CONDITION OF ITS RIGHT TO ENFORCE OR DEFEND ANY RIGHT UNDER OR IN CONNECTION WITH THE APPLICABLE AGREEMENT, WAIVES ANY RIGHT TO A TRIAL BY JURY IN ANY ACTION TO ENFORCE OR DEFEND ANY RIGHT UNDER OR IN CONNECTION WITH THE APPLICABLE AGREEMENT AND AGREES THAT ANY ACTION SHALL BE TRIED BEFORE A COURT AND NOT BEFORE A JURY.

(n) Survival. Sections 1, 3, 4, and 7 through 9 of the Agreement and these Terms shall survive the termination or expiration of the Agreement.

EXHIBIT B
Statement of Work # 001

This Statement of Work No. 001 (the “SOW”) dated April 1, 2024 (“Effective Date”) is between The Graceland College Center for Professional Development and Lifelong Learning Inc., a Missouri corporation d/b/a SkillPath (“SkillPath”) and City of Neosho, Missouri (“Subscriber”) and once executed, shall become part of and incorporated into the Subscription Agreement between SkillPath and Subscriber dated April 1, 2024 (the “Agreement”). Capitalized terms used but not otherwise defined in this SOW shall have the meanings assigned to them in the Agreement.

1. **Scope of Services.** The Subscriber agrees to purchase, and SkillPath shall perform, the following Services and any other Services as may be requested from time to time via Change Order (defined below), in accordance with the terms and conditions of the Agreement and this SOW. If the Subscriber wishes to propose any change (addition or deviation) which impacts the Statement of Work, the Subscriber must submit to SkillPath a written request for changes.
2. **Term.** Subject to the parties’ termination rights in the Agreement, the initial term of this SOW commences on the Effective Date and will continue until March 31, 2025.
3. **Fees**
 - a. **Service Fees.** The Subscriber will pay SkillPath for the Services as set forth in this SOW. All Service Fees are subject to applicable sales tax unless proof of tax exemption is provided.

LICENSE SCOPE

License Start Date	April 1, 2024
# of Subscription Months	12 months , beginning from the License Start Date and ending at midnight on March 31, 2025.
# of Licenses	5
License Limitation	Up to 5 License. During each contract year of this SOW, the number of individual persons registered with a License can be equal to or below the License Limitation. If the Licenses exceed the limit, then Subscriber will be subject to additional charges.

LICENSE SOLUTIONS

LXP Full On Demand Bundle	SkillPath Learning Experience Platform (LXP) provides Subscriber access to the SkillPath online learning management system where the Subscriber Users will access the full on-demand course library to complete self-paced professional development training.
LXP Branded Client Site	SkillPath will apply Subscriber’s corporate branding guidelines to customize the LXP site.
LXP functionality	The platform provides Subscriber a learning management system. Subscribers who elect Off-Platform will be granted Administrator only access. Subscribers who elect On-Platform will be granted Administrator and Employee access. LXP functionality will vary based on the Subscriber selected Solution. LXP functions include but are not limited to browsing the library, selecting courses, setting assignments, delivering learning campaigns, messaging employees, tracking completions, badging, generating reports, Bulk Loading and SCORM exporting.

TECHNICAL REQUIREMENTS & HOSTING

Hosting / Learner Management System	Subscriber has selected On-Platform and to be hosted by SkillPath .
LXP Training & Support	SkillPath will deliver support and maintenance as stated in the Subscription Agreement Sections 5 and 6, as well as the Standard Terms and Conditions Sections 8 and 9.
End User Technical Specification	LXP is a cloud-based solution and can be accessed with any device using a current/supported browser. Support: SCORM Export 1.2 and 2004 (v4) player packages

ANNUAL LICENSE FEE

Platform and Content License Fee	\$1,160.00
Discount History	Platform and Content License Fee: LXP Full was reduced from \$1,275 per year to \$1,160 per year.
Invoicing	License fees will be invoiced at the start of the contract year with the first invoice issued on the License Start Date. Payment is due in full upon receipt of invoice.

PAYMENT CONTACTS

Subscriber Invoicing	Invoicing Contacts: Leslie Forest (lforest@neoshomo.gov 417-451-8050 x106) Invoicing Address: City of Neosho 203 E Main Street Neosho, MO 64850
SkillPath Invoicing	Accounts Receivable SkillPath 6900 Squibb Rd. Mission, KS 66202 800-873-7545

IN WITNESS WHEREOF, the parties have caused their duly authorized representatives to execute this Agreement as of the Effective Date.

**THE GRACELAND COLLEGE CENTER FOR PROFESSIONAL
DEVELOPMENT AND LIFELONG LEARNING INC., D/B/A SKILLPATH**

By: _____

Name: Peter Sirna
Title: VP, Sales

CITY OF NEOSHO, MISSOURI

By: _____

Name: Richard Davidson
Title: Mayor

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Bill No. 2024-20: KPM ARPA Examination Engagement Letter

ORIGINATING DEPARTMENT: Finance Department

ATTACHMENT:

1. Bill No. 2024-20 Neosho - KPM Audit Engagement Single Audit Yr 2023
 2. City of Neosho ARPA Examination Engagement
-

PURPOSE:

To request approval of the City's ARPA examination engagement letter with KPM.

BACKGROUND:

On September 5, 2023, the City Council awarded the bid for the City's annual auditing services to KPM. The engagement letter is to be renewed and approved on an annual basis as the need arises for single audits/examinations. This engagement letter is for the APRA examination for the City's fiscal year ending September 30, 2023.

RECOMMENDATION:

Staff recommends the City Council approve the engagement letter and authorize the Mayor to execute.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement with KPM CPAs, PC, a Missouri Professional Corporation, for the purpose of providing accounting services for audit of the fiscal year ended September 30, 2023, specifically ARPA funds, for the not to exceed price of Three Thousand and 00/100 Dollars (\$3,000.00); and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement by and between the City of Neosho, Missouri, and KPM CPAs, PC, a Missouri Professional Corporation, for the purpose of providing accounting services for audit of the fiscal year ended September 30, 2023, specifically ARPA funds, for the not to exceed price of Three Thousand and 00/100 Dollars (\$3,000.00), a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit “A,” be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho, Missouri, is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho.

Section 3. That this ordinance shall be in full force and effect from and after its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek Snyder, City Attorney



January 10, 2024

Honorable Mayor, City Council and Management
City of Neosho
203 East Main Street
Neosho, Missouri 65785

We are pleased to confirm our understanding of the services we are to provide for City of Neosho, Missouri.

We will examine that the City of Neosho, Missouri, has complied with the compliance requirements “activities allowed or unallowed” and “allowable cost/cost principles” (the specified requirements) as described in Part IV “Requirements for an Alternative Compliance Examination Engagement for Recipients that Would Otherwise be Required to Undergo a Single Audit or Program-Specific Audit as a Result of Receiving Coronavirus State and Local Fiscal Recovery Funds” of the CSLFRF section of the 2023 OMB Compliance Supplement, including Addendum 1 and Addendum 2 (referred to herein as “Requirements for an Alternative CSLFRF Compliance Examination Engagement”) for the year ended September 30, 2023. The objectives of our examination is to express an opinion on whether management complied with the specific requirements.

Our examination will be conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Accordingly, it will include examining, on a test basis, your records and other procedures to obtain evidence necessary to enable us to express our opinion . We will issue a written report upon completion of our examination. Our report will be addressed to the City Council of the City of Neosho, Missouri. We cannot provide assurance that an unmodified opinion will be expressed. Circumstances may arise in which it is necessary for us to modify our opinion. If our opinion is other than unmodified, we will discuss the reasons with you in advance. If, for any reason, we are unable to complete the examination or are unable to form or have not formed an opinion, we may decline to express an opinion or may withdraw from this engagement.

Because of the inherent limitations of an examination engagement, together with the inherent limitations of internal control, an unavoidable risk exists that some material misstatements may not be detected, even though the examination is properly planned and performed in accordance with the attestation standards.

Our report will state that this report is intended solely for the information and use City Council, City management, the federal government and is not intended to be and should not be used by anyone other than these specified parties.

www.kpmcpa.com

1445 E. Republic Road, Springfield, MO 65804 | 417-882-4300 | fax 417-882-4343
500 W. Main Street, Suite 200 Branson, MO 65616 | 417-334-2987 | fax 417-336-3403

We will plan and perform the examination to obtain reasonable assurance about whether the City is in compliance with the specified requirements. Our engagement will not include a detailed inspection of every transaction and cannot be relied on to disclose all material errors, or known and suspected fraud or noncompliance with laws or regulations, or internal control deficiencies, that may exist. However, we will inform you of any known and suspected fraud and noncompliance with laws or regulations, internal control deficiencies identified during the engagement, and uncorrected misstatements that come to our attention unless clearly trivial.

We understand that you will provide us with the basic information required for our examination and that you are responsible for the accuracy and completeness of that information. We may advise you about appropriate criteria or assist in the development of the subject matter, but the responsibility for the subject matter remains with you.

You are responsible for selecting the criteria and determining that such criteria are appropriate for your purposes. You are responsible for, and agree to provide us with, written assertions about whether the City has complied with requirements “activities allowed or unallowed” and “allowable cost/cost principles” (the specified requirements) as described in Part IV “Requirements for an Alternative Compliance Examination Engagement for Recipients That Would Otherwise be Required to Undergo a Single Audit or Program-Specific Audit as a Result of Receiving Coronavirus State and Local Fiscal Recovery Funds” of the CSLFRF section of the 2023 OMB Compliance Supplement, including Addendum 1 and Addendum 2 (referred to herein as “Requirements for an Alternative CSLFRF Compliance Examination Engagement”) for the year ended September 30, 2023. Failure to provide such an assertion will result in our withdrawal from the engagement. You are also responsible for providing us with (1) access to all information of which you are aware that is relevant to the measurement, evaluation, or disclosure of the subject matter; (2) additional information that we may request for the purpose of the examination; and (3) unrestricted access to persons within the entity from whom we determine it necessary to obtain evidence.

At the conclusion of the engagement, you agree to provide us with certain written representations in the form of a representation letter.

We may, from time to time, and depending on the circumstances, use third-party service providers in serving your account. We may share confidential information about you with these service providers, but we remain committed to maintaining the confidentiality and security of your information. Accordingly, we maintain internal policies, procedures, and safeguards to protect the confidentiality of your personal information. In addition, we will secure confidentiality agreements with all service providers to maintain the confidentiality of your information, and we will take reasonable precautions to determine that they have appropriate procedures in place to prevent the unauthorized release of your confidential information to others. In the event that we are unable to secure an appropriate confidentiality agreement, you will be asked to provide your consent prior to the sharing of your confidential information with the third-party service provider. Furthermore, we will remain responsible for the work provided by any such third-party service providers.

Matt Wallace is the engagement partner and is responsible for supervising the engagement and signing the report or authorizing another individual to sign it.

We expect to begin our examination in January 2024. Our fee for these services is \$3,000. The fee estimate is based on anticipated cooperation from your personnel and the assumption that unexpected circumstances will not be encountered during the examination. If significant additional time is necessary, we will discuss it with you and arrive at a new fee estimate before we incur the additional costs. Our invoices for these fees will be rendered each month as work progresses and are payable on presentation.

We appreciate the opportunity to be of service to you and believe this letter accurately summarizes the significant terms of our engagement. If you have any questions, please let us know. If you agree with the terms of our engagement as described in this letter, please sign the enclosed copy and return it to us.

Sincerely,

KPM CPAs, PC

KPM CPAs, PC

Response

This letter correctly sets forth the understanding of City of Neosho, Missouri.

Management Signature: _____

Title: _____

Date: _____

Report on the Firm's System of Quality Control

May 14, 2021

To the Members of KPM, CPA's, PC and the Peer Review
Committee of the Missouri Society of CPA's

We have reviewed the system of quality control for the accounting and auditing practice of KPM, CPA's, PC (the firm) in effect for the year ended November 30, 2020. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and the procedures performed in a System Review as described in the Standards may be found at <http://www.aicpa.org/prsummary>. The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

Firm's Responsibility

The firm is responsible for designing a system of quality control and complying with it to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. The firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported in conformity with professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

Peer Reviewer's Responsibility

Our responsibility is to express an opinion on the design of the system of quality control and the firm's compliance therewith based on our review.

Required Selections and Considerations

Engagements selected for review included engagements performed under Government Audit Standards, including compliance audits under the Single Audit Act, audits of employee benefit plans and an audit performed under FDICIA.

As a part of our peer review, we considered reviews by regulatory entities as communicated by the firm, if applicable, in determining the nature and extent of our procedures.

Opinion

In our opinion, the system of quality control for the accounting and auditing practice of KPM, CPA's, PC in effect for the year ended November 30, 2020, has been suitably designed and complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of pass, pass with deficiency(ies), or fail. KPM, CPA's, PC has received a peer review rating of pass.



ANDERS MINKLER HUBER & HELM LLP
Certified Public Accountants

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Bill No. 2024-21: CDC Contract Personnel Information Update

ORIGINATING DEPARTMENT: Police Department

ATTACHMENT:

1. Bill No. 2024-21 Newton County RE dispatch services 2024
 2. CENTRAL DISPATCH CENTER CONTRACT
-

PURPOSE:

Updated 2024 Central Dispatch contract. Updated personnel information.

BACKGROUND:

2024 updated contract with Newton County Central dispatch. Includes updated personnel information.

RECOMMENDATION:

Staff recommends the mayor be allowed to sign the contract. City attorney has reviewed the document.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement with the County of Newton, Missouri, for the purpose of providing dispatch services; and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement by and between the City of Neosho, Missouri, and the County of Newton, Missouri, for the purpose of providing dispatch services, a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit “A,” be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho, Missouri, is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

CENTRAL DISPATCH CENTER

NEWTON COUNTY

308 N. JEFFERSON STREET NEOSHO, MO 64850

417-451-8333 ♦ 9-1-1 ♦ FAX 417-451-8275

December 21, 2023

City of Neosho
Attn: Jason Baird, Neosho Police Chief
201 N. College
Neosho, MO 64850

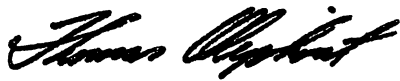
Ref: 2024 Dispatch Services

To Whom It May Concern:

Attached please find the Dispatch Services Contract (two copies) for the calendar year of 2024.

Please sign both copies. Keep one for your file and return the other to Central Dispatch in the envelope provided. If you have any questions, please feel free to contact me.

Sincerely,



Tom Oliphant, Director
Central Dispatch Center

cc: Newton County Commission
Aaron Houk - Fire Chief
Nate Siler - Public Works Director
file

DISPATCH CONTRACT
COUNTY OF NEWTON
CITY OF NEOSHO

This agreement made and entered into this first day of January, 2024, by and between the County of Newton, State of Missouri, hereinafter referred to as “Newton County”, and the City of Neosho, Missouri, a Municipal Corporation, hereinafter referred to as “Neosho”.

WHEREAS, Newton County has available a twenty-four (24) hour dispatching service, and,

WHEREAS, Neosho has need of an available twenty-four (24) hour dispatching service,

NOW, THEREFORE, be it agreed by and between the parties hereto as follows:

1. That Newton County hereby contracts with Neosho to provide twenty-four (24) hour dispatching service, subject to the covenants and conditions hereinafter set forth.
2. That Neosho hereby contracts with Newton County to provide the following at Neosho’s expense:
 - A. A list of all Neosho business emergency telephone numbers as well as City telephone numbers. All telephone numbers shall be kept current.
 - B. The use of base stations and antenna system currently is use for Neosho Police and Fire, as long as Neosho participates in this agreement. (Neosho to retain full ownership to property and will provide maintenance required.)
3. That Newton County will provide the following services:
 - A. The answering of all police calls, fire department calls, and local government calls.
 - B. Dispatching all police calls, fire department calls, and local government calls.
 - C. Logging all calls into Newton County’s in-house computer system
 - D. Twenty-four (24) hour access to MULES/NCIC.
4. That the term of this contract shall commence upon valid execution and continue until December 31, 2024. Renewal will be automatic unless canceled by either party.
5. That this contract may be canceled and terminated by either party by giving sixty (60) days written notice to the other or by the parties entering into another written agreement concerning the same.
6. Any notice provided for herein may be mailed to either party by ordinary mail or

personally delivered to the County Commission of Newton County or the Mayor of Neosho.

7. That this agreement shall not be assigned by either party without the express written consent of the other.

IN WITNESS WHEREOF, the parties have caused this Dispatch Services Contract to be executed by authority of the County Commission of Newton County, Missouri and the City Council of the City of Neosho.

COUNTY OF NEWTON

Presiding Commissioner

Commissioner, District I

Commissioner, District II

ATTEST:

COUNTY CLERK

CITY OF NEOSHO

Print Name _____

Title _____

ATTEST:

CITY CLERK

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Resolution Bill No. 2024-11: Social Media Policy

ORIGINATING DEPARTMENT: City Manager

ATTACHMENT:

1. Res. Bill No. 2024-11 Social Media Policy
 2. Social Media Policy
-

PURPOSE:

To approve the Resolution to adopt the cities' Social Media Policy.

BACKGROUND:

This policy will provide direction and guidance when posting on social media on city platforms.

RECOMMENDATION:

To approve the resolution as submitted and authorize the Mayor to execute it.

Resolution Bill No. 2024-11

A RESOLUTION of the City of Neosho, Missouri, adopting a Social Media Policy.

WHEREAS, it is in the best interest of the City of Neosho, Missouri, to adopt policies and procedures regarding use of Social Media by the City for City purposes; and

WHEREAS, the City of Neosho, Missouri's desires to provide a comprehensive policy (the "Policy") regarding said social media use.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, AS FOLLOWS:

Section 1: The City of Neosho, Missouri, hereby adopts the attached Social Media Policy, a true and accurate copy of said Policy being attached hereto and incorporated as Exhibit "A," be and the same is hereby approved.

Section 2: These policies and procedures are subject to change upon approval by the City Council of the City of Neosho, Missouri.

Section 3: This Resolution shall be in full force upon March 18, 2024, and all other resolutions in conflict herewith are repealed.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this 18th day of March, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

City of Neosho Social Media Policy

Summary and Purpose:

The use of social media allows the City of Neosho to expand communication efforts with our citizens and visitors to educate, engage, provide transparency, and support the City's mission to provide citizens a safe, peaceful, and thriving environment. To keep our social media sites safe forums for sharing your experiences, suggesting improvements, or joining a conversation, we have created this policy to define and outline acceptable use of social media sites and resources. Our social media sites are moderated, and all comments are reviewed. Informational posts, such as weather updates, road conditions and road work or projects may have limited commenting.

Examples:

Examples of social media that the City may use include, but are not limited to: Facebook, Twitter, Instagram, LinkedIn, Snapchat, Pinterest, Vimeo, YouTube, photo and video sharing sites, virtual worlds and other sites that allow interactive posting of information, images, video and comments.

Applicability:

This policy shall apply to all City departments as well as any affiliated government or non-government agency or official permitted by the City to post on the City's social media sites. This policy applies to the use of social networking sites in the course of conducting official City business and is not intended to address employees' personal use of social media networking sites. Employees should also make themselves aware of City policies pertaining to personal use of social media networking sites and the potential ways that use could impact their employment with the City.

Policy:

The City's social media program involves establishing an online presence that offers citizens various ways to receive City updates and information. The choice of platforms the City uses, does not use, or whether it continues to maintain an interactive social media presence remains at the discretion of the City. The City's Communications Department is responsible for the creation, administration, updating and monitoring of official City of Neosho social media. No City department shall create a separate social media account without the written approval of the City Manager.

Postings on City social media sites may only be made through official City accounts that are recognizable as being affiliated with the City. Official postings on City social media sites shall only be made by City employees authorized to post as a representative spokesperson of the City. City employees not authorized to act as a representative spokesperson shall not represent themselves as such if posting as a private citizen. The City's official seal and other departmental symbols and logos are the exclusive property of the City, are legally protected and may not be used by others without the City's written consent.

Authorized personnel shall not intentionally delete comments left on the City's social media accounts by Citizens unless they are Prohibited Content as described herein, or do not qualify for First Amendment protection as determined in consultation with the City Attorney. If authorized personnel have any questions as to whether content is prohibited, they should contact the City Attorney.

Third party information from City partners may be shared through social media so long as it conforms to the guidelines established under the City's communications plan.

The City's social media sites may be considered public records subject to disclosure under the Missouri Open Records Law (RSMo Chapter 610); therefore, content shall be managed, stored, retrieved and deleted to comply with these laws.

Wherever possible, City social media sites shall link back to www.neoshomo.gov for additional information.

Prohibited Content:

The following content is prohibited and subject to removal:

- Comments unrelated to the particular City post purportedly being commented upon
- Comments that promote, foster, or perpetuate discrimination on the basis of creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation.
- Comments containing vulgar, offensive (racially or ethnically), profane, physically threatening or sexually explicit language, personal attacks, or unsupported accusations.
- Language that promotes or provokes violence.
- Content that violates any cyber-crime or other criminal law
- Information that may compromise the safety or security of the public or public systems.
- Photographs or videos unrelated to the particular post or may be deceptive.
- Private information as defined by State or Federal statute, regulations or written City policies adopted in conformance with the law.
- Spamming or repetitive content such as posting the same content more than two times in the same location.
- Sexual content or links to sexual content
- Solicitations of commerce or advertisements including promotion or endorsement.
- Conduct or encouragement of illegal activity.
- Content that violates a legal ownership interest of any other party including trade secrets (information regarding the development of systems, processes, products and technology), internal reports, policies, procedures and confidential communications
- Content promoting the use of illegal or banned substances and narcotics.
- Content intended to defame any person, group, or organization.
- Content that makes false, vicious or malicious statements concerning any employee, the City or its operations.
- Comments in support or opposition to political campaigns, ballot measures or referendums
- Promotions or endorsements of political issues, groups, or individuals.
- Reference employees by name.

Unacceptable content and repeat individual violators shall be hidden, removed, or blocked.

To protect your own privacy and the privacy of others, please do not include personally identifiable information, such as Social Security number, addresses, phone numbers or email addresses in your comment.

Disclaimer:

The City of Neosho has not evaluated the facts or information contained in public comments and does not endorse any position, product, business or non-official statement that may be on any of its social media sites.

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Resolution Bill No. 2024-12: Downtown Light Banner Policy

ORIGINATING DEPARTMENT: City Manager

ATTACHMENT:

1. Res. Bill No. 2021-12 Adopted Streetlight Banner Policy FY2024
 2. Light Pole Banner Policy
-

PURPOSE:

To approve the resolution for a new light banner policy program.

BACKGROUND:

The drafted policy has been updated from previous discussions to cover areas that weren't addressed. This will provide guidance to staff on the use of our streetlights as it relates to banners.

RECOMMENDATION:

To approve the resolution as submitted and authorize the Mayor to execute it.

Resolution Bill No. 2024-12

A RESOLUTION of the City of Neosho, Missouri, adopting a Street Banner Policy.

WHEREAS, it is in the best interest of the City of Neosho, Missouri, to adopt policies and procedures regarding use of streetlight poles for banner in the Historic Downtown area; and

WHEREAS, the City of Neosho, Missouri's desires to provide a comprehensive policy (the "Policy") regarding said streetlight pole banners.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, AS FOLLOWS:

Section 1: The City of Neosho, Missouri, hereby adopts the attached Streetlight Banner Policy, a true and accurate copy of said Policy being attached hereto and incorporated as Exhibit "A," be and the same is hereby approved.

Section 2: These policies and procedures are subject to change upon approval by the City Council of the City of Neosho, Missouri.

Section 3: This Resolution shall be in full force upon March 18, 2024, and all other resolutions in conflict herewith are repealed.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this 18th day of March, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

Streetlight Banner Policy

Historic Downtown Neosho

Purpose:

The City of Neosho light pole banner policy is intended to provide guidance and standards for the City of Neosho, Neosho non-profit organizations and associations to post event and activity banners. The furnished banners will be used as tools to promote economic vitality and notify residents and visitors of events and activities. The light pole banners can be installed on 16 City light poles on or near the Historic Downtown Square.

Banners installed on City of Neosho light poles shall be restricted to those of the City, local government, non-profit organizations, and government associations, with offices or facilities within the City limits that assist in non-commercial communications identifying, promoting, celebrating, complementing and/or commemorating and describing community activities, events, seasons, or significant community anniversaries and that promote the City's economic vitality. They may also encourage or promote general economic stimulation within the City of Neosho, and help to unify, brand, and create a sense of arrival upon entering the Historic Downton area. Organization's missions must be in-line with the City's core values as described in the city mission statement.

Light pole banners shall not be used as a public forum to promote, endorse, or enhance any individual commercial opportunity or event, direct or indirect political activities or events, or religious activities or events. The City does not intend for this banner policy to create or allow light pole banners to be used as a public forum for expressive activity.

Eligible Entities Who May Apply:

City of Neosho Departments, Boards and Commissions, units of local government, non-profit organizations and associations funded in whole or part by local taxes and which have contracts or agreements with the City to promote policies consistent with the City's core values as described in the City mission statement.

Application Process:

Applications will be accepted each year, beginning on October 1st, for the upcoming year. All applications must be by an eligible entity and are subject to approval by the City of Neosho in conformance with this policy. Eligible applicants must submit a completed application form to reserve light pole banner space for a specific period, only one organization will be placed at a time. The City of Neosho reserves June and September for Celebrate Neosho and Fall Festival. Eligible applicants that submit their application first will be given priority in scheduling. The City of Neosho reserves the right to give priority to recurring, established local and cultural events; national holidays; City of Neosho events; downtown festivities and promotions; and previously approved banner requests.

Applications will not be accepted less than 30 days prior to the requested display date. Filling out an application does not guarantee a reservation or design approval.

Application forms must be filled out completely and submitted either electronically to jjohnson@neoshomo.gov or dropped off or mailed to Neosho City Hall, 203 E. Main Street, Neosho,

MO 64850. The City will provide notification of approval or denial to the applicant within 10 calendar days (City holidays excluded) of receiving the application.

Fees:

Each time reserved (up to 4 weeks) is \$ 400. The required fee must be paid 30 days prior to banner installation to cover the City's cost to install and remove banners, process the application and purchase and install any additional hardware needed. Applicants are responsible for all costs incurred for the creation of the light pole banners.

Location:

Installation of banners on City light poles can be done on the Historic Downtown Square (outer side), Spring Street from Big Spring Park to Wood Street, Spring Street from Washington to Lafayette Street, Main Street from Jefferson to Wood Street, Main Street from Washington to Lafayette Street. Wood Street from McCord Street to Spring Street. Wood Street from Main Street to Hickory Street. Washington Street from McCord Street to Spring Street. Washington Street from Main Street to Hickory Street.

Duration:

Light pole banners will have up to a 4-week display period. The dates for the display period are dependent upon availability, scheduling, and installation/removal schedules. No multi-year commitments shall be given.

Design:

Banners shall be of sufficient strength and durability to withstand the elements during the period they are in place. All banners shall meet the City's specifications as noted on the application.

The banner color, design and layout shall be approved by the City Manager. All banners must be two-sided. Each applicant shall submit a color sample, and a sketch of its banner design (both sides if each side is different) for approval with the application form. The logo(s) of a sponsoring business may be included but shall not exceed 25% of the banner area. Banners shall not promote referendums or political candidates. **BANNERS SHOULD NOT BE MANUFACTURED PRIOR TO DESIGN APPROVAL BY THE CITY.** The City reserves the right to prohibit banners that do not contain the same design as stated and depicted in the application.

The applicant shall be responsible for all costs associated with printing and purchasing light pole banners for display on City light poles.

Installation, Maintenance, and Removal:

The City of Neosho shall install approved banners after they have been delivered to Neosho City Hall, 203 E. Main Street. Banners shall be delivered by noon on the Thursday prior to the Monday installation date. Banners shall be installed during normal work hours as the schedule of the Public Works and Parks and Recreation Departments permits. When the display period has ended, the banners will be removed on or after the last day of the reservation. Once the banners are removed, if not picked up from the city in 14 days they will be discarded. The City may keep the banners if it determines, in its sole discretion, that storage space is available.

If a banner is damaged during installation, display, or removal the applicant entity for that banner shall be responsible for providing a replacement. Additionally, to the extent that the City is not deemed the owner of the banners by a court of law, the applicant entity agrees to hold the City harmless if any banner is damaged during installation or removal.

The City reserves the right to, in its discretion, remove, without notice, any banner which is in poor or unacceptable visual or physical condition. If a banner becomes a danger to public safety due to banner deterioration, storms, high winds, or other weather events, the banner may be removed by the City in its sole discretion.

Not a Public Forum:

None of the City's light poles shall constitute or be used as a public forum or in any manner as an open place of public expression. The streetlight poles are reserved for the exclusive use and benefit of the City of Neosho in its exercise of government speech. The light poles shall be used, maintained, removed, and eliminated as the case dictates, at any and all times, at the discretion of the City Manager or his designee.

The display of banners is based upon availability of light poles and the City of Neosho shall enjoy, at all times and in all locations, the right to use light poles for its own banners to the exclusion of any other banners. The City reserves the right to not install or remove any banners at any and all times, at the discretion of the City Manager or his designee. Nothing herein shall be deemed to express, imply, or create in any way a right to display banners on any particular light poles or the right to require the City to make any light poles available for banners or the right to require the City to remove any banner to allow for the placement of another banner.

Risk of Loss Statement:

Under no circumstances shall the City be responsible to any person or entity for damage to or loss of any banners including the loss of the value of the banner should this policy, either existing or as subsequently modified, prohibit its display.

For questions regarding the City of Neosho banner policy, please call the Communications Division at 417-451-8050 or email jjohnson@neoshomo.gov.

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Resolution Bill No. 2024-13: MO Department of Economic Development CDBG (DR) Grant - Retention Pond Property Intent to Apply

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. Res. Bill No. 2024-13 MO DED CDBG Waldo Hatler Memorial Drive Ponds

PURPOSE:

The purpose of this item is to gain the council's approval for the mayor to sign a resolution allowing staff to submit documents for a grant to help fund the acquisition of property for the construction of stormwater retention ponds.

BACKGROUND:

The city has been involved in several ongoing engineered projects to help reduce the severity of flooding in town. The grant would assist with up to \$200,000 in funds to purchase land to construct stormwater retention ponds that would help with flooding on the School Branch.

RECOMMENDATION:

Staff recommends that the council authorize the mayor's signature.

Resolution Bill No. 2024-13

A RESOLUTION OF THE CITY OF NEOSHO, MISSOURI, STATING INTENT TO SEEK FUNDING THROUGH THE COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM AND AUTHORIZING THE HARRY S TRUMAN COORDINATING COUNCIL TO PURSUE ACTIVITIES IN AN ATTEMPT TO SECURE FUNDING FOR FLOOD PROTECTION.

WHEREAS, Title I of the Housing and Community Development Act of 1974 does state as its primary objective “the development of viable urban communities, by providing decent housing and suitable living environment and expanding economic opportunities principally for persons of low and moderate income;” and

WHEREAS, Title I does offer to communities the opportunity of monetary assistance in accomplishing its stated primary objectives; and

WHEREAS, The Missouri Department of Economic Development is designated to award Community Development Block Grant Funding (“CDBG”) under Title I; and

WHEREAS, the City does have areas of need which may be addressed through the Community Development Block Grant Program, to include, but not limited to, stormwater retention pond and flood protection in certain impacted areas; and

WHEREAS, the City desires to improve stormwater retention and flood protection in certain impacted areas through construction of necessary retention ponds, including acquisition of impacted properties along Waldo Hatler Memorial Drive, using CDBG funding.

NOW, THEREFORE BE IT RESOLVED by the City of Neosho, Missouri, that it desires to participate with the Missouri Department of Economic Development in the improvement of our community under the activities authorized pursuant to the Housing and Community Development Act of 1974 for the purpose of acquisition of impacted properties along Waldo Hatler Memorial Drive for construction of necessary retention ponds using CDBG funding.

THEREFORE, BE IT FURTHER RESOLVED, that the Harry S Truman Coordinating Council is hereby authorized to prepare and submit documents on behalf of the City which are necessary in applying for funding up to \$200,000.00 for of acquisition of impacted properties along Waldo Hatler Memorial Drive for construction of necessary retention ponds .

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of March, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

Resolution Bill No. 2024-13

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: MO Department of Economic Development CDBG (DR) grant HRM Housing Addition Intent to Apply

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. Res. Bill No. 2024-14 MO DED CDBG Kodiak Fields Housing

PURPOSE:

The purpose of this item is to gain the council's approval for the mayor to sign a resolution allowing staff to submit documents for a grant to help fund infrastructure for a housing addition that would provide housing for low to mid income seniors or families.

BACKGROUND:

HRM Services has previously constructed a project in Neosho (Kodiak Village) and is currently working to develop another 48+/- unit addition that would provide housing for low to mid-income seniors or families. If awarded, this grant would allow the city to provide up to 2.5 million in water, sewer and street infrastructure for the project.

RECOMMENDATION:

Staff recommends that council approves the mayor's signature.

Resolution Bill No. 2024-14

A RESOLUTION OF THE CITY OF NEOSHO, MISSOURI, STATING INTENT TO SEEK FUNDING THROUGH THE COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM AND AUTHORIZING THE HARRY S TRUMAN COORDINATING COUNCIL TO PURSUE ACTIVITIES IN AN ATTEMPT TO SECURE FUNDING FOR AFFORDABLE HOUSING.

WHEREAS, Title I of the Housing and Community Development Act of 1974 does state as its primary objective “the development of viable urban communities, by providing decent housing and suitable living environment and expanding economic opportunities principally for persons of low and moderate income;” and

WHEREAS, Title I does offer to communities the opportunity of monetary assistance in accomplishing its stated primary objectives; and

WHEREAS, The Missouri Department of Economic Development is designated to award Community Development Block Grant Funding (“CDBG”) under Title I; and

WHEREAS, the City does have areas of need which may be addressed through the Community Development Block Grant Program, to include, but not limited to, low to moderate income housing developments; and

WHEREAS, the City desires to partner with HRM Services, LLC, (“HRM”) to provide infrastructure for an affordable housing project (“Kodiak Fields”) using CDBG funding.

NOW, THEREFORE BE IT RESOLVED by the City of Neosho, Missouri, that it desires to participate with the Missouri Department of Economic Development in the improvement of our community under the activities authorized pursuant to the Housing and Community Development Act of 1974 for the purpose of promoting low to moderate income housing development in partnership with HRM Services, LLC.

THEREFORE, BE IT FURTHER RESOLVED, that the Harry S Truman Coordinating Council is hereby authorized to prepare and submit documents on behalf of the City which are necessary in applying for funding up to \$2.5 Million for infrastructure costs to support such affordable housing projects.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of March, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

Resolution Bill No. 2024-14

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Irrevocable Consent to Annexation 15229 Highway TT

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. 15229 Highway TT Irrevocable Consent to Annexation
 2. 15229 Highway TT Map
-

PURPOSE:

The purpose of this item is to gain the council's approval of an Irrevocable Consent to Annexation for 15229 Highway TT.

BACKGROUND:

The owners of 15229 Highway TT wish to connect to city water. The property is not contiguous with the city and is not eligible for annexation at this time. The property owners have completed the necessary documents for an Irrevocable Consent to Annexation.

RECOMMENDATION:

Staff recommend that council accepts the Irrevocable Consent to Annexation.

IRREVOCABLE CONSENT TO ANNEXATION AND AGREEMENT RELATING THERETO

This Irrevocable Consent to Annexation and Agreement Relating Thereto is made and entered into this 8^m day of March, 2024.

WITNESSETH:

WHEREAS, Simon Bautista and Barba Bautista, (hereinafter "Owners") are the record Owners a fee simple interest in the following described real property:

(See Attachment A for legal description)

WHEREAS, the above-described realty lies outside of the city limits of the City of Neosho, Missouri, (hereinafter the "City"); and

WHEREAS, it is the policy of the City and the Council not to supply water or sewer to realty and persons located outside of the city limits; and

WHEREAS, Owners have asked the City to provide Owners with water and/or sewer service by permitting Owners to connect on to the City's water and/or sewer system; and

WHEREAS, the City, is willing to deviate from the above stated policy, and is willing to allow Owners to connect on to the City's water and/or sewer system if, and only if, Owners will irrevocably agree to consent to any future annexation by the City of the above described realty in the event the City determines such annexation would be in the best interests of the City.

NOW THEREFORE, it is hereby agreed by and between the parties as follows:

1. The City hereby agrees to permit Owners to connect to the City's water and/or sewer system and Owners hereby irrevocably consent, on behalf of themselves, their successors and assigns, to any future annexation of the above-described realty by the City irrespective of who initiated the annexation process. If in the event the Owner connects to the City's water system at a time when not City sewer service is unavailable, the Owner agrees to connect to City

sewer services at the Owner's expense whenever City sewer services come within the footage regulations as defined in the Water and Sewer Extension Plan.

2. The City shall charge, and Owners shall pay, such fees as the City determines necessary, appropriate or reasonable for all water and/or sewer service supplied Owners.

3. At such time the City declares that annexation of hereinbefore described realty is in the best interests of the City; the City shall present the attached Voluntary Petition for Annexation to the Council as provided by Section 71.012 RSMo.

4. Alternatively, in the event the City initiates an annexation proceeding in the court system of this state which ultimately requires voter approval, and in the further event such annexation proceeding involves the above-described realty; Owners, their successors and/or assigns hereby agree to cooperate fully with the City and the Council in the annexation process, and Owners, their successors and/or assigns agree they will in no way object to or do anything which would impede the annexation process.

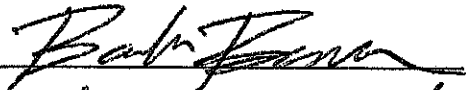
5. In the event Owners, their successors and/or assigns, or anyone acting by, through to on behalf of any of them, shall fail to cooperate fully with the City and the Council in any future annexation proceeding, irrespective of the form of that proceeding, or should Owners, their successors and/or assigns object to or do anything which would impede any such annexation proceeding, should Owners, their successors and/or assigns object to or do anything which would impede any such annexation proceeding, then the City may thereafter, without notice, terminate water and/or sewer service to the above-described realty and disconnect said property from the City's water and/or sewer system.

6. This agreement, including the Irrevocable Consent to Annexation contained herein, and the Voluntary Petition for Annexation shall be enforceable by specific performance, at the option of the City, and, if litigation is initiated, the parties agree that venue shall be proper only in the Circuit Court of Newton County, Missouri, and all parties expressly waive any rights to venue inconsistent therewith.

7. This agreement, the Irrevocable Consent to Annexation, and the Voluntary Petition for Annexation contained herein shall remain in full force and effect so long as Owners continue to receive water and/or sewer service from the City and/or are connected to the City's water and/or sewer system.

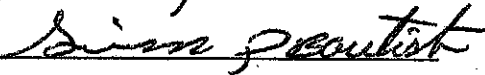
8. This agreement, the Irrevocable Consent to Annexation contained herein shall be deemed to be a covenant running with the land and shall be binding upon Owners, their heirs, legal representatives, successors and assigns.

OWNER SIGNATURE:



DATE: 03/08/2024

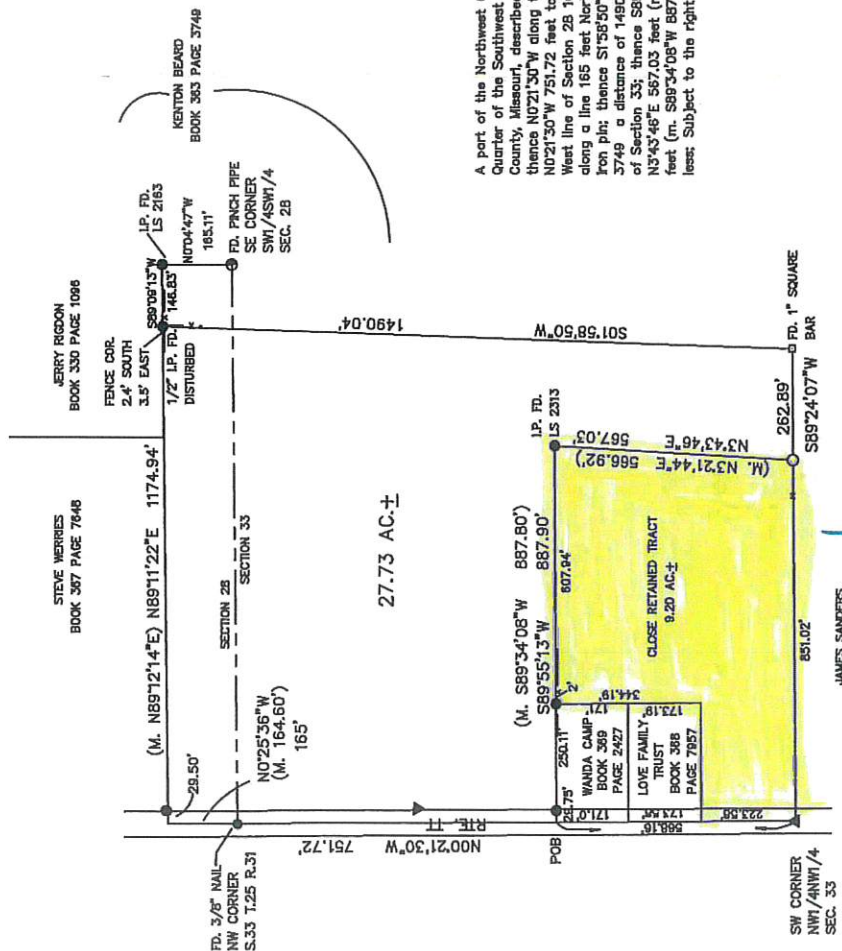
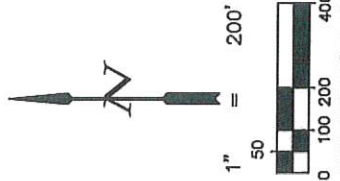
CO-OWNER SIGNATURE:



DATE: 03/08/2024

OWNER NAME (print): Barba D. Bautista

CO-OWNER NAME (print): Simon P. Bautista



SURVEY DESCRIPTION

A part of the Northwest Quarter of the Northwest Quarter of Section 33 and part of the Southwest Quarter of the Southwest Quarter of Section 28 all in Township 25 North, Range 31 West, Newton County, Missouri, described as commencing at the Southwest corner of the NW1/4NW1/4 of Section 33, thence N07°21'30\"/>

- o SET P/K NAIL
- o SET RAILROAD SPIKE
- o SET 1/2\"/>
- o SET 5/8\"/>
- o FOUND PIN
- o FOUND PIPE
- o FOUND STONE
- o FOUND R/R SPIKE

HURST-ROSCHE, INC.
Registered Land Surveyors
215 East Main
Neosho, Missouri

Phone: 417-451-2727

CLOSE SURVEY

PART NW1/4NW1/4 SECTION 33
PART SW1/4SW1/4 SECTION 28
TOWNSHIP 25, RANGE 31
MAY 28, 2020 FB. 592-36

CERTIFICATION

The plat depicted hereon represents a survey performed under my supervision in accordance with the Missouri Standards for Property Boundary Surveys and is for the exclusive use of the party for which it was performed.

DRAWN BY: PL

CHECKED BY: JL, RP

Missouri Certificate of Authority Number 000085 Expires Dec 31, 2020

F. James Lonscarich, PLS 2163 620-1410 MAY 28, 2020 FB. 592-36

9.2 Acres

Legal Description

 First American Title™	ALTA Commitment for Title Insurance
	ISSUED BY First American Title Insurance Company
Schedule A (Continued)	39370

EXHIBIT "A"

LEGAL DESCRIPTION

THE LAND REFERRED TO HEREIN BELOW IS SITUATED IN THE COUNTY OF NEWTON, STATE OF MISSOURI AND IS DESCRIBED AS FOLLOWS:

Tract 1:

Part of the Northwest Quarter of the Northwest Quarter of Section 33, Township 25 North, Range 31 West, Newton County, Missouri, described as beginning at the Southwest corner of said Northwest Quarter of the Northwest Quarter of Section 33; thence North 223.58 feet; thence North 89°50'26" East 280.00 feet; thence South 223.19 feet to the South line of the Northwest Quarter of the Northwest Quarter of Section 33; thence West 280.00 feet to the point of beginning. Subject to a 50 foot Ingress/Egress easement along the South side thereof..

Tract 2:

Part of the Northwest Quarter of the Northwest Quarter of Section 33, Township 25 North, Range 31 West, Newton County, Missouri described as commencing at the Southwest Corner of said Northwest Quarter of the Northwest Quarter of Section 33; thence with the South line thereof North 89°45'35" East, 280.00 feet to the point of beginning; thence North 567.38 feet; thence North 89°55'13" East 607.90 feet; thence South 03°43'46" West 567.03 feet to the South line of said Northwest Quarter of the Northwest Quarter of Section 33; thence South 89°45'35" West 571.02 feet to the point of beginning.

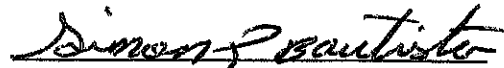
Tract 2a:

An Easement for ingress and egress and for the installation and maintenance of utilities described as beginning at the Southwest Corner of the Northwest Quarter of the Northwest Quarter of Section 33, Township 25 North, Range 31 West, Newton County, Missouri; thence with the West line thereof North 50.00 feet; thence North 89°45'35" East 542.12 feet; thence North 01°51'51" East, 516.94 feet; thence North 89°55'13" East, 50.03 feet; thence South 01°51'51" West, 566.83 feet to the South line of said Northwest Quarter of the Northwest Quarter of Section 33; thence South 89°45'35" West 590.53 feet to the point of beginning.

AFFIDAVIT FOR A JOINT OWNERSHIP

(Page 1 of 1)


Property Owner


Property Owner

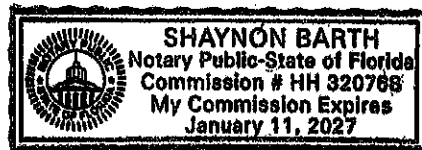
FL
STATE OF MISSOURI)
(SB))
COUNTY OF NEWTON (SB))
Bay

On this 8th day of March, 20 24, before me personally appeared Barba Bautista and Simon P. Bautista, to me personally known, who being duly sworn, declared that they are the persons who signed the foregoing document as joint owners of the property and that they are husband and wife and, acknowledge said instrument to be their free act and deed as joint owners and that the statements therein contained are all true.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal, at my office in Lynn Haven, FL, UPS Store, the day and year first above written.


Notary Public

My commission expires: 01-11-2027



Neosho, MO



Legend

- Water Valve AM
- Control Valve AM
- Fire Hydrant AM
- Water Main AM
- Water Main by Size
 - 1"
 - 1 1/2"
 - 2"
 - 4"
 - 6"
 - 8"
 - 10"
 - 12"
 - 16"
 - 20"
- Service Line AM
- Neosho Streets
 - <all other values>
 - INTERSTATE
 - U.S. HIGHWAY
 - STATE HIGHWAY
 - ALLEY
 - CITY STREET
 - NAMED COUNTY ROAD
 - PLATTED/UNDEVELOPED
 - UNNAMED

Notes

15229 Highway TT
Neosho, MO 64850

1,503.0 0 751.48 1,503.0 Feet

This map is a user generated static output from an Internet mapping site and is for reference only. Data layers that appear on this map may or may not be accurate, current, or otherwise reliable.
THIS MAP IS NOT TO BE USED FOR NAVIGATION

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Amendment to Electric Service Agreement with Liberty Utilities

ORIGINATING DEPARTMENT: Public Works Department

ATTACHMENT:

- 1. 1031137 SA22 Neosho
- 2. 1031138 SA22 Neosho
- 3. 1031147 SA22 Neosho
- 4. 1031283 SA22 Neosho

PURPOSE:

To seek Council approval of the amendment of the contract with Liberty Utilities.

BACKGROUND:

These amendments are for the replacement of four non-working streetlights and being replaced with new LED streetlights. These lights will come with a small monthly decrease in usage charges.

1. Valley & McKinny St	WO#1031138	monthly decrease	-\$1.78
2. Meadows Dr	WO#1031137	monthly decrease	-\$1.78
3. Hwy 59 & V	WO#1031283	monthly decrease	-\$0.87
4. Walnut& Terrace Pl	WO#1031147	monthly increase	\$0.77

Total decrease -\$3.66

RECOMMENDATION:

The City Staff recommends the Council approve the contract and authorize the mayor to sign the noted amendments.

The Empire District Electric Company

Work Order # **1031137**

Request for Change in Street Lighting Service

Missouri

City of Neosho

Pursuant to a Resolution adopted by the governing body of the **City of Neosho** hereinafter called CITY, on the **1st** day of **March, 2024** **The Empire District Electric Company**, hereinafter called COMPANY, is hereby requested to make the following changes in street lighting service pursuant to the provisions of the Municipal Electric Service Agreement, hereinafter called AGREEMENT, executed by the CITY and the COMPANY.

STREET LIGHT REQUEST	ADDRESS - LOCATION STREET LIGHTS and EXCESS FACILITIES	SIZE and TYPE STREET LIGHTS	Q T Y	ANNUAL ENERGY CHARGE		FACILITY USAGE CHARGE	
				Installed	Removed	Installed	Removed
Install	W Meadows & N Meadows Dr	7,500L-9,500L 150W eq LED 1 Cobrahead	1	\$74.03		\$ 352.50	
Remove	W Meadows & N Meadows Dr	16,000L 150W HPS Open Bottom	1		\$107.46		\$ 218.47
Subtotals - Annual Energy Charge and Facility Usage Charge for this Request				\$74.03	\$107.46	\$ 352.50	\$ 218.47
A Annual Energy Charge for this Request (Install minus Remove)				-\$33.43			
B Total Facility Usage Charge for this Street Light Request (Install minus Remove)						\$ 134.03	

The CITY agrees that the AGREEMENT shall be amended as follows:

C	Total Facility Usage Charge for this Request (Total Line B)	\$134.03
D	Annual Facility Usage Charge to City for this Request (Total Line C X 9%)	\$12.06
E	Annual Energy Charge for this Request (Total Line A)	-\$33.43
F	Annual Facility Usage and Energy Charge for this Request (Total Line D plus/minus Line E)	-\$21.37
G	Monthly Increase/Decrease to be Paid by City for this Request (Total Line F divided by 12 months)	-\$1.78

This request for change shall be effective from and after its execution and is supplemental to, forms a part of and is to be construed with and subject to the terms, conditions and provisions of the Agreement herein referred to which, in all other particulars except as hereinafter amended, is ratified and confirmed. This contract and any ancillary agreements may be executed in counterparts, each of which shall be deemed an original and all of which, taken together, shall be deemed to be one agreement, and signatures by fax or other electronic transmission are acceptable and shall constitute an original signature for all purposes.

Executed at _____ this _____ day of _____
(SEAL)
ATTEST: _____
Clerk of Neosho By _____
Mayor or Board Chairman

ACCEPTANCE

The COMPANY hereby approves and consents to the aforesaid request for change in street lighting service and all terms and provisions included therein, and agrees that the Municipal Electric Service Agreement shall be amended accordingly. The number of street lights in service in said CITY will, after completion of the above changes and until our approval of further changes, be as follows:

Mercury Vapor Lights		High Pressure Sodium Lights		Metal Halide Lights		Light Emitting Diode Lights	
7,000L - 175W	445	6,000L - 70W	8	12,000L - 175W	8	7,500 - 9,500L - 150W	198
11,000L - 250W	13	16,000L - 150W	168	20,500L - 250W	58	13,000 - 16,000L - 250W	4
20,000L - 400W	8	27,500L - 250W	8	36,000L - 400W	1	19,000 - 22,000L - 250W	0
53,000L - 1,000W	3	50,000L - 400W	1	110,000L - 1,000W	0		
		130,000L - 1,000W	1				

WO# 1031137

DATE COMPLETED _____

CURRENT INVESTMENT CHARGE

ANNUAL FACILITY USAGE CHARGE

ACCUMULATIVE INVESTMENT CHARGE

\$134.03

\$57,671.29

\$640,792.14

The Empire District Electric Company

Company Representative Completing Contract: Roger Kidd

Executed at Joplin, Mo this _____ day of _____

By _____
(Authorized Signatory)

The Empire District Electric Company

Work Order # **1031138**

Request for Change in Street Lighting Service

Missouri

City of Neosho

Pursuant to a Resolution adopted by the governing body of the **City of Neosho** hereinafter called CITY, on the **1st** day of **March, 2024** **The Empire District Electric Company**, hereinafter called COMPANY, is hereby requested to make the following changes in street lighting service pursuant to the provisions of the Municipal Electric Service Agreement, hereinafter called AGREEMENT, executed by the CITY and the COMPANY.

STREET LIGHT REQUEST	ADDRESS - LOCATION STREET LIGHTS and EXCESS FACILITIES	SIZE and TYPE STREET LIGHTS	Q T Y	ANNUAL ENERGY CHARGE		FACILITY USAGE CHARGE	
				Installed	Removed	Installed	Removed
Install	Valley & McKinney St	7,500L-9,500L 150W eq LED 1 Cobrahead	1	\$74.03		\$ 352.50	
Remove	Valley & McKinney St	16,000L 150W HPS Open Bottom	1		\$107.46		\$ 218.47
Subtotals - Annual Energy Charge and Facility Usage Charge for this Request				\$74.03	\$107.46	\$ 352.50	\$ 218.47
A Annual Energy Charge for this Request (Install minus Remove)				-\$33.43			
B Total Facility Usage Charge for this Street Light Request (Install minus Remove)						\$ 134.03	

The CITY agrees that the AGREEMENT shall be amended as follows:

C	Total Facility Usage Charge for this Request (Total Line B)	\$134.03
D	Annual Facility Usage Charge to City for this Request (Total Line C X 9%)	\$12.06
E	Annual Energy Charge for this Request (Total Line A)	-\$33.43
F	Annual Facility Usage and Energy Charge for this Request (Total Line D plus/minus Line E)	-\$21.37
G	Monthly Increase/Decrease to be Paid by City for this Request (Total Line F divided by 12 months)	-\$1.78

This request for change shall be effective from and after its execution and is supplemental to, forms a part of and is to be construed with and subject to the terms, conditions and provisions of the Agreement herein referred to which, in all other particulars except as hereinafter amended, is ratified and confirmed. This contract and any ancillary agreements may be executed in counterparts, each of which shall be deemed an original and all of which, taken together, shall be deemed to be one agreement, and signatures by fax or other electronic transmission are acceptable and shall constitute an original signature for all purposes.

Executed at _____ this _____ day of _____
(SEAL)
ATTEST: _____
Clerk of Neosho By _____
Mayor or Board Chairman

ACCEPTANCE

The COMPANY hereby approves and consents to the aforesaid request for change in street lighting service and all terms and provisions included therein, and agrees that the Municipal Electric Service Agreement shall be amended accordingly. The number of street lights in service in said CITY will, after completion of the above changes and until our approval of further changes, be as follows:

Mercury Vapor Lights		High Pressure Sodium Lights		Metal Halide Lights		Light Emitting Diode Lights	
7,000L - 175W	445	6,000L - 70W	8	12,000L - 175W	8	7,500 - 9,500L - 150W	199
11,000L - 250W	13	16,000L - 150W	167	20,500L - 250W	58	13,000 - 16,000L - 250W	4
20,000L - 400W	8	27,500L - 250W	8	36,000L - 400W	1	19,000 - 22,000L - 250W	0
53,000L - 1,000W	3	50,000L - 400W	1	110,000L - 1,000W	0		
		130,000L - 1,000W	1				

WO# 1031138

DATE COMPLETED _____

CURRENT INVESTMENT CHARGE

ANNUAL FACILITY USAGE CHARGE

ACCUMULATIVE INVESTMENT CHARGE

\$134.03

\$57,683.36

\$640,926.17

The Empire District Electric Company

Company Representative Completing Contract: Roger Kidd

Executed at Joplin, Mo this _____ day of _____

By _____
(Authorized Signatory)

The Empire District Electric Company

Work Order # **1031147**

Request for Change in Street Lighting Service

Missouri

City of Neosho

Pursuant to a Resolution adopted by the governing body of the **City of Neosho** hereinafter called CITY, on the **1st** day of **March, 2024** **The Empire District Electric Company**, hereinafter called COMPANY, is hereby requested to make the following changes in street lighting service pursuant to the provisions of the Municipal Electric Service Agreement, hereinafter called AGREEMENT, executed by the CITY and the COMPANY.

STREET LIGHT REQUEST	ADDRESS - LOCATION STREET LIGHTS and EXCESS FACILITIES	SIZE and TYPE STREET LIGHTS	Q T Y	ANNUAL ENERGY CHARGE		FACILITY USAGE CHARGE	
				Installed	Removed	Installed	Removed
Install	Walnut & Terrace Pl	7,500L-9,500L 150W eq LED 1 Cobrahead	1	\$74.03		\$ 352.50	
Remove	Walnut & Terrace Pl	7,000L 175W MV Open Bottom	1		\$91.62		\$ 54.38
Subtotals - Annual Energy Charge and Facility Usage Charge for this Request				\$74.03	\$91.62	\$ 352.50	\$ 54.38
A Annual Energy Charge for this Request (Install minus Remove)				-\$17.59			
B Total Facility Usage Charge for this Street Light Request (Install minus Remove)						\$ 298.12	

The CITY agrees that the AGREEMENT shall be amended as follows:

C	Total Facility Usage Charge for this Request (Total Line B)	\$298.12
D	Annual Facility Usage Charge to City for this Request (Total Line C X 9%)	\$26.83
E	Annual Energy Charge for this Request (Total Line A)	-\$17.59
F	Annual Facility Usage and Energy Charge for this Request (Total Line D plus/minus Line E)	\$9.24
G	Monthly Increase/Decrease to be Paid by City for this Request (Total Line F divided by 12 months)	\$0.77

This request for change shall be effective from and after its execution and is supplemental to, forms a part of and is to be construed with and subject to the terms, conditions and provisions of the Agreement herein referred to which, in all other particulars except as hereinafter amended, is ratified and confirmed. This contract and any ancillary agreements may be executed in counterparts, each of which shall be deemed an original and all of which, taken together, shall be deemed to be one agreement, and signatures by fax or other electronic transmission are acceptable and shall constitute an original signature for all purposes.

Executed at _____ this _____ day of _____
(SEAL)
ATTEST: _____
Clerk of Neosho By _____
Mayor or Board Chairman

ACCEPTANCE

The COMPANY hereby approves and consents to the aforesaid request for change in street lighting service and all terms and provisions included therein, and agrees that the Municipal Electric Service Agreement shall be amended accordingly. The number of street lights in service in said CITY will, after completion of the above changes and until our approval of further changes, be as follows:

Mercury Vapor Lights		High Pressure Sodium Lights		Metal Halide Lights		Light Emitting Diode Lights	
7,000L - 175W	444	6,000L - 70W	8	12,000L - 175W	8	7,500 - 9,500L - 150W	200
11,000L - 250W	13	16,000L - 150W	167	20,500L - 250W	58	13,000 - 16,000L - 250W	4
20,000L - 400W	8	27,500L - 250W	8	36,000L - 400W	1	19,000 - 22,000L - 250W	0
53,000L - 1,000W	3	50,000L - 400W	1	110,000L - 1,000W	0		
		130,000L - 1,000W	1				

WO# 1031147	DATE COMPLETED _____	
CURRENT INVESTMENT CHARGE	ANNUAL FACILITY USAGE CHARGE	ACCUMULATIVE INVESTMENT CHARGE
\$298.12	\$57,710.19	\$641,224.29

The Empire District Electric Company

Company Representative Completing Contract: Roger Kidd

Executed at Joplin, Mo this _____ day of _____

By _____
(Authorized Signatory)

The Empire District Electric Company

Work Order # **1031283**

Request for Change in Street Lighting Service

Missouri

City of Diamond

Pursuant to a Resolution adopted by the governing body of the **City of Diamond** hereinafter called CITY, on the **6th** day of **March, 2024** **The Empire District Electric Company**, hereinafter called COMPANY, is hereby requested to make the following changes in street lighting service pursuant to the provisions of the Municipal Electric Service Agreement, hereinafter called AGREEMENT, executed by the CITY and the COMPANY.

STREET LIGHT REQUEST	ADDRESS - LOCATION STREET LIGHTS and EXCESS FACILITIES	SIZE and TYPE STREET LIGHTS	Q T Y	ANNUAL ENERGY CHARGE		FACILITY USAGE CHARGE	
				Installed	Removed	Installed	Removed
Install	Hwy 59 & V	7,500L-9,500L 150W eq LED 1 Cobrahead	1	\$74.03		\$ 352.50	
Remove	Hwy 59 & V	16,000L 150W HPS Flat Glass Cobrahead	1		\$107.46		\$ 97.49
Subtotals - Annual Energy Charge and Facility Usage Charge for this Request				\$74.03	\$107.46	\$ 352.50	\$ 97.49
A Annual Energy Charge for this Request (Install minus Remove)				-\$33.43			
B Total Facility Usage Charge for this Street Light Request (Install minus Remove)						\$ 255.01	

The CITY agrees that the AGREEMENT shall be amended as follows:

C	Total Facility Usage Charge for this Request (Total Line B)	\$255.01
D	Annual Facility Usage Charge to City for this Request (Total Line C X 9%)	\$22.95
E	Annual Energy Charge for this Request (Total Line A)	-\$33.43
F	Annual Facility Usage and Energy Charge for this Request (Total Line D plus/minus Line E)	-\$10.48
G	Monthly Increase/Decrease to be Paid by City for this Request (Total Line F divided by 12 months)	-\$0.87

This request for change shall be effective from and after its execution and is supplemental to, forms a part of and is to be construed with and subject to the terms, conditions and provisions of the Agreement herein referred to which, in all other particulars except as hereinafter amended, is ratified and confirmed. This contract and any ancillary agreements may be executed in counterparts, each of which shall be deemed an original and all of which, taken together, shall be deemed to be one agreement, and signatures by fax or other electronic transmission are acceptable and shall constitute an original signature for all purposes.

Executed at _____ this _____ day of _____
(SEAL)
ATTEST: _____
Clerk of Diamond By _____ Mayor or Board Chairman

ACCEPTANCE

The COMPANY hereby approves and consents to the aforesaid request for change in street lighting service and all terms and provisions included therein, and agrees that the Municipal Electric Service Agreement shall be amended accordingly. The number of street lights in service in said CITY will, after completion of the above changes and until our approval of further changes, be as follows:

Mercury Vapor Lights		High Pressure Sodium Lights		Metal Halide Lights		Light Emitting Diode Lights	
7,000L - 175W	37	6,000L - 70W	3	12,000L - 175W	0	7,500 - 9,500L - 150W	12
11,000L - 250W	5	16,000L - 150W	54	20,500L - 250W	1	13,000 - 16,000L - 250W	0
20,000L - 400W	0	27,500L - 250W	3	36,000L - 400W	0	19,000 - 22,000L - 250W	0
53,000L - 1,000W	0	50,000L - 400W	0	110,000L - 1,000W	0		
		130,000L - 1,000W	0				

WO# 1031283

DATE COMPLETED _____

CURRENT INVESTMENT CHARGE

ANNUAL FACILITY USAGE CHARGE

ACCUMULATIVE INVESTMENT CHARGE

\$255.01

\$3,607.23

\$40,080.29

The Empire District Electric Company

Company Representative Completing Contract: Roger Kidd

Executed at Joplin, Mo this _____ day of _____

By _____
(Authorized Signatory)

The Empire District Electric Company

Work Order # **1031137**

Request for Change in Street Lighting Service

Missouri

City of Neosho

Pursuant to a Resolution adopted by the governing body of the **City of Neosho** hereinafter called CITY, on the **1st** day of **March, 2024** **The Empire District Electric Company**, hereinafter called COMPANY, is hereby requested to make the following changes in street lighting service pursuant to the provisions of the Municipal Electric Service Agreement, hereinafter called AGREEMENT, executed by the CITY and the COMPANY.

STREET LIGHT REQUEST	ADDRESS - LOCATION STREET LIGHTS and EXCESS FACILITIES	SIZE and TYPE STREET LIGHTS	Q T Y	ANNUAL ENERGY CHARGE		FACILITY USAGE CHARGE	
				Installed	Removed	Installed	Removed
Install	W Meadows & N Meadows Dr	7,500L-9,500L 150W eq LED 1 Cobrahead	1	\$74.03		\$ 352.50	
Remove	W Meadows & N Meadows Dr	16,000L 150W HPS Open Bottom	1		\$107.46		\$ 218.47
Subtotals - Annual Energy Charge and Facility Usage Charge for this Request				\$74.03	\$107.46	\$ 352.50	\$ 218.47
A Annual Energy Charge for this Request (Install minus Remove)				-\$33.43			
B Total Facility Usage Charge for this Street Light Request (Install minus Remove)						\$ 134.03	

The CITY agrees that the AGREEMENT shall be amended as follows:

C	Total Facility Usage Charge for this Request (Total Line B)	\$134.03
D	Annual Facility Usage Charge to City for this Request (Total Line C X 9%)	\$12.06
E	Annual Energy Charge for this Request (Total Line A)	-\$33.43
F	Annual Facility Usage and Energy Charge for this Request (Total Line D plus/minus Line E)	-\$21.37
G	Monthly Increase/Decrease to be Paid by City for this Request (Total Line F divided by 12 months)	-\$1.78

This request for change shall be effective from and after its execution and is supplemental to, forms a part of and is to be construed with and subject to the terms, conditions and provisions of the Agreement herein referred to which, in all other particulars except as hereinafter amended, is ratified and confirmed. This contract and any ancillary agreements may be executed in counterparts, each of which shall be deemed an original and all of which, taken together, shall be deemed to be one agreement, and signatures by fax or other electronic transmission are acceptable and shall constitute an original signature for all purposes.

Executed at _____ this _____ day of _____
(SEAL)
ATTEST: _____ By _____
Clerk of Neosho Mayor or Board Chairman

ACCEPTANCE

The COMPANY hereby approves and consents to the aforesaid request for change in street lighting service and all terms and provisions included therein, and agrees that the Municipal Electric Service Agreement shall be amended accordingly. The number of street lights in service in said CITY will, after completion of the above changes and until our approval of further changes, be as follows:

Mercury Vapor Lights		High Pressure Sodium Lights		Metal Halide Lights		Light Emitting Diode Lights	
7,000L - 175W	445	6,000L - 70W	8	12,000L - 175W	8	7,500 - 9,500L - 150W	198
11,000L - 250W	13	16,000L - 150W	168	20,500L - 250W	58	13,000 - 16,000L - 250W	4
20,000L - 400W	8	27,500L - 250W	8	36,000L - 400W	1	19,000 - 22,000L - 250W	0
53,000L - 1,000W	3	50,000L - 400W	1	110,000L - 1,000W	0		
		130,000L - 1,000W	1				

WO# 1031137	DATE COMPLETED _____	
CURRENT INVESTMENT CHARGE	ANNUAL FACILITY USAGE CHARGE	ACCUMULATIVE INVESTMENT CHARGE
\$134.03	\$57,671.29	\$640,792.14

The Empire District Electric Company

Company Representative Completing Contract: Roger Kidd

Executed at Joplin, Mo this _____ day of _____

By _____
(Authorized Signatory)

The Empire District Electric Company

Work Order # **1031138**

Request for Change in Street Lighting Service

Missouri

City of Neosho

Pursuant to a Resolution adopted by the governing body of the **City of Neosho** hereinafter called CITY, on the **1st** day of **March, 2024** **The Empire District Electric Company**, hereinafter called COMPANY, is hereby requested to make the following changes in street lighting service pursuant to the provisions of the Municipal Electric Service Agreement, hereinafter called AGREEMENT, executed by the CITY and the COMPANY.

STREET LIGHT REQUEST	ADDRESS - LOCATION STREET LIGHTS and EXCESS FACILITIES	SIZE and TYPE STREET LIGHTS	Q T Y	ANNUAL ENERGY CHARGE		FACILITY USAGE CHARGE	
				Installed	Removed	Installed	Removed
Install	Valley & McKinney St	7,500L-9,500L 150W eq LED 1 Cobrahead	1	\$74.03		\$ 352.50	
Remove	Valley & McKinney St	16,000L 150W HPS Open Bottom	1		\$107.46		\$ 218.47
Subtotals - Annual Energy Charge and Facility Usage Charge for this Request				\$74.03	\$107.46	\$ 352.50	\$ 218.47
A Annual Energy Charge for this Request (Install minus Remove)				-\$33.43			
B Total Facility Usage Charge for this Street Light Request (Install minus Remove)						\$ 134.03	

The CITY agrees that the AGREEMENT shall be amended as follows:

C	Total Facility Usage Charge for this Request (Total Line B)	\$134.03
D	Annual Facility Usage Charge to City for this Request (Total Line C X 9%)	\$12.06
E	Annual Energy Charge for this Request (Total Line A)	-\$33.43
F	Annual Facility Usage and Energy Charge for this Request (Total Line D plus/minus Line E)	-\$21.37
G	Monthly Increase/Decrease to be Paid by City for this Request (Total Line F divided by 12 months)	-\$1.78

This request for change shall be effective from and after its execution and is supplemental to, forms a part of and is to be construed with and subject to the terms, conditions and provisions of the Agreement herein referred to which, in all other particulars except as hereinafter amended, is ratified and confirmed. This contract and any ancillary agreements may be executed in counterparts, each of which shall be deemed an original and all of which, taken together, shall be deemed to be one agreement, and signatures by fax or other electronic transmission are acceptable and shall constitute an original signature for all purposes.

Executed at _____ this _____ day of _____
 (SEAL)
 ATTEST: _____ By _____
 Clerk of Neosho Mayor or Board Chairman

ACCEPTANCE

The COMPANY hereby approves and consents to the aforesaid request for change in street lighting service and all terms and provisions included therein, and agrees that the Municipal Electric Service Agreement shall be amended accordingly. The number of street lights in service in said CITY will, after completion of the above changes and until our approval of further changes, be as follows:

Mercury Vapor Lights		High Pressure Sodium Lights		Metal Halide Lights		Light Emitting Diode Lights	
7,000L - 175W	445	6,000L - 70W	8	12,000L - 175W	8	7,500 - 9,500L - 150W	199
11,000L - 250W	13	16,000L - 150W	167	20,500L - 250W	58	13,000 - 16,000L - 250W	4
20,000L - 400W	8	27,500L - 250W	8	36,000L - 400W	1	19,000 - 22,000L - 250W	0
53,000L - 1,000W	3	50,000L - 400W	1	110,000L - 1,000W	0		
		130,000L - 1,000W	1				

WO# 1031138	DATE COMPLETED _____	
CURRENT INVESTMENT CHARGE	ANNUAL FACILITY USAGE CHARGE	ACCUMULATIVE INVESTMENT CHARGE
\$134.03	\$57,683.36	\$640,926.17

The Empire District Electric Company

Company Representative Completing Contract: Roger Kidd

Executed at Joplin, Mo this _____ day of _____

By _____
 (Authorized Signatory)

The Empire District Electric Company

Work Order # **1031147**

Request for Change in Street Lighting Service

Missouri

City of Neosho

Pursuant to a Resolution adopted by the governing body of the **City of Neosho** hereinafter called CITY, on the **1st** day of **March, 2024** **The Empire District Electric Company**, hereinafter called COMPANY, is hereby requested to make the following changes in street lighting service pursuant to the provisions of the Municipal Electric Service Agreement, hereinafter called AGREEMENT, executed by the CITY and the COMPANY.

STREET LIGHT REQUEST	ADDRESS - LOCATION STREET LIGHTS and EXCESS FACILITIES	SIZE and TYPE STREET LIGHTS	Q T Y	ANNUAL ENERGY CHARGE		FACILITY USAGE CHARGE	
				Installed	Removed	Installed	Removed
Install	Walnut & Terrace Pl	7,500L-9,500L 150W eq LED 1 Cobrahead	1	\$74.03		\$ 352.50	
Remove	Walnut & Terrace Pl	7,000L 175W MV Open Bottom	1		\$91.62		\$ 54.38
Subtotals - Annual Energy Charge and Facility Usage Charge for this Request				\$74.03	\$91.62	\$ 352.50	\$ 54.38
A Annual Energy Charge for this Request (Install minus Remove)				-\$17.59			
B Total Facility Usage Charge for this Street Light Request (Install minus Remove)						\$ 298.12	

The CITY agrees that the AGREEMENT shall be amended as follows:

C	Total Facility Usage Charge for this Request (Total Line B)	\$298.12
D	Annual Facility Usage Charge to City for this Request (Total Line C X 9%)	\$26.83
E	Annual Energy Charge for this Request (Total Line A)	-\$17.59
F	Annual Facility Usage and Energy Charge for this Request (Total Line D plus/minus Line E)	\$9.24
G	Monthly Increase/Decrease to be Paid by City for this Request (Total Line F divided by 12 months)	\$0.77

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Executed at _____ this _____ day of _____
(SEAL)
ATTEST: _____
Clerk of Neosho By _____
Mayor or Board Chairman

ACCEPTANCE

The COMPANY hereby approves and consents to the aforesaid request for change in street lighting service and all terms and provisions included therein, and agrees that the Municipal Electric Service Agreement shall be amended accordingly. The number of street lights in service in said CITY will, after completion of the above changes and until our approval of further changes, be as follows:

Mercury Vapor Lights		High Pressure Sodium Lights		Metal Halide Lights		Light Emitting Diode Lights	
7,000L - 175W	444	6,000L - 70W	8	12,000L - 175W	8	7,500 - 9,500L - 150W	200
11,000L - 250W	13	16,000L - 150W	167	20,500L - 250W	58	13,000 - 16,000L - 250W	4
20,000L - 400W	8	27,500L - 250W	8	36,000L - 400W	1	19,000 - 22,000L - 250W	0
53,000L - 1,000W	3	50,000L - 400W	1	110,000L - 1,000W	0		
		130,000L - 1,000W	1				

WO# 1031147	DATE COMPLETED _____	
CURRENT INVESTMENT CHARGE	ANNUAL FACILITY USAGE CHARGE	ACCUMULATIVE INVESTMENT CHARGE
\$298.12	\$57,710.19	\$641,224.29

The Empire District Electric Company

Company Representative Completing Contract: Roger Kidd

Executed at Joplin, Mo this _____ day of _____

By _____
(Authorized Signatory)

Work Order # **1031283****The Empire District Electric Company*****Request for Change in Street Lighting Service***

Missouri

City of Diamond

Pursuant to a Resolution adopted by the governing body of the **City of Diamond** hereinafter called CITY, on the **6th** day of **March, 2024** **The Empire District Electric Company**, hereinafter called COMPANY, is hereby requested to make the following changes in street lighting service pursuant to the provisions of the Municipal Electric Service Agreement, hereinafter called AGREEMENT, executed by the CITY and the COMPANY.

STREET LIGHT REQUEST	ADDRESS - LOCATION STREET LIGHTS and EXCESS FACILITIES	SIZE and TYPE STREET LIGHTS	Q T Y	ANNUAL ENERGY CHARGE		FACILITY USAGE CHARGE	
				Installed	Removed	Installed	Removed
Install	Hwy 59 & V	7,500L-9,500L 150W eq LED 1 Cobrahead	1	\$74.03		\$ 352.50	
Remove	Hwy 59 & V	16,000L 150W HPS Flat Glass Cobrahead	1		\$107.46		\$ 97.49
Subtotals - Annual Energy Charge and Facility Usage Charge for this Request				\$74.03	\$107.46	\$ 352.50	\$ 97.49
A Annual Energy Charge for this Request (Install minus Remove)				-\$33.43			
B Total Facility Usage Charge for this Street Light Request (Install minus Remove)						\$ 255.01	

The CITY agrees that the AGREEMENT shall be amended as follows:

C	Total Facility Usage Charge for this Request (Total Line B)	\$255.01
D	Annual Facility Usage Charge to City for this Request (Total Line C X 9%)	\$22.95
E	Annual Energy Charge for this Request (Total Line A)	-\$33.43
F	Annual Facility Usage and Energy Charge for this Request (Total Line D plus/minus Line E)	-\$10.48
G	Monthly Increase/Decrease to be Paid by City for this Request (Total Line F divided by 12 months)	-\$0.87

This request for change shall be effective from and after its execution and is supplemental to, forms a part of and is to be construed with and subject to the terms, conditions and provisions of the Agreement herein referred to which, in all other particulars except as hereinafter amended, is ratified and confirmed. This contract and any ancillary agreements may be executed in counterparts, each of which shall be deemed an original and all of which, taken together, shall be deemed to be one agreement, and signatures by fax or other electronic transmission are acceptable and shall constitute an original signature for all purposes.

Executed at _____ this _____ day of _____
(SEAL)
ATTEST: _____
Clerk of Diamond By _____ Mayor or Board Chairman

ACCEPTANCE

The COMPANY hereby approves and consents to the aforesaid request for change in street lighting service and all terms and provisions included therein, and agrees that the Municipal Electric Service Agreement shall be amended accordingly. The number of street lights in service in said CITY will, after completion of the above changes and until our approval of further changes, be as follows:

Mercury Vapor Lights		High Pressure Sodium Lights		Metal Halide Lights		Light Emitting Diode Lights	
7,000L - 175W	37	6,000L - 70W	3	12,000L - 175W	0	7,500 - 9,500L - 150W	12
11,000L - 250W	5	16,000L - 150W	54	20,500L - 250W	1	13,000 - 16,000L - 250W	0
20,000L - 400W	0	27,500L - 250W	3	36,000L - 400W	0	19,000 - 22,000L - 250W	0
53,000L - 1,000W	0	50,000L - 400W	0	110,000L - 1,000W	0		
		130,000L - 1,000W	0				

WO# 1031283

DATE COMPLETED _____

CURRENT INVESTMENT CHARGE

ANNUAL FACILITY USAGE CHARGE

ACCUMULATIVE INVESTMENT CHARGE

\$255.01

\$3,607.23

\$40,080.29

The Empire District Electric CompanyCompany Representative Completing Contract: Roger Kidd

Executed at Joplin, Mo this _____ day of _____

By _____
(Authorized Signatory)

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Hotel/Motel Request

ORIGINATING DEPARTMENT: City Manager

ATTACHMENT: None

PURPOSE:

To discuss the use of hotel motel funds for the Newton County Fairgrounds.

BACKGROUND:

Mr. Lucas Thogmartin has requested to utilize funds in the Hotel Motel account for the Newton County Fair. The funds being requested would be for entertainment for the event. Mr. Thogmartin is aware of the submission dates to utilize this fund. However, due to a financial burden for their event, I have requested this to be presented to the Council. Mr. Thogmartin has indicated this event has shown to have patrons utilize our local hotels and they also provide rooms for contest judging.

RECOMMENDATION:

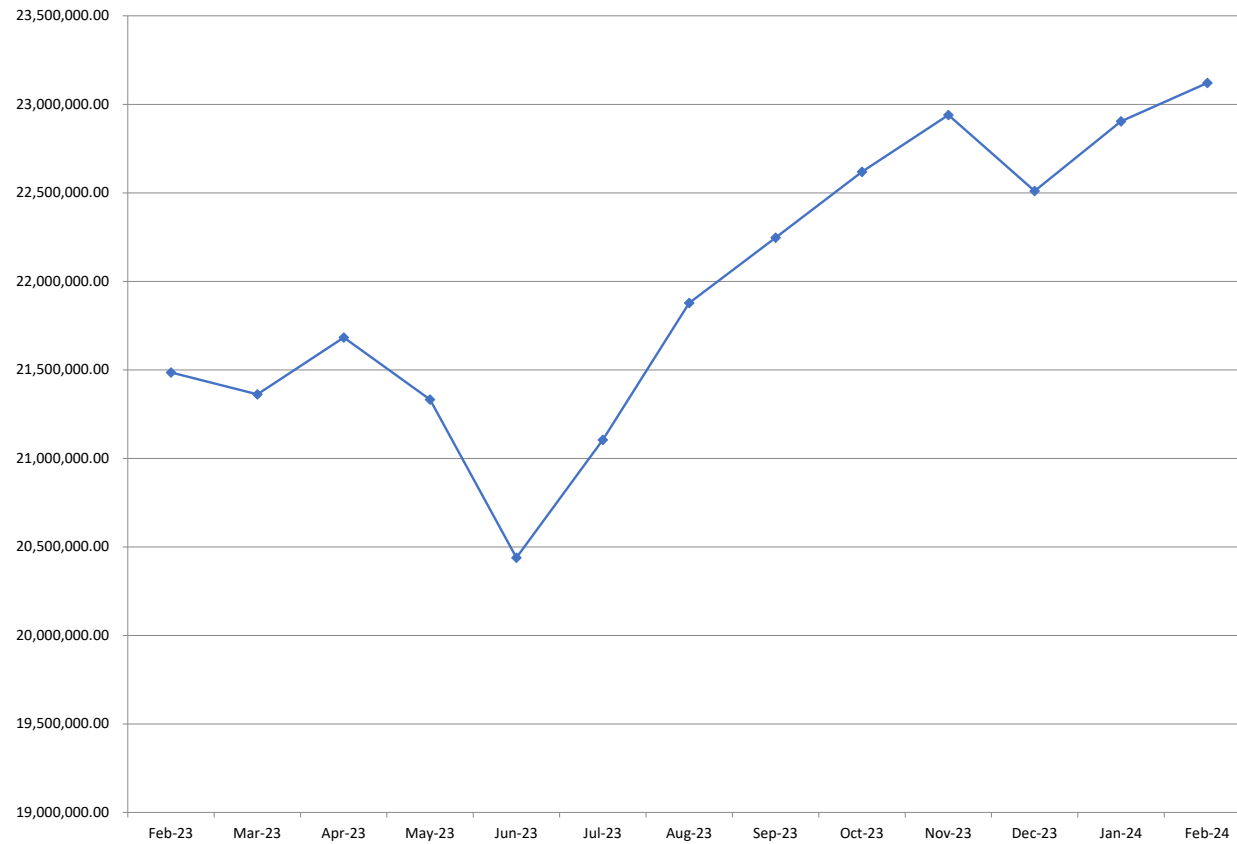
CITY OF NEOSHO
INVESTMENT ACCOUNT
CASH BALANCES (RECONCILED)*
February 29, 2024

Description of Account		Availability	Account Type at Bank	TOTAL	General Fund	Fire	Drainage	Senior Center	Parks	Auditorium	Economic Development	Streets	Street Bridge	Golf	Water/Wastewater	
General Operations	Commerce	Use as needed - Operating & C	Checking - Interest Bearing	15,933,325.35	5,682,310.27	381,364.96	657,180.39	250,151.31	523,769.90	1,260,518.60	603,649.42	2,260,304.71	1,051,040.88	376,336.65	2,747,046.51	
Public Safety				1,793,746.92	1,793,746.92											
Restricted				1,783,294.75	1,689,954.57										93,340.18	
Reward Donations				-	-											
I.O.O.F. Cemetery				(285,117.23)	(285,117.23)											
Cleaning Deposits				2,362.98	2,362.98											
Water Meter Deposits				59,966.54											59,966.54	
Cash in Bank - PD	Commerce	Not Available for use - unless	Checking - Interest Bearing	10,338.47	10,338.47											
Shop With A Cop				1,336.38												
D.A.R.E Program				-												
Hotel/Motel Tax				294,687.34												
Replacement reserves				927,581.75											927,581.75	
Meter Replacement Reserv				457,802.03											457,802.03	
W/WW Replacement Reserves				2,084,005.95											2,084,005.95	
Sewer District 17 - Debt & Mtce															-	
City Held Debt Service Reserves				1,943.90												
FEMA DR				55,601.24												
				23,120,876.37	8,893,595.98	381,364.96	657,180.39	250,151.31	523,769.90	1,260,518.60	603,649.42	2,260,304.71	1,051,040.88	469,676.83	6,276,402.78	
			Description of A	FEMA	Police Grant/Spec Rev		Hotel/Motel Tax	Transportation Grants	Community Dev Grants	TIF	Employee Insurance	Payroll Revolving	Debt Service Funds	Abbott/Morse Trusts		
			General Operations								40,518.80	-	47,746.90	51,386.05		
			City Held Debt Service Reserves										1,943.90			
			D.A.R.E Program		-											
			Shop With A Cop		1,336.38											
			Police Grants													
			Hotel/Motel Tax				294,687.34									
			FEMA DR4250	25,573.84												
			FEMA DR4317	30,027.40												
				55,601.24	1,336.38	-	294,687.34	-	-	-	40,518.80	-	49,690.80	51,386.05		
		Negative Funds	Negative Funds	Negative Funds	Negative Funds	40,518.80										
Net General Fund		Net General Fund	Net General Fund	Net General Fund	Net General Fund	\$ 8,934,114.78										

*Reconciled cash balances above do not reflect the effect of pending reconciling items shown on bank reconciliations.

	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Total Cash	21,485,536.24	21,361,706.80	21,682,518.99	21,332,182.69	20,438,974.17	21,105,019.18	21,878,083.83	22,246,524.79	22,618,457.58	22,939,872.02	22,510,274.53	22,903,617.02	23,120,876.37
Days Cash on hand	320.44	318.59	323.38	318.15	304.83	314.77	326.30	331.79	337.34	342.13	335.72	341.59	344.83

Total Cash



General Ledger

Budget Status

User: lforest
Printed: 3/15/2024 - 9:01 PM
Period: 5, 2024



Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
Fund 100		General Fund							
Dept 100-000		Non-Departmental							
R10		NON-OPERATING REVENUES							
100-000-2500-000		Unearned Grant Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R10 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R90		TRANSFERS IN							
100-000-3305-110		Transfre fm Public Safety Fund	20,000.00	1,667.00	8,335.00	11,665.00	0.00	11,665.00	58.33
100-000-3305-111		Trns fm Public Safety Fund	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-000-3305-120		Trns from Public Safety Fund	1,022,441.00	85,201.00	426,005.00	596,436.00	0.00	596,436.00	58.33
100-000-3305-144		Trns from Public Safety Fund	20,047.00	1,671.00	8,355.00	11,692.00	0.00	11,692.00	58.32
100-000-3306-000		Transfer fm ARPA Investment	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-000-3310-000		Transfer fm Hotel/Motel Admin	2,860.00	239.00	1,195.00	1,665.00	0.00	1,665.00	58.22
100-000-3316-000		Transfer fm Street >Land	5,660.00	471.67	2,358.35	3,301.65	0.00	3,301.65	58.33
100-000-3325-115		Transfer fm Police Dept	50,000.00	0.00	0.00	50,000.00	0.00	50,000.00	100.00
100-000-3355-000		Transfer to Gen Celebrate	19,500.00	0.00	0.00	19,500.00	0.00	19,500.00	100.00
100-000-3356-000		Transfer to Gen Fall Festival	13,000.00	0.00	13,000.00	0.00	0.00	0.00	0.00
		R90 Sub Totals:	1,153,508.00	89,249.67	459,248.35	694,259.65	0.00	694,259.65	60.19
		Revenue Sub Totals:	1,153,508.00	89,249.67	459,248.35	694,259.65	0.00	694,259.65	60.19
E90		TRANSFERS OUT							
100-000-3200-000		Sales Tax to TIF	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-000-3202-000		Transfer to Other Funds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-000-3203-000		Transfer to Senior Center	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-000-3205-000		Transfer to Fire Dept	753,748.00	62,813.00	314,065.00	439,683.00	0.00	439,683.00	58.33
100-000-3205-110		Trns to General	20,000.00	1,667.00	8,335.00	11,665.00	0.00	11,665.00	58.33
100-000-3205-120		Trns to Police Department	1,022,411.00	85,201.00	426,005.00	596,406.00	0.00	596,406.00	58.33
100-000-3205-144		Trns to Emergency Mgmt	20,047.00	1,671.00	8,355.00	11,692.00	0.00	11,692.00	58.32
100-000-3206-000		Transfer to ARPA	307,307.00	0.00	0.00	307,307.00	0.00	307,307.00	100.00
100-000-3206-170		Transfer to Drainage	1,129,114.00	0.00	0.00	1,129,114.00	0.00	1,129,114.00	100.00
100-000-3224-000		Transfer to Police Grants	2,310.00	0.00	0.00	2,310.00	0.00	2,310.00	100.00
100-000-3225-115		Trns to Develop Service	50,000.00	0.00	0.00	50,000.00	0.00	50,000.00	100.00
100-000-3230-000		Transfer to Fire fm General	714,751.00	59,563.00	297,815.00	416,936.00	0.00	416,936.00	58.33
100-000-3240-000		Transfer to GC fm General	120,000.00	0.00	0.00	120,000.00	0.00	120,000.00	100.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
100-000-3243-000	Transfer to Parks Department	50,000.00	4,167.00	20,835.00	29,165.00	0.00	29,165.00	58.33
100-000-3285-111	Trns to Capital Impr/Purch	52,233.00	0.00	0.00	52,233.00	0.00	52,233.00	100.00
100-000-3285-112	Trns to Capital Improvement	209,630.00	0.00	0.00	209,630.00	0.00	209,630.00	100.00
100-000-3285-115	Trns to Capital Impr/Purch	12,434.00	3,750.00	3,750.00	8,684.00	0.00	8,684.00	69.84
100-000-3285-118	Trns to Capital Improvement	68,000.00	0.00	12,196.78	55,803.22	0.00	55,803.22	82.06
100-000-3285-120	Trns to Capital Improvement	151,000.00	55,306.48	158,146.48	-7,146.48	0.00	-7,146.48	0.00
100-000-3285-160	Trns to Capital Improvement	727,538.00	8,766.76	480,008.13	247,529.87	0.00	247,529.87	34.02
100-000-3285-204	Trns to Capital Impr/Purch	91,107.00	0.00	41,106.52	50,000.48	0.00	50,000.48	54.88
100-000-3285-680	Transfer to CDBG	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E90 Sub Totals:	5,501,630.00	282,905.24	1,770,617.91	3,731,012.09	0.00	3,731,012.09	67.82
	Expense Sub Totals:	5,501,630.00	282,905.24	1,770,617.91	3,731,012.09	0.00	3,731,012.09	67.82
	Dept 000 Sub Totals:	4,348,122.00	193,655.57	1,311,369.56	3,036,752.44	0.00		
Dept 100-110								
R01	TAXES							
100-110-4010-110	Property Tax	475,000.00	25,147.02	541,566.48	-66,566.48	0.00	-66,566.48	0.00
100-110-4020-110	Financial Institution Tax	300.00	0.00	245.55	54.45	0.00	54.45	18.15
100-110-4030-110	1-Cent City Sales Tax	3,092,449.00	308,052.90	1,458,992.12	1,633,456.88	0.00	1,633,456.88	52.82
100-110-4031-110	3-Cent Recreational Sales Tax	200,000.00	34,985.61	96,507.55	103,492.45	0.00	103,492.45	51.75
100-110-4050-110	Cigarette Tax	54,200.00	3,685.16	19,018.52	35,181.48	0.00	35,181.48	64.91
100-110-4130-110	Franchises	775,000.00	91,264.97	345,362.04	429,637.96	0.00	429,637.96	55.44
	R01 Sub Totals:	4,596,949.00	463,135.66	2,461,692.26	2,135,256.74	0.00	2,135,256.74	46.45
R02	LICENSES AND PERMITS							
100-110-4100-110	Occupation Licenses	54,794.00	3,716.54	24,945.09	29,848.91	0.00	29,848.91	54.47
	R02 Sub Totals:	54,794.00	3,716.54	24,945.09	29,848.91	0.00	29,848.91	54.47
R03	INTER-GOVERNMENTAL							
100-110-4201-110	CARES/ARPA	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R06	REVENUE FROM USE OF ASSET							
100-110-4700-110	Interest Earned-General Fund	12,500.00	22,303.11	86,691.52	-74,191.52	0.00	-74,191.52	0.00
100-110-4760-110	Insurance Proceeds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-110-4820-110	General Admin Sale of Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	12,500.00	22,303.11	86,691.52	-74,191.52	0.00	-74,191.52	0.00
R07	OTHER INCOME							
100-110-4790-110	Judgments	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-110-4800-110	General Admin Miscellaneous	238,206.00	0.00	238,206.07	-0.07	0.00	-0.07	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	R07 Sub Totals:	238,206.00	0.00	238,206.07	-0.07	0.00	-0.07	0.00
	Revenue Sub Totals:	4,902,449.00	489,155.31	2,811,534.94	2,090,914.06	0.00	2,090,914.06	42.65
E10	PERSONNEL							
100-110-5010-110	General Admin Salaries	267,428.00	22,153.50	109,072.93	158,355.07	0.00	158,355.07	59.21
100-110-5020-110	General Admin Overtime	2,000.00	2.46	634.45	1,365.55	0.00	1,365.55	68.28
100-110-5040-110	Acting City Mgr Per Diem	4,500.00	0.00	0.00	4,500.00	0.00	4,500.00	100.00
100-110-5070-110	Availability Allowance	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-110-5170-110	General Admin Social Security	20,956.00	1,540.82	7,784.88	13,171.12	0.00	13,171.12	62.85
100-110-5180-110	General Admin Retirement	13,697.00	908.81	5,143.19	8,553.81	0.00	8,553.81	62.45
100-110-5190-110	General Admin Health Insurance	39,199.00	3,568.03	13,443.40	25,755.60	0.00	25,755.60	65.70
100-110-5210-110	General Admin Workers Comp.	11,999.00	0.00	0.00	11,999.00	0.00	11,999.00	100.00
100-110-5360-110	General Admin Memb/Train/Trvl	2,905.00	0.00	125.00	2,780.00	0.00	2,780.00	95.70
100-110-5380-110	Uniforms	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E10 Sub Totals:	362,684.00	28,173.62	136,203.85	226,480.15	0.00	226,480.15	62.45
E20	OPERATING COSTS							
100-110-5260-110	General Admin Prof. Service	115,712.00	10,980.01	29,050.71	86,661.29	0.00	86,661.29	74.89
100-110-5290-110	County Collector Fees	19,000.00	1,005.88	18,877.45	122.55	0.00	122.55	0.65
100-110-5300-110	General Admin Ins. & Bonds	16,347.00	0.00	175.00	16,172.00	0.00	16,172.00	98.93
100-110-5330-110	General Admin Equipment Maint.	7,575.00	0.00	89.98	7,485.02	0.00	7,485.02	98.81
100-110-5450-110	General Admin Claims & Judgmnt	350,516.00	0.00	350,515.46	0.54	0.00	0.54	0.00
100-110-5530-110	General Admin Fuels/Lubricants	525.00	34.47	356.59	168.41	0.00	168.41	32.08
100-110-5590-110	General Admin Gen. Supplies	15,340.00	1,295.07	5,913.04	9,426.96	0.00	9,426.96	61.45
100-110-5700-110	General Admin Comp., Software	1,873.00	0.00	0.00	1,873.00	0.00	1,873.00	100.00
	E20 Sub Totals:	526,888.00	13,315.43	404,978.23	121,909.77	0.00	121,909.77	23.14
E25	NON-OPERATING EXPENSE							
100-110-5271-110	Master Bank Acct Fees	1,000.00	0.00	0.00	1,000.00	0.00	1,000.00	100.00
100-110-5272-110	Investement Acct. Bank Fees	1,200.00	0.00	0.00	1,200.00	0.00	1,200.00	100.00
	E25 Sub Totals:	2,200.00	0.00	0.00	2,200.00	0.00	2,200.00	100.00
	Expense Sub Totals:	891,772.00	41,489.05	541,182.08	350,589.92	0.00	350,589.92	39.31
	Dept 110 Sub Totals:	-4,010,677.00	-447,666.26	-2,270,352.86	-1,740,324.14	0.00		
Dept 100-111								
R01	TAXES							
100-111-4031-110	3-Cent Recreational Use	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R01 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R04	CHARGES FOR SERVICES							

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
100-111-4800-111	City Clerk Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R04 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E10	PERSONNEL							
100-111-5010-111	Clerk Salaries	54,387.00	4,160.34	22,734.06	31,652.94	0.00	31,652.94	58.20
100-111-5030-111	Clerk Part Time	2,100.00	130.00	710.00	1,390.00	0.00	1,390.00	66.19
100-111-5170-111	Clerk Social Security	4,322.00	303.30	1,609.79	2,712.21	0.00	2,712.21	62.75
100-111-5180-111	Clerk Retirement	2,720.00	208.02	1,136.71	1,583.29	0.00	1,583.29	58.21
100-111-5190-111	Clerk Health Insurance	6,043.00	564.63	2,938.12	3,104.88	0.00	3,104.88	51.38
100-111-5210-111	Clerk Workers Compensation	2,475.00	0.00	0.00	2,475.00	0.00	2,475.00	100.00
100-111-5360-111	Clerk Member/Train/Trvl	10,535.00	310.00	3,463.94	7,071.06	0.00	7,071.06	67.12
	E10 Sub Totals:	82,582.00	5,676.29	32,592.62	49,989.38	0.00	49,989.38	60.53
E20	OPERATING COSTS							
100-111-5260-111	Clerk Professional Services	17,360.00	491.74	10,649.33	6,710.67	0.00	6,710.67	38.66
100-111-5300-111	Clerk Insurance & Bonds	650.00	100.00	100.00	550.00	0.00	550.00	84.62
100-111-5430-111	Clerk Elections	10,000.00	0.00	0.00	10,000.00	0.00	10,000.00	100.00
100-111-5590-111	Clerk General Supplies	966.00	16.15	302.52	663.48	0.00	663.48	68.68
100-111-5700-111	Clerk Comp., Software	819.00	0.00	287.88	531.12	0.00	531.12	64.85
	E20 Sub Totals:	29,795.00	607.89	11,339.73	18,455.27	0.00	18,455.27	61.94
	Expense Sub Totals:	112,377.00	6,284.18	43,932.35	68,444.65	0.00	68,444.65	60.91
	Dept 111 Sub Totals:	112,377.00	6,284.18	43,932.35	68,444.65	0.00		
Dept 100-113								
R06	REVENUE FROM USE OF ASSET							
100-113-4470-755	Celebrate Booth Fees	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-113-4470-756	Fall Festival Booth Fees	8,000.00	240.00	2,320.00	5,680.00	0.00	5,680.00	71.00
100-113-4471-755	Celebrate Race Fees	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	8,000.00	240.00	2,320.00	5,680.00	0.00	5,680.00	71.00
R08	SALES REVENUE							
100-113-4480-755	Celebrate Neosho Shirt Sales	0.00	0.00	75.00	-75.00	0.00	-75.00	0.00
	R08 Sub Totals:	0.00	0.00	75.00	-75.00	0.00	-75.00	0.00
R87	DONATIONS							
100-113-4990-755	Celebrate Neosho Sponsors	8,000.00	2,900.00	2,900.00	5,100.00	0.00	5,100.00	63.75
100-113-4990-756	Fall Festival Sponsorships	8,000.00	2,900.00	2,900.00	5,100.00	0.00	5,100.00	63.75
	R87 Sub Totals:	16,000.00	5,800.00	5,800.00	10,200.00	0.00	10,200.00	63.75

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
E20 100-113-6520-755 100-113-6530-756	Revenue Sub Totals:	24,000.00	6,040.00	8,195.00	15,805.00	0.00	15,805.00	65.85
	OPERATING COSTS							
	Celebrate Neosho Expenses	27,500.00	0.00	9,975.00	17,525.00	0.00	17,525.00	63.73
	Fall Festival Expenses	29,000.00	24.93	11,393.04	17,606.96	0.00	17,606.96	60.71
	E20 Sub Totals:	56,500.00	24.93	21,368.04	35,131.96	0.00	35,131.96	62.18
Dept 100-115 R02	Expense Sub Totals:	56,500.00	24.93	21,368.04	35,131.96	0.00	35,131.96	62.18
	Dept 113 Sub Totals:	32,500.00	-6,015.07	13,173.04	19,326.96	0.00		
	LICENSES AND PERMITS							
	Building Permits/Inspec.	102,152.00	4,066.50	72,830.25	29,321.75	0.00	29,321.75	28.70
	Planning & Zoning Fees	1,735.00	250.00	493.40	1,241.60	0.00	1,241.60	71.56
R03 100-115-4200-708	R02 Sub Totals:	103,887.00	4,316.50	73,323.65	30,563.35	0.00	30,563.35	29.42
	INTER-GOVERNMENTAL							
	CDBG Grant Revenue	50,132.00	0.00	11,795.63	38,336.37	0.00	38,336.37	76.47
	R03 Sub Totals:	50,132.00	0.00	11,795.63	38,336.37	0.00	38,336.37	76.47
	R04							
100-115-4791-115	CHARGES FOR SERVICES							
	Code Enforcement Fees	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R04 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06							
	REVENUE FROM USE OF ASSET							
100-115-4820-115	Sale of Dev. Service Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R07							
	OTHER INCOME							
	Code Enforcement Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-115-4800-115	R07 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	154,019.00	4,316.50	85,119.28	68,899.72	0.00	68,899.72	44.73
	PERSONNEL							
	Bldg/Inspection Salaries	184,126.00	13,097.62	50,273.09	133,852.91	0.00	133,852.91	72.70
	Bldg/Inspection Overtime	1,750.00	152.04	631.21	1,118.79	0.00	1,118.79	63.93
100-115-5010-115 100-115-5020-115 100-115-5070-115 100-115-5170-115 100-115-5180-115 100-115-5190-115	Availability Allowance	1,440.00	60.00	300.00	1,140.00	0.00	1,140.00	79.17
	Bldg/Inspection Social Sec.	14,220.00	1,007.05	3,878.11	10,341.89	0.00	10,341.89	72.73
	Bldg/Inspection Retirement	9,294.00	712.48	2,719.10	6,574.90	0.00	6,574.90	70.74
	Bldg/Inspection Health Ins.	30,211.00	2,382.88	7,744.36	22,466.64	0.00	22,466.64	74.37

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
100-115-5210-115	Bldg/Inspection Workers Comp.	8,142.00	0.00	0.00	8,142.00	0.00	8,142.00	100.00
100-115-5360-115	Bldg/Inspection Mem/Train/Trvl	5,000.00	0.00	0.00	5,000.00	0.00	5,000.00	100.00
100-115-5380-115	Bldg/Inspection Uniforms	735.00	299.98	797.91	-62.91	0.00	-62.91	0.00
	E10 Sub Totals:	254,918.00	17,712.05	66,343.78	188,574.22	0.00	188,574.22	73.97
E20	OPERATING COSTS							
100-115-5260-115	Bldg/Inspection Prof. Services	132,980.00	1,295.56	19,017.38	113,962.62	38,436.79	75,525.83	56.79
100-115-5270-115	Credit Card Fees	1,000.00	0.00	244.13	755.87	0.00	755.87	75.59
100-115-5300-115	Bldg/Inspection Ins. & Bonds	199.00	0.00	0.00	199.00	0.00	199.00	100.00
100-115-5330-115	Bldg/Inspection Equip Maint.	1,575.00	0.00	419.91	1,155.09	0.00	1,155.09	73.34
100-115-5530-115	Bldg/Inspection Fuels	3,675.00	63.96	432.76	3,242.24	0.00	3,242.24	88.22
100-115-5590-115	Bldg/Inspection Gen. Supplies	7,350.00	76.52	3,343.42	4,006.58	0.00	4,006.58	54.51
100-115-5700-115	Development Computer/Software	2,054.00	215.91	480.90	1,573.10	0.00	1,573.10	76.59
	E20 Sub Totals:	148,833.00	1,651.95	23,938.50	124,894.50	38,436.79	86,457.71	58.09
	Expense Sub Totals:	403,751.00	19,364.00	90,282.28	313,468.72	38,436.79	275,031.93	68.12
	Dept 115 Sub Totals:	249,732.00	15,047.50	5,163.00	244,569.00	38,436.79		
Dept 100-118								
R03	INTER-GOVERNMENTAL							
100-118-4200-118	Region M Grant	71,491.00	0.00	45,491.79	25,999.21	0.00	25,999.21	36.37
	R03 Sub Totals:	71,491.00	0.00	45,491.79	25,999.21	0.00	25,999.21	36.37
R06	REVENUE FROM USE OF ASSET							
100-118-4760-118	Insurance Proceeds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-118-4820-118	Sale of Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R07	OTHER INCOME							
100-118-4800-118	Recycle Center Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R07 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R08	SALES REVENUE							
100-118-4420-118	Recycle Center Sales	25,654.00	11,299.62	41,828.20	-16,174.20	0.00	-16,174.20	0.00
	R08 Sub Totals:	25,654.00	11,299.62	41,828.20	-16,174.20	0.00	-16,174.20	0.00
	Revenue Sub Totals:	97,145.00	11,299.62	87,319.99	9,825.01	0.00	9,825.01	10.11
E10	PERSONNEL							
100-118-5010-118	Recycle Center Salaries	97,114.00	7,453.00	40,721.73	56,392.27	0.00	56,392.27	58.07
100-118-5020-118	Recycle Center Overtime	1,500.00	17.27	17.27	1,482.73	0.00	1,482.73	98.85
100-118-5030-118	Recycle Center Part Time	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
100-118-5170-118	Recycle Center Social Sec.	7,544.00	569.63	3,107.31	4,436.69	0.00	4,436.69	58.81
100-118-5180-118	Recycle Center Retirement	4,931.00	373.51	2,036.92	2,894.08	0.00	2,894.08	58.69
100-118-5190-118	Recycle Center Health Ins.	22,659.00	1,787.16	8,935.80	13,723.20	0.00	13,723.20	60.56
100-118-5210-118	Recycle Center Workers Comp	4,320.00	0.00	0.00	4,320.00	0.00	4,320.00	100.00
100-118-5360-118	Recycle Center Memb/Train/Trvl	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-118-5380-118	Recycle Center Uniforms	1,800.00	0.00	480.42	1,319.58	0.00	1,319.58	73.31
	E10 Sub Totals:	139,868.00	10,200.57	55,299.45	84,568.55	0.00	84,568.55	60.46
E20	OPERATING COSTS							
100-118-5260-118	Recycle Ctr Professional Svcs	1,284.00	188.74	1,241.10	42.90	0.00	42.90	3.34
100-118-5265-118	Shipping/Disposal	5,250.00	444.00	4,816.80	433.20	0.00	433.20	8.25
100-118-5300-118	Recycle Center Ins. & Bonds	2,176.00	0.00	0.00	2,176.00	0.00	2,176.00	100.00
100-118-5320-118	Recycle Center Facility Maint.	2,550.00	202.08	202.08	2,347.92	0.00	2,347.92	92.08
100-118-5330-118	Recycle Center Equipment Maint	2,100.00	79.69	523.74	1,576.26	0.00	1,576.26	75.06
100-118-5530-118	Recycle Center Fuels	1,890.00	69.45	370.88	1,519.12	0.00	1,519.12	80.38
100-118-5590-118	Recycle Center Gen. Supplies	1,575.00	0.00	34.24	1,540.76	0.00	1,540.76	97.83
100-118-5700-118	Recycle Comp., Software	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-118-6300-118	Recycle Center Electricity	1,874.00	176.41	704.86	1,169.14	0.00	1,169.14	62.39
100-118-6310-118	Recycle Center Heating Fuels	2,077.00	489.13	920.58	1,156.42	0.00	1,156.42	55.68
100-118-6350-118	Recycle Center Phones	5,154.00	410.36	1,993.88	3,160.12	0.00	3,160.12	61.31
	E20 Sub Totals:	25,930.00	2,059.86	10,808.16	15,121.84	0.00	15,121.84	58.32
	Expense Sub Totals:	165,798.00	12,260.43	66,107.61	99,690.39	0.00	99,690.39	60.13
	Dept 118 Sub Totals:	68,653.00	960.81	-21,212.38	89,865.38	0.00		
Dept 100-120								
R01	TAXES							
100-120-4130-120	Sanitation Enforcement	100,000.00	4,497.03	61,211.05	38,788.95	0.00	38,788.95	38.79
	R01 Sub Totals:	100,000.00	4,497.03	61,211.05	38,788.95	0.00	38,788.95	38.79
R02	LICENSES AND PERMITS							
100-120-4080-122	Animal Licenses	500.00	0.00	438.00	62.00	0.00	62.00	12.40
	R02 Sub Totals:	500.00	0.00	438.00	62.00	0.00	62.00	12.40
R03	INTER-GOVERNMENTAL							
100-120-4200-120	Grant Revenue	4,310.00	0.00	0.00	4,310.00	0.00	4,310.00	100.00
100-120-4205-120	MIRMA Grant	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-120-4810-120	School Resource Ofcr	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-120-4810-121	School Resource Ofcr Crowder	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	4,310.00	0.00	0.00	4,310.00	0.00	4,310.00	100.00
R04	CHARGES FOR SERVICES							

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
100-120-4840-120	Security Detail Reimburse	4,000.00	0.00	0.00	4,000.00	0.00	4,000.00	100.00
	R04 Sub Totals:	4,000.00	0.00	0.00	4,000.00	0.00	4,000.00	100.00
R05	FINES AND FORFEITURES							
100-120-4600-120	Court Fines	250,000.00	47,299.10	114,323.72	135,676.28	0.00	135,676.28	54.27
100-120-4610-120	Police Training Fees	2,000.00	298.00	1,342.00	658.00	0.00	658.00	32.90
100-120-4620-120	C. Victim's Compensation	400.00	55.24	247.61	152.39	0.00	152.39	38.10
100-120-4630-120	Recoupment Jail Fees	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-120-4640-120	Recoupment Arrest Fees	3,500.00	290.00	2,004.15	1,495.85	0.00	1,495.85	42.74
	R05 Sub Totals:	255,900.00	47,942.34	117,917.48	137,982.52	0.00	137,982.52	53.92
R06	REVENUE FROM USE OF ASSET							
100-120-4760-120	Insurance Proceeds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-120-4820-120	Police Sale of Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R07	OTHER INCOME							
100-120-4800-120	Law Enforcement Miscellaneous	2,160.00	47.49	2,415.52	-255.52	0.00	-255.52	0.00
	R07 Sub Totals:	2,160.00	47.49	2,415.52	-255.52	0.00	-255.52	0.00
R87	DONATIONS							
100-120-4990-120	Police Donations	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-120-4992-120	Donated Rewards	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R87 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	366,870.00	52,486.86	181,982.05	184,887.95	0.00	184,887.95	50.40
E10	PERSONNEL							
100-120-5010-120	Police Dept Salaries	1,288,823.00	97,645.81	514,042.44	774,780.56	0.00	774,780.56	60.12
100-120-5020-120	Police Dept Overtime	93,000.00	2,792.71	45,242.69	47,757.31	0.00	47,757.31	51.35
100-120-5030-120	Police Dept Part Time	10,224.00	1,520.63	6,394.01	3,829.99	0.00	3,829.99	37.46
100-120-5070-120	Availability Allowance	2,520.00	180.00	802.50	1,717.50	0.00	1,717.50	68.15
100-120-5170-120	Police Dept Social Security	106,492.00	7,361.68	41,100.59	65,391.41	0.00	65,391.41	61.40
100-120-5180-120	Police Dept Retirement	105,019.00	6,127.72	36,578.27	68,440.73	0.00	68,440.73	65.17
100-120-5190-120	Police Dept Health Insurance	188,817.00	15,683.06	74,559.98	114,257.02	0.00	114,257.02	60.51
100-120-5210-120	Police Dept Workers Comp.	60,972.00	0.00	0.00	60,972.00	0.00	60,972.00	100.00
100-120-5360-120	Police Dept Member/Train/Trvl	21,355.00	745.00	4,514.55	16,840.45	0.00	16,840.45	78.86
100-120-5361-120	Academy Training	17,000.00	0.00	-4,950.00	21,950.00	0.00	21,950.00	129.12
100-120-5380-120	Police Dept Uniforms	19,950.00	2,423.62	7,122.20	12,827.80	0.00	12,827.80	64.30
	E10 Sub Totals:	1,914,172.00	134,480.23	725,407.23	1,188,764.77	0.00	1,188,764.77	62.10
E20	OPERATING COSTS							
100-120-5260-120	Police Dept Prof. Services	562,675.00	9,083.45	30,618.77	532,056.23	0.00	532,056.23	94.56

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
100-120-5300-120	Police Dept Insurance & Bonds	13,748.00	0.00	0.00	13,748.00	0.00	13,748.00	100.00
100-120-5320-120	Police Dept Facility Maint.	7,350.00	8.64	200.73	7,149.27	0.00	7,149.27	97.27
100-120-5330-120	Police Dept Equipment Maint	31,500.00	1,519.75	12,011.13	19,488.87	0.00	19,488.87	61.87
100-120-5363-120	TSMCS Account	2,000.00	0.00	0.00	2,000.00	0.00	2,000.00	100.00
100-120-5420-120	Police Care of Prisoners	40,000.00	2,080.00	14,100.00	25,900.00	0.00	25,900.00	64.75
100-120-5500-120	Investigation Account	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-120-5530-120	Police Dept Fuels/Lubricants	70,000.00	2,886.01	20,878.56	49,121.44	0.00	49,121.44	70.17
100-120-5540-120	Police Dept Chemicals	263.00	0.00	0.00	263.00	0.00	263.00	100.00
100-120-5590-120	Police Dept General Supplies	11,550.00	743.03	3,498.14	8,051.86	0.00	8,051.86	69.71
100-120-5590-122	ACO General Supplies	15,750.00	665.60	3,614.50	12,135.50	0.00	12,135.50	77.05
100-120-5700-120	Police Dept Comp., Software	17,766.00	0.00	635.72	17,130.28	0.00	17,130.28	96.42
100-120-5780-120	Law Enforcement Vehicles	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-120-6300-120	Police Dept Electricity	15,013.00	1,732.59	4,028.36	10,984.64	0.00	10,984.64	73.17
100-120-6350-120	Police Dept Phones	15,120.00	1,205.42	5,526.44	9,593.56	0.00	9,593.56	63.45
100-120-6390-120	Police Dept Minor Equipment	57,098.00	0.00	39,520.95	17,577.05	8,308.49	9,268.56	16.23
	E20 Sub Totals:	859,833.00	19,924.49	134,633.30	725,199.70	8,308.49	716,891.21	83.38
E30	CAPITAL OUTLAY							
100-120-6380-120	Lease Purchase Payments	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E30 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	2,774,005.00	154,404.72	860,040.53	1,913,964.47	8,308.49	1,905,655.98	68.70
	Dept 120 Sub Totals:	2,407,135.00	101,917.86	678,058.48	1,729,076.52	8,308.49		
Dept 100-125								
R05	FINES AND FORFEITURES							
100-125-4590-125	Court Costs	16,000.00	1,642.98	7,352.08	8,647.92	0.00	8,647.92	54.05
100-125-4611-125	Court Clerk Training Fees	1,400.00	138.85	649.99	750.01	0.00	750.01	53.57
	R05 Sub Totals:	17,400.00	1,781.83	8,002.07	9,397.93	0.00	9,397.93	54.01
	Revenue Sub Totals:	17,400.00	1,781.83	8,002.07	9,397.93	0.00	9,397.93	54.01
E10	PERSONNEL							
100-125-5010-125	Municipal Court Salaries	106,746.00	8,147.02	44,427.99	62,318.01	0.00	62,318.01	58.38
100-125-5020-125	Municipal Court Overtime	1,800.00	64.15	562.62	1,237.38	0.00	1,237.38	68.74
100-125-5170-125	Municipal Court Social Secur.	8,304.00	557.58	2,933.74	5,370.26	0.00	5,370.26	64.67
100-125-5180-125	Municipal Court Retirement	5,428.00	410.56	2,249.53	3,178.47	0.00	3,178.47	58.56
100-125-5190-125	Municipal Court Health Ins.	22,659.00	1,889.10	9,853.26	12,805.74	0.00	12,805.74	56.52
100-125-5210-125	Municipal Court Workers Comp.	4,755.00	0.00	0.00	4,755.00	0.00	4,755.00	100.00
100-125-5360-125	Municipal Court Mem/Train/Trvl	2,500.00	0.00	150.00	2,350.00	0.00	2,350.00	94.00
	E10 Sub Totals:	152,192.00	11,068.41	60,177.14	92,014.86	0.00	92,014.86	60.46

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
E20	OPERATING COSTS							
100-125-5260-125	Municipal Court Prof. Services	3,850.00	356.24	2,781.20	1,068.80	0.00	1,068.80	27.76
100-125-5261-125	Court Appointed Expenses	1,000.00	0.00	0.00	1,000.00	0.00	1,000.00	100.00
100-125-5263-125	Domestic Violence Expense	3,600.00	293.00	1,045.00	2,555.00	0.00	2,555.00	70.97
100-125-5330-125	Municipal Court Equip. Maint.	500.00	0.00	0.00	500.00	0.00	500.00	100.00
100-125-5590-125	Municipal Court Gen Supplies	2,730.00	60.68	1,199.42	1,530.58	0.00	1,530.58	56.07
100-125-5700-125	Municipal Court Comp., Softwre	1,454.00	38.98	83.97	1,370.03	0.00	1,370.03	94.22
100-125-6350-125	Municipal Court Phones	1,260.00	100.00	500.00	760.00	0.00	760.00	60.32
	E20 Sub Totals:	14,394.00	848.90	5,609.59	8,784.41	0.00	8,784.41	61.03
	Expense Sub Totals:	166,586.00	11,917.31	65,786.73	100,799.27	0.00	100,799.27	60.51
	Dept 125 Sub Totals:	149,186.00	10,135.48	57,784.66	91,401.34	0.00		
Dept 100-141								
R06	REVENUE FROM USE OF ASSET							
100-141-4820-141	Sale of IT Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E10	PERSONNEL							
100-141-5010-141	IT Salaries	32,754.00	2,519.46	13,633.55	19,120.45	0.00	19,120.45	58.38
100-141-5020-141	IT Overtime	200.00	0.00	218.25	-18.25	0.00	-18.25	0.00
100-141-5070-141	Availability Allowance	360.00	30.00	150.00	210.00	0.00	210.00	58.33
100-141-5170-141	IT Social Security	2,521.00	192.92	1,060.57	1,460.43	0.00	1,460.43	57.93
100-141-5180-141	IT Retirement	1,648.00	127.48	701.49	946.51	0.00	946.51	57.43
100-141-5190-141	IT Health Insurance	7,553.00	595.72	2,978.60	4,574.40	0.00	4,574.40	60.56
100-141-5210-141	IT Workers Compensation	1,444.00	0.00	0.00	1,444.00	0.00	1,444.00	100.00
100-141-5360-141	IT Membership/Training/Travel	1,500.00	0.00	0.00	1,500.00	0.00	1,500.00	100.00
	E10 Sub Totals:	47,980.00	3,465.58	18,742.46	29,237.54	0.00	29,237.54	60.94
E20	OPERATING COSTS							
100-141-5260-141	IT Professional Services	53,058.00	594.14	7,658.04	45,399.96	0.00	45,399.96	85.57
100-141-5590-141	IT General Supplies	260.00	0.00	0.00	260.00	0.00	260.00	100.00
100-141-5700-141	IT Computers, Software, Etc.	2,840.00	0.00	382.88	2,457.12	0.00	2,457.12	86.52
	E20 Sub Totals:	56,158.00	594.14	8,040.92	48,117.08	0.00	48,117.08	85.68
	Expense Sub Totals:	104,138.00	4,059.72	26,783.38	77,354.62	0.00	77,354.62	74.28
	Dept 141 Sub Totals:	104,138.00	4,059.72	26,783.38	77,354.62	0.00		
Dept 100-143								

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
E20	OPERATING COSTS							
100-143-5530-143	Fleet Mtce Fuels	3,150.00	200.60	200.60	2,949.40	0.00	2,949.40	93.63
100-143-5590-143	Fleet Maint. General Supplies	2,100.00	158.19	204.94	1,895.06	0.00	1,895.06	90.24
100-143-6390-143	Fleet Mtce Minor Equipment	3,150.00	46.75	2,751.36	398.64	0.00	398.64	12.66
	E20 Sub Totals:	8,400.00	405.54	3,156.90	5,243.10	0.00	5,243.10	62.42
	Expense Sub Totals:	8,400.00	405.54	3,156.90	5,243.10	0.00	5,243.10	62.42
	Dept 143 Sub Totals:	8,400.00	405.54	3,156.90	5,243.10	0.00		
Dept 100-144								
E20	OPERATING COSTS							
100-144-5260-144	Emergency Mgmt Prof. Services	13,521.00	0.00	13,521.00	0.00	0.00	0.00	0.00
100-144-5300-144	Emergency Mgmt Ins. & Bonds	3,300.00	0.00	0.00	3,300.00	0.00	3,300.00	100.00
100-144-5330-144	Emergency Mgmt Equip. Mtce	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-144-6300-144	Emergency Mgmt Electricity	3,226.00	226.00	990.04	2,235.96	0.00	2,235.96	69.31
	E20 Sub Totals:	20,047.00	226.00	14,511.04	5,535.96	0.00	5,535.96	27.61
	Expense Sub Totals:	20,047.00	226.00	14,511.04	5,535.96	0.00	5,535.96	27.61
	Dept 144 Sub Totals:	20,047.00	226.00	14,511.04	5,535.96	0.00		
Dept 100-145								
E10	PERSONNEL							
100-145-5010-145	Human Resources Salaries	62,368.00	4,566.76	25,050.65	37,317.35	0.00	37,317.35	59.83
100-145-5170-145	Human Resources Social Secur.	4,542.00	313.16	1,735.39	2,806.61	0.00	2,806.61	61.79
100-145-5180-145	Human Resources Retirement	2,969.00	228.34	1,252.54	1,716.46	0.00	1,716.46	57.81
100-145-5190-145	Human Resources Health Ins.	7,553.00	672.18	3,360.90	4,192.10	0.00	4,192.10	55.50
100-145-5210-145	Human Resources Workers Comp.	2,601.00	0.00	0.00	2,601.00	0.00	2,601.00	100.00
100-145-5360-145	Human Resources Mem/Train/Trvl	4,250.00	843.00	1,261.18	2,988.82	0.00	2,988.82	70.33
	E10 Sub Totals:	84,283.00	6,623.44	32,660.66	51,622.34	0.00	51,622.34	61.25
E20	OPERATING COSTS							
100-145-5260-145	Human Resources Prof. Services	3,935.00	184.50	1,087.80	2,847.20	0.00	2,847.20	72.36
100-145-5590-145	Human Resources GenSupplies	5,800.00	895.08	1,639.05	4,160.95	0.00	4,160.95	71.74
100-145-5700-145	HR Computer/Software	6,400.00	0.00	287.88	6,112.12	0.00	6,112.12	95.50
	E20 Sub Totals:	16,135.00	1,079.58	3,014.73	13,120.27	0.00	13,120.27	81.32
	Expense Sub Totals:	100,418.00	7,703.02	35,675.39	64,742.61	0.00	64,742.61	64.47
	Dept 145 Sub Totals:	100,418.00	7,703.02	35,675.39	64,742.61	0.00		
Dept 100-160								

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
R03	INTER-GOVERNMENTAL							
100-160-4200-160	Grant Revenue	572,946.00	0.00	32,000.00	540,946.00	0.00	540,946.00	94.41
100-160-4201-160	Grant Revenue -CARES	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	572,946.00	0.00	32,000.00	540,946.00	0.00	540,946.00	94.41
R06	REVENUE FROM USE OF ASSET							
100-160-4400-160	Land Lease at Airport	22,000.00	6,271.54	10,271.54	11,728.46	0.00	11,728.46	53.31
100-160-4410-160	Airport Land Lease - City	9,700.00	808.34	4,041.70	5,658.30	0.00	5,658.30	58.33
100-160-4500-160	Airport Hangar Rentals	60,120.00	5,915.00	26,383.41	33,736.59	0.00	33,736.59	56.12
100-160-4820-160	Airport Sale of Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	91,820.00	12,994.88	40,696.65	51,123.35	0.00	51,123.35	55.68
R07	OTHER INCOME							
100-160-4800-160	Miscellaneous Income	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R07 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R08	SALES REVENUE							
100-160-4540-160	Sale of Jet Fuel	70,000.00	1,380.95	9,396.50	60,603.50	0.00	60,603.50	86.58
100-160-4550-160	Sale of Aviation Gas	85,000.00	5,932.88	32,280.69	52,719.31	0.00	52,719.31	62.02
100-160-4560-160	Sale of Pilot Supplies	500.00	68.01	320.48	179.52	0.00	179.52	35.90
	R08 Sub Totals:	155,500.00	7,381.84	41,997.67	113,502.33	0.00	113,502.33	72.99
	Revenue Sub Totals:	820,266.00	20,376.72	114,694.32	705,571.68	0.00	705,571.68	86.02
E10	PERSONNEL							
100-160-5010-160	Airport Salaries	39,772.00	3,059.34	16,712.55	23,059.45	0.00	23,059.45	57.98
100-160-5020-160	Airport Overtime	900.00	50.19	200.77	699.23	0.00	699.23	77.69
100-160-5030-160	Airport Part Time	28,704.00	2,095.02	10,828.47	17,875.53	0.00	17,875.53	62.28
100-160-5070-160	Availability Allowance	360.00	30.00	150.00	210.00	0.00	210.00	58.33
100-160-5170-160	Airport Social Security	5,308.00	400.44	2,133.68	3,174.32	0.00	3,174.32	59.80
100-160-5180-160	Airport Retirement	2,034.00	156.97	854.35	1,179.65	0.00	1,179.65	58.00
100-160-5190-160	Airport Health Insurance	7,553.00	595.72	2,978.60	4,574.40	0.00	4,574.40	60.56
100-160-5210-160	Airport Workers Compensation	3,039.00	0.00	0.00	3,039.00	0.00	3,039.00	100.00
100-160-5360-160	Membership/Training/Travel	525.00	0.00	0.00	525.00	0.00	525.00	100.00
100-160-5380-160	Airport Uniforms	828.00	109.97	109.97	718.03	0.00	718.03	86.72
	E10 Sub Totals:	89,023.00	6,497.65	33,968.39	55,054.61	0.00	55,054.61	61.84
E20	OPERATING COSTS							
100-160-5260-160	Airport Professional Services	10,410.00	263.74	5,529.63	4,880.37	0.00	4,880.37	46.88
100-160-5300-160	Airport Insurance & Bonds	19,467.00	200.00	200.00	19,267.00	0.00	19,267.00	98.97
100-160-5320-160	Airport Facility Maintenance	5,250.00	7,082.00	11,908.61	-6,658.61	0.00	-6,658.61	0.00
100-160-5330-160	Airport Equipment Maintenance	9,410.00	23.98	8,021.95	1,388.05	0.00	1,388.05	14.75
100-160-5460-160	Cost of Av Gas Sold	74,550.00	4,678.58	36,390.45	38,159.55	0.00	38,159.55	51.19

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
100-160-5470-160	Cost of Jet Fuel Sold	60,900.00	1,395.69	8,648.99	52,251.01	0.00	52,251.01	85.80
100-160-5480-160	Cost of Pilot Supplies	735.00	0.00	549.86	185.14	0.00	185.14	25.19
100-160-5530-160	Airport Fuels/Lubricants	2,100.00	18.71	370.14	1,729.86	0.00	1,729.86	82.37
100-160-5590-160	Airport General Supplies	4,200.00	-48.97	581.31	3,618.69	0.00	3,618.69	86.16
100-160-5700-160	Airport Computer/Software	615.00	0.00	0.00	615.00	0.00	615.00	100.00
100-160-6300-160	Airport Electricity	14,231.00	1,524.63	4,753.02	9,477.98	0.00	9,477.98	66.60
100-160-6350-160	Airport Phones	5,544.00	439.30	2,109.64	3,434.36	0.00	3,434.36	61.95
	E20 Sub Totals:	207,412.00	15,577.66	79,063.60	128,348.40	0.00	128,348.40	61.88
	Expense Sub Totals:	296,435.00	22,075.31	113,031.99	183,403.01	0.00	183,403.01	61.87
	Dept 160 Sub Totals:	-523,831.00	1,698.59	-1,662.33	-522,168.67	0.00		
Dept 100-199	TAXES							
R01	Public Safety Tax	1,546,225.00	148,123.60	694,234.38	851,990.62	0.00	851,990.62	55.10
100-199-4031-199	R01 Sub Totals:	1,546,225.00	148,123.60	694,234.38	851,990.62	0.00	851,990.62	55.10
R06	REVENUE FROM USE OF ASSET							
100-199-4700-199	Public Safety Interest Earned	1,000.00	4,955.94	20,622.55	-19,622.55	0.00	-19,622.55	0.00
	R06 Sub Totals:	1,000.00	4,955.94	20,622.55	-19,622.55	0.00	-19,622.55	0.00
	Revenue Sub Totals:	1,547,225.00	153,079.54	714,856.93	832,368.07	0.00	832,368.07	53.80
	Dept 199 Sub Totals:	-1,547,225.00	-153,079.54	-714,856.93	-832,368.07	0.00		
Dept 100-204	I.O.O.F. Cemetery							
R04	CHARGES FOR SERVICES							
100-204-4420-204	Plot Sales	20,000.00	0.00	1,300.00	18,700.00	0.00	18,700.00	93.50
100-204-4524-204	Burial Fees	28,000.00	1,800.00	8,550.00	19,450.00	0.00	19,450.00	69.46
	R04 Sub Totals:	48,000.00	1,800.00	9,850.00	38,150.00	0.00	38,150.00	79.48
R06	REVENUE FROM USE OF ASSET							
100-204-4700-204	Interest Earned	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R07	OTHER INCOME							
100-204-4800-204	Cemetery Miscellaneous Revenue	0.00	0.00	127.00	-127.00	0.00	-127.00	0.00
	R07 Sub Totals:	0.00	0.00	127.00	-127.00	0.00	-127.00	0.00
R87	DONATIONS							
100-204-4990-204	Cemetery Donations	3,500.00	0.00	100.00	3,400.00	0.00	3,400.00	97.14

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	R87 Sub Totals:	3,500.00	0.00	100.00	3,400.00	0.00	3,400.00	97.14
	Revenue Sub Totals:	51,500.00	1,800.00	10,077.00	41,423.00	0.00	41,423.00	80.43
E10	PERSONNEL							
100-204-5010-204	Cemetery Salaries	10,000.00	792.44	4,445.29	5,554.71	0.00	5,554.71	55.55
100-204-5020-204	Cemetery Overtime	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-204-5030-204	IOOF Part Time	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-204-5070-204	Availability Allowance	0.00	0.00	0.00	0.00	0.00	0.00	0.00
100-204-5170-204	IOOF Social Security	765.00	55.89	304.42	460.58	0.00	460.58	60.21
100-204-5180-204	IOOF Retirement	500.00	39.62	222.26	277.74	0.00	277.74	55.55
100-204-5190-204	IOOF Health Insurance	1,511.00	107.55	575.69	935.31	0.00	935.31	61.90
100-204-5210-204	IOOF Workers Compensation	438.00	0.00	0.00	438.00	0.00	438.00	100.00
	E10 Sub Totals:	13,214.00	995.50	5,547.66	7,666.34	0.00	7,666.34	58.02
E20	OPERATING COSTS							
100-204-5260-204	I.O.O.F. Professional Services	110,035.00	10,000.00	26,428.82	83,606.18	73,000.00	10,606.18	9.64
100-204-5262-204	I.O.O.F. Burial Costs	21,000.00	1,300.00	6,680.00	14,320.00	0.00	14,320.00	68.19
100-204-5300-204	Cemetery Insurance & Bonds	1,017.00	0.00	0.00	1,017.00	0.00	1,017.00	100.00
100-204-5320-204	Cemetery Facility Maintenance	4,526.00	0.00	-122.64	4,648.64	0.00	4,648.64	102.71
100-204-5325-204	Grounds Maintenance	10,600.00	0.00	123.87	10,476.13	0.00	10,476.13	98.83
100-204-5330-204	Cemetery Equipment Maintenance	1,250.00	0.00	0.00	1,250.00	0.00	1,250.00	100.00
100-204-5530-204	Cemetery Fuels/Lubricants	420.00	0.00	0.00	420.00	0.00	420.00	100.00
100-204-5590-204	General Supplies	725.00	0.00	25.99	699.01	0.00	699.01	96.42
100-204-6300-204	I.O.O.F. Electricity Costs	571.00	0.00	124.48	446.52	0.00	446.52	78.20
	E20 Sub Totals:	150,144.00	11,300.00	33,260.52	116,883.48	73,000.00	43,883.48	29.23
	Expense Sub Totals:	163,358.00	12,295.50	38,808.18	124,549.82	73,000.00	51,549.82	31.56
	Dept 204 Sub Totals:	111,858.00	10,495.50	28,731.18	83,126.82	73,000.00		
Dept 100-999	City Hall							
E10	PERSONNEL							
100-999-5200-112	Unemployment Compensation	8,000.00	0.00	5,898.00	2,102.00	0.00	2,102.00	26.28
	E10 Sub Totals:	8,000.00	0.00	5,898.00	2,102.00	0.00	2,102.00	26.28
E20	OPERATING COSTS							
100-999-5320-112	City Hall Facility Maintenance	15,000.00	317.55	1,005.86	13,994.14	0.00	13,994.14	93.29
100-999-6300-112	City Hall Electricity	18,156.01	812.40	3,908.62	14,247.39	0.00	14,247.39	78.47
100-999-6310-112	City Hall Heating Fuels	4,699.00	2,024.73	4,393.75	305.25	0.00	305.25	6.50
100-999-6350-112	City Hall Phones	23,310.00	1,832.45	8,591.88	14,718.12	0.00	14,718.12	63.14
	E20 Sub Totals:	61,165.01	4,987.13	17,900.11	43,264.90	0.00	43,264.90	70.73

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
E30	CAPITAL OUTLAY							
100-999-5790-112	City Hall Capital	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E30 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	69,165.01	4,987.13	23,798.11	45,366.90	0.00	45,366.90	65.59
	Dept 999 Sub Totals:	69,165.01	4,987.13	23,798.11	45,366.90	0.00		
	Fund Revenue Sub Totals:	9,134,382.00	829,586.05	4,481,029.93	4,653,352.07	0.00	4,653,352.07	50.94
	Fund Expense Sub Totals:	10,834,380.01	580,402.08	3,715,082.52	7,119,297.49	119,745.28	6,999,552.21	64.61
	Fund 100 Sub Totals:	1,699,998.01	-249,183.97	-765,947.41	2,465,945.42	119,745.28		
Fund 120	Police Grants							
Dept 120-000	Non-Departmental							
R90	TRANSFERS IN							
120-000-3324-000	Transfer from Police Dept	2,310.00	0.00	0.00	2,310.00	0.00	2,310.00	100.00
120-000-3326-000	Trasnfer from Dare	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R90 Sub Totals:	2,310.00	0.00	0.00	2,310.00	0.00	2,310.00	100.00
	Revenue Sub Totals:	2,310.00	0.00	0.00	2,310.00	0.00	2,310.00	100.00
	Dept 000 Sub Totals:	-2,310.00	0.00	0.00	-2,310.00	0.00		
Dept 120-128	DWI Grant							
R03	INTER-GOVERNMENTAL							
120-128-4240-120	DWI Grant Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E10	PERSONNEL							
120-128-5020-120	DWI Overtime	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E10 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E20	OPERATING COSTS							
120-128-5590-120	DWI Grant General Supplies	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E20 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available	
Dept 120-129 R03 120-129-4230-120	Dept 128 Sub Totals:		0.00	0.00	0.00	0.00	0.00			
	HVM Grant									
	INTER-GOVERNMENTAL									
	HVM Grant Revenue		0.00	0.00	0.00	0.00	0.00	0.00	0.00	
R03 Sub Totals:			0.00	0.00	0.00	0.00	0.00	0.00	0.00	
E10 120-129-5020-120 120-129-5360-120	Revenue Sub Totals:		0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	PERSONNEL									
	HVM Overtime		0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	HVM Grant Training		0.00	0.00	0.00	0.00	0.00	0.00	0.00	
E10 Sub Totals:			0.00	0.00	0.00	0.00	0.00	0.00	0.00	
E20 120-129-5590-120	OPERATING COSTS									
	HVM Grant General Supplies		0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	E20 Sub Totals:			0.00	0.00	0.00	0.00	0.00	0.00	
Expense Sub Totals:			0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Dept 120-131 R03 120-131-4220-120 120-131-4250-120	Dept 129 Sub Totals:		0.00	0.00	0.00	0.00	0.00			
	DOJ Grant									
	INTER-GOVERNMENTAL									
	Justice Dept Vest Grant		2,310.00	0.00	0.00	2,310.00	0.00	2,310.00	100.00	
	LLEBG Grant Revenue		10,000.00	0.00	0.00	10,000.00	0.00	10,000.00	100.00	
	R03 Sub Totals:			12,310.00	0.00	0.00	12,310.00	0.00	12,310.00	100.00
E10 120-131-5380-120	Revenue Sub Totals:		12,310.00	0.00	0.00	12,310.00	0.00	12,310.00	100.00	
	PERSONNEL									
	Police Dept Uniforms-Vests		4,620.00	0.00	0.00	4,620.00	0.00	4,620.00	100.00	
	E10 Sub Totals:			4,620.00	0.00	0.00	4,620.00	0.00	4,620.00	100.00
E30 120-131-5790-120	CAPITAL OUTLAY									
	LLEBG-Law Enf Safety Prog		10,000.00	0.00	0.00	10,000.00	0.00	10,000.00	100.00	
	E30 Sub Totals:			10,000.00	0.00	0.00	10,000.00	0.00	10,000.00	100.00
	Expense Sub Totals:			14,620.00	0.00	0.00	14,620.00	0.00	14,620.00	100.00
Dept 131 Sub Totals:			2,310.00	0.00	0.00	2,310.00	0.00			

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
Fund 124 Dept 124-120 R87 124-120-4990-126	Fund Revenue Sub Totals:		14,620.00	0.00	0.00	14,620.00	0.00	14,620.00	100.00
	Fund Expense Sub Totals:		14,620.00	0.00	0.00	14,620.00	0.00	14,620.00	100.00
	Fund 120 Sub Totals:		0.00	0.00	0.00	0.00	0.00		
	Shop With a Cop								
	DONATIONS								
	Halloween Bash		0.00	0.00	136.07	-136.07	0.00	-136.07	0.00
	R87 Sub Totals:		0.00	0.00	136.07	-136.07	0.00	-136.07	0.00
	Revenue Sub Totals:		0.00	0.00	136.07	-136.07	0.00	-136.07	0.00
	OPERATING COSTS								
	Halloween Bash Expenses		0.00	0.00	0.00	0.00	0.00	0.00	0.00
E20 124-120-6430-126	E20 Sub Totals:		0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:		0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Dept 120 Sub Totals:		0.00	0.00	-136.07	136.07	0.00		
	REVENUE FROM USE OF ASSET								
	Interest Earned-Shop w/a Cop		10.00	3.69	55.00	-45.00	0.00	-45.00	0.00
	R06 Sub Totals:		10.00	3.69	55.00	-45.00	0.00	-45.00	0.00
	DONATIONS								
	Shop With A Cop		17,080.00	0.00	14,497.62	2,582.38	0.00	2,582.38	15.12
	R87 Sub Totals:		17,080.00	0.00	14,497.62	2,582.38	0.00	2,582.38	15.12
	Revenue Sub Totals:		17,090.00	3.69	14,552.62	2,537.38	0.00	2,537.38	14.85
E20 124-124-6440-124	OPERATING COSTS								
	Shop With A Cop Expenses		17,068.00	0.00	17,067.09	0.91	0.00	0.91	0.01
	E20 Sub Totals:		17,068.00	0.00	17,067.09	0.91	0.00	0.91	0.01
	Expense Sub Totals:		17,068.00	0.00	17,067.09	0.91	0.00	0.91	0.01
	Dept 124 Sub Totals:		-22.00	-3.69	2,514.47	-2,536.47	0.00		

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
Fund 126 Dept 126-000 E90 126-000-3205-120		Fund Revenue Sub Totals:	17,090.00	3.69	14,688.69	2,401.31	0.00	2,401.31	14.05
		Fund Expense Sub Totals:	17,068.00	0.00	17,067.09	0.91	0.00	0.91	0.01
		Fund 124 Sub Totals:	-22.00	-3.69	2,378.40	-2,400.40	0.00		
		D.A.R.E Program							
		TRANSFERS OUT							
		Trasnfer to Police	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		E90 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Dept 000 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
		REVENUE FROM USE OF ASSET							
Dept 126-126 R06 126-126-4700-126		D.A.R.E Interest Earned	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		DONATIONS							
		D.A.R.E Program Donations	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R87 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R87 126-126-4990-126		Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		OPERATING COSTS							
		D.A.R.E Program Expenses	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		E20 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Dept 126 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
		Fund Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E20 126-126-6430-126		Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund 126 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
		Fire Sales Tax							

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
Dept 130-000		Non-Departmental							
R90		TRANSFERS IN							
130-000-3305-000		Transfer fm Public Safety Fund	753,748.00	62,813.00	314,065.00	439,683.00	0.00	439,683.00	58.33
130-000-3330-000		Transfer fm General	714,751.00	59,563.00	297,815.00	416,936.00	0.00	416,936.00	58.33
		R90 Sub Totals:	1,468,499.00	122,376.00	611,880.00	856,619.00	0.00	856,619.00	58.33
		Revenue Sub Totals:	1,468,499.00	122,376.00	611,880.00	856,619.00	0.00	856,619.00	58.33
E90		TRANSFERS OUT							
130-000-3200-000		Sales Tax to TIF	0.00	0.00	0.00	0.00	0.00	0.00	0.00
130-000-3285-000		Trns to Capital Improvement	640,345.00	99,852.37	220,105.37	420,239.63	0.00	420,239.63	65.63
		E90 Sub Totals:	640,345.00	99,852.37	220,105.37	420,239.63	0.00	420,239.63	65.63
		Expense Sub Totals:	640,345.00	99,852.37	220,105.37	420,239.63	0.00	420,239.63	65.63
		Dept 000 Sub Totals:	-828,154.00	-22,523.63	-391,774.63	-436,379.37	0.00		
Dept 130-130									
R01		TAXES							
130-130-4030-130		Fire Department Sales Tax	678,809.00	74,079.88	349,204.99	329,604.01	0.00	329,604.01	48.56
		R01 Sub Totals:	678,809.00	74,079.88	349,204.99	329,604.01	0.00	329,604.01	48.56
R02		LICENSES AND PERMITS							
130-130-4150-130		Fire Department Fees	300.00	20.00	140.00	160.00	0.00	160.00	53.33
		R02 Sub Totals:	300.00	20.00	140.00	160.00	0.00	160.00	53.33
R03		INTER-GOVERNMENTAL							
130-130-4200-130		Grant Revenues	105,000.00	291.50	1,785.86	103,214.14	0.00	103,214.14	98.30
130-130-4850-130		Contract: Fire District	125,864.00	0.00	0.00	125,864.00	0.00	125,864.00	100.00
		R03 Sub Totals:	230,864.00	291.50	1,785.86	229,078.14	0.00	229,078.14	99.23
R06		REVENUE FROM USE OF ASSET							
130-130-4700-130		Fire Dept Interest Earned	0.00	1,053.37	5,600.22	-5,600.22	0.00	-5,600.22	0.00
130-130-4760-130		Insurance Proceeds	0.00	0.00	10,456.11	-10,456.11	0.00	-10,456.11	0.00
130-130-4820-130		Fire Sale of Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R06 Sub Totals:	0.00	1,053.37	16,056.33	-16,056.33	0.00	-16,056.33	0.00
R07		OTHER INCOME							
130-130-4800-130		Fire Department Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R07 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R87		DONATIONS							

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
130-130-4990-130	Donations - Fire Dept.	0.00	0.00	70.00	-70.00	0.00	-70.00	0.00
	R87 Sub Totals:	0.00	0.00	70.00	-70.00	0.00	-70.00	0.00
	Revenue Sub Totals:	909,973.00	75,444.75	367,257.18	542,715.82	0.00	542,715.82	59.64
E10	PERSONNEL							
130-130-5010-130	Fire Dept Salaries	1,229,372.00	93,648.22	499,396.68	729,975.32	0.00	729,975.32	59.38
130-130-5020-130	Fire Dept Overtime	134,000.00	2,576.00	81,897.54	52,102.46	0.00	52,102.46	38.88
130-130-5030-130	Fire Dept Part Time	3,500.00	0.00	37.80	3,462.20	0.00	3,462.20	98.92
130-130-5070-130	Availability Allowance	1,800.00	120.00	675.00	1,125.00	0.00	1,125.00	62.50
130-130-5170-130	Fire Dept Social Security	104,528.00	7,122.29	43,251.52	61,276.48	0.00	61,276.48	58.62
130-130-5180-130	Fire Dept Retirement	111,797.00	7,569.01	44,591.81	67,205.19	0.00	67,205.19	60.11
130-130-5190-130	Fire Dept Health Insurance	203,923.00	15,233.24	73,121.26	130,801.74	0.00	130,801.74	64.14
130-130-5210-130	Fire Dept Workers Compensation	59,848.00	0.00	0.00	59,848.00	0.00	59,848.00	100.00
130-130-5230-130	Physicals	1,500.00	0.00	110.70	1,389.30	0.00	1,389.30	92.62
130-130-5360-130	Fire Dept Member/Train/Trvl	7,990.00	184.35	184.35	7,805.65	0.00	7,805.65	97.69
130-130-5361-130	Fire Academy Training	2,400.00	0.00	0.00	2,400.00	0.00	2,400.00	100.00
130-130-5380-130	Fire Dept Uniforms	1,100.00	0.00	0.00	1,100.00	0.00	1,100.00	100.00
	E10 Sub Totals:	1,861,758.00	126,453.11	743,266.66	1,118,491.34	0.00	1,118,491.34	60.08
E20	OPERATING COSTS							
130-130-5260-130	Fire Dept Prof. Services	52,336.00	2,023.64	22,032.48	30,303.52	0.00	30,303.52	57.90
130-130-5300-130	Fire Dept Insurance and Bonds	35,112.00	0.00	2,938.00	32,174.00	0.00	32,174.00	91.63
130-130-5320-130	Fire Dept Facility Maintenance	15,500.00	502.69	1,502.99	13,997.01	0.00	13,997.01	90.30
130-130-5330-130	Fire Dept Equipment Maint.	39,242.00	3,669.46	18,536.18	20,705.82	6,922.14	13,783.68	35.12
130-130-5530-130	Fire Dept Fuels/Lubricants	15,750.00	1,048.67	7,347.09	8,402.91	0.00	8,402.91	53.35
130-130-5540-130	Fire Dept Chemicals	525.00	0.00	0.00	525.00	0.00	525.00	100.00
130-130-5590-130	Fire Dept General Supplies	9,500.00	1,841.04	3,866.03	5,633.97	0.00	5,633.97	59.30
130-130-5700-130	Fire Dept Comp., Software	11,724.00	0.00	287.88	11,436.12	0.00	11,436.12	97.54
130-130-6300-130	Fire Dept Electricity	15,430.00	1,262.38	4,808.80	10,621.20	0.00	10,621.20	68.83
130-130-6310-130	Fire Dept Heating Fuels	8,400.00	2,125.03	4,533.56	3,866.44	0.00	3,866.44	46.03
130-130-6350-130	Fire Dept Phones	18,900.00	1,672.13	7,393.25	11,506.75	0.00	11,506.75	60.88
130-130-6390-130	Fire Dept. Minor Equipment	33,895.00	0.00	1,192.31	32,702.69	0.00	32,702.69	96.48
	E20 Sub Totals:	256,314.00	14,145.04	74,438.57	181,875.43	6,922.14	174,953.29	68.26
E30	CAPITAL OUTLAY							
130-130-6380-130	Lease Purchase Payments	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E30 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	2,118,072.00	140,598.15	817,705.23	1,300,366.77	6,922.14	1,293,444.63	61.07
	Dept 130 Sub Totals:	1,208,099.00	65,153.40	450,448.05	757,650.95	6,922.14		

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
Fund 170 Dept 170-000 R90 170-000-3306-000	Fund Revenue Sub Totals:		2,378,472.00	197,820.75	979,137.18	1,399,334.82	0.00	1,399,334.82	58.83
	Fund Expense Sub Totals:		2,758,417.00	240,450.52	1,037,810.60	1,720,606.40	6,922.14	1,713,684.26	62.13
	Fund 130 Sub Totals:		379,945.00	42,629.77	58,673.42	321,271.58	6,922.14		
	Drainage Sales Tax								
	Non-Departmental								
	TRANSFERS IN								
	Transfer fm ARPA		1,129,114.00	0.00	0.00	1,129,114.00	0.00	1,129,114.00	100.00
	R90 Sub Totals:		1,129,114.00	0.00	0.00	1,129,114.00	0.00	1,129,114.00	100.00
	Revenue Sub Totals:		1,129,114.00	0.00	0.00	1,129,114.00	0.00	1,129,114.00	100.00
	TRANSFERS OUT								
E90 170-000-3200-000	Sales Tax to TIF		0.00	0.00	0.00	0.00	0.00	0.00	0.00
170-000-3243-000	Transfer to Parks Capital Imp		0.00	0.00	0.00	0.00	0.00	0.00	0.00
170-000-3285-000	Trns to Capital Improvement		9,284,114.00	141,046.70	898,918.27	8,385,195.73	0.00	8,385,195.73	90.32
E90 Sub Totals:			9,284,114.00	141,046.70	898,918.27	8,385,195.73	0.00	8,385,195.73	90.32
Expense Sub Totals:			9,284,114.00	141,046.70	898,918.27	8,385,195.73	0.00	8,385,195.73	90.32
Dept 000 Sub Totals:			8,155,000.00	141,046.70	898,918.27	7,256,081.73	0.00		
Dept 170-990 R01 170-990-4030-990	TAXES								
Sales Tax Drainage			407,468.00	44,447.82	209,523.12	197,944.88	0.00	197,944.88	48.58
R01 Sub Totals:			407,468.00	44,447.82	209,523.12	197,944.88	0.00	197,944.88	48.58
R03 170-990-4200-990	INTER-GOVERNMENTAL								
Grant Revenue			7,500,000.00	10,978.91	134,849.56	7,365,150.44	0.00	7,365,150.44	98.20
R03 Sub Totals:			7,500,000.00	10,978.91	134,849.56	7,365,150.44	0.00	7,365,150.44	98.20
R06 170-990-4700-990	REVENUE FROM USE OF ASSET								
Interest Earned-Drainage Fund			2,500.00	1,815.73	9,474.76	-6,974.76	0.00	-6,974.76	0.00
170-990-4820-990	Sale of Drainage Property		0.00	0.00	0.00	0.00	0.00	0.00	0.00
R06 Sub Totals:			2,500.00	1,815.73	9,474.76	-6,974.76	0.00	-6,974.76	0.00
R07 170-990-4800-990	OTHER INCOME								
Drainage Miscellaneous			0.00	0.00	0.00	0.00	0.00	0.00	0.00
R07 Sub Totals:			0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	Revenue Sub Totals:	7,909,968.00	57,242.46	353,847.44	7,556,120.56	0.00	7,556,120.56	95.53
E10	PERSONNEL							
170-990-5010-990	Drainage Salaries	50,079.00	6,465.42	35,418.01	14,660.99	0.00	14,660.99	29.28
170-990-5020-990	Drainage Overtime	4,667.00	81.38	1,332.99	3,334.01	0.00	3,334.01	71.44
170-990-5030-990	Drainage Part Time	12,000.00	0.00	0.00	12,000.00	0.00	12,000.00	100.00
170-990-5070-990	Availability Allowance	360.00	30.00	150.00	210.00	0.00	210.00	58.33
170-990-5170-990	Drainage Social Security	5,107.00	499.22	2,803.41	2,303.59	0.00	2,303.59	45.11
170-990-5180-990	Drainage Retirement	2,738.00	328.84	1,241.31	1,496.69	0.00	1,496.69	54.66
170-990-5190-990	Drainage Health Insurance	7,553.00	1,191.44	5,957.20	1,595.80	0.00	1,595.80	21.13
170-990-5210-990	Drainage Workers Compensation	2,924.00	0.00	0.00	2,924.00	0.00	2,924.00	100.00
170-990-5380-990	Drainage Uniforms	1,310.00	0.00	486.19	823.81	0.00	823.81	62.89
	E10 Sub Totals:	86,738.00	8,596.30	47,389.11	39,348.89	0.00	39,348.89	45.37
E20	OPERATING COSTS							
170-990-5260-990	Drainage Professional Services	10,250.00	188.74	1,030.02	9,219.98	0.00	9,219.98	89.95
170-990-5300-990	Drainage Insurance & Bonds	400.00	0.00	0.00	400.00	0.00	400.00	100.00
170-990-5330-990	Drainage Equipment Maintenance	15,750.00	0.00	405.20	15,344.80	0.00	15,344.80	97.43
170-990-5530-990	Drainage Fuels/Lubricants	8,000.00	0.00	705.87	7,294.13	0.00	7,294.13	91.18
170-990-5590-990	Drainage General Supplies	0.00	0.00	0.00	0.00	0.00	0.00	0.00
170-990-5640-990	Drainage Maintenance	21,000.00	0.00	625.36	20,374.64	0.00	20,374.64	97.02
	E20 Sub Totals:	55,400.00	188.74	2,766.45	52,633.55	0.00	52,633.55	95.01
E30	CAPITAL OUTLAY							
170-990-6380-990	Lease Purchase Payments	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E30 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	142,138.00	8,785.04	50,155.56	91,982.44	0.00	91,982.44	64.71
	Dept 990 Sub Totals:	-7,767,830.00	-48,457.42	-303,691.88	-7,464,138.12	0.00		
	Fund Revenue Sub Totals:	9,039,082.00	57,242.46	353,847.44	8,685,234.56	0.00	8,685,234.56	96.09
	Fund Expense Sub Totals:	9,426,252.00	149,831.74	949,073.83	8,477,178.17	0.00	8,477,178.17	89.93
	Fund 170 Sub Totals:	387,170.00	92,589.28	595,226.39	-208,056.39	0.00		
Fund 175	Senior Center Sales Tax							
Dept 175-000	Non-Departmental							
R90	TRANSFERS IN							
175-000-3303-000	Transfer from General	0.00	0.00	0.00	0.00	0.00	0.00	0.00
175-000-3364-000	Transfer to Mtce Reserve	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	R90 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E90	TRANSFERS OUT							
175-000-3214-000	Transfer to 2014 Series COP	0.00	0.00	0.00	0.00	0.00	0.00	0.00
175-000-3221-000	Transfer to 2021 Series DS	53,680.00	0.00	0.00	53,680.00	0.00	53,680.00	100.00
175-000-3264-000	Transfer to Mtce Reserve	0.00	0.00	0.00	0.00	0.00	0.00	0.00
175-000-3285-000	Trns to Capital Improvement	43,000.00	0.00	19,805.00	23,195.00	0.00	23,195.00	53.94
	E90 Sub Totals:	96,680.00	0.00	19,805.00	76,875.00	0.00	76,875.00	79.51
	Expense Sub Totals:	96,680.00	0.00	19,805.00	76,875.00	0.00	76,875.00	79.51
	Dept 000 Sub Totals:	96,680.00	0.00	19,805.00	76,875.00	0.00		
Dept 175-175	TAXES							
R01	Sales Tax - 1/16-Cent	169,780.00	18,519.97	87,301.25	82,478.75	0.00	82,478.75	48.58
175-175-4030-175	R01 Sub Totals:	169,780.00	18,519.97	87,301.25	82,478.75	0.00	82,478.75	48.58
R06	REVENUE FROM USE OF ASSET							
175-175-4700-175	Interest Earned-Senior Center	400.00	691.14	2,730.75	-2,330.75	0.00	-2,330.75	0.00
175-175-4820-175	Sale of Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	400.00	691.14	2,730.75	-2,330.75	0.00	-2,330.75	0.00
R07	OTHER INCOME							
175-175-4800-175	Senior Center Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R07 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	170,180.00	19,211.11	90,032.00	80,148.00	0.00	80,148.00	47.10
E10	PERSONNEL							
175-175-5010-175	Senior Center Salaries	5,743.00	439.60	2,392.70	3,350.30	0.00	3,350.30	58.34
175-175-5020-175	Senior Center Overtime	500.00	2.07	27.60	472.40	0.00	472.40	94.48
175-175-5170-175	Senior Center Social Security	478.00	33.32	182.76	295.24	0.00	295.24	61.77
175-175-5180-175	Senior Center Retirement	313.00	22.07	121.00	192.00	0.00	192.00	61.34
175-175-5190-175	Senior Center Health Insurance	1,209.00	95.30	476.63	732.37	0.00	732.37	60.58
175-175-5210-175	Senior Center Workers Comp.	274.00	0.00	0.00	274.00	0.00	274.00	100.00
175-175-5360-175	Senior Center Memb/Train/Trvl	300.00	0.00	0.00	300.00	0.00	300.00	100.00
	E10 Sub Totals:	8,817.00	592.36	3,200.69	5,616.31	0.00	5,616.31	63.70
E20	OPERATING COSTS							

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
175-175-5260-175	Senior Center Prof. Services	7,430.00	365.00	2,196.16	5,233.84	0.00	5,233.84	70.44
175-175-5300-175	Senior Center Ins. & Bonds	5,581.00	0.00	0.00	5,581.00	0.00	5,581.00	100.00
175-175-5320-175	Senior Center Facility Maint.	12,348.00	570.00	819.63	11,528.37	0.00	11,528.37	93.36
175-175-5330-175	Senior Center Equipment Maint.	500.00	0.00	0.00	500.00	0.00	500.00	100.00
175-175-5590-175	Senior Center General Supplies	1,050.00	0.00	130.16	919.84	0.00	919.84	87.60
175-175-5610-175	Senior Center Activity/Event	3,150.00	153.52	667.19	2,482.81	0.00	2,482.81	78.82
175-175-5700-175	Senior Center Comp., Software	525.00	0.00	0.00	525.00	0.00	525.00	100.00
175-175-6300-175	Senior Center Electricity	27,000.00	2,423.47	7,720.98	19,279.02	0.00	19,279.02	71.40
175-175-6350-175	Senior Center Phones	4,473.00	352.47	1,762.35	2,710.65	0.00	2,710.65	60.60
	E20 Sub Totals:	62,057.00	3,864.46	13,296.47	48,760.53	0.00	48,760.53	78.57
	Expense Sub Totals:	70,874.00	4,456.82	16,497.16	54,376.84	0.00	54,376.84	76.72
	Dept 175 Sub Totals:	-99,306.00	-14,754.29	-73,534.84	-25,771.16	0.00		
	Fund Revenue Sub Totals:	170,180.00	19,211.11	90,032.00	80,148.00	0.00	80,148.00	47.10
	Fund Expense Sub Totals:	167,554.00	4,456.82	36,302.16	131,251.84	0.00	131,251.84	78.33
	Fund 175 Sub Totals:	-2,626.00	-14,754.29	-53,729.84	51,103.84	0.00		
Fund 180	Parks Sales Tax							
Dept 180-000	Non-Departmental							
R90	TRANSFERS IN							
180-000-3343-000	Transfer from Other Funds	50,000.00	4,167.00	20,835.00	29,165.00	0.00	29,165.00	58.33
180-000-3390-000	Transfer from Parks Sales Tax	65,180.00	5,432.00	27,160.00	38,020.00	0.00	38,020.00	58.33
	R90 Sub Totals:	115,180.00	9,599.00	47,995.00	67,185.00	0.00	67,185.00	58.33
	Revenue Sub Totals:	115,180.00	9,599.00	47,995.00	67,185.00	0.00	67,185.00	58.33
E90	TRANSFERS OUT							
180-000-3200-000	Sales Tax to TIF	0.00	0.00	0.00	0.00	0.00	0.00	0.00
180-000-3241-000	Transfer to GC fm Parks -Mtce	0.00	0.00	0.00	0.00	0.00	0.00	0.00
180-000-3285-000	Trns to Capital Improvement	429,028.00	55,000.00	195,765.10	233,262.90	0.00	233,262.90	54.37
180-000-3290-000	Transfer to Parks Recreation	65,180.00	5,432.00	27,160.00	38,020.00	0.00	38,020.00	58.33
	E90 Sub Totals:	494,208.00	60,432.00	222,925.10	271,282.90	0.00	271,282.90	54.89
	Expense Sub Totals:	494,208.00	60,432.00	222,925.10	271,282.90	0.00	271,282.90	54.89
	Dept 000 Sub Totals:	379,028.00	50,833.00	174,930.10	204,097.90	0.00		
Dept 180-750								
R01	TAXES							

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
180-750-4030-750	Sales Tax Parks	611,202.00	66,671.74	314,284.69	296,917.31	0.00	296,917.31	48.58
	R01 Sub Totals:	611,202.00	66,671.74	314,284.69	296,917.31	0.00	296,917.31	48.58
R03	INTER-GOVERNMENTAL							
180-750-4200-750	Grant Revenue	92,652.00	0.00	0.00	92,652.00	0.00	92,652.00	100.00
	R03 Sub Totals:	92,652.00	0.00	0.00	92,652.00	0.00	92,652.00	100.00
R04	CHARGES FOR SERVICES							
180-750-4530-750	Fish Food Monies	3,500.00	556.57	2,062.45	1,437.55	0.00	1,437.55	41.07
	R04 Sub Totals:	3,500.00	556.57	2,062.45	1,437.55	0.00	1,437.55	41.07
R06	REVENUE FROM USE OF ASSET							
180-750-4500-750	Park Fees	2,000.00	196.00	536.00	1,464.00	0.00	1,464.00	73.20
180-750-4500-752	RV Pad Rental	3,000.00	75.00	837.00	2,163.00	0.00	2,163.00	72.10
180-750-4700-750	Interest Earned-Parks Fund	1,400.00	1,530.08	8,048.72	-6,648.72	0.00	-6,648.72	0.00
180-750-4760-750	Insurance Proceeds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
180-750-4820-750	Sale and Use of Property	0.00	0.00	2,154.00	-2,154.00	0.00	-2,154.00	0.00
	R06 Sub Totals:	6,400.00	1,801.08	11,575.72	-5,175.72	0.00	-5,175.72	0.00
R07	OTHER INCOME							
180-750-4800-750	Parks Miscellaneous	0.00	0.00	220.50	-220.50	0.00	-220.50	0.00
	R07 Sub Totals:	0.00	0.00	220.50	-220.50	0.00	-220.50	0.00
R87	DONATIONS							
180-750-4990-750	Donations Parks	0.00	0.00	0.00	0.00	0.00	0.00	0.00
180-750-4990-753	Skate Park Donations	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R87 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	713,754.00	69,029.39	328,143.36	385,610.64	0.00	385,610.64	54.03
E10	PERSONNEL							
180-750-5010-750	Parks Salaries	232,051.00	17,052.57	90,194.27	141,856.73	0.00	141,856.73	61.13
180-750-5020-750	Parks Overtime	8,000.00	167.67	2,227.52	5,772.48	0.00	5,772.48	72.16
180-750-5070-750	Availability Allowance	720.00	60.00	300.00	420.00	0.00	420.00	58.33
180-750-5170-750	Parks Social Security	18,364.00	1,302.20	7,000.74	11,363.26	0.00	11,363.26	61.88
180-750-5180-750	Parks Retirement	12,003.00	633.96	3,019.26	8,983.74	0.00	8,983.74	74.85
180-750-5190-750	Parks Health Insurance	45,317.00	3,553.85	17,567.93	27,749.07	0.00	27,749.07	61.23
180-750-5210-750	Parks Workers Compensation	10,515.00	0.00	0.00	10,515.00	0.00	10,515.00	100.00
180-750-5360-750	Parks Member/Training/Travel	1,040.00	0.00	40.00	1,000.00	0.00	1,000.00	96.15
180-750-5380-750	Parks Uniforms	3,500.00	0.00	2,041.04	1,458.96	0.00	1,458.96	41.68
	E10 Sub Totals:	331,510.00	22,770.25	122,390.76	209,119.24	0.00	209,119.24	63.08
E20	OPERATING COSTS							

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
180-750-5260-750	Parks Professional Services	2,395.00	555.74	2,952.77	-557.77	0.00	-557.77	0.00
180-750-5300-750	Parks Insurance and Bonds	27,198.00	0.00	0.00	27,198.00	0.00	27,198.00	100.00
180-750-5320-750	Parks Facility Maintenance	28,000.00	2,436.69	6,773.44	21,226.56	7,200.00	14,026.56	50.09
180-750-5320-753	Skatepark Facility Maintenance	1,000.00	0.00	0.00	1,000.00	0.00	1,000.00	100.00
180-750-5330-750	Parks Equipment Maintenance	18,000.00	4,116.53	11,393.25	6,606.75	0.00	6,606.75	36.70
180-750-5331-750	Helicopter Maintenance	5,000.00	0.00	284.57	4,715.43	0.00	4,715.43	94.31
180-750-5530-750	Parks Fuels/Lubricants	13,500.00	657.51	4,562.30	8,937.70	0.00	8,937.70	66.21
180-750-5590-750	Parks General Supplies	10,000.00	506.14	1,941.87	8,058.13	0.00	8,058.13	80.58
180-750-5590-752	RV Park Expenses	1,000.00	0.00	119.99	880.01	0.00	880.01	88.00
180-750-5610-750	Christmas Lighting	4,200.00	45.90	3,978.79	221.21	0.00	221.21	5.27
180-750-5630-750	Wading Pool Expenses	1,050.00	0.00	0.00	1,050.00	0.00	1,050.00	100.00
180-750-5700-750	Parks Computer/Software	3,132.00	23.98	80.97	3,051.03	0.00	3,051.03	97.41
180-750-6300-750	Parks Electricity	17,000.00	2,729.74	6,360.56	10,639.44	0.00	10,639.44	62.58
180-750-6310-750	Parks Heating Fuels	2,900.00	487.57	1,029.74	1,870.26	0.00	1,870.26	64.49
180-750-6350-750	Parks Phones	4,814.00	381.41	1,878.11	2,935.89	0.00	2,935.89	60.99
180-750-6390-750	Parks Minor Equipment	10,500.00	2,239.11	2,610.74	7,889.26	0.00	7,889.26	75.14
180-750-6410-750	Flowers & Plants	4,725.00	90.00	878.00	3,847.00	0.00	3,847.00	81.42
	E20 Sub Totals:	154,414.00	14,270.32	44,845.10	109,568.90	7,200.00	102,368.90	66.30
	Expense Sub Totals:	485,924.00	37,040.57	167,235.86	318,688.14	7,200.00	311,488.14	64.10
	Dept 750 Sub Totals:	-227,830.00	-31,988.82	-160,907.50	-66,922.50	7,200.00		
Dept 180-940								
E20	OPERATING COSTS							
180-940-5260-940	Pool Professional Services	45,000.00	20.00	130.00	44,870.00	0.00	44,870.00	99.71
180-940-5300-940	Parks - Swim Insurance & Bonds	12,796.00	0.00	0.00	12,796.00	0.00	12,796.00	100.00
180-940-5320-940	Parks - Swim Facility Maint.	6,000.00	0.00	318.40	5,681.60	0.00	5,681.60	94.69
180-940-5330-940	Swim Equipment Maintenance	0.00	0.00	0.00	0.00	0.00	0.00	0.00
180-940-5590-940	Parks - Swim General Supplies	5,000.00	0.00	0.00	5,000.00	0.00	5,000.00	100.00
180-940-6300-940	Parks - Pool Electricity	4,000.00	38.75	-316.73	4,316.73	0.00	4,316.73	107.92
	E20 Sub Totals:	72,796.00	58.75	131.67	72,664.33	0.00	72,664.33	99.82
	Expense Sub Totals:	72,796.00	58.75	131.67	72,664.33	0.00	72,664.33	99.82
	Dept 940 Sub Totals:	72,796.00	58.75	131.67	72,664.33	0.00		
	Fund Revenue Sub Totals:	828,934.00	78,628.39	376,138.36	452,795.64	0.00	452,795.64	54.62
	Fund Expense Sub Totals:	1,052,928.00	97,531.32	390,292.63	662,635.37	7,200.00	655,435.37	62.25
	Fund 180 Sub Totals:	223,994.00	18,902.93	14,154.27	209,839.73	7,200.00		

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
Fund	195	Auditorium Sales Tax							
Dept	195-000	Non-Departmental							
E90		TRANSFERS OUT							
195-000-3214-000		Transfer to 2014 COP	0.00	0.00	0.00	0.00	0.00	0.00	0.00
195-000-3221-000		Transfer to 2021 Series DS	213,719.00	0.00	0.00	213,719.00	0.00	213,719.00	100.00
195-000-3285-000		Trns to Capital Improvement	318,410.00	0.00	0.00	318,410.00	0.00	318,410.00	100.00
		E90 Sub Totals:	532,129.00	0.00	0.00	532,129.00	0.00	532,129.00	100.00
		Expense Sub Totals:	532,129.00	0.00	0.00	532,129.00	0.00	532,129.00	100.00
		Dept 000 Sub Totals:	532,129.00	0.00	0.00	532,129.00	0.00		
Dept	195-114	REVENUE FROM USE OF ASSET							
R06		Lampo Rental Fees	13,000.00	1,500.00	8,704.27	4,295.73	0.00	4,295.73	33.04
195-114-4500-114		R06 Sub Totals:	13,000.00	1,500.00	8,704.27	4,295.73	0.00	4,295.73	33.04
		Revenue Sub Totals:	13,000.00	1,500.00	8,704.27	4,295.73	0.00	4,295.73	33.04
E20		OPERATING COSTS							
195-114-5260-114		Lampo Professional Services	2,200.00	75.00	657.60	1,542.40	0.00	1,542.40	70.11
195-114-5300-114		Lampo Insurance and Bonds	2,571.00	0.00	0.00	2,571.00	0.00	2,571.00	100.00
195-114-5320-114		Lampo Facility Maintenance	7,500.00	3.49	6,206.76	1,293.24	0.00	1,293.24	17.24
195-114-5330-114		Lampo Equipment Mtce	1,050.00	0.00	42.01	1,007.99	0.00	1,007.99	96.00
195-114-5590-114		Lampo General Supplies	1,050.00	38.50	471.49	578.51	0.00	578.51	55.10
195-114-6300-114		Lampo Electricity	10,000.00	151.13	634.44	9,365.56	0.00	9,365.56	93.66
195-114-6310-114		Lampo Heating Fuels	4,933.00	1,350.99	3,304.82	1,628.18	0.00	1,628.18	33.01
		E20 Sub Totals:	29,304.00	1,619.11	11,317.12	17,986.88	0.00	17,986.88	61.38
		Expense Sub Totals:	29,304.00	1,619.11	11,317.12	17,986.88	0.00	17,986.88	61.38
		Dept 114 Sub Totals:	16,304.00	119.11	2,612.85	13,691.15	0.00		
Dept	195-195	TAXES							
R01		Auditorium Sales Tax	509,334.00	55,559.91	261,903.73	247,430.27	0.00	247,430.27	48.58
195-195-4030-195		R01 Sub Totals:	509,334.00	55,559.91	261,903.73	247,430.27	0.00	247,430.27	48.58
R06		REVENUE FROM USE OF ASSET							
195-195-4500-195		Auditorium Rental Fees	18,500.00	1,050.00	6,805.00	11,695.00	0.00	11,695.00	63.22
195-195-4520-195		Auditorium Sound Fees	3,000.00	150.00	1,185.00	1,815.00	0.00	1,815.00	60.50
195-195-4700-195		Interest Earned-Auditorium Fd	1,500.00	3,482.68	13,632.02	-12,132.02	0.00	-12,132.02	0.00
195-195-4820-195		Auditorium Sale of Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
R06 Sub Totals:			23,000.00	4,682.68	21,622.02	1,377.98	0.00	1,377.98	5.99
Revenue Sub Totals:			532,334.00	60,242.59	283,525.75	248,808.25	0.00	248,808.25	46.74
E10		PERSONNEL							
195-195-5010-195		Auditorium Salaries	43,926.00	1,865.18	9,805.41	34,120.59	0.00	34,120.59	77.68
195-195-5020-195		Auditorium Overtime	6,000.00	8.41	776.32	5,223.68	0.00	5,223.68	87.06
195-195-5030-195		Auditorium Part Time	2,000.00	0.00	97.50	1,902.50	0.00	1,902.50	95.13
195-195-5170-195		Auditorium Social Security	3,973.00	141.22	804.70	3,168.30	0.00	3,168.30	79.75
195-195-5180-195		Auditorium Retirement	2,497.00	89.72	508.84	1,988.16	0.00	1,988.16	79.62
195-195-5190-195		Auditorium Health Insurance	8,686.00	407.70	2,012.03	6,673.97	0.00	6,673.97	76.84
195-195-5210-195		Auditorium Workers Comp.	2,275.00	0.00	0.00	2,275.00	0.00	2,275.00	100.00
E10 Sub Totals:			69,357.00	2,512.23	14,004.80	55,352.20	0.00	55,352.20	79.81
E20		OPERATING COSTS							
195-195-5260-195		Auditorium Prof. Services	7,110.00	877.79	2,778.80	4,331.20	0.00	4,331.20	60.92
195-195-5300-195		Auditorium Insurance & Bonds	21,549.00	0.00	0.00	21,549.00	0.00	21,549.00	100.00
195-195-5320-195		Auditorium Facility Maint.	24,520.00	3,358.57	5,827.32	18,692.68	0.00	18,692.68	76.23
195-195-5330-195		Auditorium Equipment Maint.	5,000.00	0.00	0.00	5,000.00	0.00	5,000.00	100.00
195-195-5590-195		Auditorium General Supplies	2,625.00	79.48	1,046.10	1,578.90	0.00	1,578.90	60.15
195-195-6300-195		Auditorium Electricity	38,000.00	2,665.86	12,722.00	25,278.00	0.00	25,278.00	66.52
195-195-6310-195		Auditorium Heating Fuels	13,000.00	3,095.43	6,990.07	6,009.93	0.00	6,009.93	46.23
195-195-6350-195		Auditorium Phones	4,448.00	352.47	1,762.35	2,685.65	0.00	2,685.65	60.38
E20 Sub Totals:			116,252.00	10,429.60	31,126.64	85,125.36	0.00	85,125.36	73.22
Expense Sub Totals:			185,609.00	12,941.83	45,131.44	140,477.56	0.00	140,477.56	75.68
Dept 195 Sub Totals:			-346,725.00	-47,300.76	-238,394.31	-108,330.69	0.00		
Fund Revenue Sub Totals:			545,334.00	61,742.59	292,230.02	253,103.98	0.00	253,103.98	46.41
Fund Expense Sub Totals:			747,042.00	14,560.94	56,448.56	690,593.44	0.00	690,593.44	92.44
Fund 195 Sub Totals:			201,708.00	-47,181.65	-235,781.46	437,489.46	0.00		
Fund 212		2012 A&B							
Dept 212-000		Non-Departmental							
R90		TRANSFERS IN							
212-000-3314-000		Transfer To Other Account	0.00	0.00	0.00	0.00	0.00	0.00	0.00
212-000-3320-000		Transfer fm Other Funds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R90 Sub Totals:			0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
213-200-0331-400	Transfer To Other Account	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R90 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Dept 200 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Dept 213-213 R06	REVENUE FROM USE OF ASSET							
213-213-4700-213	Interest Earned	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E50	DEBT SERVICE - INTEREST & FI							
213-213-5920-213	2013 Series Interest Payment	0.00	0.00	0.00	0.00	0.00	0.00	0.00
213-213-5940-213	2013 Series Admin Fees	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E50 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E55	DEBT SERVICE - PRINCIPLE							
213-213-5910-213	2013 SpObl Principal Pymt	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E55 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Dept 213 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
	Fund Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Fund 213 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Fund 214 Dept 214-000 R90	2014 A&B Series Non-Departmental TRANSFERS IN							
214-000-3314-000	Transfer from Other Funds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
214-000-3320-000	Transfer to	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R90 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	Dept 000 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Dept 214-214								
R06	REVENUE FROM USE OF ASSET							
214-214-4700-214	Interest Income	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E50	DEBT SERVICE - INTEREST & FI							
214-214-5920-214	2014 Series Interest Payment	0.00	0.00	0.00	0.00	0.00	0.00	0.00
214-214-5940-214	2014 Series Admin Fees	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E50 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E55	DEBT SERVICE - PRINCIPLE							
214-214-5910-214	2014 Series Principal Payment	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E55 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Dept 214 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
	Fund Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Fund 214 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Fund 216	2016 Series COPs							
Dept 216-000								
R90	TRANSFERS IN							
216-000-3376-000	Transfer in from Other Funds	251,950.00	0.00	24,931.17	227,018.83	0.00	227,018.83	90.10
	R90 Sub Totals:	251,950.00	0.00	24,931.17	227,018.83	0.00	227,018.83	90.10
	Revenue Sub Totals:	251,950.00	0.00	24,931.17	227,018.83	0.00	227,018.83	90.10
	Dept 000 Sub Totals:	-251,950.00	0.00	-24,931.17	-227,018.83	0.00		
Dept 216-216								
R06	REVENUE FROM USE OF ASSET							
216-216-4700-216	Interest Income	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E50	DEBT SERVICE - INTEREST & FI							
216-216-5920-216	Interest Expense 2016 Series	57,200.00	0.00	24,931.17	32,268.83	0.00	32,268.83	56.41
216-216-5940-216	2016 Series Admin Fees	4,750.00	625.00	625.00	4,125.00	0.00	4,125.00	86.84
	E50 Sub Totals:	61,950.00	625.00	25,556.17	36,393.83	0.00	36,393.83	58.75
E55	DEBT SERVICE - PRINCIPLE							
216-216-5910-216	Principal Paid 2016 COP	190,000.00	0.00	0.00	190,000.00	0.00	190,000.00	100.00
	E55 Sub Totals:	190,000.00	0.00	0.00	190,000.00	0.00	190,000.00	100.00
	Expense Sub Totals:	251,950.00	625.00	25,556.17	226,393.83	0.00	226,393.83	89.86
	Dept 216 Sub Totals:	251,950.00	625.00	25,556.17	226,393.83	0.00		
	Fund Revenue Sub Totals:	251,950.00	0.00	24,931.17	227,018.83	0.00	227,018.83	90.10
	Fund Expense Sub Totals:	251,950.00	625.00	25,556.17	226,393.83	0.00	226,393.83	89.86
	Fund 216 Sub Totals:	0.00	625.00	625.00	-625.00	0.00		
Fund 221	2021 Special Obligation Bonds							
Dept 221-000	Non-Departmental							
R90	TRANSFERS IN							
221-000-3320-000	Transfer to 2021 Series DS	0.00	0.00	0.00	0.00	0.00	0.00	0.00
221-000-3321-000	Transfer in 2021 Series DS	501,302.00	0.00	0.00	501,302.00	0.00	501,302.00	100.00
	R90 Sub Totals:	501,302.00	0.00	0.00	501,302.00	0.00	501,302.00	100.00
	Revenue Sub Totals:	501,302.00	0.00	0.00	501,302.00	0.00	501,302.00	100.00
	Dept 000 Sub Totals:	-501,302.00	0.00	0.00	-501,302.00	0.00		
Dept 221-221	2021 Special Obligation Bonds							
R06	REVENUE FROM USE OF ASSET							
221-221-4700-221	Interest Earned 2021 Series	0.00	4.71	25.04	-25.04	0.00	-25.04	0.00
	R06 Sub Totals:	0.00	4.71	25.04	-25.04	0.00	-25.04	0.00
R10	NON-OPERATING REVENUES							
221-221-4750-221	Bond Proceeds	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	R10 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	4.71	25.04	-25.04	0.00	-25.04	0.00
E50	DEBT SERVICE - INTEREST & FI							
221-221-5920-221	2021 Series Interest	43,001.00	0.00	0.00	43,001.00	0.00	43,001.00	100.00
221-221-5940-221	2021 Series Admin Fees	2,500.00	636.00	636.00	1,864.00	0.00	1,864.00	74.56
221-221-5950-221	2021 Series Cost of Issuance	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E50 Sub Totals:	45,501.00	636.00	636.00	44,865.00	0.00	44,865.00	98.60
E55	DEBT SERVICE - PRINCIPLE							
221-221-5910-221	2021 Series Principal	455,000.00	0.00	0.00	455,000.00	0.00	455,000.00	100.00
	E55 Sub Totals:	455,000.00	0.00	0.00	455,000.00	0.00	455,000.00	100.00
	Expense Sub Totals:	500,501.00	636.00	636.00	499,865.00	0.00	499,865.00	99.87
	Dept 221 Sub Totals:	500,501.00	631.29	610.96	499,890.04	0.00		
	Fund Revenue Sub Totals:	501,302.00	4.71	25.04	501,276.96	0.00	501,276.96	100.00
	Fund Expense Sub Totals:	500,501.00	636.00	636.00	499,865.00	0.00	499,865.00	99.87
	Fund 221 Sub Totals:	-801.00	631.29	610.96	-1,411.96	0.00		
Fund 290	Employee Insurance							
Dept 290-000	Non-Departmental							
R90	TRANSFERS IN							
290-000-3390-000	Transfer In	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R90 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Dept 000 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Dept 290-290	REVENUE FROM USE OF ASSET							
R06	Interest Earned-Employee Ins.	100.00	0.00	12.03	87.97	0.00	87.97	87.97
290-290-4700-290	R06 Sub Totals:	100.00	0.00	12.03	87.97	0.00	87.97	87.97
R10	NON-OPERATING REVENUES							
290-290-4951-290	City Portion for Ins Shortage	0.00	0.00	0.00	0.00	0.00	0.00	0.00
290-290-4960-290	Employee Portion-Insurance	158,000.00	17,062.22	68,012.57	89,987.43	0.00	89,987.43	56.95

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
R90 290-290-4950-290	R10 Sub Totals:	158,000.00	17,062.22	68,012.57	89,987.43	0.00	89,987.43	56.95
	TRANSFERS IN							
	City's Portion - Insur.	836,848.00	64,377.32	299,286.63	537,561.37	0.00	537,561.37	64.24
	R90 Sub Totals:	836,848.00	64,377.32	299,286.63	537,561.37	0.00	537,561.37	64.24
E25 290-290-6140-290 290-290-6150-290	Revenue Sub Totals:	994,948.00	81,439.54	367,311.23	627,636.77	0.00	627,636.77	63.08
	NON-OPERATING EXPENSE							
	Health Insurance Fees Employee	861,017.00	58,068.05	285,286.46	575,730.54	0.00	575,730.54	66.87
	Health Insurance Fees Dependnt	158,000.00	10,955.51	54,497.43	103,502.57	0.00	103,502.57	65.51
	E25 Sub Totals:	1,019,017.00	69,023.56	339,783.89	679,233.11	0.00	679,233.11	66.66
	Expense Sub Totals:	1,019,017.00	69,023.56	339,783.89	679,233.11	0.00	679,233.11	66.66
Dept 290-291	Dept 290 Sub Totals:	24,069.00	-12,415.98	-27,527.34	51,596.34	0.00		
E25	NON-OPERATING EXPENSE							
290-291-6120-290	Dental Insurance -Employee	0.00	2,759.46	9,914.86	-9,914.86	0.00	-9,914.86	0.00
290-291-6130-290	Dental Insurance Dependent	0.00	1,213.89	4,766.34	-4,766.34	0.00	-4,766.34	0.00
290-291-6130-291	Life Insurance Employee	0.00	0.00	0.00	0.00	0.00	0.00	0.00
290-291-6130-292	Life Insurance Dependent	0.00	0.00	0.00	0.00	0.00	0.00	0.00
290-291-6135-290	Vision Insurance	0.00	0.00	2,627.41	-2,627.41	0.00	-2,627.41	0.00
	E25 Sub Totals:	0.00	3,973.35	17,308.61	-17,308.61	0.00	-17,308.61	0.00
	Expense Sub Totals:	0.00	3,973.35	17,308.61	-17,308.61	0.00	-17,308.61	0.00
	Dept 291 Sub Totals:	0.00	3,973.35	17,308.61	-17,308.61	0.00		
	Fund Revenue Sub Totals:	994,948.00	81,439.54	367,311.23	627,636.77	0.00	627,636.77	63.08
	Fund Expense Sub Totals:	1,019,017.00	72,996.91	357,092.50	661,924.50	0.00	661,924.50	64.96
Fund 300	Fund 290 Sub Totals:	24,069.00	-8,442.63	-10,218.73	34,287.73	0.00		
Dept 300-000	Capital Improvement Sales Tax							
R90	Non-Departmental							
300-000-3303-000	TRANSFERS IN							
300-000-3385-000	Transfer from General	0.00	0.00	0.00	0.00	0.00	0.00	0.00
300-000-3385-000	Transfer From Other Funds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
300-000-3385-111	Transfer fm City Clerk	52,233.00	0.00	0.00	52,233.00	0.00	52,233.00	100.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
300-000-3385-112	Transfer fm General Admin	209,630.00	0.00	0.00	209,630.00	0.00	209,630.00	100.00
300-000-3385-115	Transfer from Development	12,434.00	3,750.00	3,750.00	8,684.00	0.00	8,684.00	69.84
300-000-3385-118	Transfer fm Recycle Center	68,000.00	0.00	12,196.78	55,803.22	0.00	55,803.22	82.06
300-000-3385-120	Transfer fm Police Dept	151,000.00	55,306.48	158,146.48	-7,146.48	0.00	-7,146.48	0.00
300-000-3385-130	Transfer fm Fire Department	640,345.00	99,852.37	220,105.37	420,239.63	0.00	420,239.63	65.63
300-000-3385-160	Transfer fm Airport	727,538.00	8,766.76	480,008.13	247,529.87	0.00	247,529.87	34.02
300-000-3385-170	Transfer fm Drainage	9,284,114.00	141,046.70	898,918.27	8,385,195.73	0.00	8,385,195.73	90.32
300-000-3385-175	Transfer fm Senior Center	43,000.00	0.00	19,805.00	23,195.00	0.00	23,195.00	53.94
300-000-3385-180	Transfer fm Parks & Rec	429,028.00	55,000.00	195,765.10	233,262.90	0.00	233,262.90	54.37
300-000-3385-195	Transfer fm Auditorium	318,410.00	0.00	0.00	318,410.00	0.00	318,410.00	100.00
300-000-3385-204	Transfer fm Cemetery	91,107.00	0.00	41,106.52	50,000.48	0.00	50,000.48	54.88
300-000-3385-450	Transfer fm Golf Course	275,367.00	34,320.00	114,777.80	160,589.20	0.00	160,589.20	58.32
300-000-3385-800	Transfer fm Streets Dept	596,036.00	85,056.48	248,445.97	347,590.03	0.00	347,590.03	58.32
	R90 Sub Totals:	12,898,242.00	483,098.79	2,393,025.42	10,505,216.58	0.00	10,505,216.58	81.45
	Revenue Sub Totals:	12,898,242.00	483,098.79	2,393,025.42	10,505,216.58	0.00	10,505,216.58	81.45
E90	TRANSFERS OUT							
300-000-3200-000	Sales Tax to TIF	0.00	0.00	0.00	0.00	0.00	0.00	0.00
300-000-3220-000	Transfer to 2012A&B Fund	0.00	0.00	0.00	0.00	0.00	0.00	0.00
300-000-3242-000	Transfer to Golf Cap Imp Debt	251,950.00	20,996.00	104,980.00	146,970.00	0.00	146,970.00	58.33
300-000-3243-000	Transfer to Parks Department	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E90 Sub Totals:	251,950.00	20,996.00	104,980.00	146,970.00	0.00	146,970.00	58.33
	Expense Sub Totals:	251,950.00	20,996.00	104,980.00	146,970.00	0.00	146,970.00	58.33
	Dept 000 Sub Totals:	-12,646,292.00	-462,102.79	-2,288,045.42	-10,358,246.58	0.00		
Dept 300-300	Capital Improvement							
R01	TAXES							
300-300-4030-300	Capital Improvement Sales Tax	336,204.00	37,039.94	174,602.49	161,601.51	0.00	161,601.51	48.07
	R01 Sub Totals:	336,204.00	37,039.94	174,602.49	161,601.51	0.00	161,601.51	48.07
R06	REVENUE FROM USE OF ASSET							
300-300-4700-300	Interest Earned-Econ Develop	1,200.00	1,667.82	3,884.94	-2,684.94	0.00	-2,684.94	0.00
	R06 Sub Totals:	1,200.00	1,667.82	3,884.94	-2,684.94	0.00	-2,684.94	0.00
R07	OTHER INCOME							
300-300-4800-300	Miscellaneous Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R07 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	337,404.00	38,707.76	178,487.43	158,916.57	0.00	158,916.57	47.10

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
E30	CAPITAL OUTLAY							
300-300-5790-111	Capital Impr./Purchase Clerk	52,233.00	0.00	0.00	52,233.00	52,233.00	0.00	0.00
300-300-5790-112	Capital Impr./Purchase GenAdm	209,630.00	0.00	0.00	209,630.00	0.00	209,630.00	100.00
300-300-5790-115	Capital Impr/Purch Development	12,434.00	3,750.00	3,750.00	8,684.00	8,683.21	0.79	0.01
300-300-5790-130	Capital Impr/Purch Fire Dept	640,345.00	99,852.37	220,105.37	420,239.63	0.00	420,239.63	65.63
300-300-5790-175	Capital Impr/Purch Senior Cent	43,000.00	0.00	19,805.00	23,195.00	4,540.00	18,655.00	43.38
300-300-5790-195	Capital Impr/Purch Auditorium	318,410.00	0.00	0.00	318,410.00	0.00	318,410.00	100.00
300-300-5790-204	Capital Impr/Purch IOOF	91,107.00	0.00	41,106.52	50,000.48	0.00	50,000.48	54.88
300-300-5790-300	Capital Improvement/Purchases	0.00	0.00	0.00	0.00	0.00	0.00	0.00
300-300-5790-430	Capital Impr/Purch Golf Course	275,367.00	34,320.00	102,777.80	172,589.20	34,301.00	138,288.20	50.22
300-300-5790-750	Capital Impr/Purch Parks & Rec	429,028.00	55,000.00	195,765.10	233,262.90	51,790.00	181,472.90	42.30
300-300-5790-800	Capital Impr/Purch Street Dept	596,036.00	85,056.48	260,445.97	335,590.03	123,897.63	211,692.40	35.52
300-300-5790-990	Capital Impr/Purch Drainage	9,284,114.00	140,992.70	898,864.27	8,385,249.73	1,126,335.01	7,258,914.72	78.19
	E30 Sub Totals:	11,951,704.00	418,971.55	1,742,620.03	10,209,083.97	1,401,779.85	8,807,304.12	73.69
E90	TRANSFERS OUT							
300-300-5790-118	Capital Impr/Purch Recycle Ctr	68,000.00	0.00	12,196.78	55,803.22	0.00	55,803.22	82.06
300-300-5790-120	Capital Impr/Purch Police Dept	151,000.00	55,306.48	158,146.48	-7,146.48	0.00	-7,146.48	0.00
300-300-5790-160	Capital Impr/Purch Airport	727,538.00	8,766.76	480,008.13	247,529.87	105,078.27	142,451.60	19.58
	E90 Sub Totals:	946,538.00	64,073.24	650,351.39	296,186.61	105,078.27	191,108.34	20.19
	Expense Sub Totals:	12,898,242.00	483,044.79	2,392,971.42	10,505,270.58	1,506,858.12	8,998,412.46	69.76
	Dept 300 Sub Totals:	12,560,838.00	444,337.03	2,214,483.99	10,346,354.01	1,506,858.12		
	Fund Revenue Sub Totals:	13,235,646.00	521,806.55	2,571,512.85	10,664,133.15	0.00	10,664,133.15	80.57
	Fund Expense Sub Totals:	13,150,192.00	504,040.79	2,497,951.42	10,652,240.58	1,506,858.12	9,145,382.46	69.55
	Fund 300 Sub Totals:	-85,454.00	-17,765.76	-73,561.43	-11,892.57	1,506,858.12		
Fund 310	Hotel/Motel Tax							
Dept 310-000	Non-Departmental							
E90	TRANSFERS OUT							
310-000-3210-000	Tran to General Adm 3% Adm Cst	2,860.00	239.00	1,195.00	1,665.00	0.00	1,665.00	58.22
310-000-3211-000	Transfer to Gen. PR Coord	0.00	0.00	0.00	0.00	0.00	0.00	0.00
310-000-3255-000	Transfer to -Celebrate	19,500.00	0.00	0.00	19,500.00	0.00	19,500.00	100.00
310-000-3256-000	Tran to -Fall Festival	13,000.00	0.00	13,000.00	0.00	0.00	0.00	0.00
310-000-3257-000	Transfer to-Bluegrass	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E90 Sub Totals:	35,360.00	239.00	14,195.00	21,165.00	0.00	21,165.00	59.86
	Expense Sub Totals:	35,360.00	239.00	14,195.00	21,165.00	0.00	21,165.00	59.86

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
360-360-4910-360		Sales Tax TIF County	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R01 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R06		REVENUE FROM USE OF ASSET							
360-360-4700-360		Interest Earned-TIF Fund	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R06 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R10		NON-OPERATING REVENUES							
360-360-4900-000		CDBG Grant	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R10 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E25		NON-OPERATING EXPENSE							
360-360-5590-360		TIF Expenses	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		E25 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E90		TRANSFERS OUT							
360-360-6980-360		TIF Reim. W/WW 2012A&B	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		E90 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Dept 360 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
		Fund Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund 360 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Fund	450	Golf Course							
Dept	450-000	Non-Departmental							
R90		TRANSFERS IN							
450-000-3340-000		Transfer fm General	120,000.00	0.00	0.00	120,000.00	0.00	120,000.00	100.00
450-000-3341-000		Transfer fm Parks -Mtce	0.00	0.00	0.00	0.00	0.00	0.00	0.00
450-000-3342-000		Transfer fm Capital Imp	251,950.00	20,996.00	104,980.00	146,970.00	0.00	146,970.00	58.33
		R90 Sub Totals:	371,950.00	20,996.00	104,980.00	266,970.00	0.00	266,970.00	71.78
		Revenue Sub Totals:	371,950.00	20,996.00	104,980.00	266,970.00	0.00	266,970.00	71.78
E90		TRANSFERS OUT							

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
450-000-3276-000	Transfer to 2016 DS	251,950.00	0.00	24,931.17	227,018.83	0.00	227,018.83	90.10
450-000-3285-000	Trns to Capital Improvement	275,367.00	34,320.00	114,777.80	160,589.20	0.00	160,589.20	58.32
	E90 Sub Totals:	527,317.00	34,320.00	139,708.97	387,608.03	0.00	387,608.03	73.51
	Expense Sub Totals:	527,317.00	34,320.00	139,708.97	387,608.03	0.00	387,608.03	73.51
	Dept 000 Sub Totals:	155,367.00	13,324.00	34,728.97	120,638.03	0.00		
Dept 450-150								
R04	CHARGES FOR SERVICES							
450-150-4350-430	Golf Course Fees	145,000.00	10,031.00	42,082.00	102,918.00	0.00	102,918.00	70.98
450-150-4352-430	City Tournament Fees	14,400.00	0.00	5,600.00	8,800.00	0.00	8,800.00	61.11
450-150-4370-430	Passes for Fees	80,000.00	160.00	3,972.00	76,028.00	0.00	76,028.00	95.04
450-150-4993-430	Advertising Revenue	500.00	0.00	0.00	500.00	0.00	500.00	100.00
	R04 Sub Totals:	239,900.00	10,191.00	51,654.00	188,246.00	0.00	188,246.00	78.47
R06	REVENUE FROM USE OF ASSET							
450-150-4360-430	Golf Cart Rentals	130,000.00	9,942.00	41,265.00	88,735.00	0.00	88,735.00	68.26
450-150-4390-430	Driving Range Revenue	5,000.00	243.00	2,199.00	2,801.00	0.00	2,801.00	56.02
450-150-4500-430	Community Room Rental	0.00	0.00	0.00	0.00	0.00	0.00	0.00
450-150-4700-430	Interest Earned-Golf Course	0.00	254.81	1,049.71	-1,049.71	0.00	-1,049.71	0.00
450-150-4760-430	Insurance Proceeds	0.00	19,000.00	19,000.00	-19,000.00	0.00	-19,000.00	0.00
450-150-4820-430	Sale of Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	135,000.00	29,439.81	63,513.71	71,486.29	0.00	71,486.29	52.95
R07	OTHER INCOME							
450-150-4800-430	Golf Course Miscellaneous	0.00	-59.50	3,224.98	-3,224.98	0.00	-3,224.98	0.00
	R07 Sub Totals:	0.00	-59.50	3,224.98	-3,224.98	0.00	-3,224.98	0.00
R08	SALES REVENUE							
450-150-4380-430	Pro Shop Revenue	30,000.00	2,512.00	10,126.25	19,873.75	0.00	19,873.75	66.25
450-150-4420-430	Golf Concessions Revenue	35,000.00	2,799.00	11,325.25	23,674.75	0.00	23,674.75	67.64
	R08 Sub Totals:	65,000.00	5,311.00	21,451.50	43,548.50	0.00	43,548.50	67.00
	Revenue Sub Totals:	439,900.00	44,882.31	139,844.19	300,055.81	0.00	300,055.81	68.21
E10	PERSONNEL							
450-150-5010-430	Golf Course Salaries	161,397.00	6,765.17	37,129.67	124,267.33	0.00	124,267.33	76.99
450-150-5020-430	Golf Course Overtime	5,000.00	277.83	1,691.67	3,308.33	0.00	3,308.33	66.17
450-150-5030-430	Golf Course Part Time	87,128.00	3,966.50	30,746.01	56,381.99	0.00	56,381.99	64.71
450-150-5070-430	Availability Allowance	360.00	0.00	30.00	330.00	0.00	330.00	91.67
450-150-5170-430	Golf Course Social Security	19,395.00	833.79	5,301.58	14,093.42	0.00	14,093.42	72.67
450-150-5180-430	Golf Course Retirement	8,320.00	0.00	335.22	7,984.78	0.00	7,984.78	95.97

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
450-150-5190-430		Golf Course Health Insurance	30,211.00	1,220.76	3,139.86	27,071.14	0.00	27,071.14	89.61
450-150-5210-430		Golf Course Workers Comp.	11,105.00	0.00	0.00	11,105.00	0.00	11,105.00	100.00
450-150-5360-430		Golf Course Member/Train/Trvl	1,050.00	0.00	80.00	970.00	0.00	970.00	92.38
450-150-5380-430		Uniforms	3,675.00	0.00	32.30	3,642.70	0.00	3,642.70	99.12
		E10 Sub Totals:	327,641.00	13,064.05	78,486.31	249,154.69	0.00	249,154.69	76.05
E20		OPERATING COSTS							
450-150-5260-430		Golf Course Prof. Services	10,511.00	828.15	6,824.77	3,686.23	0.00	3,686.23	35.07
450-150-5270-430		Golf Course Credit Card Fees	9,450.00	131.95	2,598.73	6,851.27	0.00	6,851.27	72.50
450-150-5300-430		Golf Insurance & Bonds	15,241.00	0.00	0.00	15,241.00	0.00	15,241.00	100.00
450-150-5310-430		Golf Course Concession Cost	31,500.00	759.78	3,718.88	27,781.12	0.00	27,781.12	88.19
450-150-5314-430		Golf Course Accessories	26,250.00	0.00	4,932.56	21,317.44	0.00	21,317.44	81.21
450-150-5320-430		Golf Facility Maintenance	10,000.00	2,000.47	5,698.07	4,301.93	0.00	4,301.93	43.02
450-150-5325-430		Grounds Maintenance	40,000.00	201.33	162.46	39,837.54	0.00	39,837.54	99.59
450-150-5330-430		Golf Equipment Maintenance	15,000.00	2,379.54	7,655.65	7,344.35	0.00	7,344.35	48.96
450-150-5335-430		Golf Cart Maintenance	3,675.00	0.00	834.98	2,840.02	0.00	2,840.02	77.28
450-150-5350-430		Driving Range Expense	1,575.00	0.00	0.00	1,575.00	0.00	1,575.00	100.00
450-150-5530-430		Golf Course Fuels/Lubricants	21,000.00	59.50	3,164.64	17,835.36	0.00	17,835.36	84.93
450-150-5540-430		Golf Course Chemicals	60,000.00	11,494.80	43,681.44	16,318.56	10,021.25	6,297.31	10.50
450-150-5590-430		Golf Course General Supplies	6,300.00	208.22	702.58	5,597.42	0.00	5,597.42	88.85
450-150-5610-430		City Tournament Expense	4,000.00	0.00	0.00	4,000.00	0.00	4,000.00	100.00
450-150-5700-430		Golf Course Computer/Software	1,454.00	0.00	0.00	1,454.00	0.00	1,454.00	100.00
450-150-6300-430		Golf Course Electricity	27,000.00	1,155.67	4,522.12	22,477.88	0.00	22,477.88	83.25
450-150-6350-430		Golf Course Phones	5,670.00	410.36	1,993.88	3,676.12	0.00	3,676.12	64.83
		E20 Sub Totals:	288,626.00	19,629.77	86,490.76	202,135.24	10,021.25	192,113.99	66.56
E30		CAPITAL OUTLAY							
450-150-6380-430		Lease Payments	18,807.00	0.00	0.00	18,807.00	0.00	18,807.00	100.00
		E30 Sub Totals:	18,807.00	0.00	0.00	18,807.00	0.00	18,807.00	100.00
		Expense Sub Totals:	635,074.00	32,693.82	164,977.07	470,096.93	10,021.25	460,075.68	72.44
		Dept 150 Sub Totals:	195,174.00	-12,188.49	25,132.88	170,041.12	10,021.25		
		Fund Revenue Sub Totals:	811,850.00	65,878.31	244,824.19	567,025.81	0.00	567,025.81	69.84
		Fund Expense Sub Totals:	1,162,391.00	67,013.82	304,686.04	857,704.96	10,021.25	847,683.71	72.93
		Fund 450 Sub Totals:	350,541.00	1,135.51	59,861.85	290,679.15	10,021.25		
Fund 500		Water/Wastewater							
Dept 500-000		Non-Departmental							
R10		NON-OPERATING REVENUES							

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
500-000-2590-000	Deferred Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R10 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R90	TRANSFERS IN							
500-000-3303-000	Transfer from General	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-000-3306-000	Transfer fm ARPA	307,307.00	0.00	0.00	307,307.00	0.00	307,307.00	100.00
500-000-3353-000	Transfer fm Water -Rplcmt Rsrv	1,135,980.00	94,665.00	317,793.00	818,187.00	0.00	818,187.00	72.02
500-000-3361-000	Transfer fm WW -Rplcmt Rsrv	1,132,791.00	94,399.00	298,367.00	834,424.00	0.00	834,424.00	73.66
500-000-3362-000	Transfer from Other Funds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-000-3363-000	Slip Lining Reserve	150,000.00	12,500.00	62,500.00	87,500.00	0.00	87,500.00	58.33
500-000-3364-000	Trns to Main Replacement	250,000.00	20,833.00	104,165.00	145,835.00	0.00	145,835.00	58.33
	R90 Sub Totals:	2,976,078.00	222,397.00	782,825.00	2,193,253.00	0.00	2,193,253.00	73.70
	Revenue Sub Totals:	2,976,078.00	222,397.00	782,825.00	2,193,253.00	0.00	2,193,253.00	73.70
E90	TRANSFERS OUT							
500-000-3253-000	Transfer to Water Rplcmt Resrv	1,135,980.00	94,665.00	317,793.00	818,187.00	0.00	818,187.00	72.02
500-000-3261-000	Transfer to WW Rplcmt Reserve	1,132,791.00	94,399.00	298,367.00	834,424.00	0.00	834,424.00	73.66
500-000-3263-000	Slip Lining Reserve	150,000.00	12,500.00	62,500.00	87,500.00	0.00	87,500.00	58.33
500-000-3264-000	Trns to Main Replacement	250,000.00	20,833.00	104,165.00	145,835.00	0.00	145,835.00	58.33
500-000-3292-000	Transfer to other funds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E90 Sub Totals:	2,668,771.00	222,397.00	782,825.00	1,885,946.00	0.00	1,885,946.00	70.67
	Expense Sub Totals:	2,668,771.00	222,397.00	782,825.00	1,885,946.00	0.00	1,885,946.00	70.67
	Dept 000 Sub Totals:	-307,307.00	0.00	0.00	-307,307.00	0.00		
Dept 500-212	2012 A&B COPs							
E50	DEBT SERVICE - INTEREST & FI							
500-212-5920-212	Interest Expense 2012A	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-212-5930-212	Admin. Fee 2012 A	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E50 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Dept 212 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Dept 500-500								
E02	DEPRECIATION EXPENSE							
500-500-5990-500	Depreciation Expense	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E02 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Dept 500-510	Dept 500 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
R03	INTER-GOVERNMENTAL							
500-510-4201-510	CARES Act	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R04	CHARGES FOR SERVICES							
500-510-3510-510	Penalties/Utility Bills	107,000.00	10,072.46	46,183.00	60,817.00	0.00	60,817.00	56.84
500-510-3530-510	Residential Trash Billing	574,560.00	53,993.38	269,495.91	305,064.09	0.00	305,064.09	53.10
500-510-3540-510	Service Application Fee	8,300.00	495.00	2,565.00	5,735.00	0.00	5,735.00	69.10
500-510-3580-510	Trash Tag Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-510-3600-510	Billing Customers-Water	3,198,181.00	253,743.79	1,163,335.10	2,034,845.90	0.00	2,034,845.90	63.63
500-510-4792-510	Online Surcharge Fees	11,000.00	678.56	3,085.91	7,914.09	0.00	7,914.09	71.95
	R04 Sub Totals:	3,899,041.00	318,983.19	1,484,664.92	2,414,376.08	0.00	2,414,376.08	61.92
R06	REVENUE FROM USE OF ASSET							
500-510-3560-510	Lease Pmt. Tower Space	50,780.00	5,018.80	25,047.83	25,732.17	0.00	25,732.17	50.67
500-510-4700-510	Interest Earned-Water/WW	15,000.00	17,339.18	71,121.52	-56,121.52	0.00	-56,121.52	0.00
500-510-4760-510	Insurance Proceeds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R06 Sub Totals:	65,780.00	22,357.98	96,169.35	-30,389.35	0.00	-30,389.35	0.00
R07	OTHER INCOME							
500-510-4800-510	Water Admin Miscellaneous	0.00	189.47	755.63	-755.63	0.00	-755.63	0.00
	R07 Sub Totals:	0.00	189.47	755.63	-755.63	0.00	-755.63	0.00
	Revenue Sub Totals:	3,964,821.00	341,530.64	1,581,589.90	2,383,231.10	0.00	2,383,231.10	60.11
E10	PERSONNEL							
500-510-5010-510	Water Admin Salaries	315,399.00	24,093.40	130,577.32	184,821.68	0.00	184,821.68	58.60
500-510-5020-510	Water Admin Overtime	3,000.00	52.64	984.10	2,015.90	0.00	2,015.90	67.20
500-510-5170-510	Water Admin Social Security	24,128.00	1,728.76	9,477.87	14,650.13	0.00	14,650.13	60.72
500-510-5180-510	Water Admin Retirement	15,770.00	1,207.31	6,581.16	9,188.84	0.00	9,188.84	58.27
500-510-5185-510	Pension Expense	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-510-5190-510	Water Admin Health Insurance	49,093.00	4,025.12	19,960.68	29,132.32	0.00	29,132.32	59.34
500-510-5210-510	Water Admin Workers Comp.	13,815.00	0.00	0.00	13,815.00	0.00	13,815.00	100.00
500-510-5360-510	Water Admin Member/Train/Trvl	8,284.00	1,387.00	2,114.97	6,169.03	0.00	6,169.03	74.47
	E10 Sub Totals:	429,489.00	32,494.23	169,696.10	259,792.90	0.00	259,792.90	60.49
E20	OPERATING COSTS							
500-510-5260-510	Water Admin Prof. Services	97,407.00	44,771.13	53,787.01	43,619.99	0.00	43,619.99	44.78

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
500-510-5270-510	Water Admin Credit Card Fees	41,000.00	5,730.48	25,078.57	15,921.43	0.00	15,921.43	38.83
500-510-5273-510	Collection Agency Charges	2,000.00	0.00	33.53	1,966.47	0.00	1,966.47	98.32
500-510-5300-510	Water Admin Insurance & Bonds	600.00	0.00	100.00	500.00	0.00	500.00	83.33
500-510-5330-510	Water Admin Equipment Maint.	1,000.00	0.00	432.39	567.61	0.00	567.61	56.76
500-510-5590-510	Water Admin General Supplies	58,140.00	601.71	19,371.49	38,768.51	0.00	38,768.51	66.68
500-510-5700-510	Water Admin Comp., Software	2,916.00	0.00	287.88	2,628.12	0.00	2,628.12	90.13
500-510-6260-510	Trash Service Paid	545,832.00	50,769.66	202,925.15	342,906.85	0.00	342,906.85	62.82
500-510-6350-510	Water Admin Phones	5,040.00	400.00	2,000.00	3,040.00	0.00	3,040.00	60.32
	E20 Sub Totals:	753,935.00	102,272.98	304,016.02	449,918.98	0.00	449,918.98	59.68
E30	CAPITAL OUTLAY							
500-510-5790-510	Water Admin Capital Purchase	5,000.00	0.00	0.00	5,000.00	0.00	5,000.00	100.00
	E30 Sub Totals:	5,000.00	0.00	0.00	5,000.00	0.00	5,000.00	100.00
	Expense Sub Totals:	1,188,424.00	134,767.21	473,712.12	714,711.88	0.00	714,711.88	60.14
	Dept 510 Sub Totals:	-2,776,397.00	-206,763.43	-1,107,877.78	-1,668,519.22	0.00		
Dept 500-530								
R03	INTER-GOVERNMENTAL							
500-530-4200-530	Grant Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R04	CHARGES FOR SERVICES							
500-530-3500-531	Meter Fee	130,000.00	11,076.15	55,639.14	74,360.86	0.00	74,360.86	57.20
500-530-3610-531	Water Taps	58,000.00	975.00	12,279.72	45,720.28	0.00	45,720.28	78.83
	R04 Sub Totals:	188,000.00	12,051.15	67,918.86	120,081.14	0.00	120,081.14	63.87
R06	REVENUE FROM USE OF ASSET							
500-530-4760-530	Insurance Proceeds	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-530-4820-530	Sale of Property	0.00	0.00	2,710.00	-2,710.00	0.00	-2,710.00	0.00
	R06 Sub Totals:	0.00	0.00	2,710.00	-2,710.00	0.00	-2,710.00	0.00
R07	OTHER INCOME							
500-530-4800-530	D&M Miscellaneous	0.00	0.00	4,501.94	-4,501.94	0.00	-4,501.94	0.00
500-530-4800-531	Meter Misc. Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R07 Sub Totals:	0.00	0.00	4,501.94	-4,501.94	0.00	-4,501.94	0.00
	Revenue Sub Totals:	188,000.00	12,051.15	75,130.80	112,869.20	0.00	112,869.20	60.04
E02	DEPRECIATION EXPENSE							
500-530-5990-530	Depreciation	220,000.00	0.00	0.00	220,000.00	0.00	220,000.00	100.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	E02 Sub Totals:	220,000.00	0.00	0.00	220,000.00	0.00	220,000.00	100.00
E10	PERSONNEL							
500-530-5010-530	Water Distribution Salaries	380,656.00	22,670.99	128,948.71	251,707.29	0.00	251,707.29	66.12
500-530-5010-531	Meter Read/Mtnce. Salaries	120,757.00	8,531.67	42,906.07	77,850.93	0.00	77,850.93	64.47
500-530-5020-530	Water Distribution Overtime	25,000.00	1,450.13	12,218.55	12,781.45	0.00	12,781.45	51.13
500-530-5020-531	Meter Reading Overtime	8,000.00	842.20	3,215.30	4,784.70	0.00	4,784.70	59.81
500-530-5030-531	Meter Program Part Time	22,620.00	0.00	5,550.00	17,070.00	0.00	17,070.00	75.46
500-530-5070-530	Availability Allowance	1,800.00	120.00	675.00	1,125.00	0.00	1,125.00	62.50
500-530-5070-531	Availability Allowance	1,080.00	60.00	300.00	780.00	0.00	780.00	72.22
500-530-5170-530	Water Distribution Soc'l Sec.	30,804.00	1,837.37	10,757.44	20,046.56	0.00	20,046.56	65.08
500-530-5170-531	Meter Program Social Security	11,504.00	715.00	3,945.12	7,558.88	0.00	7,558.88	65.71
500-530-5180-530	Water Distribution Retirement	20,133.00	897.86	5,787.85	14,345.15	0.00	14,345.15	71.25
500-530-5180-531	Meter Program Retirement	6,388.00	341.05	1,866.14	4,521.86	0.00	4,521.86	70.79
500-530-5185-530	Pension Expense	40,000.00	0.00	0.00	40,000.00	0.00	40,000.00	100.00
500-530-5190-530	Water Distribution Health Ins.	67,975.00	4,170.04	20,850.20	47,124.80	0.00	47,124.80	69.33
500-530-5190-531	Meter Prog Health Insurance	22,659.00	1,787.16	7,744.36	14,914.64	0.00	14,914.64	65.82
500-530-5210-530	Water Distribution Work Comp	17,637.00	0.00	0.00	17,637.00	0.00	17,637.00	100.00
500-530-5210-531	Meter Program Workers Comp.	6,587.00	0.00	0.00	6,587.00	0.00	6,587.00	100.00
500-530-5360-530	Water Distrib. Mem/Train/Trvl	5,000.00	0.00	1,191.00	3,809.00	0.00	3,809.00	76.18
500-530-5380-530	Water Distribution Uniforms	5,895.00	0.00	3,909.02	1,985.98	0.00	1,985.98	33.69
500-530-5380-531	Meter Program Uniforms	1,875.00	0.00	1,333.88	541.12	0.00	541.12	28.86
	E10 Sub Totals:	796,370.00	43,423.47	251,198.64	545,171.36	0.00	545,171.36	68.46
E20	OPERATING COSTS							
500-530-5260-530	Water Distribution Prof. Svcs	34,620.00	1,077.64	6,536.95	28,083.05	0.00	28,083.05	81.12
500-530-5300-530	Water Distribution Ins & Bonds	13,225.00	0.00	0.00	13,225.00	0.00	13,225.00	100.00
500-530-5300-531	Meter Program Insurance & Bond	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-530-5320-530	Water Distrib. Facility Maint	108,000.00	0.00	49,726.01	58,273.99	0.00	58,273.99	53.96
500-530-5330-530	Water Distribution Equip Maint	42,000.00	7,177.39	14,670.14	27,329.86	0.00	27,329.86	65.07
500-530-5330-531	Meter Program Equipment Maint.	26,250.00	74.06	173.25	26,076.75	7,894.50	18,182.25	69.27
500-530-5530-530	Water Distribution Fuels	36,750.00	1,738.79	11,952.06	24,797.94	0.00	24,797.94	67.48
500-530-5530-531	Meter Program Fuels/Lubricants	7,350.00	241.24	1,408.52	5,941.48	0.00	5,941.48	80.84
500-530-5590-530	Water Distrib. Gen Supplies	4,200.00	177.62	1,035.77	3,164.23	0.00	3,164.23	75.34
500-530-5590-531	Meter Program General Supplies	1,575.00	268.74	1,466.08	108.92	0.00	108.92	6.92
500-530-5620-530	Water Distribution Line Repair	115,236.00	6,264.96	25,479.12	89,756.88	3,770.44	85,986.44	74.62
500-530-5650-531	Meter Program Meter Sets	55,000.00	11,310.84	21,147.86	33,852.14	14,860.85	18,991.29	34.53
500-530-5700-530	Water Distrib. Comp., Software	2,954.00	0.00	0.00	2,954.00	0.00	2,954.00	100.00
500-530-5700-531	Meter Reading Comp/Software	2,146.00	0.00	0.00	2,146.00	0.00	2,146.00	100.00
500-530-6300-530	Water Distribution Electricity	6,372.00	310.14	1,293.00	5,079.00	0.00	5,079.00	79.71
500-530-6310-530	Water Distrib. Heating Fuels	2,106.00	956.13	1,934.31	171.69	0.00	171.69	8.15
500-530-6350-530	Water Dist Telephones	5,670.00	488.54	2,130.36	3,539.64	0.00	3,539.64	62.43
500-530-6390-530	Water Distribution Minor Equip	6,300.00	64.75	1,270.65	5,029.35	0.00	5,029.35	79.83

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	E20 Sub Totals:	469,754.00	30,150.84	140,224.08	329,529.92	26,525.79	303,004.13	64.50
E30	CAPITAL OUTLAY							
500-530-5660-531	Meter Replacement Program	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-530-5780-530	D&M Vehicle	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-530-5790-530	Water Dist Capital Purchases	181,000.00	9,750.00	31,728.33	149,271.67	14,312.15	134,959.52	74.56
500-530-5790-531	Meter Program Capital Equip	52,221.00	177.00	9,931.64	42,289.36	41,761.00	528.36	1.01
500-530-6380-530	Lease Purchase Payments	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-530-8200-530	PW Facility-Building	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E30 Sub Totals:	233,221.00	9,927.00	41,659.97	191,561.03	56,073.15	135,487.88	58.09
E50	DEBT SERVICE - INTEREST & FI							
500-530-5920-596	2011 DNR SRF Interest Exp	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E50 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Sub Totals:	1,719,345.00	83,501.31	433,082.69	1,286,262.31	82,598.94	1,203,663.37	70.01
	Dept 530 Sub Totals:	1,531,345.00	71,450.16	357,951.89	1,173,393.11	82,598.94		
Dept 500-610	INTER-GOVERNMENTAL							
R03	Grant Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-610-4200-520	MIRMA Grant	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R04	CHARGES FOR SERVICES							
500-610-3520-610	Pretreatment/Surcharge WW	82,000.00	16,215.01	44,243.31	37,756.69	0.00	37,756.69	46.04
500-610-3590-610	Billings to Customers WW	3,102,194.00	218,659.36	1,032,671.49	2,069,522.51	0.00	2,069,522.51	66.71
500-610-3610-610	Sewer Saddle Charges	3,000.00	125.00	225.00	2,775.00	0.00	2,775.00	92.50
	R04 Sub Totals:	3,187,194.00	234,999.37	1,077,139.80	2,110,054.20	0.00	2,110,054.20	66.20
R06	REVENUE FROM USE OF ASSET							
500-610-4760-520	Filtration Insurance Claims	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-610-4760-610	Insurance Claims	0.00	0.00	5,397.61	-5,397.61	0.00	-5,397.61	0.00
500-610-4820-610	Wastewater Sale of Property	0.00	0.00	2,710.00	-2,710.00	0.00	-2,710.00	0.00
	R06 Sub Totals:	0.00	0.00	8,107.61	-8,107.61	0.00	-8,107.61	0.00
R07	OTHER INCOME							
500-610-4800-520	Filtration Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-610-4800-610	Wastewater Misc. Revenue	0.00	0.00	163.20	-163.20	0.00	-163.20	0.00
	R07 Sub Totals:	0.00	0.00	163.20	-163.20	0.00	-163.20	0.00

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
E02 500-610-5990-610	Revenue Sub Totals:	3,187,194.00	234,999.37	1,085,410.61	2,101,783.39	0.00	2,101,783.39	65.94
	DEPRECIATION EXPENSE							
	Depreciation	600,000.00	0.00	0.00	600,000.00	0.00	600,000.00	100.00
E10 500-610-5185-520 500-610-5185-610	E02 Sub Totals:	600,000.00	0.00	0.00	600,000.00	0.00	600,000.00	100.00
	PERSONNEL							
	Pension Expense	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E20 500-610-5250-610 500-610-5260-520 500-610-5260-610 500-610-5300-520 500-610-5300-610 500-610-5320-520 500-610-5320-610 500-610-5330-520 500-610-5330-610 500-610-5530-520 500-610-5530-610 500-610-5590-520 500-610-5590-610 500-610-5620-610 500-610-5700-520 500-610-5700-610 500-610-5800-520 500-610-5800-610 500-610-6300-520 500-610-6300-610 500-610-6310-520 500-610-6310-610 500-610-6350-520 500-610-6350-610 500-610-6390-610	Pension Expense	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E10 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	OPERATING COSTS							
	Wastewater Rent Expense	9,700.00	808.34	4,041.70	5,658.30	0.00	5,658.30	58.33
	Water Plant Prof. Services	19,650.00	2,445.06	5,595.53	14,054.47	0.00	14,054.47	71.52
	Wastewater Prof. Services	33,766.00	2,272.94	13,624.23	20,141.77	3,039.30	17,102.47	50.65
	Water Plant Insurance & Bonds	84,786.00	0.00	0.00	84,786.00	0.00	84,786.00	100.00
	Wastewater Insurance & Bonds	51,960.00	0.00	0.00	51,960.00	0.00	51,960.00	100.00
	Water Plant Facility Maint.	15,000.00	2,311.55	2,311.55	12,688.45	0.00	12,688.45	84.59
	Wastewater Facility Maint.	20,000.00	0.00	0.00	20,000.00	0.00	20,000.00	100.00
	Water Plant Equipment Maint.	10,000.00	0.00	95.98	9,904.02	0.00	9,904.02	99.04
	Wastewater Equipment Maint.	82,500.00	2,766.77	16,535.44	65,964.56	0.00	65,964.56	79.96
	Water Plant Fuels/Lubricants	1,200.00	48.81	816.95	383.05	0.00	383.05	31.92
	Wastewater Fuels/Lubricants	23,352.00	1,143.53	7,840.13	15,511.87	0.00	15,511.87	66.43
	Water Plant General Supplies	200.00	88.38	88.38	111.62	0.00	111.62	55.81
	Wastewater General Supplies	525.00	14.49	34.89	490.11	0.00	490.11	93.35
	Wastewater Line Repair	3,000.00	0.00	0.00	3,000.00	0.00	3,000.00	100.00
	Filtration Comp., Software	196.00	0.00	0.00	196.00	0.00	196.00	100.00
	Wastewater Comp., Software	196.00	0.00	0.00	196.00	0.00	196.00	100.00
	Alliance Contract	282,852.00	0.00	101,674.03	181,177.97	0.00	181,177.97	64.05
	Alliance Contract	930,768.00	0.00	340,386.97	590,381.03	0.00	590,381.03	63.43
	Filtration Electricity	346,578.00	26,335.67	100,678.77	245,899.23	0.00	245,899.23	70.95
	Wastewater Electricity	259,109.00	16,280.32	69,003.24	190,105.76	0.00	190,105.76	73.37
	Filtration Heating Fuels	9,905.00	2,688.93	6,934.15	2,970.85	0.00	2,970.85	29.99
	Wastewater Heating Fuels	7,350.00	0.00	2,016.01	5,333.99	0.00	5,333.99	72.57
	Filtration Phones	10,521.00	609.00	2,776.06	7,744.94	0.00	7,744.94	73.61
	Wastewater Phones	9,765.00	762.83	3,756.23	6,008.77	0.00	6,008.77	61.53
	Wastewater Minor Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E30 500-610-5780-520 500-610-5780-610 500-610-5790-520 500-610-5790-610	E20 Sub Totals:	2,212,879.00	58,576.62	678,210.24	1,534,668.76	3,039.30	1,531,629.46	69.21
	CAPITAL OUTLAY							
	Filtration Cap. Vehicles	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	WW Vehicle	84,763.00	0.00	0.00	84,763.00	0.00	84,763.00	100.00
	Filtration Capital- Other	332,562.00	18,547.70	34,866.70	297,695.30	127,265.00	170,430.30	51.25
	WW Capital Equipment	537,437.00	221,177.98	330,364.00	207,073.00	8,290.29	198,782.71	36.99

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
500-610-5810-619	WW Line Capital Improvemt	1,056,491.00	8,371.05	19,364.05	1,037,126.95	152,677.94	884,449.01	83.72
	E30 Sub Totals:	2,011,253.00	248,096.73	384,594.75	1,626,658.25	288,233.23	1,338,425.02	66.55
	Expense Sub Totals:	4,824,132.00	306,673.35	1,062,804.99	3,761,327.01	291,272.53	3,470,054.48	71.93
	Dept 610 Sub Totals:	1,636,938.00	71,673.98	-22,605.62	1,659,543.62	291,272.53		
Dept 500-640 R90	TRANSFERS IN							
500-640-3990-641	Transfer for TIF 2012	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R90 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E02	DEPRECIATION EXPENSE							
500-640-5980-640	Depreciation Expense	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E02 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
E50	DEBT SERVICE - INTEREST & FI							
500-640-5920-646	Interest on 2009B	32,247.00	0.00	7,611.25	24,635.75	0.00	24,635.75	76.40
500-640-5920-648	2011 Water Impr Interest Exp.	74,376.00	0.00	17,678.78	56,697.22	0.00	56,697.22	76.23
500-640-5930-645	Other Debt Charges	0.00	0.00	0.00	0.00	0.00	0.00	0.00
500-640-5930-646	Paying Agent Fee - 2009B	10,678.00	0.00	6,072.88	4,605.12	0.00	4,605.12	43.13
500-640-5930-648	2011 Water Impr. Adm Fees	24,628.00	0.00	13,307.66	11,320.34	0.00	11,320.34	45.97
	E50 Sub Totals:	141,929.00	0.00	44,670.57	97,258.43	0.00	97,258.43	68.53
	Expense Sub Totals:	141,929.00	0.00	44,670.57	97,258.43	0.00	97,258.43	68.53
	Dept 640 Sub Totals:	141,929.00	0.00	44,670.57	97,258.43	0.00		
	Fund Revenue Sub Totals:	10,316,093.00	810,978.16	3,524,956.31	6,791,136.69	0.00	6,791,136.69	65.83
	Fund Expense Sub Totals:	10,542,601.00	747,338.87	2,797,095.37	7,745,505.63	373,871.47	7,371,634.16	69.92
	Fund 500 Sub Totals:	226,508.00	-63,639.29	-727,860.94	954,368.94	373,871.47		
Fund 653	FEMA DR 4250 Flooding							
Dept 653-653	FEMA DR 4250 Flooding							
R03	INTER-GOVERNMENTAL							
653-653-4660-653	FEMA Flooding Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
E20 653-653-5590-653		Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		OPERATING COSTS							
		FEMA Expense	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		E20 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Dept 653 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
		Fund Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund 653 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
		FEMA DR Flooding							
Fund 654	Dept 654-654	INTER-GOVERNMENTAL							
R03	654-654-4660-654	FEMA DR Flooding Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Dept 654 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
		Fund Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund 654 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Fund 680	Dept 680-000	CDBG Public Service Pass Through							
R03	680-000-2099-000	Non-Departmental							
		INTER-GOVERNMENTAL							
		CDBG transfer fm	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Dept 000 Sub Totals:	0.00	0.00	0.00	0.00	0.00		

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
Dept 680-610									
R03		INTER-GOVERNMENTAL							
680-610-4450-000		CDBG Grant	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Dept 610 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
		Fund Revenue Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund 680 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Fund 700		Abbott Brothers Trust							
Dept 700-000		Non-Departmental							
E90		TRANSFERS OUT							
700-000-3243-000		Transfer to Parks Department	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		E90 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Dept 000 Sub Totals:	0.00	0.00	0.00	0.00	0.00		
Dept 700-700									
R06		REVENUE FROM USE OF ASSET							
700-700-4570-700		Farm Proceeds	2,700.00	0.00	0.00	2,700.00	0.00	2,700.00	100.00
700-700-4700-700		Int. Earned-Abbott Brothers Fd	75.00	131.73	545.15	-470.15	0.00	-470.15	0.00
		R06 Sub Totals:	2,775.00	131.73	545.15	2,229.85	0.00	2,229.85	80.35
R07		OTHER INCOME							
700-700-4760-700		Farm Insurance Claims	0.00	0.00	2,314.00	-2,314.00	0.00	-2,314.00	0.00
		R07 Sub Totals:	0.00	0.00	2,314.00	-2,314.00	0.00	-2,314.00	0.00
		Revenue Sub Totals:	2,775.00	131.73	2,859.15	-84.15	0.00	-84.15	0.00
E20		OPERATING COSTS							
700-700-5300-700		Insurance and Bonds	200.00	0.00	0.00	200.00	0.00	200.00	100.00
700-700-5440-700		Real Estate Taxes	158.00	0.00	153.00	5.00	0.00	5.00	3.16
		E20 Sub Totals:	358.00	0.00	153.00	205.00	0.00	205.00	57.26

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	Expense Sub Totals:	358.00	0.00	153.00	205.00	0.00	205.00	57.26
	Dept 700 Sub Totals:	-2,417.00	-131.73	-2,706.15	289.15	0.00		
	Fund Revenue Sub Totals:	2,775.00	131.73	2,859.15	-84.15	0.00	-84.15	0.00
	Fund Expense Sub Totals:	358.00	0.00	153.00	205.00	0.00	205.00	57.26
	Fund 700 Sub Totals:	-2,417.00	-131.73	-2,706.15	289.15	0.00		
Fund 710	Morse Park Trust							
Dept 710-710	REVENUE FROM USE OF ASSET							
R06	Interest Earned-Morse Park Fd	13.00	10.25	42.42	-29.42	0.00	-29.42	0.00
710-710-4700-710	R06 Sub Totals:	13.00	10.25	42.42	-29.42	0.00	-29.42	0.00
	Revenue Sub Totals:	13.00	10.25	42.42	-29.42	0.00	-29.42	0.00
	Dept 710 Sub Totals:	-13.00	-10.25	-42.42	29.42	0.00		
	Fund Revenue Sub Totals:	13.00	10.25	42.42	-29.42	0.00	-29.42	0.00
	Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Fund 710 Sub Totals:	-13.00	-10.25	-42.42	29.42	0.00		
Fund 800	Street Department Sales Tax							
Dept 800-000	Non-Departmental							
E90	TRANSFERS OUT							
800-000-3200-000	Sales Tax to TIF	0.00	0.00	0.00	0.00	0.00	0.00	0.00
800-000-3216-000	Transfer to Airport -Land	5,660.00	471.67	2,358.35	3,301.65	0.00	3,301.65	58.33
800-000-3220-000	Transfer to 2012A&B Fund	0.00	0.00	0.00	0.00	0.00	0.00	0.00
800-000-3285-000	Trns to Capital Improvement	596,036.00	85,056.48	248,445.97	347,590.03	0.00	347,590.03	58.32
	E90 Sub Totals:	601,696.00	85,528.15	250,804.32	350,891.68	0.00	350,891.68	58.32
	Expense Sub Totals:	601,696.00	85,528.15	250,804.32	350,891.68	0.00	350,891.68	58.32
	Dept 000 Sub Totals:	601,696.00	85,528.15	250,804.32	350,891.68	0.00		
Dept 800-800	Street Dept							
R01	TAXES							
800-800-4030-800	Transportation Sales Tax	1,018,758.00	111,119.58	523,975.26	494,782.74	0.00	494,782.74	48.57

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
800-800-4090-800	Vehicle Sales Tax	85,000.00	11,144.44	56,380.84	28,619.16	0.00	28,619.16	33.67
800-800-4130-800	Sanitation Enforcement	15,800.00	0.00	3,131.46	12,668.54	0.00	12,668.54	80.18
800-800-4280-800	Gasoline Tax	318,150.00	37,707.71	195,677.61	122,472.39	0.00	122,472.39	38.50
	R01 Sub Totals:	1,437,708.00	159,971.73	779,165.17	658,542.83	0.00	658,542.83	45.81
R02	LICENSES AND PERMITS							
800-800-4180-800	Vehicle License Fees	54,540.00	4,114.35	22,076.24	32,463.76	0.00	32,463.76	59.52
	R02 Sub Totals:	54,540.00	4,114.35	22,076.24	32,463.76	0.00	32,463.76	59.52
R03	INTER-GOVERNMENTAL							
800-800-4850-800	TDD Road Mtce Contract	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	R03 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
R06	REVENUE FROM USE OF ASSET							
800-800-4700-800	Interest Earned-Street Fund	4,000.00	5,942.95	27,076.38	-23,076.38	0.00	-23,076.38	0.00
800-800-4820-800	Street Sale of Property	0.00	0.00	12,660.00	-12,660.00	0.00	-12,660.00	0.00
	R06 Sub Totals:	4,000.00	5,942.95	39,736.38	-35,736.38	0.00	-35,736.38	0.00
R07	OTHER INCOME							
800-800-4800-800	Street Department Misc.	349,425.00	0.00	349,875.25	-450.25	0.00	-450.25	0.00
	R07 Sub Totals:	349,425.00	0.00	349,875.25	-450.25	0.00	-450.25	0.00
	Revenue Sub Totals:	1,845,673.00	170,029.03	1,190,853.04	654,819.96	0.00	654,819.96	35.48
E10	PERSONNEL							
800-800-5010-800	Street Salaries	394,769.00	29,996.37	162,760.75	232,008.25	0.00	232,008.25	58.77
800-800-5020-800	Street Overtime	18,000.00	1,079.09	7,377.39	10,622.61	0.00	10,622.61	59.01
800-800-5030-800	Street Part Time	12,000.00	0.00	0.00	12,000.00	0.00	12,000.00	100.00
800-800-5070-800	Availability Allowance	1,440.00	120.00	600.00	840.00	0.00	840.00	58.33
800-800-5170-800	Street Social Security	32,342.00	2,336.80	12,814.46	19,527.54	0.00	19,527.54	60.38
800-800-5180-800	Street Retirement	20,539.00	1,426.67	7,661.31	12,877.69	0.00	12,877.69	62.70
800-800-5190-800	Street Health Insurance	67,975.00	4,846.68	24,249.07	43,725.93	0.00	43,725.93	64.33
800-800-5210-800	Street Workers Compensation	18,518.00	0.00	0.00	18,518.00	0.00	18,518.00	100.00
800-800-5360-800	Street Member/Training/Travel	1,540.00	0.00	814.64	725.36	0.00	725.36	47.10
800-800-5380-800	Street Uniforms	5,240.00	0.00	3,324.65	1,915.35	0.00	1,915.35	36.55
	E10 Sub Totals:	572,363.00	39,805.61	219,602.27	352,760.73	0.00	352,760.73	61.63
E20	OPERATING COSTS							
800-800-5260-360	Street TIF Professional Srvc	100,000.00	0.00	25,138.64	74,861.36	0.00	74,861.36	74.86
800-800-5260-800	Street Professional Services	21,367.00	866.68	7,473.76	13,893.24	6,450.00	7,443.24	34.84
800-800-5300-800	Street Insurance & Bonds	8,691.00	0.00	0.00	8,691.00	0.00	8,691.00	100.00
800-800-5320-800	Street Facility Maintenance	10,000.00	0.00	1,138.54	8,861.46	0.00	8,861.46	88.61
800-800-5330-800	Street Equipment Maintenance	52,500.00	4,517.83	37,503.23	14,996.77	0.00	14,996.77	28.57

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
800-800-5530-800	Street Fuels/Lubricants	42,000.00	2,112.48	14,894.23	27,105.77	0.00	27,105.77	64.54
800-800-5580-800	Street Maintenance Materials	80,000.00	7,076.17	14,844.24	65,155.76	0.00	65,155.76	81.44
800-800-5590-800	Street General Supplies	3,675.00	337.87	1,046.09	2,628.91	0.00	2,628.91	71.53
800-800-5600-800	Street Signs and Markings	31,500.00	2,699.38	3,444.44	28,055.56	3,861.50	24,194.06	76.81
800-800-5700-800	Street Computers, Software	3,755.00	0.00	287.88	3,467.12	0.00	3,467.12	92.33
800-800-6300-800	Street Electricity	6,372.00	310.15	1,293.03	5,078.97	0.00	5,078.97	79.71
800-800-6310-800	Street Heating Fuels	2,782.00	956.13	1,934.31	847.69	0.00	847.69	30.47
800-800-6340-800	Street Lights	164,877.00	13,661.18	81,208.52	83,668.48	0.00	83,668.48	50.75
800-800-6350-800	Street Phones	5,103.00	556.44	1,952.80	3,150.20	0.00	3,150.20	61.73
800-800-6390-800	Street Minor Equipment	4,725.00	0.00	620.01	4,104.99	0.00	4,104.99	86.88
	E20 Sub Totals:	537,347.00	33,094.31	192,779.72	344,567.28	10,311.50	334,255.78	62.20
E30	CAPITAL OUTLAY							
800-800-5800-800	Street Contracts Street	1,167,864.00	0.00	502,094.41	665,769.59	0.00	665,769.59	57.01
800-800-6380-800	Lease Purchase Payments	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	E30 Sub Totals:	1,167,864.00	0.00	502,094.41	665,769.59	0.00	665,769.59	57.01
	Expense Sub Totals:	2,277,574.00	72,899.92	914,476.40	1,363,097.60	10,311.50	1,352,786.10	59.40
	Dept 800 Sub Totals:	431,901.00	-97,129.11	-276,376.64	708,277.64	10,311.50		
	Fund Revenue Sub Totals:	1,845,673.00	170,029.03	1,190,853.04	654,819.96	0.00	654,819.96	35.48
	Fund Expense Sub Totals:	2,879,270.00	158,428.07	1,165,280.72	1,713,989.28	10,311.50	1,703,677.78	59.17
	Fund 800 Sub Totals:	1,033,597.00	-11,600.96	-25,572.32	1,059,169.32	10,311.50		
Fund 833	Transportation Development							
Dept 833-833								
R03	INTER-GOVERNMENTAL							
833-833-4851-833	TDD Road Mtce Agreement	24,025.00	0.00	28,991.98	-4,966.98	0.00	-4,966.98	0.00
	R03 Sub Totals:	24,025.00	0.00	28,991.98	-4,966.98	0.00	-4,966.98	0.00
R06	REVENUE FROM USE OF ASSET							
833-833-4700-833	Interest Earned-TDD Mtce	0.00	407.38	1,519.85	-1,519.85	0.00	-1,519.85	0.00
	R06 Sub Totals:	0.00	407.38	1,519.85	-1,519.85	0.00	-1,519.85	0.00
	Revenue Sub Totals:	24,025.00	407.38	30,511.83	-6,486.83	0.00	-6,486.83	0.00
	Dept 833 Sub Totals:	-24,025.00	-407.38	-30,511.83	6,486.83	0.00		

Account Number		Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
Fund 900 Dept 900-000 E55 900-000-3273-000		Fund Revenue Sub Totals:	24,025.00	407.38	30,511.83	-6,486.83	0.00	-6,486.83	0.00
		Fund Expense Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Fund 833 Sub Totals:	-24,025.00	-407.38	-30,511.83	6,486.83	0.00		
		Street/Bridge Sales Tax							
		Non-Departmental							
		DEBT SERVICE - PRINCIPLE							
		Transfer to 2013 SpObl Bond	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		E55 Sub Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		TRANSFERS OUT							
		Transfer to 2021 Series DS	233,903.00	0.00	0.00	233,903.00	0.00	233,903.00	100.00
E90 900-000-3221-000		E90 Sub Totals:	233,903.00	0.00	0.00	233,903.00	0.00	233,903.00	100.00
		Expense Sub Totals:	233,903.00	0.00	0.00	233,903.00	0.00	233,903.00	100.00
		Dept 000 Sub Totals:	233,903.00	0.00	0.00	233,903.00	0.00		
		TAXES							
		Street/Bridge Sales Tax	339,502.00	37,039.93	174,602.40	164,899.60	0.00	164,899.60	48.57
		R01 Sub Totals:	339,502.00	37,039.93	174,602.40	164,899.60	0.00	164,899.60	48.57
		REVENUE FROM USE OF ASSET							
		Interest Earned-Street Bridge	0.00	2,903.92	11,386.35	-11,386.35	0.00	-11,386.35	0.00
		R06 Sub Totals:	0.00	2,903.92	11,386.35	-11,386.35	0.00	-11,386.35	0.00
		Revenue Sub Totals:	339,502.00	39,943.85	185,988.75	153,513.25	0.00	153,513.25	45.22
Dept 900-900 R01 900-900-4030-900		Dept 900 Sub Totals:	-339,502.00	-39,943.85	-185,988.75	-153,513.25	0.00		
		Fund Revenue Sub Totals:	339,502.00	39,943.85	185,988.75	153,513.25	0.00	153,513.25	45.22
		Fund Expense Sub Totals:	233,903.00	0.00	0.00	233,903.00	0.00	233,903.00	100.00
		Fund 900 Sub Totals:	-105,599.00	-39,943.85	-185,988.75	80,389.75	0.00		

Account Number	Description	Budget Amount	Period Amount	YTD Amount	YTD Var	Encumbered Amount	Available	% Available
	Revenue Totals:	50,548,188.00	2,941,657.80	14,776,530.24	35,771,657.76	0.00	35,771,657.76	70.77
	Expense Totals:	54,897,447.01	2,646,105.98	13,432,119.40	41,465,327.61	2,034,929.76	39,430,397.85	71.83
	Report Totals:	4,349,259.01	-295,551.82	-1,344,410.84	5,693,669.85	2,034,929.76		

General Ledger

Fund Balance

29-Feb-24

Sort Level	Description	FY2024			
		Fund Balance Beg Bal	Revenue End Bal	Expense End Bal	Total End Bal
100	General Fund	9,355,158.14	\$ 4,481,029.93	\$ 3,715,082.52	\$ 10,121,105.55
120	Police Grants	10,338.47	\$ -	\$ -	\$ 10,338.47
124	Shop With a Cop	3,850.85	\$ 14,688.69	\$ 17,067.09	\$ 1,472.45
130	Fire Sales Tax	646,675.76	\$ 979,137.18	\$ 1,037,810.60	\$ 588,002.34
170	Drainage Sales Tax	1,395,909.76	\$ 353,847.44	\$ 949,073.83	\$ 800,683.37
175	Senior Center Sales Tax	236,468.22	\$ 90,032.00	\$ 36,302.16	\$ 290,198.06
180	Parks Sales Tax	240,948.30	\$ 376,138.36	\$ 390,292.63	\$ 226,794.03
195	Auditorium Sales Tax	1,138,738.60	\$ 292,230.02	\$ 56,448.56	\$ 1,374,520.06
212	2012 A&B	39,632.32	\$ -	\$ -	\$ 39,632.32
213	2013 Series Spc Obl Bond	11,582.08	\$ -	\$ -	\$ 11,582.08
214	2014 A&B Series	150.42	\$ -	\$ -	\$ 150.42
216	2016 Series COPs	302,427.45	\$ 24,931.17	\$ 25,556.17	\$ 301,802.45
221	2021 Special Obligation Bonds	2,316.02	\$ 25.04	\$ 636.00	\$ 1,705.06
290	Employee Insurance	26,646.66	\$ 367,311.23	\$ 357,092.50	\$ 36,865.39
300	Economic Development Sales Tax	585,444.99	\$ 2,571,512.85	\$ 2,497,951.42	\$ 659,006.42
310	Hotel/Motel Tax	330,667.49	\$ 45,610.64	\$ 81,590.79	\$ 294,687.34
360	Tax Incremental Financing	-	\$ -	\$ -	\$ -
450	Golf Course	520,437.58	\$ 244,824.19	\$ 304,686.04	\$ 460,575.73
500	Water/Wastewater	19,453,214.56	\$ 3,524,956.31	\$ 2,797,095.37	\$ 20,181,075.50
653	FEMA DR4250	25,573.84	\$ -	\$ -	\$ 25,573.84
654	FEMA DR-4317	30,027.40	\$ -	\$ -	\$ 30,027.40
680	CDBG Public Service Pass Through	100.00	\$ -	\$ -	\$ 100.00
700	Abbott Brothers Trust	44,971.36	\$ 2,859.15	\$ 153.00	\$ 47,677.51
710	Morse Park Trust	3,666.12	\$ 42.42	\$ -	\$ 3,708.54
800	Street Department Sales Tax	2,301,707.28	\$ 1,190,853.04	\$ 1,165,280.72	\$ 2,327,279.60
833	TDD Maintenance	116,936.43	\$ 30,511.83	\$ -	\$ 147,448.26
900	Street/Bridge Sales Tax	929,399.98	\$ 185,988.75	\$ -	\$ 1,115,388.73
Grand Total		\$ 37,752,990.08	\$ 14,776,530.24	\$ (13,432,119.40)	\$ 39,097,400.92

City of Neosho
Bank Reconciliation - Investment Account
February 29, 2024

Bank:

Bank Balance	\$ 23,055,843.35
Credit Cards Online Deposit outstanding	3,955.89
Credit Cards Deposit outstanding	8,123.60
Deposit Outstanding	876.69
Reconciled Bank Balance	<u>\$ 23,068,799.53</u>

Book:

100-000-1200-000	General Fund Investment Acct	\$ 5,449,191.68
100-000-1202-000	Public Safety Sales Tax	\$ 1,793,746.92
100-000-1203-000	Cleaning Deposit Investmnt Acct	\$ 2,362.98
100-000-1204-000	I.O.O.F. Trust	\$ 165,675.07
100-000-1215-000	ARPA Investment Account	\$ 1,689,954.57
100-000-1218-000	City Hall Donated Funds	\$ 287.19
100-000-1219-000	Donated Rewards	\$ -
100-000-1220-000	Confiscated Cash	\$ 14,051.42
100-000-1224-000	I.O.O.F. Cemetery	\$ (285,117.23)
120-000-1200-000	Law Enforcement Investmnt Acct	\$ 10,338.47
124-000-1200-000	Shop With a Cop Investmnt Acct	\$ 1,336.38
124-000-1202-000	Halloween Bash Investment Acct	\$ 136.07
126-000-1200-000	D.A.R.E. Investment Account	\$ -
130-000-1200-000	Fire Dept Investment Account	\$ 381,256.96
170-000-1200-000	Drainage Investment Account	\$ 629,424.60
170-000-1204-000	Project Grant - Lime Kiln Dam	\$ 27,755.79
175-000-1200-000	Senior Center Investment Acct	\$ 250,151.31
175-000-1208-000	Senior Center Maintenance Reserve	\$ -
180-000-1200-000	Parks Investment Account	\$ 523,769.90
180-000-1205-000	SkatePark Donations	\$ -
180-000-1206-000	Park Fund Investmnt Acct	\$ -
195-000-1200-000	Auditorium Investment Account	\$ 1,260,518.60
212-000-1200-000	2012 A&B Investment Account	\$ 38,128.24
213-000-1200-000	2013 INVESTMENT ACCOUNT	\$ 11,493.66
213-000-1234-000	2013 Reserved Cash	\$ 88.42
214-000-1200-000	2014 Series Investment Account	\$ 150.42
216-000-1200-000	2016 Series Investment Account	\$ (1,875.00)
221-000-1200-000	2021 Series Investment Account	\$ 1,705.06
260-000-1200-000	2006 Bond Investment Account	\$ -
270-000-1200-000	2007 Bond Investment Account	\$ -
275-000-1200-000	STAR LOAN Investment Account	\$ -
280-000-1200-000	2010 Investment Account	\$ -
290-000-1200-000	Employee Ins. Investment Acct	\$ 40,518.80
300-000-1200-000	Economic Devel Investment Acct	\$ 603,649.42
310-000-1200-000	Hotel/Motel Investment Account	\$ 294,687.34
310-000-1233-000	Investment Acct Motel Tax	\$ -
360-000-1200-000	TIF Sales Tax Investment Acct	\$ -
360-000-1201-000	TIF Real Estate Investment Acct	\$ -
450-000-1200-000	Golf Course Investment Account	\$ 376,336.65
450-000-1205-000	Golf Course Advertising	\$ 12,400.09
450-000-1209-000	Golf Course Replacement Reserve	\$ 80,940.09
500-000-1200-000	Water/WW Investment Acct	\$ 2,747,046.51
500-000-1206-000	Slip Lining Reserve	\$ 73,424.75
500-000-1207-000	Invest Acct Meter Deposit	\$ 59,966.54
500-000-1208-000	Main Replacement	\$ 854,157.00
500-000-1209-000	Meter Replacement Reserve	\$ 457,802.03
500-000-1210-000	Wastewater Rplcmt Reserve	\$ 706,223.52
500-000-1214-000	Water Replacement Reserve	\$ 1,377,782.43
500-000-1269-000	Inv Acct Sewer Dist.#17	\$ -
600-000-1200-000	Pedestrian Trail Investmnt Acct	\$ -
620-000-1200-000	Community Devel. Investmnt Acct	\$ -
650-000-1200-000	FEMA DR-1961 Investment Acct	\$ -
651-000-1200-000	FEMA DR-1980 Investment Acct	\$ -
652-000-1200-000	Inv Acct Joplin Disaster	\$ -
653-000-1200-000	FEMA DR 4250 Investment	\$ 25,573.84
654-000-1200-000	FEMA DR 4317 Investment	\$ 30,027.40
680-000-1200-000	CDBG Public Srvc Pass Through	\$ 100.00
700-000-1200-000	Abbott Brothers Investmnt Acct	\$ 47,677.51
710-000-1200-000	Morse Park Fund Investmnt Acct	\$ 3,708.54
800-000-1200-000	Street Fund Investment Account	\$ 2,112,856.45
833-000-1200-000	TDD Maintenance	\$ 147,448.26
900-000-1200-000	Street/Bridge Fd Investmnt Acct	<u>\$ 1,051,040.88</u>
		<u>23,067,899.53</u>

Reconciling Items to be JE'd:

Cemetery deposit recorded March	900.00
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\$ 23,068,799.53
\$ -

City of Neosho
Bank Reconciliation - Master Account
February 29, 2024

Bank:

Bank Balance	\$	344,958.02
O/S Springbrook Checks		(291,745.11)

Reconciled Bank Balance	\$	53,212.91
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Book:

Description

100-000-1000-000	General Fund Master Account	\$	53,104.91
120-000-1000-000	Law Enforcement Master Account	\$	-
124-000-1000-000	Shop With a Cop Master Account	\$	-
126-000-1000-000	D.A.R.E Master Account	\$	-
130-000-1000-000	Fire Dept Master Account	\$	108.00
170-000-1000-000	Drainage Master Account	\$	-
175-000-1000-000	Senior Center Master Account	\$	-
180-000-1000-000	Parks Master Account	\$	-
195-000-1000-000	Auditorium Master Account	\$	-
205-000-1000-000	Payroll Master Account	\$	-
212-000-1000-000	2012 A&B Master Account	\$	-
213-000-1000-000	2013 SERIES MASTER ACCOUNT	\$	-
214-000-1000-000	2014 Series Master Account	\$	-
216-000-1000-000	2016 Series Master Account	\$	-
221-000-1000-000	221 Series Master Account	\$	-
230-000-1000-000	2003 COP Master Account	\$	-
260-000-1000-000	2006 A&B Master Account	\$	-
270-000-1000-000	2007 A&B Master Account	\$	-
275-000-1000-000	STAR LOAN Master Account	\$	-
280-000-1000-000	2010 Master Account	\$	-
290-000-1000-000	Employee Insurance Master Acct	\$	-
300-000-1000-000	Economic Develop. Master Acct	\$	-
310-000-1000-000	Hotel/Motel Master Account	\$	-
360-000-1000-000	TIF Master Account	\$	-
450-000-1000-000	Golf Course Master Account	\$	-
500-000-1000-000	Water/Wastewater Master Acct	\$	-
620-000-1000-000	Community Develop. Master Acct	\$	-
650-000-1000-000	FEMA DR-1961 Master Account	\$	-
651-000-1000-000	FEMA DR-1980 Master Account	\$	-
652-000-1000-000	Cash in Bank/Joplin Disaster	\$	-
653-000-1000-000	FEMA DR4250	\$	-
680-000-1000-000	CDBG Public Srvce Pass Through	\$	-
700-000-1000-000	Abbott Brothers Master Account	\$	-
710-000-1000-000	Morse Park Fund Master Account	\$	-
800-000-1000-000	Street Fund Master Account	\$	-
900-000-1000-000	Street /Bridge Fd Master Acct	\$	-
		\$	53,212.91

Reconciling Items to be JE'd:

Reconciled Book Balance	\$	53,212.91
	\$	-

**Neosho Missouri
FY2024
1% Sales Tax**

	Actual Receipts												Monthly				
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	5-year average	% of total by month	2024	Prior Year Variance	2024 Budget spread by monthly %	2024 Over Budget spread by month	% over budget
October	176,150.18	220,560.21	211,527.76	219,958.85	241,154.11	205,450.02	200,098.22	252,460.45	264,246.26	328,442.20	232,681.81	0.0803	289,445.33	-11.87%	\$ 248,384.00	41,061.33	16.53%
November	158,380.23	176,674.54	165,362.92	150,258.73	136,246.10	174,574.42	197,348.99	200,595.68	223,225.32	265,866.85	186,398.10	0.0643	248,169.55	-6.66%	\$ 198,976.90	49,192.65	24.72%
December	187,161.58	195,370.78	231,689.54	204,307.40	339,372.44	247,392.70	246,336.05	255,475.37	320,126.32	302,981.64	281,740.58	0.0973	327,500.84	8.09%	\$ 300,753.42	26,747.42	8.89%
January	157,995.53	225,965.01	184,266.19	237,579.81	181,031.76	216,176.63	204,922.27	236,665.21	237,570.16	287,789.83	215,273.21	0.0743	285,823.50	-0.68%	\$ 229,800.60	56,022.90	24.38%
February	188,046.45	163,238.48	180,457.81	192,833.92	213,205.12	203,866.93	199,943.60	223,476.02	283,084.82	290,446.37	224,715.30	0.0776	308,052.90	6.06%	\$ 239,879.87	68,173.03	28.42%
March	175,722.20	212,134.80	253,960.93	202,291.40	250,967.28	232,500.36	238,268.25	275,232.88	253,663.21	297,908.97	250,126.40	0.0863	262,177.71	-11.99%	\$ 267,005.80	(4,828.09)	-1.81%
April	187,452.19	210,118.21	216,941.00	220,818.46	216,692.24	224,656.56	199,984.02	237,300.95	293,962.98	281,370.48	234,519.35	0.0810			\$ 250,345.54		
May	217,217.11	166,588.77	167,233.82	175,407.44	178,914.46	179,121.54	217,581.84	237,596.24	221,055.27	252,687.93	206,853.87	0.0714			\$ 220,813.09		
June	183,002.38	225,204.65	266,237.00	206,337.97	228,358.33	259,248.80	268,797.66	294,359.65	326,564.32	317,144.28	275,465.75	0.0951			\$ 294,055.15		
July	240,874.42	261,163.17	219,443.69	282,704.20	279,145.77	233,659.87	268,813.00	292,695.15	299,495.24	306,179.44	274,761.81	0.0948			\$ 293,303.69		
August	144,321.00	147,130.97	166,229.06	186,845.06	183,401.59	194,290.39	246,460.63	231,497.94	307,340.82	300,176.39	232,598.27	0.0803			\$ 248,294.82		
September	219,375.57	270,281.92	261,057.85	202,776.77	242,345.46	274,150.41	290,573.71	288,073.89	313,946.85	310,468.00	281,818.06	0.0973			\$ 300,836.13		
	\$ 2,235,698.84	\$ 2,474,431.50	\$ 2,524,407.56	\$ 2,482,120.01	\$ 2,690,834.66	\$ 2,645,088.63	\$ 2,779,128.24	\$ 3,025,429.43	\$ 3,344,281.57	\$ 3,541,462.38	\$ 2,896,952.51	100.00%	\$ 1,721,169.83		\$ 3,092,449.00		
YTD Variance	0.44%	10.68%	2.02%	-1.68%	8.41%	-1.70%	5.07%	8.86%	10.54%	5.90%		-2.95%			\$ 3,092,449.00		
															Budget YTD ↑		
															-44.34%		
															YTD Budg Var ↑		

Neosho Missouri
FY2024
1% Sales Tax

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	% Over/(Under) Prior Year	2024 Budget/12 Mo.	% Over/(Under) 2024 Budget
October	176,150.18	220,560.21	211,527.76	219,958.85	241,154.11	205,450.02	200,098.22	252,460.45	264,246.26	328,442.20	289,445.33	-11.87%	257,704.08	12.32%
November	158,380.23	176,674.54	165,362.92	150,258.73	136,246.10	174,574.42	197,348.99	200,595.68	223,225.32	265,866.85	248,169.55	-6.66%	257,704.08	-3.70%
December	187,161.58	195,370.78	231,689.54	204,307.40	339,372.44	247,392.70	246,336.05	255,475.37	320,126.32	302,981.64	327,500.84	8.09%	257,704.08	27.08%
January	157,995.53	225,965.01	184,266.19	237,579.81	181,031.76	216,176.63	204,922.27	236,665.21	237,570.16	287,789.83	285,823.50	-0.68%	257,704.08	10.91%
February	188,046.45	163,238.48	180,457.81	192,833.92	213,205.12	203,866.93	199,943.60	223,476.02	283,084.82	290,446.37	308,052.90	6.06%	257,704.08	19.54%
March	175,722.20	212,134.80	253,960.93	202,291.40	250,967.28	232,500.36	238,268.25	275,232.88	253,663.21	297,908.97	262,177.71	-11.99%	257,704.08	1.74%
April	187,452.19	210,118.21	216,941.00	220,818.46	216,692.24	224,656.56	199,984.02	237,300.95	293,962.98	281,370.48			257,704.08	
May	217,217.11	166,588.77	167,233.82	175,407.44	178,914.46	179,121.54	217,581.84	237,596.24	221,055.27	252,687.93			257,704.08	
June	183,002.38	225,204.65	266,237.00	206,337.97	228,358.33	259,248.80	268,797.66	294,359.65	326,564.32	317,144.28			257,704.08	
July	240,874.42	261,163.17	219,443.69	282,704.20	279,145.77	233,659.87	268,813.00	292,695.15	299,495.24	306,179.44			257,704.08	
August	144,321.00	147,130.97	166,229.06	186,845.06	183,401.59	194,290.39	246,460.63	231,497.94	307,340.82	300,176.39			257,704.08	
September	219,375.57	270,281.92	261,057.85	202,776.77	242,345.46	274,150.41	290,573.71	288,073.89	313,946.85	310,468.00			257,704.08	
	<u>\$2,235,698.84</u>	<u>\$2,474,431.50</u>	<u>\$2,524,407.56</u>	<u>\$2,482,120.01</u>	<u>\$2,690,834.66</u>	<u>\$2,645,088.63</u>	<u>\$ 2,779,128.24</u>	<u>\$ 3,025,429.43</u>	<u>\$ 3,344,281.57</u>	<u>\$ 3,541,462.38</u>	<u>\$ 1,721,169.83</u>		<u>\$ 3,092,449.00</u>	<u>11.31%</u>
YTD Variance	0.44%	10.68%	2.02%	-1.68%	8.41%	-1.70%	5.07%	8.86%	10.54%	5.90%	-2.95%			

Neosho Missouri	
FY2024	
1/2% Public Safety Sales Tax	

	Receipts 2021	Receipts 2022	Receipts 2023	Receipts 2024	% Over/(Under) Prior Year	2024 Budget/12 Mo.	% Over/(Under) 2024 Budget
October	-	128,640.50	150,673.37	134,535.71	-10.71%	128,852.08	4.41%
November	7,491.76	110,632.28	131,040.90	118,733.54	-9.39%	128,852.08	-7.85%
December	100,134.22	153,574.02	145,852.28	154,253.84	5.76%	128,852.08	19.71%
January	108,995.23	114,107.06	139,322.03	138,587.69	-0.53%	128,852.08	7.56%
February	107,444.28	139,564.14	141,190.18	148,123.60	4.91%	128,852.08	14.96%
March	131,322.49	118,450.88	137,180.76	127,754.42	-6.87%	128,852.08	-0.85%
April	104,230.71	134,424.40	136,240.22	-		128,852.08	
May	117,689.02	108,276.43	117,587.34	-		128,852.08	
June	146,068.03	159,824.52	152,586.80	-		128,852.08	
July	136,400.20	141,861.49	146,668.42	-		128,852.08	
August	116,259.78	143,452.74	145,399.16	-		128,852.08	
September	138,586.81	151,978.14	150,701.09	-		128,852.08	
	\$ 1,214,622.53	\$ 1,604,786.60	\$ 1,694,442.55	\$ 821,988.80		\$ 1,546,225.00	
YTD Variance	100.00%	32.12%	5.59%	-2.75%			

City of Neosho
FY2024
Unaccounted for Water

<u>Month</u>	<u>Pumped</u>	<u>City Usage</u>	<u>Billed</u>	<u>Flushed and leaks</u>	<u>Loss</u>	<u>Water Loss %</u>	<u>Public Works</u>
October	82,573,290	3,806,264	33,840,000	4,700,332	(40,226,694)	48.72%	0.49
November	85,662,089	3,302,710	34,608,700	4,351,797	(43,398,882)	50.66%	0.51
December	94,485,737	3,494,629	32,975,200	4,276,817	(53,739,091)	56.88%	0.55
January	104,513,297	4,142,891	32,292,200	6,106,476	(61,971,729)	59.30%	0.61
February	94,021,662	4,433,720	36,170,600	8,703,757	(44,713,585)	47.56%	0.47
	<u>461,256,075</u>	<u>19,180,214</u>	<u>169,886,700</u>	<u>28,139,179</u>	<u>(244,049,981)</u>		
Billed	(169,886,700)						
Flushed/leaks	(28,139,179)						
City Usage	<u>(19,180,214)</u>						
Unaccounted for Gallons	244,049,981						
FY24 Unaccounted for Wate	<u>52.91%</u>						
2023	53.49%						
2022	<u>59.12%</u>						
2021	<u>61.43%</u>						
2020	<u>63.01%</u>						
2019	<u>61.52%</u>						
2018	<u>63.76%</u>						
2017	<u>61.48%</u>					58.73*	
2016	<u>57.51%</u>						
2015	<u>59.55%</u>						
2014	<u>57.26%</u>						
2013	<u>62.00%</u>						
2012	<u>60.00%</u>						
2011	<u>54.00%</u>						

* The Auditors had an error in their formula. It was reported as 61.48 but it should have been reported as 58.73

Hatchery Branch & Lower HSB		
PO 2578		
MODNR ARPA	\$	5,000,000.00
City Share ARPA Funding	\$	1,329,113.94
Total Funding	\$	6,329,113.94

Allgeier						
Invoice Date	Invoice Number	Invoice amount	78.88% DNR Share	Amount requested	City Share	
is this invoice ARPA?	NEOS7222002BC-1	3,053.00				
4/24/2023	NEOS7223001-1	63,943.34	submitted fi	50,438.51	83,343.16	13,504.83
6/23/2023	NEOS7223001-2	41,714.82	submitted fi	32,904.65		8,810.17
8/25/2023	NEOS7223001-3	23,464.25	submitted fi	18,508.60	18,508.60	4,955.65
11/9/2023	NEOS7223001-4	42,502.18	submitted fi	33,525.72		8,976.46
12/1/2023	NEOS7223001-5	44,280.55	submitted fi	34,928.50	68,454.22	9,352.05
12/29/2023	NEOS7223001-6	23,140.10	submitted 1	18,252.91	18,252.91	4,887.19
2/23/2024	NEOS7223001-7	13,918.50	submitted 2	10,978.91	10,978.91	2,939.59
		252,963.74		199,537.80		53,425.94

Property Acquisitions	Description	Expenses	Combined per address	
	11 Ford Closing	68675.77		
	11 Ford Relocation	11,663.38	80339.15	
	12 Ford Closing	83,225.27	83,225.27	
	13 Ford Relocation	10,007.10		
	13 Ford Closing	102,007.34	112,014.44	
	14 Ford Relocation	8,075.00		
	14 Ford Closing	71,704.89	79,779.89	
	15 Ford Closing	73,176.90		
	15 Ford Relocation	10,425.00	83,601.90	
	329 Robinson			Acquisition not needed for plan
	330 Robinson Relocation	24,772.68		
	330 Robinson	94,789.45	119,562.13	
	331 Robinson relocation	36,997.90		
	331 Robinson	93724.5	130,722.40	
	521 N Lincoln	44,181.50	44,181.50	
	503 Park	102,500.00		excluded closing
	505 Park			
	903 Lafayette			
	1019 S Lafayette			
	1023 S Lafayette			
	320 Fain			
	324 Fain Ave			
Property Acquisition		835,926.68	733,426.68	Not incl. in Reimbursements

		Reimbursed	Expended
Total Expenditures - Engineering and Acquisitions	1,088,890.42	199,537.80	889,352.62

Remaining Balance of Total Project Cost
 \$ 5,240,223.52

paid	Date Submitted	Amount Received
	9/7/2023 7/17/23 submission	83,343.16
	10/4/2023 9/28/23 submission	18,508.60
	12/12/2023 12/4/23 submission	68,454.22
	1/9/2024 12/29/23 submission	18,252.92
	2/27/2024 2/23/24 submission	10,978.91
	Total Reimbursed	199,537.81
	City Share	53,425.94
Total Reimbursed for Project with City Share, excludes buyouts		252,963.75

Utility Billing

Aging Report



User: lforest
Printed: 03/15/2024 - 9:09 PM
Service List: WTR, SEW, PFEE, SEWCON, MWTRFee, TRSH, TAX, PEN, Misc
Aging Date: 03/15/2024
Billing Cycle: 001, 004, 999
Balance Limits: All accounts
Date Type: JE
Account Status: Delete, Final
Minimum Balance: 0.00
Minimum Aged Bal: 0.00
Sort Order: Customer Number

Account	Acct Status	Bal	Bal Under 30	Bal 30 to 60	Bal 60 to 90	Bal 90 to 120	Bal C
Grand Totals		663,593.56	4,662.90	3,338.80	2,008.30	2,097.06	68



Over 120

7,447.25

REQUESTED COUNCIL MEETING DATE: March 19, 2024

ITEM: Airport Lighting

ORIGINATING DEPARTMENT: City Clerk

ATTACHMENT: None

PURPOSE:

Update Council on the current status of airport lighting.

BACKGROUND:

RECOMMENDATION: