GovIT Consortium

Government Information Technology Consortium

Information Technology Services

Contract Documents

CONTENTS

MASTER CONTRACT

The first four (4) to six (6) months prior to the official award of the contract will be considered a "Trial Period". Consortium members under the contract during the trial period shall issue a purchase order for a trial period of four (4) to six (6) months prior to the award of the contract in order for Consortium to evaluate the Consultant's services. In the event that the Consortium choses, in its sole discretion, not to continue with the Service Provider there shall be no further obligation to the Consortium or its members.

After the Trial Period, this Master Contract (the "Contract") is made and entered into this 30 day of June 2020 (the "Effective Date"), by and between the Government Information Technology Consortium ("GovITC"), an Illinois intergovernmental agency (the "Consortium"), and InterDev, LLC (the "Service Provider"). (For convenience, the "Consortium" and the "Service Provider" may be hereinafter referred individually as a "Party" and collectively as the "Parties."). For the first year of the contract, 2020, existing Consortium Members will move onto the Master Contract on January 1 or a date mutually agreed upon by the Member Community and the Service Provider.

> **WHEREAS**, the Consortium is a public agency created by intergovernmental agreement among certain Illinois municipalities (the "IGA") pursuant to Article VII, Section 10 of the Illinois Constitution of 1970 and the Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1, *et seq.*;

> **WHEREAS**, the Service Provider will serve as the firm to establish, operate, maintain or support information technology systems, equipment, software, and related services (collectively, "Information Technology" or "IT") for the municipalities that are members of the Consortium (each, a "Member" and collectively, the "Members");

> **WHEREAS**, the IGA contemplates a master contract by which the Consortium would designate service provider(s) to establish, operate, maintain, or support IT for the Members;

> **WHEREAS**, the Consortium desires to engage the Service Provider to provide the IT services for the Members on the terms set forth in this Agreement, which shall be considered the Master Contract, as defined in the IGA;

> **WHEREAS**, the Service Provider hereby represents to be in compliance with Illinois statutes relating to professional registration applicable to individuals performing the Services hereunder and has the necessary expertise and experience to furnish the Services upon the terms and conditions set forth herein;

> **NOW, THEREFORE**, in consideration of the foregoing and of the promises hereinafter set forth, and for other good and valuable consideration, the receipt and sufficiency of which is mutually acknowledged, the Consortium and the Service Provider hereby agree as follows:

SECTION 1. RECITALS

The foregoing recitals are true and correct and are incorporated herein by reference as if set forth in full.

SECTION 2. EXHIBITS

The following exhibits are attached hereto and incorporated in this Contract by reference:

- Overview
- Exhibit A – Scope of Base Services
- Exhibit B – Service Level Agreement ("SLA")/Penalties and Service Prioritization Examples
- Exhibit C – Insurance Requirements
- Exhibit D – Form of Special Project Services Scope(s)
- Exhibit E – GovITC Strategic Project Plan
- Exhibit F – Base Service Catalog Pricing

- Exhibit G - Change Order Form

In the event of a conflict between this Agreement and associated exhibits, the provisions of this Agreement shall control.

SECTION 3. SERVICES; INDEPENDENT CONTRACTOR

The Service Provider shall provide the base services described in Exhibit A (the "Base Services") to all Members in accordance with its terms, and shall provide the services described in any scope of special project services with a Member (each, a "Special Project Scope") to that Member (the "Special Project Services" and, with the Base Services, the "Services") in accordance with its terms. The Service Provider shall perform all Services to the best of its talents and expertise in accordance with this Contract and all exhibits hereto, including, without limitation, the SLA, and shall cooperate with employees and other consultants of the Consortium and the Members in so doing.

The Service Provider shall at all times be an independent contractor, engaged by the Consortium and the Members to perform the Services. Nothing contained herein shall be construed to constitute a partnership, joint venture, or agency relationship between the Parties or between the Service Provider and any Member. Neither the Service Provider nor any of its employees shall be considered to be employees of the Consortium or any Member for any reason, including, but not limited to, workers' compensation or other benefits. Unless otherwise agreed in writing, neither Party hereto has the authority to bind the other to any third party or to otherwise act in any way as the representative of the other.

SECTION 4. TERM

4.1　　　　The first four (4) to six (6) months prior to the official award of the contract will be considered a "Trial Period". Consortium members under the contract during the trial period shall issue a purchase order for a trial period of four (4) to six (6) months prior to the award of the contract in order for Consortium to evaluate the Consultant's services. In the event that the Consortium choses, in its sole discretion, not to continue with the Service Provider there shall be no further obligation to the Consortium or its members.

4.2　　　　Subject to earlier termination as set forth herein, the initial term of this Contract commence on the Effective Date and remain in effect for three (3) years (the "Initial Term").

4.3　　　　The Initial Term may be extended by successive two (2) year periods or for any other period as mutually agreed to by the Parties in writing (each, a "Renewal Term" and, with the Initial Term, the "Term") prior to the expiration of the then-current Term.

4.4　　　　At the end of any Term GovITC reserves the right to extend this contract for a period of up to one hundred and twenty (120) calendar days for the purpose of securing a new contract.

SECTION 5. TERMINATION OF AGREEMENT

5.1   Notwithstanding any other provision hereof, the Consortium may terminate this Contract for its convenience at any time upon 120 calendar days' prior written notice to the Service Provider. The Service Provider may terminate this Contract for its convenience at any time upon 120 calendar days' prior written notice to the Consortium.

5.2   Upon the Contract's expiration or termination by either Party, the Service Provider shall be required to abide by the Transition cooperation obligations as set forth in Section 6.

5.3   Either Party may terminate this Contract for cause upon written notice to the other following a material breach of a material provision of this Agreement by such other Party if the breaching Party does not cure such breach within ten (10) calendar days of receipt of written notice of such breach from the non-breaching Party.

5.4   In the event that this Contract is so terminated, the Service Provider shall be paid for Services actually performed as of the effective date of the termination.

5.5   Termination by a Member of its Base Services and/or any Special ProjectServices shall be in accordance with Exhibit A and the Member's Special Project Scope(s).

SECTION 6. TRANSITION COOPERATION

6.1   Upon expiration or termination of this Contract in accordance with Section 5, the Service Provider shall take all necessary actions to ensure an orderly and efficient transition of Services to the Members or another third-party service provider (the "Transition"), as outlined by items (a) – (f), below:

(a) Throughout the Transition Period, which shall be defined as 90 calendar days after the effective date of (i) expiration of the Contract or (ii) termination of the Contract by either Party, the Service Provider will continue to perform the Services in accordance with the terms of the Contract and all exhibits hereto.

(b) As part of the Transition, all Consortium and Member-owned equipment or property provided to the Service Provider under the Agreement (collectively, "Consortium Equipment") will be turned in to the Consortium or individual Member(s), as applicable, upon completion of Transition approval, and shall remain with the Consortium or individual Member(s) thereafter. Consortium Equipment includes, but is not limited to: computers, laptops, monitors, personal electronic devices (PEDs), flash and external hard drives, employee ID badges, software and software licensure, and any other items as deemed appropriate by the Consortium or applicable Member(s).

(c) Transition of Intellectual Property shall abide by guidelines outlined in Section 21 of this Contract.

(d) As part of the Transition, various user account accesses and authorizations must be created and disabled. Current Service Provider personnel possess user accounts and access necessary for contract deliverables. The Consortium, the Members, and/or employees of another third-party service provider will be granted access on the first day of the Transition Period. During the Transition Period, at a date determined by the Consortium, the Service Provider, and a new third-party provider (if applicable), all new access and new passwords will be activated. All Service Provider user accounts will then be disabled.

(e) Knowledge transfer will occur over the entirety of the Transition Period. Knowledge transferring will take place

via various methods, and will encompass a variety of topics including, but not limited to: organizational structure, and processes, network infrastructure, network security, virtualization, disaster recovery, third-party software providers, records- management systems, database tasks and activities, service-level requirements, customer service requirements, documentation requirements, server structure and integrity, website and SharePoint systems, and all other topics, hardware, software as deemed necessary by the Consortium.

(f)   The Consortium will make the determination of when the Transition is completed in its sole discretion, and will provide a formal, written acceptance indicating such. Once the Transition has been formally accepted, all supporting documentation will be signed and accepted by the Parties. Following these approvals and signatures, the Transition will be considered complete. Notwithstanding the foregoing, the Consortium may, in its sole discretion, determine that the Transition is complete prior to the end of the Transition Period as set forth in Paragraph 6.1(c), above ("Early Determination"), and if the Consortium provides written notice of such Early Determination to the Service Provider, then the Transition Period shall end as of the date of such notice.

6.2   In the event that this Contract is terminated in accordance with Section 5, the Service Provider shall stagger the initiation of the Transition cooperation plan across the Members, in order to best serve the Transition.

6.3   Failure to stagger the Transition cooperation plan in accordance with Section 6.2 will result in a forfeit by Service Provider of any outstanding contractual funds to be paid by the Members under this Contract and the exhibits referenced herein.

SECTION 7. PAYMENTS TO SERVICE PROVIDER

7.1   Each Member shall pay the Service Provider for the Base Services in the amounts set forth in Exhibit A. Any Member with a Special Project Scope(s) shall pay the Service Provider for those Special Project Services those amounts set forth in that Member's Special Project Scope(s). In all cases:

(a) Service Provider shall provide a 5% discount on projects for the GovITC. (This discount only applies to projects for the consortium and not for individual Members).

(b) The Service Provider shall submit invoices in a format approved by each Member.

(c) The Service Provider shall maintain records showing actual time devoted and costs incurred. The Service Provider shall permit authorized representatives of the Member to inspect and audit all data and records of the Service Provider for work done under this Contract. The Service Provider shall make these records available at reasonable times during the Term, and for three (3) years after termination or expiration of this Contract.

(d) All payments to the Service Provider under this Contract and any Work Order shall be made pursuant to the Illinois Local Government Prompt Payment Act (50 ILCS 505/1 *et seq.*).

7.2   Escalation

(a) Base Service rates shall be adjusted by 3% annually.

(b) Written requests for price revisions to the "Services/Project Position Rates" after the first year period shall be submitted at least sixty (60) calendar days in advance of the annual Contract period. Requests must be based upon and include documentation of the actual change in the cost of the components involved in the contract and shall not include overhead, or profit.

GovITC reserves the right to reject a proposed price increase and terminate the Contract.

SECTION 8. ILLINOIS FREEDOM OF INFORMATION ACT

Within five (5) business days after the Consortium's or any Member's Notice to the Service Provider of the Consortium/Member's receipt of a request made pursuant to the Illinois Freedom of Information Act (ILCS 140/1 *et seq.* – herein "FOIA"), the Service Provider shall furnish all requested records in the Service Provider's possession which are in any manner related to this Contract, including but not limited to any documentation related to the Consortium/Member and associated therewith. The Service Provider shall not apply any costs or charge any fees to the Consortium/Member or any other person, firm or corporation for its procurement and retrieval of such records in the Service Provider's possession which are sought to be copied or reviewed in accordance with such FOIA request or requests. The Service Provider shall defend, indemnify and hold harmless the Consortium/Member including its several departments and including its officers and employees and shall pay all of the Consortium/Member's Costs arising from the Service Provider's failure or alleged failure to timely furnish such documentation and/or arising from the Service Provider's failure or alleged failure otherwise to comply with the FOIA, whether or not associated with the Service Provider's and/or the Consortium/Member's defense of any litigation or other proceedings, including requests for review initiated by the Office of the Illinois Attorney General, associated therewith. In addition, if the Service Provider requests the Consortium/Member to deny the FOIA request or any portion thereof by utilizing one or more of the lawful exemptions provided for in the FOIA, the Service Provider shall pay all Consortium/Member Costs in connection therewith if the Consortium/Member, in its discretion, chooses to so deny the FOIA request. As used herein, "in the Service Provider's possession" includes documents in the possession of any of the Service Provider's officers, agents, employees and/or independent contractors; and "Costs" includes but is not limited to attorney's fees, witness fees, filing fees and any and all other expenses — whether incurred by the Consortium/Member or the Service Provider.

SECTION 9. IDEMNIFICATION AND INSURANCE

The Service Provider agrees to indemnify, save harmless and defend the Consortium and the Members and all of their elected and appointed officials, employees, agents, consultants, attorneys and representatives and each of them against, and hold them harmless from, any and all lawsuits, claims, injuries, demands, liabilities, losses and expenses; including court costs and reasonable attorney's fees which may arise or which may be alleged to have arisen out of, or in connection with the Service Provider's performance of any Services under this Contract and any of its exhibits including, without limitation, any Special Project Scope(s). The obligations of the Service Provider under this provision shall not be limited by the limits of any applicable insurance requirement of the Service Provider, and such obligations shall survive the expiration or termination of this Contract and its exhibits, including, without limitation, any Special Project Scope(s).

The Service Provider must procure and maintain, for the Term of this Contract, insurance as provided in Exhibit C hereto.

SECTION 10. NO PERSONAL LIABILITY

No official, director, officer, agent, or employee of any Party or Member shall be charged personally or held contractually liable by or to any other Party under any term or provision of this Agreement or because of its or their execution, approval or attempted execution of this Contract.

SECTION 11. NON-DISCRIMINATION

In all hiring or employment made possible or resulting from this Contract, there shall be no discrimination against any employee or applicant for employment because of sex, age, race, color, creed, national origin, sexual orientation, marital status, of the presence of any sensory, mental, or physical handicap, unless based upon a bona fide occupational qualification, and this requirement shall apply to, but not be limited to, the following: employment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. No person shall be denied or subjected to discrimination in receipt of the benefit of any Services or activities made possible by or resulting from this Contract on the grounds of sex, race, color, creed, national origin, marital status, the presence of any sensory, mental or physical handicap or age except minimum age and retirement provisions. Any violation of this provision shall be considered a violation of a material provision of this Contract and any applicable Special Project Scope and shall be grounds for cancellation, termination or suspension, in whole or in part, of the Contract or applicable Special Project Scope by the Consortium or subject Member, as applicable.

SECTION 12. ASSIGNMENT AND SUCCESORS

This Contract and each and every portion thereof shall be binding upon the successors and the assigns of the Parties hereto; provided, however, that no assignment, delegation or subcontracting shall be made without the prior written consent of the Consortium, or in the case of any Special Project Scope, the prior written consent of the subject Member, which may be withheld in the Consortium's or the Member's respectively, sole discretion. Any assignment, delegation or subcontracting shall be subject to all the terms, conditions and other provisions of this Contract, and the Service Provider shall remain liable to the Consortium and the Members with respect to each and every item, condition and other provision hereof to the same extent that the Service Provider would have been obligated if it had done the work itself and no assignment, delegation or subcontract had been made.

SECTION 13. SEVERABILITY

The Parties intend and agree that, if any paragraph, subparagraph, phrase, clause, or other provision of this Contract, or any portion thereof, shall be held to be void or otherwise unenforceable, all other portions of this Contract shall remain in full force and effect, provided that the continuation of such remaining provisions does not materially change the intent of the Contract.

SECTION 14. HEADINGS

The headings of the several paragraphs of this Contract are inserted only as a matter of convenience and for reference and in no way are they intended to define, limit, or describe the scope of intent of any provision of this Contract, nor shall they be construed to affect in any manner the terms and provisions hereof or the interpretation or construction thereof.

SECTION 15. MODIFICATION OR AMENDMENT

This Contract constitutes the entire agreement of the Parties on the subject matter hereof and may not be changed, modified, discharged, or extended except by written amendment duly executed by the Parties. Each Party agrees that no representations or warranties shall be binding upon the other Party unless expressed in writing herein or in a duly executed amendment hereof.

SECTION 16. GOVERNING LAW; VENUE

This Contract shall be deemed to have been made in and shall be construed in accordance with the laws of the State of Illinois. Venue for any disputes arising hereunder shall lie exclusively in courts of competent jurisdiction located in Cook County, Illinois.

SECTION 17. NEWS RELEASES

The Service Provider may not issue any news releases without prior approval from the Consortium nor will the Service Provider make public proposals developed under this Contract without prior written approval from the Consortium, except as required by applicable law.

SECTION 18. NOTICES

Any notices required to be given to either Party to the other under this Contract shall be in writing, and all such notices shall be made either a) by personal delivery, b) by a recognized courier service, such as federal Express or UPS, or c) by United States certified mail, return receipt requested, addressed to the Consortium or the Service Provider, respectively, at the following addresses, or at such other address as the Consortium or the Service Provider may from time to time designate in writing. Notice will be effective upon receipt if delivered personally, on the date signed for if delivered by courier service, or three (3) business days after deposit in the U.S. mail, if mailed.

If to Consortium:	GovITC
	50 Raupp Boulevard
	Buffalo Grove, IL 60089
	Attention: Jennifer Maltas
If to Service Provider:	InterDev, LLC
	900 Holcomb Woods Pkwy
	Roswell, GA 30076
	Attention: Gary Nichols

Any notices to the Members shall be made at the addresses set forth on Exhibit E, attached hereto and incorporated herein by reference.

SECTION 19. SERVICE PROVIDER REPRESENTATIONS

The Service Provider hereby represents as follows:

(a) It is duly authorized to do business in the State of Illinois, with power and authority to conduct its business as currently conducted and as contemplated by this Contract.

(b) All necessary corporate, regulatory, or other similar action has been taken to authorize and empower the Service Provider to execute, deliver, and perform this Contract. The person(s) executing this Contract on behalf of the Service Provider is duly authorized to do so.

(c) No proceeding of any kind, including, but not limited to, litigation, arbitration, judicial, or administrative, is pending or threatened against or contemplated by the Service Provider which would under any circumstances have any material adverse effect on the execution, delivery, performance, or enforceability of this Contract. As of the Effective Date of this Contract, the Service Provider has not received notice, and does not have a reasonable basis for believing, that the Service Provider or any of its Members, shareholders, partners, associates, officers, managers, or employees are the subject of any criminal action, complaint, or investigation pertaining to any felony charge, or any civil action or claim predicated on alleged acts of antitrust violations; business fraud; or discrimination due to race, creed, color, disability, gender, marital status, age, national origin, or religious affiliation.

(d) This Contract constitutes a valid, legal, and binding obligation of the Service Provider, and to the extent permissible by law, is enforceable against it in bankruptcy, insolvency, reorganization, moratorium, and other laws affecting the enforcement of creditors' rights generally and to general principles of equity, regardless of whether such enforcement is considered a proceeding in equity or at law;

(e) The Service Provider is not barred from entering into this Contract as a result of violations of Sections 33E-3 or 33E-4 of the Illinois Criminal Code of 2012, 720 ILCS 5/1-1, et seq.

(f) The Service Provider has a written sexual harassment policy in full compliance with 775 ILCS 5/2-105(A)(4).

SECTION 20. INTELLECTUAL PROPERTY

20.1   The Service Provider acknowledges and agrees that all trademarks, service marks, logos, tradenames and images provided by or on behalf of any Member to the Service Provider for use in performing the Services created by Service Provider hereunder (the "Member Materials") are the sole and exclusive property of the applicable Member. The Service Provider acknowledges that this Contract is not a license to use the Member Materials except as needed to perform the Services hereunder.

20.2   If applicable, to the extent the Service Provider has agreed to obtain and/or license Third-Party Materials on behalf of a Member, the Service Provider shall obtain a license for the Member to use the Third-Party Materials as part of the Services for the specified purpose. "Third-Party Materials" shall include, but are not limited to, computer software, script or programming code or other materials owned by third parties and/or any software available from third parties, that is licensed by Service Provider for the benefit of a Member.

20.3   It is expressly understood that, excluding the Member Materials and Third-Party Materials, all Members and the Service Provider may use or share in any improvements or modifications incorporated into any computer software (in object code and source code form), script or programming code used or developed by the Service Provider in providing Services hereunder.

SECTION 21. RECORDS AND INFORMATION

Service Provider understands that it may receive or gain access to information that is confidential or highly sensitive in nature and acknowledges that such information will be used solely for the purpose of fulfilling its obligations under the Contract. Further, any output from this Contract is to be kept confidential and is for the sole use of the Consortium and the Members. Service Provider shall not reveal such information and/or output to other parties without the express written permission of the Consortium or the applicable Member(s). All records and documents received by Service Provider from the Consortium and any Members shall remain the sole property of the Consortium and said Members, and all such records, or exact copies thereof, shall be turned over intact to the Consortium and said Members within ten (10) calendar days of their request.

Confidential information shall include, without limitation:

(a) All information that concerns the business affairs of the Consortium or a Member(s) including, without limitation, financial information, and all other data, records, and proprietary information involving the Consortium's or the Members' business operations.

(b) Any information developed or created by Service Provider in connection with the Services being rendered under this Contract by Service Provider.

(c) Any other information reasonably identified by the Consortium or a Member as confidential; provided however that confidential information shall not include the following:

  i. Information known by, or generally available to the public at large through no breach by Service Provider of this Contract.
  ii. Any information given to Service Provider by a third party without continuing restrictions on its use.
  iii. Information disclosed by Service Provider with the Consortium or Member's approval.
  iv. Information required to be disclosed by law.

SECTION 22. JOINT PURCHASING/PURCHASING EXTENSION

The purchase of goods and services pursuant to the terms of this Agreement shall also be offered for purchases to be made by other municipalities, as authorized by the Governmental Joint Purchasing Act, 30 ILCS 525/0.01, et seq. (the "Act"). All purchases and payments made under the Act shall be made directly by and between each municipality and the Service Provider. The Service Provider agrees that the GovITC shall not be responsible in any way for purchase orders or payments made by the other municipalities. The Service Provider further agrees that all terms and conditions of this Agreement shall continue in full force and effect as to other municipalities during the extended term of this Agreement.

The Service Provider and the other municipalities may negotiate such other and further terms and conditions to this Agreement ("Other Terms") as individual projects may require. In order to be effective, Other Terms shall be reduced to writing and signed by a duly authorized representative of both the Service Provider and the other municipality.

SECTION 23. COUNTERPARTS

This Contract may be executed in counterparts, each of which shall be deemed an original with the same effect as if the signatures therein were on the same instrument.

SECTION 24. INDIVIDUAL MEMBER AGREEMENTS

The intent of the Parties, the Consortium, and the Members is that this Contract supersede and replace Members' individual agreements with their IT services that are in effect as of the Effective Date of this Contract ("Member Agreements"). On the Effective Date, the Member Agreements shall be superseded by this Contract, and the Member Agreements shall be terminated and rendered null and void and of no further effect. Nothing herein shall prohibit any Member from entering into additional agreements with other vendors after the Effective Date of this Contract for projects that are outside the scope of the Base Services or any Special Project Scopes, nor shall this Contract be deemed to supersede any such agreements.

SECTION 25. EFFECTIVE DATE

The Effective Date shall be the last date on which both Parties sign the Contract.

IN WITNESS WHEREOF, the Parties have executed this Master Contract as of the dates set forth below.

GovITC

By: _Jennifer L Maltas_
Jennifer Maltas, GovITC President

Date: _6/30/20_

Service Provider

By: _Gary E Nichol_

Title: _CEO_

Date: _6/30/20_

InterDev, LLC
CORPORATE
SEAL
Georgia

OVERVIEW

About the GovITC

The GovITC is a tax exempt governmental organization made up of several municipalities for the purpose establishing a long-term shared information technology service and support Consortium to operate more efficiently, reduce risk, and provide for a collaborative environment for innovation and continuous improvement. GovITC seeks to standardize hardware and software where possible. A service provider will understand the innovative nature of the Consortium and seek to help the municipalities to work together to form joint solutions. GovITC has the authority through State Law to enter into contracts and operate as a governmental entity. GovITC has an approved three year strategic plan which is in the first year of implementation and available upon request.

Upcoming projects

- Implementation of GovITC Strategic Plan initiatives (Exhibit E.)

About the Village of Buffalo Grove

Located 35 miles northwest of Chicago, Illinois, the Village of Buffalo Grove is a home-rule municipality covering more than 9.25 square miles in both Cook and Lake Counties. The Village of Buffalo Grove currently has a population of approximately 42,000 at the 2010 Census. The Village is a home-rule Municipality under the 1970 Illinois Constitution, operating under the Council-Manager form of government. The Village Board consists of a Village President and six Trustees. The Village's fiscal year begins on January 1 and ends on December 31. The Village is organized into seven departments and has approximately 210 full-time employees.

The Village of Buffalo Grove provides the following services to its citizens: police and fire protection, street maintenance and construction, flood control, health and human services, water and sewer, building and code enforcement, and general administrative functions. Geographical Information Systems and Dispatch Services are provided for under contract with other agencies. The Service Provider will need to interface with these agencies, but will not be providing these services.

Major software applications currently in use by the Village of Buffalo Grove include: Microsoft Office suite, New World ERP suite, Cartegraph, Laserfiche, Citrix Xen App (currently being phased out).

Upcoming projects 2020

- Community Development ERP implementation
- Transition to Office 365

Buffalo Grove IT Environment Audit

Users: 277
Desktops 277
LAN Devices: 126
WAN Devices: 18
Servers (Physical and Virtual): 94

1.1. DESCRIPTION OF THE VILLAGE

The Village of Glenview was incorporated in 1899, and today serves an area of 14 square miles with a population of 46,740. The Village is a home-rule Municipality under the 1970 Illinois Constitution, operating under the Council-Manager form of government. The Village Board consists of a Village President and six Trustees. The Village's fiscal year begins on January 1 and ends on December 31. The Village is organized into six departments and has approximately 373 computer users.

The Village of Glenview provides the following services to its citizens: police and fire protection, street maintenance and construction, flood control, health and human services, water and sewer, building and code enforcement, general administrative functions, and 911 services for 14 municipalities including Glenview. Public facilities requiring technical support are spread over 9 buildings, 20 SCADA locations, a radio network and 2 Metra stations.

1.2. ADMINISTRATIVE SERVICES DEPARTMENT

The Administrative Services Department is headed by a Village Department Head and has four (4) Divisions including the Information Technology Services Division. The Information Technology Services Division is currently outsourced through one provider.

1.3. GLENVIEW IT SERVICES

1.3.1. Day-to-Day Services

Information technology service encapsulates full-time, Monday through Friday business hours support and emergency after hours support 24x7. The Proposer will provide an IT Manager to manage staffing resources and projects.

1.3.2. Application Support

The Proposer will provide Sharepoint 2019 application support. Geographic Information Systems (GIS) is separately contracted and is not included in this scope of work.

1.3.3. Public Safety Dispatch Center Support

The Village of Glenview Public Safety Dispatch Center serves a population of 217,000 with a service area of 104.2 square miles. The Dispatch Center has 9 management and supervisory staff, one full-time New World application support staff, and 37 telecommunicators in two locations to provide joint 911 dispatch services to 13 northshore municipalities that is inclusive of 18 agencies in total (Glenview, Glencoe, Northfield, Kenilworth, Winnetka, Niles, Morton Grove, Highland Park, Lake Bluff, Lake Forest, Highwood, Lindenhurst, Grayslake). The Village also provides a hosted environment for one other municipality.

Dispatch consists of 9 positions Glenview ("Dispatch South") and 7 positions in Highland Park ("Dispatch North"). Each position runs various software applications, radio and phone communications with multiple monitors. Motorola radios and 9-1-1 phone system along with Tyler/New World Computer Aided Dispatch software and the suite of Tyler/New World public safety suite of software are used. Other applications and systems include Rave Alert, Smart 911, LEADS, NICE, FatPot, Linx, emergency medical dispatch (ProQA and Aqua), ImageTrend, Passage, STARCOM, fire station alerting, microwaves, and outdoor weather warning.

The Proposer will support the hardware, software image, and communications for the North and South Dispatch Centers. The Proposer would provide all network and server support.

1.4. ASSISTANCE TO BE PROVIDED TO THE VENDOR

Administrative Services Department staff and responsible management personnel will be available to assist the consultant by providing relevant information, assistance and direction.

The Village of Glenview will provide the Proposer with reasonable work space, desks and chairs in the option that the Village remains in the GovITC. The Proposer will also be provided with access to telephone and fax lines, computer workstations, and printers.

1.5. BASE SERVICE INITIATIVES AND PROJECTS 2020

To give the Proposer perspective on upcoming initiatives, the following are underway and/or planned in the next year. This list is provided for informational purposes only and is not all inclusive of initiatives planned or under consideration.

1.5.1. BASE SERVICE INITIATIVES

- ✓ Conduct a multi-year FY 2020-2022 technology strategic planning process.
- ✓ Purchase, image and replace remaining Windows 7 computers with Windows 10 (approximately 75 machines).
- ✓ Implement Microsoft Server 2008 upgrade plan for 12 Village servers including 4 Microsoft Exchange servers.
- ✓ Conduct an Office 365 evaluation (bandwidth, licensing, security, outages) and related activities including a transition plan, procurement, installation and support.
- ✓ Support TylerForms Munis Migration and Tyler Munis 2019.1 upgrade. Move Munis application environments to separate servers.
- ✓ Support the deployment of iPads for the Fire Crewforce application.
- ✓ Support the transfer of data communication network from third-party provider to microwave solution connected to the Northfield Township Technology Consortium.
- ✓ Complete final ICN connection for Dispatch communities.
- ✓ Procure and manage the installation of audio visual solution for 5 fire stations.
- ✓ Support deployment of new Police electronic ticketing system.
- ✓ Support deployment of new Police Socrata software.
- ✓ Complete Sharepoint 2019 intranet upgrade. Develop plan and implement Sharepoint 2019 upgrade for the Village website.

1.5.2. PROJECTS 2020

Project Name	Estimated Hours
1. Support staff Crystal Report conversion to Tyler Reporting Services.	3
2. Support releasing a work order/permitting/inspection software RFP.	5
3. Support releasing an applicant tracking software RFP.	1
4. Support releasing a performance management software RFP.	3
5. Support staff update and modify their GIS data to be in compliance with the standards required for the implementation of the Statewide NG9-1-1 system. This includes a migration of data to Glenview Public Safety Dispatch Center New World test and production environments.	2
6. Plan and migrate credit card machine processing to separate environment to increase security.	16

Glenview IT Environment Audit

Users: 384
Desktops 384
LAN Devices: 94
WAN Devices: 28
Servers (Physical and Virtual): 104

About Lake Bluff

The Village of Lake Bluff is located approximately 33 miles north of the City of Chicago in Shield's Township in Lake County, Illinois. Lake Bluff is the furthest north of the string of eight affluent communities all fronting on Lake Michigan and known collectively as Chicago's "North Shore". Lake Bluff was incorporated in September 1895, operates under the Board/Administrator form of government, and has a land area of 4.5 square miles. The population as certified by the 2010 census is 5,722. Organizationally, the Village of Lake Bluff maintains a healthy financial profile (Aaa Rated) supported by strong reserves and revenue raising flexibility and a low debt burden. Lake Bluff provides Police, Fire/EMS, Building, Zoning, Engineering and Public Works services using 35 regular full-time personnel, volunteers (Fire/EMS), PT/seasonal workers, private sector service providers, and partnerships with other governmental agencies. The Village is also an internal service provider for a component agency (Lake Bluff Library). The Village's IT environment can be summarized as follows:

- 69 users in predominately PC environment
- Predominately virtual server environment (26 servers)
- Servers located in 3 different buildings with remote backup (executing a nightly backup plan for the critical servers, including a regularly-tested recovery process)
- Connection to WAN at PSB facility with fiber connection to Village Hall and microwave connection to PW facility
- Current backup process is daily and with remote back-up
- Hardware and software all currently supported (BS&A ERP https://www.bsasoftware.com/about/)
- InterDev currently providing technical support and guidance
- No Ad hoc solutions

Upcoming projects 2020

- Support document retention software implementation
- AMR water meter installation (community-wide)
- Guide procurement of Underground Fuel Storage Monitoring System
- Copier/related technology procurement (3 total)
- Plan and migrate credit card machine processing to separate environment to increase security
- Conduct an Office 365 evaluation
- Implement Current Strategy plan

Lake Bluff IT Environment Audit

Users: 60
Desktops 60
LAN Devices: 5
WAN Devices: 2
Servers (Physical and Virtual): 28

About the Village of Lincolnshire

The Village of Lincolnshire is situated 20 miles north of O'Hare International Airport and 30 miles from Chicago's Loop. The Village is also home to a number of high-profile global headquarters two nationally-recognized public school districts, ample recreational opportunities, easy highway access and highly-traveled arterials, as well as a responsible and business-friendly government. Lincolnshire is unique in that 7,300 residents reside within the Village, but more than 20,000 people frequent the Village each day for employment.

The Village is a home-rule municipality and is governed by a mayor and six trustees. The Village operates under a council-manager form of government, with five departments, 63.75 full-time equivalent employees, and 16 seasonal workers serving the community. Lincolnshire contracts its emergency dispatch services with the Village of Deerfield and utilizes MGP for its GIS services. Major software applications currently used include the Microsoft Office suite, BS&A ERP suite, and Tyler Technologies (New World).

Lincolnshire IT Environment Audit

Users: 76
Desktops 76
LAN Devices: 5
WAN Devices: 9
Servers (Physical and Virtual): 21

About the Village of Kenilworth

Kenilworth is located approximately 17 miles north of downtown Chicago and is nestled between the communities of Winnetka and Wilmette. The newest of the 8 Chicago suburban communities fronting on Lake Michigan which are commonly referred to as "the North Shore", is has a population of 2,513 residents. The community provides full services including police, fire (contracted), public works, water distribution, building & planning, and administrative services. Public safety dispatching services are contracted and the Village is based in two primary operating locations, Village Hall and Public Works which are connected via a secure VPN tunnel.

Due to its size, the community relies upon outsourcing to the extent it meets service delivery expectations and routinely seeks ways to provide services more efficiently. Information technology services are currently fully provided by an outside contractor. The operating environment is primary Windows Server based with SQL Server for the enterprise software (BS&A) environment.

Project Goals for 2020 Include:

- Deploying a new physical server at Village Hall (main IT environment)
- Updating two remaining virtual servers from 2008 to Windows Server 2019
- Deploying a new police in-car camera system with remote downloading at Village Hall
- Explore record digitization options for building & planning division files

Kenilworth IT Environment Audit

Users: 35
Desktops 35
LAN Devices: 15
WAN Devices: 2
Servers (Physical and Virtual): 15

About the City of Yorkville

Located 60 miles southwest of Chicago, Illinois, the United City of Yorkville is a non-home rule municipality covering more than 18 square miles in Kendall County. The United City of Yorkville currently has a population of approximately 20,000 people, and is one of the fastest growing municipalities in Illinois. The City is a non-home rule municipality operated under the Mayor-Council form of government. The City Council consists of the Mayor and 8 aldermen, elected by 4 different wards. The City's fiscal year begins May 1, and ends on April 30. The City is organized into six different departments and has approximately 75 full-time employees.

The United City of Yorkville provides the following services to its residents: police protection, street maintenance and construction, flood control, water, sanitary sewers, building and code enforcement, planning, parks and recreation, and general administrative functions. The City's engineering services and waste collection are outsourced to two separate companies. The City's dispatch services are administered through a regional intergovernmental agreement. The service provider will need to interface with the regional organization administering dispatch services, but it will not be providing these services.

Major software applications currently in use by the United City of Yorkville include: Microsoft Office 365, New World Systems (police records currently), Laserfiche, Adobe Acrobat Pro, ArcGIS, WatchGuard (police in-car videos) and MSI (legacy ERP system, set to be phased out).

In the next few years, the City is planning on rolling out an entirely new ERP system (vendor TBD), to replace it's analog phone system with a modern phone system, and to replace ~30 computers per year.

City of Yorkville IT Environment Audit

Users: 82
Desktops 82
LAN Devices: 11
WAN Devices: 4
Servers (Physical and Virtual): 26

Exhibit A

SCOPE OF SERVICES

1) **General Purpose**: The purpose of this agreement is for the GovITC to enter an agreement with the Consultant for all or part of its Information Technology (IT) management, development, operation, and maintenance. In addition to supporting the existing IT Services program, the Consultant will identify opportunities for continued development and enhancement.

   GovITC will be sharing management, development, maintenance expertise and staffing with other municipalities as a member of the GovITC. The benefits to the GovITC include, but are not limited to, collective bargaining for rates and services, shared development costs, and joint purchasing and training.

   The Consultant is the Service Provider for GovITC Base IT Services (as defined in this exhibit) and is responsible for providing the necessary IT professional resources to provide services to support this entity. The Consultant will facilitate and manage resource, cost, and technical innovation sharing among GovITC Members.

2) **Confidentiality**: GovITC documents provided to prepare the contract may have proprietary and confidential information. They shall not be copied, circulated, or otherwise provided to any person or organization that is not part of the process established for its consideration without the advance written permission of GovITC.

3) **Service Types**: The Consultant will provide and support three (3) service types. The three (3) services types are as follows:

   A. **Base Services**: Services included are but not limited to IT Infrastructure; Workstations, Network, Telecommunications, Servers, Security Equipment, Desktop Support, Service Desk, Application Support, and Management/Administrative functions. Please see below.

Base Service	Service Description
Acquisition and Procurement	A service supporting the request, configuration, and procurement of various technical devices, software, and other related services.
Application Configuration Deployment	See Configuration Management
Asset Tracking	See Configuration Management
Break Fix Maintenance	Hardware and related software support when a device has failed. Includes the repair or replacement of the failing device.
Capacity Management	Manage the throughput of all related local and wide areas network to ensure there is enough capacity to support all business requirements.
Change Management	The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services. Change management is responsible for managing all changes to the production environments of any GovITC member.
Configuration Management	The process responsible for ensuring that the assets required to deliver services are properly controlled, and that accurate and reliable information about those assets is available when and where it is needed.
Data Center Support	Support of Acquisition, Configuration, Network, Storage, Battery backups, repair services for data center related devices, software, and IT services.
Deployment	The activity responsible for movement of new or changed hardware, software, documentation, processes, and the like into the production environment.
Disposition	The organized process of disposing of any end of life device, capability, or asset.
Facilities Infrastructure	Infrastructure support for any facilities that are used to deliver any IT service to a GovITC member to ensure the agreed availability, capacity, and physical security are maintained.
Image Management	Manage the approved image for each device type this includes software version control.
Incident Management	The process responsible for managing the lifecycle of all incidents. Incident management ensure that normal service operation is restored as quickly as possible and the business impact is mimimized.
IT Budgeting	Budgeting assistance to all GovITC members relating to estimated costs, proactive fund allocation, and project pricing based on defined scope and requirements.
IT Planning and Documentation	Assistance planning and documenting any new, changed, or modified IT services.
Knowledge Management	The process responsible for sharing perspectives, ideas, experience and information, and for ensuring that these are available in the right place and at the right time.
Monitoring Management	The process responsible for managing the repeated observation of a configuration item (CI) IT service, or process to detect events and to ensure that the current status is known.
Network Support	Support of the local and wide areas networks to ensure the agree availability, capacity, security and access are managed and maintained.
Operating System	Operating system and patch deployment and upgrades of workstations, servers, and network devices.
Patching Updates	Managing patch update that include: maintaining current knowledge of available patches; deciding what patches are appropriate for particular systems; ensuring that patches are installed properly; testing systems after installation; and documenting all associated procedures, such as specific configurations required.
Physical Security	Ensure physical security by integrating people, place, process and technology.
Problem Management	The process responsible for managing the lifecycle of all problems. Problem management proactively prevents incidents from happening and minimized the impact of incident that cannot be prevented.
Server Support	Server hardware, operating systems, and application software that resided on the service per agreement.
Service Desk	A single point of contact between the IT support provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users.
Software Version Control	Process of keeping a software system consisting of many versions and configurations well organized and up to date.
Strategic Planning	Assistance with near and long term planning within the scope of the services provided by the vendor.
Vendor Management	Management of the vendor's engagement via one or more dedicated resources.
Voice and Conferencing Support	Management and support of all voice and audio conferencing services delivered to any GovITC Member.
Wireless Support	Manage and support any current or future wireless networks. This includes availability, capacity, access, and security.

B. **Planned Projects:** Scoped and Un-scoped projects with requirements that will be provided by an individual municipality, reviewed by Consultant, Scope of Work Developed, and pricing provided by Consultant.

The Consultant shall receive from each member community a list of Base and Planned Projects for the next calendar year no later than July 1 each calendar year. The Consultant shall provide to the GovITC Board a schedule of pricing by August 1. The GovITC Board and the Consultant shall come to a mutual agreement as to the quantity and schedule for projects. To the extent possible, the projects schedule will be complete by October 31 of the calendar year. The GovITC Board may elect to suspend or reduce the SLA requirements in an effort to complete projects in a timely fashion.

a. Projects that take less than 20 hours to complete shall be completed as though that project was a Base Service at no extra cost to the GovITC Member.

b. Projects that clearly exceed 20 hours to complete must use the Special Projects Form and the Consultant and the GovITC Member shall agree to pricing and the GovITC member shall authorize work prior to InterDev beginning said Project.

c. Projects that were estimated to take 20 hours or less time but do not shall be treated as follows.

i. Projects that exceed 20 hours of time due to unforeseen circumstances by InterDev and through no fault of the Member will be treated as those described in (a.) above

ii. Projects that exceed 20 hours of time due to change orders requested by the Member but do not exceed a 50% increase in hours required to complete the project will only be billed the balance of time in excess of 20 hours.

iii. Projects that exceed 20 hours of time due to change orders requested by the Member and exceed an increase of 50% in the hours required to complete the project will be billed for the entirety of the work.

Change Orders

Detailed written Requests for Change Orders must be submitted to the Municipality's Representative on the form provided (Exhibit G.). In order to facilitate checking of quotations for extras or credits, all requests for change orders shall be accompanied by a complete itemization of costs including labor, materials and Subcontracts. Where major cost items are Subcontracts, they shall also be itemized. Requests will be reviewed by the affected Municipality's representative.

Each written Request for a Change Order must be accompanied by written suggestions where costs can be reduced to offset the Change Order increase requested or a written certification stating that the Contractor has reviewed the work to be performed and cannot identify areas where costs can be reduced.

A written Change Order must be issued by the affected Municipality's representative prior to commencing any additional work covered by such order. Work performed without proper authorization shall be the Contractor's sole risk and expense.

C. **Optional Services:** May include a unique service needed by a municipality or smaller sub set of municipalities, and therefore does not fit in the Base Services. It would include those projects where GovITC wants to go to a competitive bid.

4) Service Categories: The Consultant will support five (5) service categories associated with each service type. The five (5) service categories are as follows:

A. **Management and Administration:** These services include, but are not limited to: Procurement, Facilities Management Support, Strategic Planning, IT Planning and IT Budgeting. Please see below.

```
                        ┌─────────────────────┐
                        │    Administration   │
                        └─────────────────────┘

┌──────────────────────────────────────────────────────────────────────┐
│                          Service Component                             │
└──────────────────────────────────────────────────────────────────────┘

┌──────────┐ ┌────────────────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────┐
│Procurement│ │Facilities Management   │ │  Strategic   │ │IT Planning and│ │IT Budgeting│
│          │ │      Support           │ │  Planning    │ │ documentation │ │          │
└──────────┘ └────────────────────────┘ └──────────────┘ └──────────────┘ └──────────┘
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B. **End User Services:** These services include but are not limited to: Hardware acquisition, configuration, deployment, Image Management, Software Version Control, Asset Tracking, Deskside Service, Break/Fix, Disposition, and Incident, Problem and Change Management via centralized Service Desk. Please see below.

```
                        ┌─────────────────────┐
                        │  End User Services  │
                        └─────────────────────┘

┌──────────────────────────────────────────────────────────────────────┐
│                           Base Services                                │
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┌───────────┐┌─────────┐┌─────────┐┌────────┐┌──────────────┐┌────────┐┌─────────┐┌──────┐┌───────────┐
│Acquisition││ Image   ││Software/││ Asset  ││Incident Problem││Service ││Deskside ││Break ││Disposition│
│Configuration││Management││Version ││Tracking││   Change     ││ Desk   ││ Service ││ Fix  ││           │
│Deployment ││         ││Control  ││        ││  Knowledge   ││        ││         ││      ││           │
│           ││         ││         ││        ││  Management  ││        ││         ││      ││           │
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┌──────────────────────────────────────────────────────────────────────┐
│            Supported Infrastructure (HW, SW, Maintenance)              │
└──────────────────────────────────────────────────────────────────────┘

┌──────────┐┌──────────┐┌────────┐┌──────────┐┌────────┐┌────────┐┌──────────┐
│ Desktop  ││Kiosks,Self││Mobile  ││ Printers ││  Desk  ││Network ││Community │
│ Notebook ││ Service  ││Phones  ││Peripherals││ Phones ││        ││AV Equipment│
│Workstation││ Portals ││        ││          ││        ││        ││          │
└──────────┘└──────────┘└────────┘└──────────┘└────────┘└────────┘└──────────┘
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C. **Data Center Services:** These services include but are not limited to: Hardware Lifecycle Management, Server Support, Storage Support, Network Support, Physical Security, Facilities Infrastructure, Change Management and Break/Fix. Please see below.
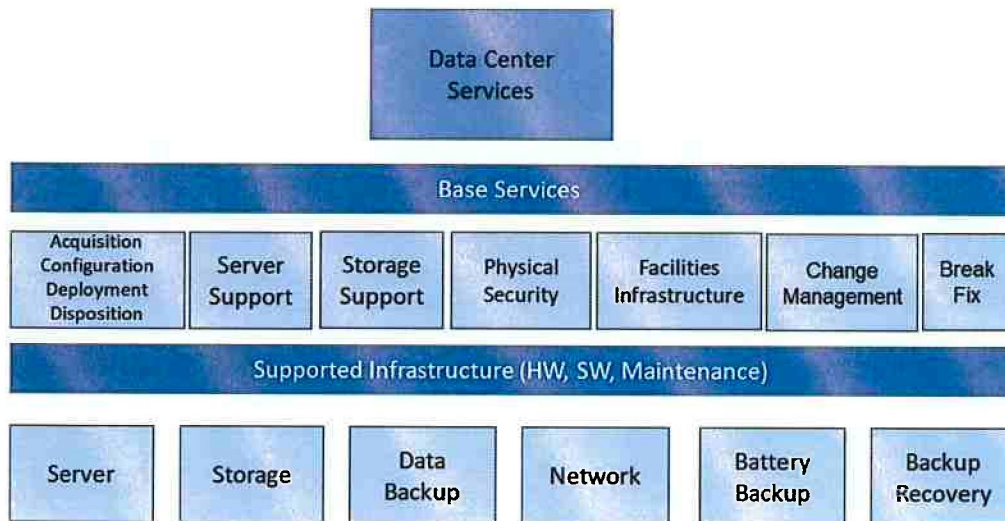
Data backup is the process of backing up any critical data or data that is important enough were losing the information would have a negative effect on the group or organization. Date recovery is the process of recovering the data that was backed up. Note that they are separate because the SLA or service requirements for data backup is to ensure that it is actually backed up and the service provider needs to validate the backup was successful. Data recovery is the process of retrieving the data and putting it back into production and available. The SLA for that usually relates to the speed of recovery and when the data will become available again after requesting its restoration.

D. **Network and Telecommunication:** The services include but are not limited to: Vendor Management, Hardware Lifecycle Management, Asset Tracking, Change Management, Wireless Support, Capacity Management, Voice Support/Conferencing and Break/Fix. Please see below.

```
                              Network
                              Services

 Service Component

 Vendor       Acquisition Config.   Wireless    Break Fix   Capacity      Asset Tracking   Change
 Management   Deployment            Support                 Management                     Management
              Disposition

 Infrastructure Layer (HW, SW, Maintenance)

 WAN          LAN          Wireless          Internet         Third Party
                                                              Vendors

 VPN - Remote  Backup                        IDS             IPS
               Recovery
```

```
                              Telecom
                              Services

 Base Services

 Change       Vendor       Acquisition Config.  Voice Support/   Break Fix   Capacity      Asset
 Management   Management    Deployment           Conferencing                Management    Tracking
                           Disposition

 Supported Infrastructure (HW, SW, Maintenance)

 Telecom - Voice     Mobile          3rd Party Support        PBX or Cloud
```

E. **Applications Support:** These services include but are not limited to: Deployment, Operating Systems, Version Control, Patching Updates, Monitoring Management, and Software Licensing. Please see below.
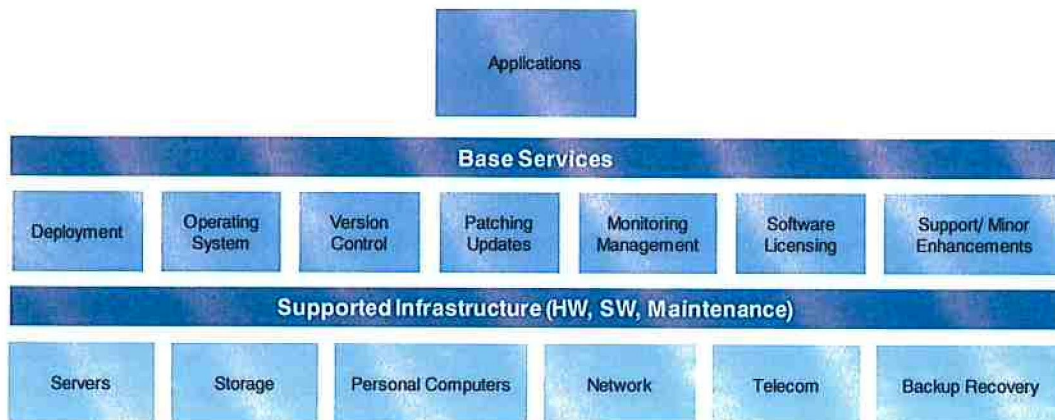
5) **Service Catalog Pricing** – Exhibit E details the Service Catalog pricing for the Base Level Services that the Consultant will provide along with the associated SLA's listed in Exhibit B. The pricing and metrics will include but are not limited to:

A. Management and Administration
B. End User Services
C. Data Center Services
D. Network and Telecom Services
E. Applications Support

6) **Facilities and Equipment** – The GovIT is willing to provide the Consultant with adequate office space, furnishings, hardware, software, and connectivity to fulfill the objectives of the IT Services program. The rate structure extended to GovITC Members is contingent of these provisions for the Consultant. Facilities and equipment include, but are not limited to the following:

A. Office space for the Consultant staff. This space should effectively and securely house all required IT systems. Peripherals and support tools. This space must be available during normal business hours.
B. Furnishings include adequate desk(s), shelving, and seating for the Consultants staff.
C. A telephone line and phone to originate and receive outside calls.
D. A network connection with adequate speed and access to the Internet.
E. Hardware, Software, Peripherals, and Network connectivity to perform the IT Services objectives efficiently.

The Consultant is responsible for installing, operating, and monitoring the backup and recovery systems for all GovITC IT assets that permit the Consultant to continue services within a reasonable period following a disaster or outage.

7) **Termination** – Any individual Member can terminate their Base Services under Exhibit A for its convenience upon 120 calendar days written notice.

Exhibit B

SERVICE LEVEL AGREEMENT (SLA) AND PENALTIES

Service Level Agreement # 2

A Service Level Agreement (SLA) is an agreement between two parties for the delivery of specified services by a supplier/vendor to another party/user (Village), which may also be referred to in this documentation as the "Client". It is effectively an agreement the parties have designed, negotiated and agreed upon to identify and measure the services to be provided. It is a signed comprehensive document specifying the terms and conditions under which the service delivery is accomplished and defines the terms between the Consortium Members and any internal or external service providers.

All parties must clearly understand their respective roles and responsibilities with respect to the delivery of the services and this information is included in the SLA document. The common attributes include:

- Defines the village and the supplier/vendor
- Defines the terms and basis under which the Services will be delivered
- States how the Service performance levels are to measured
- Provides a framework for the relationship between the Supplier and the Village.
- Specifies the Services to be delivered in the Service Catalog
- Specifies the services which are classified as a Project
- Specifies the costs of receiving those services

In the SLA the supplier/vendor and the village are identified as well as the statement of expectations and delivery terms. The village should also fully understand the services available, the cost of receiving the services and the basis for the calculation of those costs. (Service Catalog and Cost Model)

The agreement also provides the expectations to hold the supplier/vendor accountable for the quality and performance levels of the services and the service availability.

Defining the SLA is the first step in the process of establishing a management process for the delivery of services for the Consortium. The phases to be completed to establish the Consortium service delivery model include the following:

- Define, understand and develop the SLA's by service category
- Utilize the SLA service categories to identify and define the services for the Service Catalog
- Create the Cost Model and costs for the services defined in the Service Catalog

The following pages contain the SLA's, key metrics for the service within the Service Catalog attached to the Master Service Agreement and will be reported to the Consortium Members based on the defined period. Other service statistics that are not covered under the SLA agreement can be added to the monthly or quarterly reporting provided to the GovITC membership if those metrics are reportable by the service provider.

Unless otherwise provided in this Agreement, any reference in this Agreement to "day" or "days" shall mean calendar days and not business days.

Service Types	Service Level Agreements	Response Times	Reported
PC Hardware Incident Support *Standard support for hardware issues related to Standard, Power Mobile users including network printers and MFD.*	Single Priority Level	- Response: 30 Minutes - Plan: 8 hrs. - Resolution: 2 days - Ticket closure: 3 days - *Minimum SLA Compliance: 90%*	Monthly
Desk-side Application Incident Support *General Assistance: Application or personal procedure unusable, where a workaround is available or a repair is possible.*	Priority Level: Low	- Response: 4 hrs. - Planned: 8 hrs. - Resolution: 24 hrs. - *Minimum SLA Compliance: 90%*	Monthly
Desk-side Application Incident Support *Non-critical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability. A workaround is available.*	Priority Level: Medium	- Response: 1 hrs. - Planned: 8 hrs. - Resolution: 24 hrs. - *Minimum SLA Compliance: 90%*	Monthly
Desk-side Application Incident Support *Production Impaired Critical functionality or network access interrupted, degraded or unusable, having a severe impact on services availability. No acceptable alternative is possible.*	Priority Level: High	- Response: 30 Minutes - Planned: 1 Hour - Resolution: 4 hrs. - *Minimum SLA Compliance: 90%*	Monthly
Mobile Application Incident Support *Standard support for software and operating system issues related to Mobile users.*	Single Priority Level	- Response: 30 Minutes - Planned: 8 hrs. - Resolution: 2 days - *Minimum SLA Compliance: 90%* - *(Note: In rare cases return to operation may include loaner, replacement or other*	Monthly

		work around which provides functionality)	
Server/Storage/Network Support *Production Down Emergency:* *An Error in the production environment that inhibits all, or substantially all, of the Software from functioning in accordance with its documentation. A Priority "one" Error is both severe and mission-critical.*	Priority Level: Critical	- Response: 15 Minutes - Planned: 30 Minutes - Resolution: 2 hrs. - *Minimum SLA Compliance: 90%*	Monthly
Server/Storage/Network Support *Production Impaired:* *An Error that causes major functionality of Software to be inhibited, but the Error does not materially disrupt Client's business.*	Priority Level: High	- Response: 30 Minutes - Planned: 1 Hour - Resolution: 4 hrs. - *Minimum SLA Compliance: 90%*	Monthly
Server/Storage/Network Support *Production Inhibited:* *An Error that inhibits a feature of the Software, but the Error does not materially disrupt business*	Priority Level: Medium	- Response: 2 Hrs. - Planned: 3 Hrs. - Resolution: 9 business hrs. - *Minimum SLA Compliance: 90%*	Monthly
Server/Storage/Network Support *General Assistance:* *Either a "how to" question, an Error that is minor or cosmetic in nature, or, an enhancement to be considered for development.*	Priority Level: Low	- Respond: 1 Day - Planned: 2 Days - Resolution: Agreed upon between parties, Typically Best Effort - *Minimum SLA Compliance: 90%*	Monthly
User Addition	*Service Request (No Priority Level)*	Normal Resolution: 8 hrs. Escalated Resolution: 2 hrs. *Minimum SLA: 90%*	Monthly
Password Reset	*Service Request (No Priority Level)*	Normal Resolution: 4 hrs. Escalated Resolution: 2 hrs. *Minimum SLA: 90%*	Monthly
User Server Access and/or similar Change	*Service Request (No Priority Level)*	Normal Resolution: 4 hrs. Escalated Resolution: 2 hrs. *Minimum SLA: 90%*	Monthly

All other requests	*Service Request (No Priority Level)*	Normal Resolution: Scheduled Escalated Resolution: Scheduled Minimum SLA: Delivered when committed with vendor, 90% of committed time	Monthly
Server Patching (Critical and Security Patches)	*Service Request (No Priority Level)*	97% of server where patching is enabled are fully patched.	Monthly
Workstation Patching (Critical and Security Patches)	*Service Request (No Priority Level)*	97% of workstations where patching is enabled are fully patched.	Monthly
Workstation Anti-Virus Coverage	*Service Request (No Priority Level)*	90% of workstations with up-to-date coverage.	Monthly
Server Anti-Virus Coverage	*Service Request (No Priority Level)*	90% of servers with up-to-date coverage.	Monthly
System Uptime	*Service Request (No Priority Level)*	Critical systems have an uptime of 99%	Quarterly
Server Data Backups	*Service Request (No Priority Level)*	95% of all server backups are completed successfully	Quarterly
Vulnerability Scan Remediation	Critical	Resolved 30 days after initial vulnerability scans	Annual
Vulnerability Scan Remediation	Medium	Resolved 90 days after initial vulnerability scans	Annual
Customer Survey	*Service Request (No Priority Level)*	Will be released annually no later than at the end of the second quarter of the calendar year.	Annual

Service Level Agreement # 2 – Penalty

Repeated failure to meet SLA requirements may result in Termination of the Agreement per the terms and conditions set forth in Section 5 of the Agreement and disbarment from proposing on future projects by the GovITC and its member communities.

Service Level Agreement # 2 – Exceptions

Any Systems that are not covered under an active/valid warranty or have been declared End-of-Life (EOL) by the vendor with limited or no support options by its manufacturer are considered a support liability. Instances where support is needed on those items, standard SLAs should not apply and penalties waived.

Instances when a member community knowingly purchases hardware, software, or services that do not comply with GovITC or industry best practices or standards, applicable SLAs and corresponding penalties should not apply if support on those items is requested.

Exhibit C

INSURANCE REQUIREMENTS

The Service Provider shall maintain for the duration of the contract, including warranty period, insurance purchased from a company or companies lawfully authorized to do business in the state of Illinois and having a rating of at least A-minus and a class size of at least X as rated by A.M. Best Ratings. Such insurance as will protect the Service Provider from claims set forth below which may arise out of or result from the Service Provider's operations under the contract and for which the Service Provider may be legally liable, whether such operations be by the Service Provider or by a Subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

Workers' Compensation Insurance covering all liability of the Service Provider under the Workers' Compensation Act and Occupational Diseases Act; limits of liability not less than statutory requirements.

Employers Liability covering all liability of Service Provider as employer, with limits not less than: $1,000,000 per injury - per occurrence; $500,000 per disease - per employee; and $1,000,000 per disease - policy limit.

Comprehensive General Liability in a broad form on an occurrence basis, to include but not be limited to, coverage for the following where exposure exists; Premises/Operations, Contractual Liability, Products/Completed Operations for 2 years following final payment, Independent Contractor 's coverage to respond to claims for damages because of bodily injury, sickness or disease, or death of any person other than the Service Provider's employees as well as claims for damages insured by usual personal injury liability coverage which are sustained (1) by a person as a result of an offense directly or indirectly related to employment of such person by the Service Provider, or (2) by another person and claims for damages, other than to the Work itself, because of injury to or destruction of tangible property, including loss of use there from; Broad Form Property Damage Endorsement;

| General Aggregate Limit | $ 2,000,000 |
| Each Occurrence Limit | $ 1,000,000 |

Automobile Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, death of a person or property damage arising out of ownership, maintenance or u se of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed.

Professional Liability Insurance shall be maintained to respond to claims for damages due to the Service Provider's errors and omissions.

| Errors and Omissions | $1,000,000 |

Service Provider agrees that with respect to the above required insurance:

(a) The CGL policy shall be endorsed for the general aggregate to apply on a "per Project" basis;

(b) To provide separate endorsements: to name the GovITC as additional insured as their interest may appear, and; to provide thirty (30) days' notice, in writing, of cancellation or material change.

(c) The Service Provider's insurance shall be primary in the event of a claim.

(d) The GovITC shall be provided with Certificates of Insurance and endorsements evidencing the above required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration of cancellation of any such policies. Said Notices and Certificates of Insurance shall be provided to: GovITC GovITC of Buffalo Grove, 50 Raupp Blvd., Buffalo Grove, IL 60089.

(e) A Certificate of Insurance that states the GovITC has been endorsed as an "additional insured" on a non-contributory basis by the Service Provider's insurance carrier.

Specifically, this Certificate must include the following language: "The GovITC, Members, and their respective appointed officials, employees, agents, Service Providers, attorneys and representatives, are, and have been endorsed, as an additional insured under the above reference policy number on a primary and non-contributory basis for general liability and automobile liability coverage for the duration of the contract term."

Failure to Comply: In the event the Service Provider fails to obtain or maintain any insurance coverages required under this agreement, the GovITC may purchase such insurance coverages and charge the expense thereof to the Service Provider.

Exhibit D

FORM OF SPECIAL PROJECT SERVICES SCOPE(S)

Special Projects Services Form

This form should be used for services outside of the Base Services and requires a work effort greater than 20 hours.

Member:
Project Summary:
Requested Start Date:
Requested Completion Date:
Justification:
Goal: (What does success look like for this project?):

Scope and Hours Estimate		Hours	Rate/Hr.	Ext. Cost	Start Date	Finish Date
				$ -		
				$ -		
				$ -		
				$ -		
				$ -		
				$ -		
				$ -		
				$ -		
				$ -		
				$ -		
	TOTAL PROJECT COST:	0		$ -		

Hardware/Software	QTY

Prerequisites

Assumptions / Understandings

Termination of these Special Services is agreed under the following terms:
[EXAMPLE:
• Consultant will be paid for all work completed prior to notice of termination
• All equipment ordered that cannot be returned will be paid for by Member]

Penalties agreed under the following terms:
•[EXAMPLE:
•This Special Service is a low priority with no penalty.
•This Special Service has a daily 1% penalty for each work day after the completion date and the date the project is delivered.]

Deliverables (Write-ups, quotes, network diagram, etc.)

Completed By:
Reviewed By:
Approved By:

Exhibit E

BASE SERVICE CATALOG PRICING

Exhibit F
BASE SERVICE ORDER FORM

To be agreed to later.

Exhibit G

CHANGE ORDER FORM

Project Name _____   Change Order Number _____

Project Number _____   Date _____

The Project is altered as follows:

_____

_____

_____

_____

_____

The original Project Amount was $_____

Amount altered by previous Change Order $_____

The Project Amount prior to this Change Order $_____

The Project Amount will be (increased, decreased)
by this Change Order in the amount of $_____

The new Project Amount including this Change Order $_____

Original Project Time   _____

Hours altered by previous Change Order   _____Hours

The Project Time/Completion Time will be
(increased, decreased)by   _____Hours

The New Project Time   _____

Accepted by:

_____   _____
Consultant   GovITC Member

_____   _____
Printed Name   Printed Name

_____   _____
Signature   Signature

_____   _____
Title   Title

SCHEDULE OF PRICES
INFORMATION TECHNOLOGY SERVICES

INTERDEV
IT | Security | GIS

SERVICES/PROJECT POSITION RATES

PROJECT RESOURCES	RATES
CIO	$ 150.00
Systems Engineer III/Network Engineer III	$ 120.00
Systems Engineer II/Network Engineer II	$ 100.00
Systems Engineer I	$ 86.00
Systems Administrator	$ 77.00
Help Desk Support Specialist II	$ 65.00
Help Desk Support Specialist I	$ 55.00
Security Engineer	$ 165.00
Project Management	$ 110.00

SERVICES	PRICING TYPE	RATES
Basic Network Monitoring	Per Device ***	$ 7.50
Advanced Network Monitoring	Per Device ***	$ 9.00
NOC Services	Per Device ***	$ 25.00
Server Monitoring	Per Device ***	$ 4.00
Application Monitoring	Per Application	$ 4.00
Patch Management	Per Device ***	$ 4.00
Endpoint Protection Platform	Per Device	$ 1.25
Endpoint Protection Platform with Basic DNS Filtering	Per Device	$ 2.95
Premium DNS Filtering	Per USer *	$ 1.25
Multi-Factor Authentication	Per USer	$ 3.00
Email Security Management & Archive	Per USer	$ 32.00
Security Operations Center	Per Device / Per IP **	$ 5.00

SCHEDULE OF PRICES
Information Technology Services

TO: THE GOVERNMENT INFORMATION TECHNOLOGY CONSORTIUM,

FULL NAME OF SERVICE PROVIDER: InterDev

MAIN BUSINESS ADDRESS: 900 Holcomb Woods Parkway, Roswell GA 30076

The undersigned, declares that it has carefully examined the proposed work, the Contract Documents, and all other documents referred to or mentioned in the Contract Documents and it proposes and agrees, if this Proposal is accepted, that it will contract with the GovITC, in the form of the Contract attached, to complete the Work titled "Information Technology Services", and that it will take in full payment therefore the sums set forth in the following Schedule of Prices.

Each Service Provider shall be required to submit one original and four hard copies of pages 7-9 in a sealed envelope or box. Service Providers wishing to submit a price proposal for the optional services shall include their price proposals in the envelopes or packages referenced above. All envelopes and packages containing prices shall be marked or endorsed:

GovITC-2019-01 Schedule of Prices for Government Information Technology Consortium,
Information Technology Services

2-27-2020	
Date	**Signature**
asmith@interdev.com	Ashley J. Smith
E-mail	**Printed Name**
678-672-1512	Chief Government Information Officer
Phone Number	**Title**

SCHEDULE OF PRICES

For SLA # 2

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Glenview

Administration					
Pricing Worksheet for Supported Infrastructure					
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**
Management and Administration	$ 6,232.72	12	Per Month	Monthly	$ 74,792.64 -
Enhanced 911 Services	$ 5,060.00	12	Per Month	Monthly	$ 60,720.00 -
Shared Special Projects	$ -	*	Per Month	Monthly	
				Administration Total	$ 135,512.64 -

End User					
Pricing Worksheet for Supported Infrastructure					
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**
End User Services	$ 10,478.00	12	Per Month	Monthly	$ 125,736.00 -
				End User Service Total	$ 125,736.00 -

Data					
Pricing Worksheet for Supported Infrastructure					
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**
Data Center Services	$ 7,900.00 -	12	Per Month	Monthly	$ 94,800.00 -
				Data Center Services Total	$ 94,800.00 -

Network and Telecom					
Pricing Worksheet for Supported Infrastructure					
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**
Network Services	$ 3,580.00 -	12	Per Month	Monthly	$ 42,960.00 -
Telecom Services	$ 1,690.00	12	Per Month	Monthly	$ 20,280.00 -
				Network and Telecomm Total	$ 63,240.00 -

Application Support					
Pricing Worksheet for Supported Infrastructure					
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**
Application Support	$7,980.00	12	Per Month	Monthly	$ 85,176.00 -
				Application Support Total	$ 85,176.00 -

Special Projects					
Pricing Worksheet for Supported Infrastructure					
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**
Special Project Pricing **	$ 11,084.73	12	Per Hour (blended)	Monthly	$ 133,016.75 -
				Special Project Total	$ 133,016.75 -

Total Services Charge	$ 637,481.39 -

* See Exhbit E.

**SharePoint pricing reflects a $10,000 reduction in total value for the services and is valid for only one contract year.

41

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Lincolnshire

Administration						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Management and Administration	$1,401.44 -	12	Per Month	Monthly	$16,817.25	-
Enhanced 911 Services	$ -	12	Per Month	Monthly	$	-
Shared Special Projects	$ -	*	Per Month	Monthly		
				Administration Total	$16,817.25	-

End User						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
End User Services	$2,356.00 -	12	Per Month	Monthly	$28,272.00	-
				End User Service Total	$28,272.00	-

Data						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Data Center Services	$950.00 -	12	Per Month	Monthly	$11,400.00	-
				Data Center Services Total	$11,400.00	-

Network and Telecom						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Network Services	$ 305.00 -	12	Per Month	Monthly	$3,660.00	-
Telecom Services	$ 380.00 -	12	Per Month	Monthly	$ 4,560.00	-
				Network and Telecomm Total	$ 8,220.00	-

Application Support						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Application Support	$1,596.00	12	Per Month	Monthly	$19,152.00	-
				Application Support Total	$ 19,152.00	-

Special Projects						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Special Project Pricing	$ -	12	Per Hour (blended)	Monthly	$	-
				Special Project Total	$	-

Total Services Charge	$ 83,681.28 -

* See Exhbit E.

42

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Lake Bluff

Administration

Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Management and Administration	$ 1,106.40 -	12	Per Month	Monthly	$ 13,276.80 -
Enhanced 911 Services	$ -	12	Per Month	Monthly	$ -
Shared Special Projects	$ -	*	Per Month	Monthly	
				Administration Total	$ 13,276.80 -

End User

Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
End User Services	$ 1,860.00 -	12	Per Month	Monthly	$ 22,320.00 -
				End User Service Total	$ 22,320.00 -

Data

Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Data Center Services	$ 1,400.00 -	12	Per Month	Monthly	$ 16,800.00 -
				Data Center Services Total	$ 16,800.00 -

Network and Telecom

Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Network Services	$ 290.00 -	12	Per Month	Monthly	$ 3,480.00 -
Telecom Services	$ 300.00 -	12	Per Month	Monthly	$ 3,600.00 -
				Network and Telecomm Total	$ 7,080.00 -

Application Support

Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Application Support	$ 1,260.00	12	Per Month	Monthly	$ 15,120.00 -
				Application Support Total	$ 15,120.00 -

Special Projects

Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Special Project Pricing	$ -	12	Per Hour (blended)	Monthly	$ -
				Special Project Total	$ -

Total Services Charge	$ 74,596.88 -

* See Exhibit E.

43

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Kenilworth

Administration						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Management and Administration	$ 645.40 -	12	Per Month	Monthly	$7,7440.80	-
Enhanced 911 Services	$ -	12	Per Month	Monthly	$	-
Shared Special Projects	$ -	*	Per Month	Monthly		
				Administration Total	$ 7,744.80	-

End User						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
End User Services	$1,085.00 -	12	Per Month	Monthly	$ 13,020.00	-
				End User Service Total	$ 13,020.00	-

Data						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Data Center Services	$ 850.00 -	12	Per Month	Monthly	$10,200.00	-
				Data Center Services Total	$ 10,200.00	-

Network and Telecom						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Network Services	$ 190.00 -	12	Per Month	Monthly	$ 2,280.00	-
Telecom Services	$ 175.00 -	12	Per Month	Monthly	$2,100.00	-
				Network and Telecomm Total	$4,380.00	-

Application Support						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Application Support	$735.00	12	Per Month	Monthly	$8,820.00	-
				Application Support Total	$8,820.00	-

Special Projects						
Pricing Worksheet for Supported Infrastructure						
Description	**Unit Price**	**Est. Quantity**	**Unit Pricing Description**	**Billing Frequency**	**Total**	
Special Project Pricing	$ -	12	Per Hour (blended)	Monthly	$	-
				Special Project Total	$	-

Total Services Charge	$ 44,164.80 -

* See Exhbit E.

44

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Yorkville

Administration					
Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Management and Administration	$1,512.08 -	12	Per Month	Monthly	$18,144.96 -
Enhanced 911 Services	$ -	12	Per Month	Monthly	$ -
Shared Special Projects	$ -	*	Per Month	Monthly	
				Administration Total	$18,144.96 -

End User					
Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
End User Services	$2,542.00 -	12	Per Month	Monthly	$ 30,504.00 -
				End User Service Total	$ 30,504.00 -

Data					
Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Data Center Services	$1,450.00 -	12	Per Month	Monthly	$ 17,400.00 -
				Data Center Services Total	$ 17,400.00 -

Network and Telecom					
Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Network Services	$ 425.00 -	12	Per Month	Monthly	$ 5,100.00 -
Telecom Services	$ 410.00 -	12	Per Month	Monthly	$ 4,920.00 -
				Network and Telecomm Total	$10,020.00 -

Application Support					
Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Application Support	$1,722.00	12	Per Month	Monthly	$ 20,664.00 -
				Application Support Total	$ 20,664.00 -

Special Projects					
Pricing Worksheet for Supported Infrastructure					
Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Special Project Pricing	$ -	12	Per Hour (blended)	Monthly	$ -
				Special Project Total	$ -

Total Services Charge	$ 96,732.96 -

* See Exhbit E.

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Buffalo Grove

Administration

Pricing Worksheet for Supported Infrastructure

Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Management and Administration	$ 5,107.88 -	12	Per Month	Monthly	$ 61,294.56 -
Enhanced 911 Services	$ -	12	Per Month	Monthly	$ -
Shared Special Projects	$ -	*	Per Month	Monthly	
				Administration Total	$ 61,294.56 -

End User

Pricing Worksheet for Supported Infrastructure

Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
End User Services	$ 8,587.00 -	12	Per Month	Monthly	$ 103,044.00 -
				End User Service Total	$ 103,044.00 -

Data

Pricing Worksheet for Supported Infrastructure

Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Data Center Services	$4,700.00 -	12	Per Month	Monthly	$ 56,400.00 -
				Data Center Services Total	$ 56,400.00 -

Network and Telecom

Pricing Worksheet for Supported Infrastructure

Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Network Services	$6,750.00 -	12	Per Month	Monthly	$81,000.00 -
Telecom Services	$1,385.00 -	12	Per Month	Monthly	$16,620.00 -
				Network and Telecomm Total	$97,620.00 -

Application Support

Pricing Worksheet for Supported Infrastructure

Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Application Support	$5,817.00	12	Per Month	Monthly	$ 69,804.00 -
				Application Support Total	$ 69,804.00 -

Special Projects

Pricing Worksheet for Supported Infrastructure

Description	Unit Price	Est. Quantity	Unit Pricing Description	Billing Frequency	Total
Special Project Pricing	$ -	12	Per Hour (blended)	Monthly	$ -
				Special Project Total	$ -

Total Services Charge $ 388,162.56 -

* See Exhbit E.

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