

A Quorum of the Common Council, Board of Public Works, Personnel Committee, Plan Commission, Redevelopment Authority, and other City bodies may attend this meeting, though no official action of these bodies will be taken.



ADMINISTRATION COMMITTEE MEETING AGENDA

Monday, March 30, 2026 at 5:45 PM

**First Floor Conference Rooms
100 Main Street, Menasha, WI**

A. Call to Order

B. Roll Call

C. Minutes to Approve

1. Administration Committee, 3/2/26

D. Discussion / Action Items

1. Interpreting Services for Public Meetings: LanguageLine Solutions Statement of Work, OMNIA Partners Cooperative Contract
2. Phone System Upgrade & Migration - Statement of Work & Indemnification/Hold Harmless Agreement with Petsche Consulting LLC

E. Adjournment

"Menasha is committed to its diverse population. Our Non-English speaking population and those with disabilities are invited to contact the Menasha City Clerk at 967-3603 24-hours in advance of the meeting for the City to arrange special accommodations."



ADMINISTRATION COMMITTEE MINUTES

Monday, March 2, 2026 at 6:30 PM

First Floor Conference Rooms
100 Main Street, Menasha, WI

A. CALL TO ORDER

Meeting called to order by Chair Eisenach at 7:04pm.

B. ROLL CALL

Present: Alds. Rand, Eisenach, Hale, Perkins, Lewis, Marshall, Grade, Ropella
Also Present: FD Sassman, DPW Merten, CDD Dane, HRM Cardoza, DDMO Brown, PHD Hutter, PRD Sackett, PRC Ross, PC Thorn, FC Teesch, DPC Hanchek, LD Kopetsky, CA Struve, Mayor Hammond, Clerk Snyder

C. MINUTES TO APPROVE

1. Administration Committee, 2/16/26

Motion by District 3 Alderperson Hale, seconded by District 7 Alderperson Grade to approve.

Motion carried 8-0 on roll call.

D. DISCUSSION / ACTION ITEMS

1. Cities and Villages Mutual Insurance Company's (CVMIC) Special Event Coverage for CommunityFest Event, 7/3/2026-7/4/2026, not to exceed \$1,628.00.

Motion by District 3 Alderperson Hale, seconded by District 5 Alderperson Lewis to approve Special Event Coverage for CommunityFest Event, not to exceed \$1,682.

Motion carried 8-0 on roll call.

Staff advised that the presented Special Event Coverage quote is designed to cover the annual CommunityFest Event held over Independence Day on July 3rd and 4th. Coverage cost amounts to \$1,682.00 and shifts liability from nonprofit event coordinators to the City.

2. 2026 Subscription Services Agreement with Paylocity for Human Resources Information System (HRIS), not to exceed \$21,250, and execution of resultant Form A-222, IRS Form 8655, and Tax Service Waiver Form.

Motion by District 3 Alderperson Hale, seconded by District 6 Alderperson Marshall to approve.

Motion carried 8-0 on roll call.

Discussion considered Paylocity's functions, and difficulties with the current payroll system.

Staff advised the Human Resources Information System project organized by the Human Resources and Finance Departments. After a detailed review of available vendors, staff selected Paylocity for payroll, timekeeping, benefits, onboarding, reporting, and performance tracking needs. The Paylocity software package comes in the allowed budget approved by Common Council last fall. Staff specifically discussed the reduced risk of human error, real-time recordkeeping and tracking, timekeeping and scheduling capabilities, recruitment, and onboarding features offered through Paylocity. Finally, staff shared that complete negotiations would be shared with the Common Council ahead of final approval.

3. R-3-26-A Resolution Terminating City of Menasha Tax Increment District (TID) No. 8, Authorizing City Treasurer to Distribute Excess Increment to Overlying Taxing Districts (Introduced by Mayor Hammond)
Motion by District 3 Alderperson Hale, seconded by District 7 Alderperson Grade to approve.

Motion carried 8-0 on roll call.

Staff advised that Tax Increment District No. 8 is statutorily required to close by April 15, 2026 because there are no outstanding projects within its boundaries. This District is closing with a positive increment and is scheduled to return to the tax roll next year.

E. ADJOURNMENT

Motion by District 3 Alderperson Hale seconded by District 5 Alderperson Lewis to adjourn the Administration Committee meeting at 7:21pm. Motion carried on voice vote.

Minutes submitted by City Clerk Kaija Snyder.



MEMORANDUM

DATE March 9, 2026
TO Common Council
FROM Kaija Snyder, City Clerk
RE Interpreting Services for Public Meetings: LanguageLine Solutions Statement of Work, OMNIA Partners Cooperative Contract

The City of Menasha Clerk's Office has recently sought to establish a contract with an interpreting service to better serve the needs of all Menasha community members. Specifically, staff seek to make public meetings more accessible to ESL residents and residents with hearing impairments.

LanguageLine Solutions is recommended by peer municipalities and is used by many local government agencies and school districts. LanguageLine offers on-demand, consecutive ASL and language interpretation, meaning services are provided upon request. This aligns with their payment model – customers pay only for the services they use through an OMNIA Partners cooperative contract. LanguageLine does not enforce a subscription fee or implementation cost.

The City of Menasha has not recently received an ASL or language interpretation request. However, Clerk's Office staff feels it is important that the City is prepared in the event of such requests. Notably, City of Menasha agendas currently invite community members to contact the City for language accommodations. The proposed statement of work would provide a procedure for making these accommodations.

Recommendation: Staff recommend approving the statement of work from LanguageLine Services, Inc. (LanguageLine Solutions), contract administered by OMNIA Partners, with costs subject to user fees outlined in the attached statement of work.

Interpretation and Translation Services and Related Services Contract #R210605 Administered by OMNIA Partners

Participating Public Agency ("Customer"):	Customer # (if applicable):
OMNIA Participation ID:	

This Statement of Work is subject to cooperative purchasing Contract #R210605 (the "Contract") between Region 4 Education Service Center, administered by OMNIA Partners, Public Sector ("OMNIA") on behalf of Participating Public Agencies, and Language Line Services, Inc. ("Company") for Interpretation and Translation Services and Related Solutions. This document is the sole document that reflects Customer's participation in the Contract and pricing for these services. This document must be signed by an authorized representative of you, the Customer. Pricing is only final upon a signature by an authorized officer of Language Line Services. Pricing changes, if any, will be made on next full monthly billing cycle.

1. LANGUAGELINE PHONE INTERPRETING

1.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Customer's service providers and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays, in over 240 spoken languages.

1.2. PHONE INTERPRETING FEES

- (a) **PER MINUTE USAGE FEES** for LanguageLine Phone and InSight Audio Interpreting

Language Tiers	Languages	Per Minute Charge
1	Spanish	\$0.64
2	All other languages	\$0.69

1.3. PHONE INTERPRETING EQUIPMENT

- (a) **OPTIONS AND DEFINITIONS.** Equipment purchase and lease options are available for the equipment identified below for use with the Phone Interpreting services. All Equipment requests must be submitted in writing over the term of this Agreement and the appropriate fees will apply.
- (b) **PHONE INTERPRETING EQUIPMENT LEASE FEES.** A monthly lease fee per unit applies, and the Equipment remains the property of LanguageLine. The monthly fee covers the cost of equipment programming and providing any necessary replacements and maintenance.
 - 1Solution™ Analog Dual Handset Phone\$4.50
 - 1Solution Dual Handset IP Phone.....\$12.50
 - Panasonic® Cordless Phone with Dual Handsets\$10.50
- (c) **PHONE INTERPRETING LEASED EQUIPMENT ADDITIONAL TERMS.** Upon the termination of the Agreement, Customer shall, at its cost, return the Equipment to Language Line Services within thirty (30) days following the termination date. Customer acknowledges that ownership of the Equipment remains with Language Line Services, and that the Equipment must be returned upon the termination of the Agreement.
- (d) **PHONE INTERPRETING EQUIPMENT PURCHASES.** The following Equipment is available for purchase from LanguageLine during the life of the agreement. Upon depletion of current Equipment models and release of new Equipment models, updated pricing will automatically

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apply. Purchased equipment is covered by a one-year replacement warranty from the manufacturer. Standard rates at the time of purchase will apply. If applicable, proof of sales tax exemption must be provided to TaxDepartment@languageline.com and ContractAdministrationTeam@languageline.com. Details will be available from your Account Executive.

1Solution Analog Dual Handset Phone	\$60.00
1Solution Dual Handset IP Phone.....	\$150.00
Panasonic Cordless Phone with Dual Handsets	\$60.00
Panasonic Headset	\$25.00
Handsets with Splitter	\$10.00
Handset Splitters (price per unit).....	\$6.00
Wall Splitters (price per unit).....	\$6.00

2. LANGUAGELINE DIRECT RESPONSE

2.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.

STANDARD

- Standard in-language prompts for greeting messages, language menu, and hold/dial-out message
- Prompts recorded by a LanguageLine® Certified linguist
- Custom LanguageLine call flow and call routing
- Capability to integrate with Customer's IVR
- Capability to transmit call to Customer's Direct Inward Dial (DID) number

PREMIUM

- Customizable in-language prompts for greeting messages, language menu, and hold/dial-out message
- Prompts recorded by a LanguageLine® Certified linguist
- Custom LanguageLine call flow and call routing
- Customizable options menu
- Capability to integrate with Customer's IVR
- Capability to transmit call to Customer's Direct Inward Dial (DID) number

- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Limited English Proficient (LEP) individuals and routed directly to Customer's service providers, and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays.

2.2. DIRECT RESPONSE FEES

- | | |
|--|----------|
| (a) STANDARD | \$350.00 |
| (b) PREMIUM per language | \$650.00 |
| (c) DEDICATED TOLL-FREE LINE per line | \$150.00 |
| (d) INCREMENTAL PRICE PER MINUTE applied to Customer's contracted per minute usage fees for LanguageLine Phone Interpreting. | \$0.25 |

3. LANGUAGELINE INSIGHT VIDEO INTERPRETING

3.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for InSight Video Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken or

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signed language statements between English and another language. Equipment purchases are optional.

- (b) **SERVICE DELIVERY.** Services are delivered on-demand via a native iOS or Android Application (the "App") or a Mac/PC using a Chrome, Edge, or Firefox browser. Each call has full end-to-end encryption ensuring privacy. Services are available 24/7 for ASL, Spanish, Mandarin, Arabic, Polish, Cantonese, French, Korean, Portuguese, Vietnamese and Russian, and during business or extended business hours for 30 or more additional languages of lesser diffusion.

3.2. INSIGHT VIDEO INTERPRETING FEES

- (a) **ACTIVATION** Monthly Service Fee or One-Time Fee Waived
- (b) **PER MINUTE USAGE FEES** for LanguageLine InSight Video Interpreting Based on Total Volume

Sign Language Per Minute Charge	Spanish Per Minute Charge	Other Spoken Languages Per Minute Charge
\$2.25	\$1.50	\$1.85

4. LANGUAGE ONSITE INTERPRETING

4.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide highly qualified interpreters in-person (physical onsite) at Customer's business locations or using Customer's online conferencing platform (virtual onsite) to perform consecutive interpreting between Customer's Service Providers and Limited English Proficient (LEP) individuals, by converting spoken or signed language statements between English and another language.
- (b) **SERVICE DELIVERY**
- Services are available by assignment, with language availability dependent upon regional resources.
 - Virtual onsite assignments using Customer's online conferencing platform may be requested **1-2 days in advance** at 1-888-225-6056, option 1 or onsiterequests@languageline.com.
 - Physical onsite assignments at Customer's business locations may be requested up to **5 days in advance** at 1-888-225-6056, option 1 or onsiterequests@languageline.com.
 - Business locations (city/state/region) where physical onsite assignments will be requested:

City and State:

4.2. LANGUAGELINE ONSITE INTERPRETING FEES

- (a) **MINIMUM ASSIGNMENT TIME** is two (2) hours, with time beyond minimum assignment time billed in 15-minute increments.
- (b) **MILEAGE/TRAVEL REIMBURSEMENT**
- Charged at the prevailing IRS rate.
 - For one-way travel exceeding 60 miles, travel time may be charged at the applicable hourly rate.
 - Parking/tolls charged if applicable.

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- (c) **CANCELATION.** Assignments canceled with less than one full business days' notice will be charged at the applicable rate for the greater of the minimum assignment time or reserved time for the assignment.

4.3. PRICING TABLE.

Rate	Spanish	American Sign Language	Other Spoken Languages
Standard Hourly Rate	\$75.00	\$100.00	\$90.00
Non-Standard Hourly Rate	\$112.50	\$150.00	\$135.00
Emergency/Holiday Hourly Rate	\$150.00	\$200.00	\$180.00

- (a) Standard Hourly Rate is applied for assignments between 8:00 a.m. and 5:00 p.m. local time Monday through Friday, with more than one full business days' notice.
- (b) Non-Standard Hourly Rate is applied for assignments occurring before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or for assignments with less than one full business days' notice.
- (c) Emergency/Holiday Rate is applied for assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.

5. LANGUAGELINE TESTING & TRAINING

5.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** Testing and training programs assess Customer's bilingual staff and interpreters' ability to provide quality, careful communication and proficiency in two languages, as well as competence in the requisite medical or other industry-specific vocabulary. Programs focus on the critical interpretation skills of accuracy, efficiency, and cultural competency. Tests and training courses are delivered remotely by assessors with a proven internal record of superior performance as an interpreter and typically hold advanced degrees in language related fields. The content and curricula have been developed in conjunction with leading academic experts and validated by psychometricians.
- (b) **DELIVERABLES.**
- Assessments and courses offered in 46 languages.
 - Test results delivered within 5 business days.
 - Training deliverables will be agreed-upon at the beginning of the project.

5.2. LANGUAGELINE TESTING AND TRAINING FEES

(a) **CANCELATION**

- Cancellation policy for live Language Tests:

Notice	Credit
At least three business days' notice	Credit in full
Less than three business days' notice	Credit at 50% of fee
One business day or less notice	No credit

- Training courses can be rescheduled or canceled only by the person who submitted the original Training Registration Form.
- Written cancellation of onsite training courses with at least 10 business days' notice prior to the course start date will be fully credited.
- Written cancellation of web training courses with at least three business days' notice prior to the Learning Management System registration will be credited in full.
- To reschedule or cancel, please e-mail LLA@LanguageLine.com.

- (b) **PRICING TABLES.** Prices are in U.S. dollars, per individual test or course, and are subject to change.

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Language Skills Test Fees

Language Test Name	1-49* Tests	50-99* Tests	100- 499* Tests	500* or More
Language Proficiency Test (LPT)	\$165	\$155	\$145	\$135
Specialty LPT	\$200	\$200	\$200	\$200
eLanguage Proficiency Test (eLPT)	\$150	\$140	\$130	\$115
Specialty eLPT	\$185	\$185	\$185	\$185
Bilingual Fluency Assessment (BFA)	\$145	\$135	\$120	\$115
Specialty BFA	\$175	\$175	\$175	\$175
eBilingual Fluency Assessment (eBFA)	\$135	\$120	\$110	\$105
Specialty eBFA	\$155	\$155	\$155	\$155
Bilingual Fluency Assessment for Clinicians	\$160	\$150	\$140	\$135
Specialty BFAC	\$190	\$190	\$190	\$190
eBilingual Fluency Assessment for Clinicians	\$145	\$135	\$120	\$115
Specialty eBFAC	\$175	\$175	\$175	\$175

Interpreter Skills Test Fees

Interpreter Test Name	1-49* Tests	50-99* Tests	100- 499* Tests	500* or More
Interpreter Readiness Assessment (IRA)	\$155	\$145	\$135	\$125
eInterpreter Readiness Assessment (eIRA)	\$140	\$125	\$115	\$110
Interpreter Skills Test (IST)	\$200	\$185	\$165	\$150
Specialty IST	\$225	\$225	\$225	\$225
eInterpreter Skills Test (eIST)	\$185	\$165	\$150	\$135
Specialty eIST	\$200	\$200	\$200	\$200
Medical Certification Test (MCT)	\$220	\$210	\$195	\$185
Court Certification Test (CCT)	\$220	\$210	\$195	\$185

Interpreter Training Course Fees

Course Title	Training Delivery	1-4* Courses	5-9* Courses	10* or More
Fundamentals of Interpreting	Web	\$445	\$400	\$285
Advanced Medical Training (AMT)	Web	\$575	\$520	\$500
Module 1 - Medical Interpreter Training: Professional Skills and Ethics	Phone or Onsite	**	\$390	\$290
Module 1 - Medical Interpreter Training: Professional Skills and Ethics	Web	\$230	\$230	\$175
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Phone or Onsite	**	\$520	\$400
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Web	\$290	\$290	\$230
Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Phone or Onsite	**	\$520	\$400

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Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Web	\$290	\$290	\$230
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of the 3 above modules)	Phone or Onsite	**	\$805	\$635
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of the 3 above modules)	Web	\$460	\$460	\$345

- eTests will be billed when the test link is delivered to the client.
- *Group discounts for tests are applied once the minimum number of tests have been completed within the calendar year. Group training discounts are based on the actual number of participants.
- **Delivered via phone or onsite, and requires a minimum of 5 participants to conduct the training.
- A training manual may be purchased for \$69 with the advanced Medical Interpreter Training. A training manual with in-language glossary may be purchased for \$99 with the advanced Medical Interpreter Training.
- Interpreter association members qualify for group discounts upon submission of a copy of their membership card to LLA@languageline.com.
- Group training discounts are based on the actual number of participants.

6. LANGUAGELINE TRANSLATION AND LOCALIZATION

6.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine utilizes ISO-certified workflows to convert CUSTOMER's written and/or digital content between languages with attention to accuracy, tone, style, and attention to regional language and cultural sensitivities, including:
- Translation of written text
 - Modifying graphics and design to properly display translated text
 - Changing content to suit preferences
 - Converting to local currencies and units of measurement
 - Using proper formatting for elements like dates, addresses, and phone numbers
 - Addressing local regulations and legal requirements

(b) **DELIVERABLES.**

- Services may be requested at <https://www.languageline.com/s/RequestAQuote>, via email to translation@languageline.com or by calling 1-800-878-8523.
- LanguageLine will provide all deliverables as agreed-upon at the beginning of the project.

6.2. PRICING TABLES.

Translation fees, which include Translation and copyediting, are based on the English word count.

TIERS	BI-DIRECTIONAL: ENGLISH>LANGUAGE AND LANGUAGE>ENGLISH	TRANSLATION FEE (PER WORD)
Tier 1	Spanish (US/Latin America)	\$0.15/word
Tier 2	Arabic, Chinese, Portuguese (Brazil), Russian, Vietnamese	\$0.18/word
Tier 3	Bengali, Czech, Farsi, French, German, Hindi, Hungarian, Italian, Korean, Malay, Polish, Portuguese (Portugal), Tagalog, Thai, Urdu	\$0.22/word
Tier 4	Albanian, Bulgarian, Estonian, Haitian Creole, Japanese, Khmer, Lao, Latvian, Lithuanian, Nepali, Slovak, Slovenian, Somali, Turkish	\$0.26/word
All other (LanguageLine supports 240+ languages)		\$0.29/word

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ADDITIONAL PRICING COMPONENTS		PRICING
Minimum charge per document translation order		\$75.00 – Spanish \$99.00 – all other listed language
Proofreading (third linguistic step when required)		\$60.00/hour
Basic Layout/Formatting/Desktop Publishing		\$45.00/hour
Localization Engineering Services		\$55.00/hour
In-Language Recordings		Individual Quote
Transcription/Translation of Audio or Video files		Individual Quote
Project Management		10% of the invoice value (0.5-hour minimum @\$55.00/hour)
Rush Fees	0% rush charge applies when an expedite delivery date is requested	
Unless indicated otherwise, a one-hour minimum will apply to all hourly services.		

6.3. DELIVERY GUIDELINES. Because the actual number of English words is not known until the source document has been translated, turn-around commitments are based on the estimated number of English words that will be delivered, as determined in LanguageLine's best judgment before commencing work. Additional services could add extra days to a project timeline.

ESTIMATED NUMBER OF ENGLISH WORDS	STANDARD DELIVERY
Less than 1,500 words	1 - 3 business days
1,501 to 4,000 words	4 - 6 business days
4,001 to 7,500 words	6 - 8 business days
7,501+ words	8 + business days
A 0% rush charge will apply when an expedited delivery date is requested.	
Requests received on weekends and holidays will be processed on the next business day.	
Holidays are New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, and Christmas Day.	

The person signing this SOW on behalf of Customer certifies that such person has read, acknowledges, and understands all of the terms and conditions, and is fully authorized to execute this SOW on behalf of and bind the Customer to all its terms and conditions. Both Parties agree the delivery of the signed SOW by facsimile or e-mail or use of a facsimile signature or electronic signature or other similar electronic reproduction of a signature shall have the same force and effect of execution and delivery as the original signature, and in the absence of an original signature, shall constitute the original signature.

Customer	LanguageLine
Accepted and agreed to date:	Accepted and agreed to date:
Signature:	Signature:

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Name:	Name: Bonaventura A. Cavaliere
Title:	Title: CFO

Customer Contact Information

Omnia Partners Contract #R210605

Customer Name: ENTER ORGANIZATION NAME HERE	
Operations Contact	Billing Contact Same as Operations Contact
Name:	Name:
Title:	Title:
Telephone:	Telephone:
Fax:	Fax:
E-mail:	E-mail:
Address:	Address:
City, State, Zip:	City, State, Zip:
Tax Exempt Status	
☐ No	☐ Yes - If yes, please include a copy of your tax-exempt determination letter or certificate.
Which On-Demand Services Are You Activating? (Place an X in the appropriate box(es))	
	Over-the-Phone Interpretation General Proficiency
	Over-the-Phone Interpretation Medical Proficiency
	Over-the-Phone Interpretation Legal Proficiency
	InSight Video Interpretation

MEMORANDUM

DATE March 26, 2026
TO Common Council
FROM Jennifer Sasman, Finance Director
RE Phone System Upgrade & Migration

The 2026 Budget includes an upgrade of our current phone system. Our existing license with Unitel expires in June 2026 and we are looking to migrate to the 3CX phone system. 3CX have established themselves as a global leader in communication and will offer us reliable business continuity. This system will allow us to take calls from mobile apps or other locations. 3CX is a more budget friendly system with annual licensing costs being lower than that of our current license.

Attached are a Statement of Work and an Indemnification/Hold Harmless Agreement to allow us to work with Petshe Consulting LLC to complete the phone system upgrade and migration. Petsche Consulting has a background in working with this type of phone system implementation. Our IT staff will be working with Petsche Consulting LLC to complete this project.

Recommended Motion

Recommend Common Council approval of the Statement of Work and Indemnification/Hold Harmless Agreement with Petsche Consulting LLC for the phone system upgrade & migration not to exceed \$3,600 and for any potential work done outside of the defined scope to be paid from current budget IT consulting funds.



STATEMENT OF WORK (SOW)

Project Title: Phone System Upgrade & Migration

Client: City of Menasha

Service Provider: Petsche Consulting, LLC

Effective Date: 03/02/2026

SOW Version: 1.0

1. Project Overview

This Statement of Work ("SOW") defines the services required to upgrade and migrate the Client's existing phone system to a new platform, including installation of new phones, system configuration, testing, and overhead paging integration.

This engagement is provided on a **Time and Materials (T&M) basis**. The hours listed below represent an estimate only. Actual hours worked will be invoiced.

2. Scope of Work

2.1 Migration & Upgrade

The Service Provider will:

- Review and document current phone system configuration
 - Migrate extensions, voicemail, hunt groups, and call routing
 - Coordinate migration and cutover scheduling
 - Recreate auto-attendant and routing structure
 - Build 3cX Hosted system
 - Setup SIP connections through Voxtelsys
 - Coordinate number porting
-

2.2 Phone Installation

- Stage and program IP phones
 - Install phones at user locations
 - Verify network connectivity and PoE
 - Label and confirm extension assignments
-

2.3 Overhead Paging Integration

- Connect and configure paging interface
 - Test paging functionality and zones
 - Verify system-wide paging operation
-

2.4 Testing & Validation

- Test inbound and outbound calls
- Verify voicemail functionality
- Confirm auto-attendant and call routing
- Test extension dialing
- Perform paging test
- Conduct user acceptance testing

3. Estimated Hours & Billing

Billing Type: Time & Materials

Hourly Rate: \$120 per hour

Estimated Labor: 30 hours

Estimated Labor Total: \$3,600

This 30-hour estimate (\$3,600) is provided for budgeting purposes only. Actual hours worked will be tracked and billed accordingly. Any additional work outside the defined scope will be billed at \$120 per hour.

Invoices are due within 15 days of issuance.

4. Out of Scope

- Network infrastructure upgrades
 - Structured cabling or electrical modifications
 - Internet service upgrades
 - After-hours work (unless requested)
 - Ongoing managed services
-

5. Client Responsibilities

- Provide access to network and telecom equipment
 - Provide accurate user/extension list
 - Ensure overhead paging system is operational
 - Assign a primary contact for project coordination
-

6. Acceptance Criteria

The project will be considered complete when:

- All phones are installed and operational
 - Calling functions as intended
 - Voicemail and routing are functional
 - Overhead paging operates properly
 - Client confirms completion
-

Client Representative

Name:

Signature:

Date:

Service Provider Representative

Name: Tim Petsche

Signature:



Date: 03/02/2026



INDEMNIFICATION/HOLD HARMLESS AGREEMENT

Petsche Consulting, LLC (hereinafter, “Petsche”) hereby agrees to indemnify, defend and hold harmless the City of Menasha, its elected and appointed officials, officers, employees, agents, representatives and volunteers, and each of them, from and against all suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, interest, defense costs, attorneys’ fees, costs, and expenses of whatsoever kind or nature in any manner directly or indirectly caused, occasioned, or contributed to in whole or in part or claimed or alleged to be caused, occasioned, or contributed to in whole or in part, by reason of any act, omission, fault, or negligence, whether active or passive, of Petsche or its agents or anyone acting under its direction or control or on its behalf arising out of, in connection with, or relating to the Scope of Work executed by Petsche and the City of Menasha for the following Project: 2026 Phone System Upgrade & Migration. This indemnification, defense and hold harmless obligation shall exist for Petsche even if liability is also sought to be imposed or is alleged against the City of Menasha, its elected and appointed officials, officers, employees, agents, representatives and volunteers for their own acts, omissions, fault or negligence arising out of or in connection with or relating to the associated Statement of Work.

Petsche shall reimburse the City of Menasha, its elected and appointed officials, officers, employees, agents or authorized representatives or volunteers for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided.

In the event that Petsche employs other persons, firms, corporations or entities (sub-contractors) as part of the work that is the subject of the above-described associated Scope of Work, it shall be Petsche’s responsibility to require and confirm that each sub-contractor enters into an Indemnification/Hold Harmless Agreement in favor of the City of Menasha, its elected and appointed officials, officers, employees, agents, representatives and volunteers, which contains identical indemnity, defense and hold harmless provisions and obligations as this Indemnification/Hold Harmless Agreement.

This Indemnification/Hold Harmless Agreement shall survive the termination or expiration of the associated Statement of Work.

City of Menasha

Petsche Consulting, LLC

Austin Hammond, Mayor



Tim Petsche, Service Provider Representative