

AGENDA

1. Call to order
2. Pledge of Allegiance
3. Roll call
4. Approval of the June 29, 2016 agenda
5. Approval of the June 21, 2016 Minutes and the May 31, 2016 special meeting minutes
7. Resolution 5969 authorizing payment of bills and transfers
8. Resolution 5970 approving the cancellation of debt made my interfund loan agreements within the City of Evansdale
9. Request from Brian Wirtz, Building Inspector, to participate in the Storm Water Management Educational Program as part of the Cedar Valley Watershed Project in an amount not to exceed \$411.88 for FY17
10. Discussion/possible action—Request from Anfinson property owner to extend Fran St. development agreement for one or two lots if planned and permitted before the July 28th, 2016 expiration
11. Discussion only: Wording and language change on Chapter 66 of Evansdale Code (Load and Weight Restrictions)
12. Request from City Clerk to sign an annual agreement in the amount of \$6,600 for IT services with Computer Troubleshooters as budgeted for FY17
13. Request from City Clerk to purchase the initial needed computer equipment to combine all departments to the City Hall server in the amount of \$3,412.99 with Computer Troubleshooters for FY17
14. Public discussion – non agenda items
15. Mayor/Council Reports
16. Adjournment

CITY HALL
EVANSDALE, IOWA, JUNE 21, 2016
CITY COUNCIL
DOUG FAAS, MAYOR, PRESIDING

The City Council of the City of Evansdale, Iowa met in regular session, according to law, the rules of said Council and prior notice given each member thereof, in the Council Chambers of City Hall of Evansdale, Iowa at 6:00 P.M. on the above date. Council members present in order of roll call: Dewater, Walker, Nichols, and Seible. Absent: Loftus. Quorum present.

Nichols/Seible to approve the June 21, 2016 agenda. Ayes-Four. Motion carried.

Seible/Dewater to approve the following items on the June 21, 2016 consent agenda. a) Approval of June 8, 2016 regular meeting minutes as amended by changing the motion to open public hearing-General Obligation Vehicle Acquisition Loan Agreement, from Loftus to Walker. b) Accept and place on file the minutes and reports from the following Departments, Boards, and Commissions: Ambulance & Fire Report (May), Building Inspection Report (May), Clerk/Treasurer Report (April/May), Code Enforcement Report (May), Evansdale Municipal Housing Authority (May), Library (May), Parks & Rec Dept. (May), Police Dept. (May), and Water Works (May). Roll call vote: Ayes-Four. Motion carried.

Dewater/Seible to approve Resolution 5968 Authorizing payment of bills and transfers. Councilman Seible questioned the attorney's invoice. Mayor Faas stated that the billing got behind and we are playing catch-up. Roll call vote: Ayes-Four. Motion carried.

Dewater/Seible to deny request from Anfinson property owners to extend the timeline of the Development Agreement concerning Fran Street. Mayor Faas explained details of the current development agreement. Deanne Leistikow, executor of the Anfinson estate, explained all of the road blocks that arose in the last six years that kept them from developing the property on Fran Street. Councilman Dewater responded that the reason the project halted was because of drainage issues with the road. Dewater also questioned why they were requesting another five year period. Leistikow responded that it takes time to develop the land. Mayor Faas explained that the funds were not scheduled in the TIF district and that the city would have to pay the funds in the amount of \$5,682 out of the General Fund. Leistikow questioned why the city paid for the roadway in other developments in the area. Mayor Faas responded that the developer normally pays for the infrastructure. Councilman Nichols stated that normally the homeowner pays for the sewer and water hook-up. Ayes-Four. Motion carried.

Dewater/Seible request from Evansdale AMVETS Post #31 to hold White Clover Drive collection point on August 26th and 27th, 2016 at intersections of Lafayette/Evans Rd and River Forest Rd./Gilbert Dr. Ayes-Four. Motion carried.

Walker/Dewater to approve library board appointments as follows: Mary Kettwig – term expires 6-30-2019; Gary Hansen – term expires 6-30-2019; Kathy Pritchett – term expires 6-30-2019. Ayes-Four. Motion carried.

Dewater/Walker to approve request from Public Works Director to replace 15 Street Lights on River Forest Road (Central Ave. to Deerwood Road) with LED replacements in an amount not to exceed \$8,250.00. MidAmerican Energy Rebate will be \$100 per light totaling \$1,500 in rebates, actual cost \$6,750 as budgeted for FY16. Councilman Nichols and Seible stated the price was too high. Mayor Faas responded that we had six bids that extended from the River Forest Road Project and that K & W extended the pricing to complete the installation of LED lights on River Forest Road south of Central Ave south of Central Ave. Mark Atkins, 909 3rd Ave., stated that the project cost was high. Bill Nichols, 221 Oakwood Dr., questioned if the cost comparison was apples to apples, as the River Forest Rd. Project they are only replacing light bulbs, Mayor Faas responded that they are replacing the complete light head. Ayes-Two. Nays-Two (Nichols, Seible). Motion failed.

Dewater/Walker to approve request from Public Works Director to repair two (2) sections of roadway on Lafayette Road between Miner Drive and Saunders Ave. in an amount not to exceed \$4,487.50 plus expansion joints. Councilman Nichols questioned if the quote contained expansion joints as it will prolong the life of the patch. Mark Atkins, 909 3rd Ave., questioned if it could be replaced with asphalt instead. Ryan with Shoff Consulting stated that asphalt would not bear the traffic and would deteriorate quickly, but the placement of expansion joints would help with the life of the patch. Roll call vote: Ayes-Four. Motion carried.

Public discussion-non agenda items: John Peverill, 543 East End Ave., questioned why his garage sale signs were removed before his garage sale. Mayor Faas stated that if they were in the city easement along Lafayette the mowers probably removed them. Loraine Atkins, 625 River Forest Rd., questioned access to her property during the River Forest Road project, as of now all access is blocked off. Ryan with Shoff Engineering stated that he would remove barricade to allow access around the apartment building so Loraine could access the easement area. Councilman Seible stated that the traffic has doubled on Evans Rd. and that many vehicles are going over the speed limit. Chief Jensen responded that he had extra enforcement during the day and didn't have a lot of issues, however, calls came in for the evening traffic, so we have addressed that as well.

Mayor/Council Reports:

Councilman Walker asked to share a personal challenge to the public. He stated that He and his family, about three months ago, started extending their hand with a "thank you for serving" every time they encountered a military person in uniform, the smile that you receive is your reward. Let's appreciate our military personnel out there.

Mayor Faas discussed updates of the River Forest Road Levee Trail Project, River Forest Road Reconstruction project and the project costs for the lagoon liner repair. He also discussed the necessity to actively pursue rate increases and a plan for future waste water treatment plant options. Councilman Dewater questioned the status of getting a quote to possibly merge Elk Run Heights, Raymond and the city's sewer systems together. Mayor Faas responded that the city mayors met with city engineer and MSA, who specialize in waste water treatment plants, and that the DNR may require the city, in the future, to relocate the plant due to the 100 year flood issues. Raymond and Elk Run are looking at the possibility of building a new plant just east of town. Dewater responded that it makes more sense to consolidate than to build two plants. Faas responded that we are still reviewing those options. Bill Nichols, 221 Oakwood Dr., encouraged the city to negotiate for the best possible outcome for the city. Mark Atkins, 909 3rd Ave., questioned the engineer fees for waste water plant review. Faas responded that both Elk Run and Raymond paid a third of the fees each, with Evansdale paying the remaining 1/3 of the total.

Mayor Faas reminded everyone of the Evansdale Community Days to be held July 30th. The events to include mud volleyball, 1st annual Fireman's dance, a barbecue cook-off and several children events uptown.

There being no further discussion, Seible/Dewater to adjourn the meeting at 6:57 p.m. Motion carried.

ATTEST:

Doug Faas, Mayor

DeAnne Kobliska, City Clerk

CITY HALL
EVANSDALE, IOWA, MAY 31, 2016
CITY COUNCIL
DOUG FAAS, MAYOR, PRESIDING

The City Council of the City of Evansdale, Iowa met in regular session, according to law, the rules of said Council and prior notice given each member thereof, in the Council Chambers of City Hall of Evansdale, Iowa at 4:30 P.M. on the above date. Council members present in order of roll call: Nichols, Seible, and Walker. Absent: Dewater and Loftus. Quorum present.

Seible/Walker to approve the May 31, 2016 agenda. Ayes-Three. Motion carried.

Nichols/Seible to approve Resolution 5960 a Statement of Facts/Preliminary Official Statement for use in the offering of General Obligation Corporate Purpose Bonds. Larry Burger, Speer Financial explained approval of the official statement. Roll call vote: Ayes-Three. Motion carried.

Mayor Faas updated the council on the following projects: progress is being made on the repair of the lagoon liner, we should have the liner ready for repair next week; River Forest Road Reconstruction Project pre-construction meeting to be held on June 2nd at 10:00 a.m. with public information meeting at 6:30-8:30 p.m. Both meetings to be held at the Community Response Center.

Councilman Nichols questioned business signs that are misplaced on the frontage road of Lafayette due to the storm. He also questioned if the sign just installed at Countryside Vineyard Church is within our code of ordinance. Mayor Faas responded that he would check into it. Councilman Seible questioned where the city is at on cleaning storm drains, hard rains have caused several storm drains to back up into the street.

There being no further discussion, Walker/Seible to adjourn the meeting at 4:39 p.m. Motion carried.

ATTEST:

Doug Faas, Mayor

DeAnne Kobliska, City Clerk

RESOLUTION 5969

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF EVANSDALE, IOWA, THAT
THE FOLLOWING BILLS BE PAID AND THE TRANSFERS ARE HEREBY ALLOWED.**

| | | |
|-------------------------|----------------------------|------------------|
| ASPRO | RU-SURFACE MIX | 147.73 |
| BLACK HAWK ELECTRICAL | SR-AUTO DIALER BATTERY | 123.28 |
| BLACKHAWK WASTE | SPRING FY16 CLEAN-UP | 1,115.60 |
| CAMPBELL SUPPLY | RU-2 SHOVELS/DRILL BIT | 117.28 |
| CITY OF ELK RUN HEIGHTS | BI-ERH PORTION BLDG PERMIT | 14.50 |
| COURIER | PY-5/31 MINUTES/BILLS | 23.66 |
| DOLLAR GENERAL | CH-TOILET BOWL CLEANER | 9.00 |
| EVEN QUALITY WORKS | SR-STOP BLOCK FOR PUMP | 50.00 |
| I.N.R.C.O.G. | CDBG-PROJ MGMT | 545.52 |
| LJ'S WELDING | RU-CHUTE/ROCK PLACEMENT-SH | 750.00 |
| | SR-STAINLESS ROD | 28.00 |
| | TOTAL | 778.00 |
| NUTRI-JECT SYSTEMS | SR-LAGOON REPAIR SERVICES | 3,622.50 |
| PEOPLES APPLIANCE | SR-SAMPLE REFRIG | 830.00 |
| STATE HYGIENIC LAB | SR-ANNUAL TEST | 459.50 |
| TURF PRO | SR-LAGOON MAINTENANCE | 600.00 |
| TYLER TECHNOLOGIES | FY17 SOFTWARE MAINTENANCE | 8,225.39 |
| | CREDIT-EWW MAINTENANCE | (4,160.88) |
| | CH-MODIFY TRANSFER FUNDS | 562.50 |
| | TOTAL | 4,627.01 |
| U.S. CELLULAR | BI- CELL PHONE | 63.35 |
| | PK-MAY PHONE BILL | 30.01 |
| | RU- CELL PHONE | 162.89 |
| | SR- CELL PHONE | 75.18 |
| | TOTAL | 331.43 |
| | 001 GENERAL FUND | 4,767.53 |
| | 145 CDBG PROJECT | 545.52 |
| | 110 ROAD USE TAX | 1,177.90 |
| | 610 SEWER FUND | 5,788.46 |
| | 670 LANDFILL/GARBAGE | 1,115.60 |
| | GRAND TOTAL | 13,395.01 |

PREPAYS

| | | | |
|-------|----------------------------|---------------------------------|-----------------|
| 79530 | ACP DIRECT | LIB-10 HEADPHONES | 108.45 |
| 79531 | BAKER & TAYLOR | LIB-BOOKS/DVDS | 1,133.66 |
| 79532 | BOOK PAGE | LIB-BOOKS/DVDS | 300.00 |
| 79533 | CAPITAL ONE BANK | LIB-PROG SUPPLIES/BOOKS/POSTAGE | 1,697.47 |
| 79537 | CREATIVE IMPACT | LIB-NOTE PADS | 220.00 |
| 79538 | DEMCO | LIB-BOOK COVERS/STAMP | 752.16 |
| 78539 | INGRAM LIBRARY SERVICES | LIB-BOOKS/DVDS | 726.26 |
| 78543 | JENSEN, SHANNON | LIB-RMBRSE TRAVEL | 26.58 |
| 78544 | MEDIACOM | MAY INTERNET-FD/PD | 75.90 |
| 78545 | MONKEYTOWN | LIB-ENVELOPES/COLORED PAPER | 133.61 |
| 78546 | SCHOLASTIC INC | LIB-BOOKS/SRP | 334.00 |
| 79547 | COLLECTION SERVICES CENTER | PR LIAB | 188.80 |
| | | TOTAL PREPAYS | 5,696.89 |

END OF YEAR TRANSFER TO REPLINISH GENERAL FUND ACCOUNTS ATTACHED

**PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF EVANSDALE, IOWA, ON THIS 29TH
DAY OF JUNE 2016.**

ATTEST:

Doug Faas, Mayor

DeAnne Kobliska, City Clerk

END OF YEAR TRANSFERS

| DATE | DESCRIPTION | FROM FUND | TO FUND | AMOUNT NOT TO EXCEED |
|----------|-----------------------|------------------|-----------------|----------------------|
| 06/30/16 | REPLINISH K-9 FUND | 001-GENERAL FUND | 009-K-9 | \$1,702.03 |
| 06/30/16 | REPLINISH GTSB FUND | 001-GENERAL FUND | 010-GTSB | \$2,172.48 |
| 06/30/16 | REPLINISH HOTEL/MOTEL | 001-GENERAL FUND | 015-HOTEL/MOTEL | \$23,240.00 |

RESOLUTION 5970

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF EVANSDALE, IOWA, TO APPROVE CANCELLING THE DEBT AND RETIRING THE INTERFUND LOAN AGREEMENTS MADE BY THE CITY OF EVANSDALE

WHEREAS, the City of Evansdale made interfund loan agreements by resolution and or promissory notes to borrow funds from one fund to another, and

WHEREAS, it would cause a negative impact on the funds represented by paying the debt, and

WHEREAS, the City Council of the City of Evansdale desires to cancel the debt and retire the interfund loan agreements made as follows:

During the year ended June 30, 1985, the Special Revenue Fund, Home Acres Tax Increment Financing District loaned \$281,054 to the General Fund. The loan bears no interest; As of June 30, 2014, no repayments had been made, leaving a balance of \$281,054.

During the year ended June 30, 2000, the City approved a loan of \$180,848 to be repaid by the Special Revenue Fund, East Heights Tax Increment Financing District, The Evansdale Drive PCC Widening and Signalization project was completed within that district and financed with the proceeds from the issuance of general obligation corporate purpose notes which are to be repaid from the Debt Service Fund. The East Heights tax Increment Financing District will repay the loan to the Debt Service Fund. The loan bears no interest and matures on December 31, 2015. During the year ended June 30, 2014, no payments had been made, leaving a balance of \$26,693.

During the year ended June 30, 2006, the Special Revenue Fund, Northwest Tax Increment financing District loaned \$25,700 to the Enterprise Fund, Sewer Revenue for the purpose of the East End sewer and water project as of June 30, -2014, no repayments had been made, leaving a balance of \$25,700.

During the year ended June 30, 2012, the Special Revenue Fund, Home Acres Tax Increment financing District loaned \$71,000 to the special Revenue Fund, East Heights Tax Increment Financing District for the purpose of eliminating the deficit balance. During the year ended June 30, 2014, no repayments had been made, leaving a balance of \$71,000.

NOW THEREFORE, BE IT RESOLVED by the City Council of the City of Evansdale, Iowa, authorizing cancelling the debt and retiring the interfund loan agreements made by the City of Evansdale.

PASSED AND APPROVED THIS 29TH DAY OF JUNE 2016.

ATTEST:

Doug Faas, Mayor

DeAnne Kobliska, City Clerk

CITY OF EVANSDALE, IOWA
 NOTES TO FINANCIAL STATEMENTS
 JUNE 30, 2014

(7) Compensated Absences

City employees accumulate a limited amount of earned but unused vacation, comp time, casual day and sick leave hours for subsequent use or for payment upon termination, retirement or death. These accumulations are not recognized as disbursements by the City until used or paid. The City's approximate liability for earned vacation payable, comp time payable, casual days payable and sick leave payable to employees at June 30, 2014, primarily relating to the General Fund, is as follows:

| <u>Type of Benefit</u> | <u>Amount</u> |
|------------------------|------------------|
| Vacation | \$ 37,698 |
| Comp time | 17,929 |
| Casual days | 2,316 |
| Sick leave | <u>19,501</u> |
| Total | <u>\$ 77,444</u> |

This liability has been computed based on rates of pay in effect at June 30, 2014.

(8) Loans

Interfund Loan Agreements

During the year ended June 30, 1985, the Special Revenue Fund, Home Acres Tax Increment Financing District loaned \$281,054 to the General Fund. The loan bears no interest. As of June 30, 2014, no repayments had been made, leaving a balance of \$281,054.

During the year ended June 30, 2000, the City approved a loan of \$180,848 to be repaid by the Special Revenue Fund, East Heights Tax Increment Financing District. The Evansdale Drive PCC Widening and Signalization project was completed within that district and financed with the proceeds from the issuance of general obligation corporate purpose notes which are to be repaid from the Debt Service Fund. The East Heights Tax Increment Financing District will repay the loan to the Debt Service Fund. The loan bears no interest and matures on December 31, 2015. During the year ended June 30, 2014, no payments had been made, leaving a balance of \$26,693.

During the year ended June 30, 2006, the Special Revenue Fund, Northwest Tax Increment Financing District loaned \$25,700 to the Enterprise Fund, Sewer Revenue for the purpose of the East End sewer and water project. As of June 30, 2014, no repayments had been made, leaving a balance of \$25,700.

During the year ended June 30, 2012, the Special Revenue Fund, Home Acres Tax Increment Financing District loaned \$71,000 to the Special Revenue Fund, East Heights Tax Increment Financing District for the purpose of eliminating the deficit balance. During the year ended June 30, 2014, no repayments had been made, leaving a balance of \$71,000.

Intergovernmental Loan to the Evansdale Municipal Waterworks

On March 1, 1999, the City entered into a loan agreement with the Evansdale Municipal Waterworks in the amount of \$1,200,000 for the construction of a water tower with interest rates ranging from 4.30% to 4.40%. On March 24, 2009, the Waterworks and the City of Evansdale refinanced the outstanding debt and added \$66,920. The new interest rates range from 1.75% to 3.30% per annum. During the year ended June 30, 2014, a payment of \$110,000 was made, leaving a balance of \$215,000.

Contracted Education Proposal June 22, 2016

Between Hartman Reserve Nature Center and Cities of Cedar Falls, Elk Run Heights, Evansdale, Hudson, and Waterloo

Hartman Reserve Nature Center (HRNC) will partner with the Cities of Cedar Falls, Elk Run Heights, Evansdale, Hudson, and Waterloo, Iowa to organize and conduct stormwater education sessions. This effort will occur under the direction of city staff and HRNC. Education sessions will occur throughout FY2017 (July1-June 30) and consist of primarily school groups

OVERVIEW

- Hartman Reserve will provide classrooms and visitors with hands-on water quality and stormwater themed lessons.
- This program is intended to allow the surrounding municipalities to remain in compliance with the federally mandated stormwater education requirement.
- Because the surrounding municipalities are working together this becomes a cost effective way to meet the federal requirements.
- Programs such as pond study involve finding and identifying macro invertebrates to assess water quality. Other water quality themed programs such as a stream table lesson which demonstrates the watershed concept and provides a good lesson on the forces of erosion, live animal room where children get to meet the animals that depend on clean water, fishing and canoe/kayaking can provide a lifelong recreational activities that are directly impacted by water quality. These activities, and more, are available to teachers as they plan field trips.
- As this is a new initiative we are only beginning to develop additional educational programs that meet the mandated requirements.
- A wide range of program opportunities are provided through a typical year. School Trips, public and private programs, summer camp, and educational events are offered.

PROJECT COORDINATION

Hartman Reserve will handle program planning, set-up, equipment usage, equipment maintenance and storage, billing and registration, and training. Reports will be submitted as requested.

STAFF

Currently, Hartman Reserves Assistant Program Coordinator (APC), under the direction of the lead naturalist plans, organizes, and implements outdoor education programs for children and adults. This position will lead the Watershed Education Initiative.

BUDGET

| Cedar Valley Stormwater Education Initiative | |
|---|---------------|
| FY 2017 | City |
| Hartman Staff .25 FTE (10 hrs/week) = \$5,504 | |
| | |
| Waterloo | \$2570.14 |
| Cedar Falls | \$1630.77 |
| Evansdale | \$411.88 |
| Hudson | \$329.85 |
| Raymond | \$275.30 |
| Elk Run | \$286.05 |
| TOTAL | \$5504 |

DELIVERABLES

Hartman Reserve will provide field trips, classrooms and visitors with hands-on water quality themed lessons that will meet the required education component of the federal MS-4 stormwater mandate. Over 2,000 individuals will receive this instruction at an average of ½ hour per person per lesson. As this is a new program, we are still developing specific lessons. Because this project funding is limited in scope we will only be introducing this topic into already established programs such as field trips and group visits. HRNC will track this number and provide a final report at the end of the year or when requested.

INVOICE

HRNC will invoice the cities at beginning of FY 2017 (July 1- June 30) and it will be payable within 60 days.

HRNC, Ed Gruenwald

City of Waterloo

City of Cedar Falls

City of Evansdale

City of Hudson

City of Raymond

City of Elk Run



21 Technology, LLC dba Computer Troubleshooters Cedar Valley (CT) services are designed to provide proactive support that anticipate and prevent IT problems before they occur and to provide timely end user support as needed to minimize business disruption. The service is built upon the successful installation and configuration of technologies CT will utilize to monitor and maintain critical technology systems.

LESS PROBLEMS Everyone knows operating a car without regular maintenance and ignoring Service Engine Lights could be disastrous. Unfortunately, many businesses treat their IT this way, only calling for help when things are broken. In both cases it's more dangerous, costly, and frustrating for your team. Managed services are the answer.

PREDICTABLE EXPENSES Unlimited support for a flat rate eliminates the surprise support bills. We also have an annual strategy meeting to discuss potential new projects for the future. With both of these features our clients are able to look ahead and better predict their expenses.

AUTOMATION SAVINGS Our software enables us to eliminate the need to individually check each computer's Microsoft Updates, Third Party Updates, Antivirus, and Hardware Alerts. It schedules updates, and gives an overview of all the equipment with a detailed status.

MANAGED UPDATES Which updates do you need? Which ones are fake with a virus? You don't need to know the answer, because we do. Our software runs updates and monitors if they were installed. Also, updates are tested before they are released to ensure reliability.

UNLIMITED SUPPORT To save money, some clients wait as long as possible to call for support or try and fix things themselves. This can create larger problems, lost time, and a frustrated team. With support now included, you don't have to decide if each support call is worth the money, because it's all included.

DOCUMENTATION In order to offer quick and effective service, we need good documentation. This gives our team the ability to look up how your system is setup instead of relying on what the main technician remembers. We'll keep notes about your network, servers, software, and important passwords.

THE SAME GOALS Since we are paid a flat rate, our goals are the same – no downtime. We are working to prevent problems around the clock instead of waiting for you to call with a new problem.

PEACE OF MIND Rest easy knowing you have someone familiar with your systems, who is monitoring them and will respond quickly if an emergency arises.



BEST BASIC DELIVERABLES DESCRIPTION:



Implementation Process

Following a signed Agreement, Computer Troubleshooters Cedar Valley will begin the onboarding process. A transition period may be required during the cancellation period with current provider. The standard process is listed below, and will be completed in the first month of service

- **Onboarding:** The Account Manager will come onsite for thorough documentation and understanding of the Client's IT processes and infrastructure. The Account Manager begins knowledge transfer to the team so they can affectively help when calls and alerts are triggered.
- **Kick-Off Service:** Installation of remote monitoring agents on servers and workstations. Notification of the process to create new service requests.



Support and Escalation

CT will provide a Senior Technician and a Helpdesk Technician to provide unlimited support to Client's computers, servers, peripheral devices (ie: smart phones, printers, scanners) and end user support requests. The helpdesk is staffed Monday through Friday 8:00 a.m. through 5:00 p.m. Monday through Friday. Emergency support is available after-hours.

Support requests begin by contacting the helpdesk. If the Helpdesk team is unable to remediate the issue, the support request is escalated to the Account Manager. Each Client Issue will be assigned a Support Ticket number for tracking.

The preferred method for non-emergency support requests is to email support@comptroubles.com. Emailing automatically creates a ticket for our support team to review. This way if someone is gone or busy, someone is able to respond. Support requests can also be made by contacting the helpdesk at 319.234.5600, or by creating a support request via our client portal.

INCLUDED SERVICES

Workstation and Server Services

- 24/7 Monitoring
- OpenDNS Internet Filtering and Reporting
- Webroot Antivirus
- Microsoft Patch Management
- Third Party Updates

Site Services

- 8x5 Unlimited Support
- Annual On-Site/Call Strategy
- Liaison with other Technology Providers
- Backup Monitoring and Remediation
- Documentation
- Management of Warranty Renewal Dates

EXCLUDED -- SERVICES AVAILABLE AT A 30% DISCOUNT

- After hours support – 1.5 Normal rate with 1-hour minimum
- Project and Consulting Service
- Parts, equipment or software licensing, or software renewal or upgrade fees of any kind



- The cost of any vendor or manufacturer support or incident fees of any kind
- The cost to bring Client's environment up to minimum standards required for Service Compliance.
- Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors. Service and repair made necessary by the alteration or modification of equipment other than that authorized by CT, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than CT

Project Fees

If work is deemed as project work by both CT and the Client, an estimate will be given to the Client for approval before work is performed. Project work includes such things and new server setup, new software application installation and configuration, or new office set up or office moves. Project work will be billed at a thirty percent (30%) discount from CT's hourly rates currently in effect at the time the work is performed.

MINIMUM COMPLIANCE STANDARDS:

In order for Client's existing environment to qualify for CT Services, the following requirements must be met.

- All Servers with Microsoft Windows Operating Systems must be running Windows 2008 Server or later.
- All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must be running Windows Vista Pro or later, and have all of the latest Microsoft Service Packs and Critical Updates installed.
- All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
- The environment must have a currently licensed, up-to-date and Vendor-Supported Server-based Antivirus Solution protecting all Servers, Desktops, Notebooks/Laptops, and Email.
- The environment must have a currently licensed, Vendor-Supported Server-based Backup Solution.
- The environment must have a currently licensed, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.
- Any Wireless data traffic in the environment must be secured with a minimum of 128bit data encryption.

PRICING

| | |
|----------|---------------------------------|
| \$600.00 | Per Month with 1 Year Agreement |
| \$550.00 | Per Year with 1 Year Agreement |

By Computer Troubleshooters

By Client

Name:

Name:

Signature:

Signature:

Date:

Date:



604 Ansbrough Avenue, Waterloo, IA 50701
 t. 515-987-6227 f. 515-987-6228

QUOTE

Quote: ASTQ9306-03

Date: Jun 15, 2016

Sold To

City of Evansdale
 DeAnne Kobliska
 123 N. Evans Road
 Evansdale, IA 50707

Ship To

City of Evansdale
 123 N. Evans Road
 Evansdale, IA 50707

Your Sales Rep

Jim Kayser
 jkayser@accesssystems.com
 319-235-0346

Phone (319) 232-6683

Phone 232-6683

| Qty | Description | Unit Price | Ext. Price |
|-----|---|------------|------------|
| 1 | Access Systems Monthly Total IT Care - Includes * Support for 8 Computer Workstations * Support for 1 Server(s) * Support for 4 Managed Network Devices * Unlimited Remote Support Calls * Remote System Monitoring * Servers * Desktops/Laptops * Firewalls * Switches * Data Backup * Monthly Server Preventative Maintenance * System Documentation * Annual Technology Planning Meetings * Excludes Infrastructure Changes and Updates * Hours of Operation 8:00 AM - 5:00 PM Monday - Friday * After Hours and Weekends is charged at \$165/hour | \$505.00 | \$505.00 |
| 1 | Access Systems Monthly Total IT Care - Software Renewals * Antivirus/Antispyware 9 Licenses * Backup Software Annual Renewal * Sonicwall Support Annual Renewal | \$125.54 | \$125.54 |

THIS QUOTE IS FOR DISCUSSION PURPOSES ONLY

Monthly Total \$630.54

Computer Troubleshooters Quote



From: Jesse Farris
 Computer Troubleshooters
 531 Commercial Street
 Suite 1000
 Waterloo, IA 50701
 United States
 (319) 234-5600
 jesse.farris@comptroubles.com

Prepared for: DeAnne Kobliska
 City of Evansdale
 123 N Evans Road
 Evansdale, IA 50707
 United States
 (319) 830-0105
 evansdaleclerk@mchsi.com

| Quantity | Description | Unit Price | Ext. Price |
|----------|--|-------------------|-------------------|
| 3.00 | SonicWall Soho Total Secure 1yr | \$550.00 | \$1,650.00 |
| 1.00 | Cisco 16-Port Gigabit Switch Network Switch - 16 x 10/100/1000 Base T | \$135.00 | \$135.00 |
| 1.00 | 16 GB Server RAM | \$199.99 | \$199.99 |
| 17.00 | Commercial Service: - Install / set up firewalls at each location, configure VPN connection for each location. - Increase server ram from 4 to 16GB - Join all computers to Domain - Cable management - Clean up Active Directory - Secure server location | \$120.00 | \$2,040.00 |
| 17.00 | Monthly Customer Service Discount 30% | -\$36.00 | -\$612.00 |
| | | Subtotal: | \$3,412.99 |
| | | Sales Tax: | \$0.00 |
| | | Total: | \$3,412.99 |

Please do not pay from this quote. An invoice will be generated after authorization.

By signing and returning this quotation, I authorize Computer Troubleshooters to order the above products. I agree that, before ordering products, Computer Troubleshooters requires 50% down payment on products unless otherwise explicitly specified. I also agree, upon delivery of the above products to pay Computer Troubleshooters any and all amounts due. Unless explicitly specified in the quotation details, labor hours required to deliver, install, configure, and support the above products is not included in the quoted price. Additional shipping charges may apply. Prices are subject to change without notice.

Signature: _____

Date: _____



t. 515-987-6227 f. 515-987-6228

SALES QUOTE

Quote: ASTQ9307-02

Date: Jun 1, 2016

Sold To

City of Evansdale
123 N. Evans Road
Evansdale, IA 50707

Ship To

City of Evansdale
123 N. Evans Road
Evansdale, IA 50707

Your Sales Rep

Jim Kayser
jkayser@accesssystems.com
319-235-0346

Phone 232-6683

Phone 232-6683

| Qty | Description | Unit Price | Ext. Price |
|-----|--|------------|------------|
| 1 | Linksys 16-Port Gigabit Switch - 16 x 10/100/1000 Base-T (Qty 2) SonicWall Soho Total Secure 1yr (Qty 3) at following locations: * Waste Water * Street Department * Waterworks outbuilding Installation: * Install NextGen firewalls - configure security services and LAN service passthrough - Test connectivity. Total IT Onboarding to include: * Increase server ram from 4 to 16GB * Join all Computers to Domain * Cable management * Clean up Active Directory * Secure Server location | \$3,694.38 | \$3,694.38 |

| | |
|---------------------------|-------------------|
| SubTotal | \$3,694.38 |
| Estimated Tax | \$0.00 |
| Estimated Shipping | \$0.00 |
| Total | \$3,694.38 |

Requested Install Date - Week of: _____ / _____ /2016

Customer Signature

Date