



IT Support Services

Proposal



Table of Contents

Executive Summary.....	3
It all starts with Customer Service.....	4
Team Approach	4
Proactive vs Reactive.....	4
What to Expect	4
Support Desk.....	5
Additional Features	6
Technical Strategy.....	7
Foundational Technology.....	7
Security	7
Collaboration and Communications	7
Credentials and References	7
Certifications.....	7
Some of our customers include	8
References (Specific).....	8
Service Level Agreement.....	9
Relevant Experience	10
Not Included in Support	11
Glenwood Current Technology Overview	12
High Level Plan.....	12
Pricing.....	13
Core Services (All Inclusive)	13
Advanced Security Protection (Option)	14
Refresh and security update (36-month agreement)	15
Totals.....	16

Executive Summary

Unified Concepts began providing technology services and support for government and commercial clients in 1997. Our philosophy has always centered around justification of IT solutions based on an overall value vs. cost. Over time we realized the newer more complex solutions usually made the biggest difference for our customers. As a company we focused hard on developing a comprehensive team of experts specializing in all major areas of technology. As a result, our team operates at a very high level and is very efficient at what they do. Unified Concepts is vendor agnostic and does not sell product to our support customers. Our bias is towards cost effective proven solutions that work.

An important fact we learned early on was being proactive and analyzing the cause of problems. This enabled us to drastically reduce the effort required to support our customers. Instead of reacting to problems, we eliminate them from ever happening in the first place. Our continuous refinement of this approach has made it possible for our team to lower reported issues as much as 70% for our customers. This is beneficial for everyone and easy to measure.

By partnering with Unified Concepts to support Glenwood you will have unlimited access to solution architects that are proficient in all major areas of IT. Our proactive team will take the time to understand your needs and suggest options in easy to understand English. Helping our customers make informed decisions they understand is important. Building trust by repeating success is what builds long term relationships. Unified Concepts will work hard to build that relationship with your village.

Based on our initial overview of the village technology we feel it is important to start by building an all-inclusive multi-year technology plan and associated budget. Once completed the village will have a predictable budget and sustainable technology for the foreseeable future.

Protecting the villages data is something that needs to be a consideration of every system moving forward. Best practice design is just the beginning. Protecting the data of the residents of the village, protecting the identity of the village employees, employee training, understanding how to see and identify every device that connects to your network, how to react to unknown devices, automating actions, alerting the proper authorities, providing reports, and more. This is a complex undertaking but should be high on the village's priority list. Ransomware attacks directed specifically at municipalities have increased tremendously in the recent months. The ramifications of ransomware can cripple a district costing hundreds of thousands of dollars and extended recovery times.

It all starts with Customer Service

The most fundamental skill in customer service has nothing to do with technical expertise. In our ongoing mission to provide Excellent Service you can count on us for the following.

- Excellent Communication
- We will arrive on time
- We will proactively follow up
- We will provide a pleasant experience
- We will constantly strive to be even better

Team Approach

Unified Concepts uses a well-defined team approach to support our customers making it possible for us to provide a much higher level of customer service. The Unified Concepts support desk leverages our expert specialized engineers, years of analytics, years of experience, and your on-location tech to collaborate for faster resolution times. A majority of Unified Concepts resolutions are completed at our support desk prior to being assigned to your on-location tech.

Proactive vs Reactive

A proactive approach is the number one way to increase reliability and performance. A big benefit from being proactive is cost savings and predictable budgets. Unified Concepts realizes being proactive is mutually beneficial to our team as much as it is to your village. By increasing the reliability of your systems, the effort to support them is reduced.

What to Expect

1. Technology assessment
2. Deployment of management tools
3. Introduction of team and user orientation
4. Transition of support
5. Remediation plan presentation
6. Quarterly strategy meetings
7. Quarterly reporting of accomplishments
8. Yearly budget planning meeting
9. Yearly budget review
10. Staff satisfaction survey

Support Desk

Unified Concepts support desk is a custom system that has been designed and integrated into everything we do. The system includes a customer web portal for management and insight into any issues or requests submitted to our team. We have integrated change management, analytics, and a common FAQ area for user self-help. The portal also manages quoting, invoicing, and payments. Unified Concepts is invested in continually evolving our portal to make things easier and add more value for our customers.

If you have an existing ticket system that is a requirement our team will look to building an integration between the two systems. The analytics collected in our system is a critical piece to our success. Years of relevant data from numerous customers is at the fingertips of our techs. The system will also collect data on all problems and incidents submitted by your staff. That data is constantly analyzed as we look for ways to eliminate repetitive problems with your technology.

To achieve the best results Unified Concepts prefers incidents and requests be submitted by the user needing help. That eliminates errors in relaying communication details on the request and removes the delay of waiting on a person in the middle to pass on information. Having the correct user info also allows our team to make sure the data collected is on the correct device and automatically retrieve relevant history.

There are multiple ways to submit requests to our team. Web Portal, Email address, Phone Call, and On-Site tech direct contact. All requests will be processed in the same manner. Our support desk team is eagerly awaiting your request and will be able to start looking into resolving things quickly. We are often working simultaneous requests from the same customer. By following this process, we remove the chance of a single tech being busy or even off work when a direct request to them is made.

Our support desk team can escalate to an advanced specialist tech, deploy an experienced technician to your location, and do whatever it takes to resolve your request as quickly as possible.

Additional Features

Remote tools and technology

Agent software will be installed on desktops and servers to allow for efficient monitoring, remote control, patch management, inventory, and other information to make our team more effective. Network and system configuration data will be securely backed up automatically. Audit tools to track configuration changes will also be used.

Documentation

Updated and current documentation will be stored in a secure location to ensure the village always has an accurate picture of their existing technology.

Passwords

All passwords for village systems are stored in a LastPass enterprise account. LastPass encrypts all passwords and allows us to securely share them with our customers. Two LastPass accounts will be created for authorized village personnel to provide real time password access to all systems. As our team rotates and changes system passwords the LastPass system will sync the new passwords with all shared accounts. Using this system ensures availability of the most current passwords for the village at any given time. Unified Concepts creates individual accounts for each tech that will be working on your systems to ensure accountability for changes.

3rd party audits

Unified Concepts welcomes outside opinions on our accomplishments for your village. At the request of the village Unified Concepts will provide all current data and access to systems targeted by the audit. All questions will be answered comprehensively to ensure full transparency. A Unified Concepts engineer familiar with your village will be made available to attend the meeting to review the results. This gives our team the opportunity to address any questions or further clarification of our approach in relation to the findings.

Technical Strategy

Unified Concepts leverages advanced technologies, automation, and efficiency to increase reliability and performance of your systems. This leads to lower overall costs, a predictable budget, and increased user satisfaction.

Foundational Technology

Network and Data Center infrastructure, (switching, routing, servers, storage, best practice enterprise architecture designs, cloud technologies (Azure, AWS, GCE, and more), virtualization, redundant configurations, elastic cloud computing, sustainable rotation schedule, automated maintenance, and more.

Security

Firewall & UTM technologies, integrated desktop protection, DMZ design and validation, IDS, ransomware defense, VPN, spam protection, PUA protection, encrypted single sign on, video surveillance, remote access, and more. (Advanced security protection is optional)

Collaboration and Communications

Cloud & Premise VOIP (Cisco, Mitel, Microsoft, Asterix, FreePBX, Google, and others) O365, Gmail, free cloud email, video, paging, XMPP, SIP, WebRTC, Jabber, firewall traversal, federation, remote users, home office deployments, and more.

Credentials and References

Certifications

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Design Associate (CCDA)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Internetworking Expert (CCIE)
- Cisco Rich Media Communications Specialist
- Cisco Unity Design Specialist
- Microsoft Certified Professional (MCP)
- Azure Administrator Associate
- Cisco IP Telephony Design Specialist (CIPT-D)
- Implementing Cisco Quality of Service (QOS)
- Google Associate Cloud Engineer
- Sophos Certified Architect
- Fortinet (NSE)
- Sophos Certified Engineer
- Microsoft Certified Systems Engineer (MCSE)
- VMware Certified Professional (VCP)
- AWS Cloud practitioner

Some of our customers include



References (Specific)

Here are specific references that have been notified a representative from Glenwood may be calling for a reference on our team.

- Harrison School District
 - Dr. Susan Wings
 - (815) 653-2311
 - Scope of work: Outsource support and strategic consulting
- Benedictine University
 - Darlene Sumida
 - (630)
 - Scope of work: Outsource support and strategic consulting
- Village of Lombard
 - John Dozer
 - (630) 620-5700
 - Scope of work: Outsource support and strategic consulting

Service Level Agreement

Service Levels	
24 Hours a day 7 Days a week 2 Hours response time	System outages affecting the whole village
	System outages affecting multiple users
	System outages affecting emergency services
8 Hours a day 7 Days a week 4 Hours response time	System Outages affecting individual users
8 Hours a day 7 Days a week 12 Hours response time	Change rerquests and other non user impacting scenarios

Trouble	Initial Response Time	Ticket Updates / Ongoing Communication	Resolution Time	Escalation Threshold
	(in hours)	(in hours)	(in hours)	(in hours)
24x7x2	2 Hours	Every 2 hours	ASAP – Best Effort	4 Hours
8x7x4	4 Hours	Every 4 hours	ASAP – Best Effort	4 Hours
8x7x12	12 Hours	Every 48 hours	ASAP – Best Effort	48 Hours

Relevant Experience

Unified Concepts has specific experience in technology with additional emphasis on security for municipalities and commercial customers.

The following information overviews experience we feel is relevant. Due to the nature of some of this we are only able to share high level information.

Unified Concepts was hired to audit security concerns at the City of Naperville. This was a review of the existing technology security after the 2012 cyberattack and after remediation was completed by a different vendor at the cost of about \$700,000.00. Insurance only covered about a quarter of that cost. The detail of the results of our findings and subsequent work is protected by an NDA. We can say the cause for concern was well founded. The breach happened from a hardware device that was plugged into their wired network. At the time there was no protection for that.

In addition to advanced systems technology support Unified Concepts was part of the security team at Museum of Science and industry. Our role was assistance in planning and implementation of technology solutions for emergency situations at the museum. This covered all types of emergencies including fire, paramedics, abandoned bags, active shooter, and the review of different advanced technologies that could help make the museum safer.

Unified Concepts is in the process of reviewing different systems that will benefit from the release of 5G. The ability to have higher speed internet for mobile applications will open many new doors to what is possible for remote work forces and law enforcement.

Unified Concepts has experience integrating K-12 surveillance with local law enforcement making it possible for first responders to have visual access to the school immediately upon arrival.

Not Included in Support

Unified Concepts support is all inclusive with very few things that are not included.

Computer hardware repair.

If a computer has a hardware issue, we do not take apart the computer and diagnose the motherboard or memory or any of the possible hardware failures that could be a problem. If the computer is under warranty, (If needed) we will help transition the user to a different computer while the broken one can be repaired. Unified Concepts will refresh a computer and reinstall the OS, we will image a computer if disk imaging has been deployed, we will also support conflicts driver issues etc. We also do not repair monitors, keyboards or any other accessories. The price of replacing those items outweighs the cost of the effort involved in trying to repair them.

Printer repair

Unified Concepts will support network connectivity, security, and drivers for village printers. Printer issues with the hardware are not supported by Unified Concepts. We recommend having a printer support agreement to cover hardware problems with printers.

Programming (no custom apps)

Unified Concepts does not have programmers on staff. For any custom programming needs Unified Concepts will assist with finding and validating resources for the project.

Glenwood Current Technology Overview

The information gathered during our visit included physical documentation of your existing systems and a network/systems diagram from late 2017.

The following items present risk and should be addressed

- Lack of standardization across like technologies
- Multiple entities directly connected to the village network that should be firewalled
- Virtual networks spanning numerous ranges and lacking a comprehensive design
- Not using virtualization effectively for servers
- Some critical equipment is outdated but still in use
- Some equipment used is designed for very small business or home and lacks features to effectively secure the environment
- No Physical access control implemented
- Design reflects multiple different approaches
- SonicWALL solvency and functionality needs review

The suggested path moving forward should start with a plan to modernize and secure the villages systems. By moving to newer technologies, the village will be more secure and create additional reliability and performance.

High Level Plan

The following steps are recommended to modernize the villages systems with the goal of Reliability, performance, and security

- ✓ Design and implement a stable network infrastructure foundation using today's standards and best practice.
- ✓ Design and implement a virtual server environment to increase reliability and reduce time to recover from server and data related incidents.
- ✓ Implement a multi-layer defense using UTM firewalls and integrated endpoint protection to secure the village and residents data from cyber-attacks and ransomware.
- ✓ Set up off site cloud backup for server and data snapshots.
- ✓ Review all user workstations and what software they need to do their job. Then build a plan that will leverage lower cost devices making sustainability more affordable.
- ✓ Once the new system is on place migrate one location at a time to the new secure environment.

Pricing

Core Services (All Inclusive)

The following is an overview of the focus areas included with Unified Concepts Core Services. Unlimited access to all core services is included for one monthly fee.

Planning & Consulting

Innovation & Strategy, Strategic IT planning, sustainability planning, alternate solution justification, Cloud vs. premise analysis, vendor reviews, design update evaluations, preparation of budgets, long term IT planning, solution investigation, financial justification.

Cost Reduction

Regular review of current spending to optimize every dollar spent. From duplicate costs, overlapping solutions, asset evaluation, rotation planning, better more cost-effective ways of doing things, and more.

Vendor Management

Negotiating new contracts, opening tickets for advanced vendor support, working with the ISP to resolve issues or make planned changes, license management, cell vendor management, warranty management, hire and manage programmers when needed.

Support Helpdesk

Team of support techs to resolve user issue's, complete user requests, escalate issues, open carrier tickets, support day to day requests and issues, deploy advanced tech on site if needed, reliable friendly point of contact to help the village's users.

Expert Specialized Techs

Specialists in specific areas of technology, high end certifications, advanced solution architects, efficiency and automation, supporting helpdesk and on-site techs, documentation of systems, reviewing new solutions, tier3 support.

Monitoring Center

The Unified Concepts monitoring, performance, change management, patch management, configuration management, performance management and more. Statistics and incidents monitored and managed by helpdesk staff. Alerts for system outages or issues can be customized to include village staff immediately, delayed, at specific times if needed.

Advanced Security Protection (Option)

The Unified Concepts advanced security plan is an enhancement to our standard comprehensive approach to securing your village. The program is specifically designed for municipality customers that deal with confidential information that needs additional visibility and compliance. The advanced security plan adds additional layers of protection on top of our standard security included in our core support. The additional layers of security provide a much higher level of defense against cyber-attacks. The advanced security protection also includes additional reporting to help with 3rd party audits. The plan includes initial setup of products or solutions with regular maintenance, monitoring, and updating. Installation and support of any additional tools needed to adapt to new threats that do not currently exist but may in the future.

- ✓ Wired, wireless, and mobile networks locked down without valid credentials
- ✓ Network Profiling of all major devices
- ✓ Captive portal for validation of unknown devices
- ✓ Compliance logging of all network actions
- ✓ Quarterly audit to validate functionality
- ✓ End user training
- ✓ Quarterly external penetration testing
- ✓ Root cause analysis for any intrusions
- ✓ Policy guidance
- ✓ Illinois cyber security law updates
- ✓ Regular leadership reports

Refresh and security update (36-month agreement)

The following plan is designed to immediately benefit the village by updating the core network, datacenter and security. By moving to more advanced technology the village will have a reliable high-performance network as a foundation for all future technology. Once this is in place our team will be able to build layers of security into each location and department drastically improving the protection compared to what is currently in place.

Multiple projects will be required to accomplish these goals. Unified Concepts believes it is critical Glenwood complete a redesign with added security as soon as possible to reduce the level of risk that currently exists as quickly as possible. To keep costs down and make it sustainable Unified Concepts will include all associated costs for the proposed upgrades in our all-inclusive monthly price. The detailed planning and work will begin at the start of this agreement with a sense of urgency for transition to a secure environment as soon as possible.

Proposed refresh and security will include the following areas

- ✓ Project planning and design of network, datacenter, and security
- ✓ Cisco enterprise core and edge switches
- ✓ Cisco enterprise secure wireless
- ✓ Redundant servers at main location running VMWare virtualization
- ✓ Secure network file storage with VMWare integration and cloud redundancy
- ✓ Sophos next Generation UTM firewalls with intrusion detection
- ✓ Sophos Intercept-X Ransomware protection for all servers and workstations
- ✓ Migration of compatible existing servers to the new VMWare
- ✓ Working with the county and any other providers to confirm connectivity to the villages network is done in a safe way that protects Glenwood
- ✓ Migration of each location to the new secure infrastructure
- ✓ Documentation of new systems

See addendum A for additional detail on included product.

All product provided with this agreement will be maintained with active subscriptions, required licensing, and be covered under warranty for the full term of the agreement. All systems will be proactively upgraded and maintained for the term of this agreement and any subsequent renewals of this agreement. In the case of successful termination of this agreement at the end of its term all software and hardware become the property of the village of Glenwood. At that point licensing, subscriptions and warranty would become the responsibility of the village.

Totals

Core services (All Inclusive) monthly = \$13900.00

Advanced Security Protection (Optional) = \$2250 Monthly

Renewal

Two 1-year renewals are available at the end of this 36-month term at an agreed increase of 2% per year.

*Pricing Valid for 30 days from date of submittal

**Industry standard Master services agreement with mutual NDA Required

***Standard setup fee equal to one-month service (Hot cut included if necessary)

In witness whereof, the parties of hereto have signed this Agreement as of the date signed below

CLIENT

Village of Glenwood

Signature:_____

Printed Name:_____

Title:_____

Date:_____

CONTRACTOR

Unified Concepts, Inc.

Signature:_____

Printed Name:_____

Title:_____

Date:_____



Guaranteed Technical Services And Consulting, Inc.
P.O. Box 627 Richton Park, IL 60471
Phone (708) 481-4055 Fax (708) 481-2486

**CONSULTING AGREEMENT
FOR NETWORK AND COMPUTER CONSULTING,
INSTALLATION, AND RELATED SERVICES**

This Agreement is made and entered into on the 1st day of November 2019 by and between GUARANTEED TECHNICAL SERVICES AND CONSULTING, INC. hereinafter referred to as "GTSAC" of PO Box 627, Richton Park, IL 60471 and the VILLAGE OF GLENWOOD hereinafter referred to as "Customer" of One Asselborn Way, Glenwood, IL. 60425.

RECITALS

- A. GTSAC is engaged in the business of network and computer systems consulting, including design, programming, installation, support, and other related services;
- B. Customer desires to receive the expertise, knowledge and experience of GTSAC and its services on a continuing basis;
- C. GTSAC agrees to provide the required services to Customer according to the terms and conditions of this agreement;

Therefore, in consideration of the mutual promises set forth in this agreement, the parties agree as follows:

SECTION ONE - DESCRIPTION OF WORK

GTSAC shall provide network and computer systems design, installation, programming, configuration, support, consulting and/or analysis services, and such support documentation or materials as specified herein, pursuant to the charges, terms, and conditions of this agreement, and as may be agreed to from time to time in project description orders, which as issued and accepted by both parties, shall be incorporated into this agreement.

SECTION TWO - PAYMENT

- a. Customer shall pay for the services provided by GTSAC in accordance with the following rates or at the following fixed fees and at the rates or fixed fees set forth in subsequent project description orders made pursuant to this agreement.
- b. Customer shall pay GTSAC in accordance with the payment schedule described in this section, and the billing rates, as stated in Exhibit "A" and optionally, Exhibit "B" attached and made a part hereof.



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c. Rates quoted on a time and material basis are subject to change at any time following sixty days' written notice by GTSAC, except as may be expressly provided for in any project description order.

d. Customer shall reimburse GTSAC for expenses incurred for supplies, transportation, and secretarial and messenger services, where Customer has provided prior authorization or where reasonably incurred by GTSAC as the result of an error or omission by Customer, and for additional reasonable expenses incurred by GTSAC in making changes requested by Customer in the services to be performed in any project description order.

e. Invoices covering services performed and charges incurred by GTSAC will be issued weekly, and shall be paid within 30 days of receipt. Any invoice not paid within said period is subject to a 1.5% late fee compounded monthly based on the outstanding invoice balance.

SECTION THREE - TERM OF CONTRACT

a. The term of this contract shall commence on November 1, 2019, and shall continue in full force and effect until October 31, 2020, automatically renewing on each anniversary date unless terminated by mutual agreement or by either party for cause by the giving of 60 days written notice.

b. Customer may opt out of the initial term of this contract by December 1, 2019 by providing written notice.

SECTION FOUR - GTSAC'S PERSONNEL

a. The personnel assigned by GTSAC to perform the services described in any project description order hereunder will be qualified to perform the assigned duties. GTSAC shall determine which of its personnel shall be assigned to any particular project and to replace or reassign such personnel during a project.

b. GTSAC assumes responsibility for its personnel providing services hereunder and will make all deductions required of employers by state, federal, and local laws, including deductions for social security and withholding taxes, and contributions for unemployment compensation funds, and shall maintain worker's compensation and liability insurance for each of them.

c. GTSAC further may only subcontract to qualified third persons any part or all of the performance of the services described in any project description order hereunder, upon written approval of the Customer.

SECTION FIVE - SOLICITATION OF EMPLOYEES BY CUSTOMER

Customer shall not, during the term of this agreement nor a period of one year after its termination, solicit for employment or employ, whether as employee or independent contractor, any person who is or has been employed by GTSAC during the term of this agreement, without the prior written consent of GTSAC.



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SECTION SIX - RELATIONSHIP OF PARTIES

- a. The parties intend that an independent contractor- employer relationship be created by this contract. The conduct and control of the work will lie solely with GTSAC. However, GTSAC shall perform such work in accordance with currently approved methods and procedures for technology consulting and related services. GTSAC shall be free to contract for similar services to be performed for other customers while under contract with Customer.
- b. GTSAC is not to be considered an agent or employee of Customer for any purpose and will not be entitled to any of the benefits Customer provides for its employees.

SECTION SEVEN - DATA SAFEGUARDS

All written information, submitted by Customer to GTSAC in connection with services performed by GTSAC under this agreement, which is identified as proprietary information, will be safeguarded by GTSAC to at least the same extent as GTSAC safeguards like information relating to its own business. If such data is publicly available, is already in GTSAC's possession or known to it, or is rightfully obtained by GTSAC from third parties, GTSAC shall bear no responsibility for its disclosure, inadvertent or otherwise.

SECTION EIGHT - DOCUMENTATION

A complete set of all documentation developed by GTSAC pursuant to the services performed hereunder shall be made available to Customer on completion or termination of each project description order, and shall become the sole property of the Customer. GTSAC reserves the right, however, to use thereafter any ideas and techniques as may be developed during the course of the services provided.

SECTION NINE - LIABILITY OF GTSAC

- a. GTSAC shall not be liable for any damages caused by delay in rendering performance hereunder arising from any cause beyond the reasonable control of GTSAC, or as a result of strikes, work stoppage, or act of GOD.
- b. GTSAC shall not be liable for breach of warranty, express or implied, including without limitation any warranties of merchantability or fitness, nor for negligence in respect to any performance by GTSAC pursuant to this agreement. GTSAC shall in no event be liable for any incidental, special or consequential damages.
- c. In no event shall GTSAC's liability for any services performed hereunder exceed the amount of money paid by Customer to GTSAC under each project description order. Services performed under any project description order shall be considered to have been accepted by Customer unless rejected by Customer in writing within 30 days of each submitted invoice.



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SECTION TEN - TERMS TO BE EXCLUSIVE

- a. The entire agreement between the parties with respect to the subject matter hereunder is contained in this agreement. In the event Customer issues a purchase order, memorandum, specifications or other instrument covering the services provided for in this agreement, such purchase order, memorandum, specifications, or instrument is for Customer's internal purposes only and any and all terms and conditions contained therein, whether printed or written, shall be of no force or effect.
- b. Except as herein expressly provided to the contrary, the provisions of this agreement are for the benefit of the parties hereto solely and not for the benefit of any other person, persons or legally entities.

SECTION ELEVEN - WAIVER OR MODIFICATION OF TERMS

No waiver, alteration, or modification of any of the provisions of this agreement shall be binding unless in writing and signed by a duly authorized representative of GTSAC.

SECTION TWELVE - ASSIGNMENT

Any assignment of this agreement by Customer without the written consent of GTSAC shall be void. Any assignment of this agreement by GTSAC without the written consent of Customer shall be void.

SECTION THIRTEEN - WRITTEN NOTICE

- a. All communications regarding this agreement should be sent to GTSAC at the address set forth above unless Customer is notified in writing to the contrary.
- b. Any written notice hereunder shall become effective as of the date of mailing by registered or certified mail and shall be deemed sufficiently given if sent to the addressee at the address stated in this agreement or such other address as may hereafter be specified by notice in writing.

SECTION FOURTEEN - MISCELLANEOUS PROVISIONS

- a. Choice of Law. This agreement shall be governed and construed in accordance with the laws of the State of Illinois, without giving effect to the conflict of laws provisions thereof.
- b. Clear Location. All locations must be clear of any obstacles such as office furniture, partitions, pallets, racks, etc. GTSAC will not be responsible for moving office furniture or partitions. Additional charges may be incurred if GTSAC technicians encounter such obstacles.



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c. Project Manager. The client shall provide a project manager or designee, accessible at all times during the duration of the project, to provide direction and technical information incase questions arise.

d. Management and Administration of Technology. No employee of Customer, information technology consulting company, independent contractor, or "friend of the Customer" may survey, install, configure, manage, or administer the Customer's local area network, wide area network, internet connectivity, cloud hosted services, servers, computers, or IP telephony systems for the term of this contract unless express written consent has been given by an authorized representative of GTSAC.

d. Failure to insist upon strict compliance with any of the terms, covenants or conditions of this Agreement will not be deemed a waiver or relinquishment of any of the terms, covenants or conditions, nor will any waiver of relinquishment of any right or power at any one time or more times be deemed a waiver or relinquishment of any right or power at any other time or times.

Authorized GTSAC Representative

Authorized Customer Representative

Date: _____

Date: _____

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____



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Exhibit A - Consulting Agreement Services and Pricing

GTSAC has two classifications for billing.

1. Senior Consultant Description and Rate - The senior consultant assigned to your site will be responsible for the design, installation, configuration, and support of firewalls, network equipment, file servers, email servers, local area networks, wide area network connectivity, internet connectivity and protection, web traffic filtering and security, email security, and related technologies. The senior consultant will give direction to any other GTSAC consultant assigned to your site. The senior consultant will also provide support for advanced issues that may arise. You may contact the senior consultant for your site directly via cell phone, email, or office phone.
 - a. The bill rate for your senior consultant is \$130 per hour.
 - b. There is a 1 hour minimum charge.
 - c. Additional time over 1 hour will be billed in 15 minute increments.

2. Consultant Description and Rate – Depending on your current projects, work may be delegated to your assigned consultant (as opposed to the senior consultant). Doing this allows your work to be done timely and professionally, but at a significant cost savings to you. He or She will be available to you via cell phone, email, and office phone.
 - a. The consultant bill rate is \$90.00 per hour.
 - b. There is a 1 hour minimum charge.
 - c. Additional time over 1 hour will be billed in 15 minute increments.

Should you require other services, such as the installation of network cabling, web development, non-standard mounting of hardware, such as flat panel wall mounting, or ceiling mounted projectors, GTSAC will perform those functions for you. However, such items may be billed at different rates than those specified above, on a time and materials basis.



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Exhibit B – Pre-Purchased Labor (Optional)

GTSAC feels that one of our strong advantages over competition is the depth, versatility, and commitment of our support staff. The purpose of pre-purchased labor is to avail the Customer of that talent at reduced labor rates, for blocks of time purchased in advance.

Properties of GTSAC Pre-Purchased Labor

- Reduced Labor Rate - It enables the Customer to receive more labor hours for the investment.
- Locked in Rate - This locked in rate allows the Customer to insure against rate increases for the hours purchased in the pre-paid block.
- Not Just for Labor - The Customer can use the pre-purchased labor for credit towards other products and services offered by GTSAC, such as hardware, software, and cloud services.
- Good for the Duration of the Consulting Agreement – The pre-purchased block of hours will not expire as long as this consulting agreement is in effect, which includes annual automatic renewals. Should the Customer or GTSAC terminate this agreement, the Customer has 1 year from the date of termination to use the pre-purchased block.
- Non-Refundable

Pre-Purchased Labor Rates

As stated in Exhibit A, the labor rates for this agreement are \$130.00 per hour for senior consultants and \$90 per hour for consultants, billed to the ¼ hour, no minimum charge, no overtime, weekend, or holiday surcharges.

The Customer may pre-purchase GTSAC labor at the discounted rate below:

- 100 Hour Labor Block = \$120.00/hour TOTAL BLOCK FEE \$12,000
 - Savings over standard senior consultant rate - \$1,000
 - Senior Consultant rate reduced to \$120 per hour
 - Consultant rate reduced to \$80 per hour

Once the pre-purchased labor credit is exhausted, the Customer will be billed according to the rates listed in Exhibit A.

Proposal
Village of
Glenwood
Technology
Upgrade and
Management
Project

November 14

2019

Bid for information technology design, installation, configuration, and management of the enterprise network.

Village of
Glenwood

Our Background

Guaranteed Technical Services and Consulting, Inc. (GTSAC) is a full service information technology consulting firm. GTSAC was incorporated in the year 2000 and is based in Richton Park, IL. Over the years, GTSAC has worked with many organizations, such as local governments, school districts, churches, and corporations. Through our relationship with those clients, we have designed many local and wide area networks, server rooms, wireless networks, integrated cloud services with Microsoft Azure and Office 365, Microsoft Active Directory, Microsoft Exchange, Voice over IP solutions using Cisco Unified Communications Manager and Avaya IP Office, Internet connectivity strategies using fiber and broadband, and web security, including filtering, monitoring and control, and SSL inspection using Zscaler, Cisco Umbrella, Cisco Firepower, and Websense. Our clients count on us every day to make sure their networks are fast, scalable, and reliable. They will gladly tell you how GTSAC has made sure their use of technology has kept pace with that of the main stream, while being budget conscience.

GTSAC employs experienced network consultants. Most of our consultants have over 20 years of experience working with local and wide area networks, Internet connectivity, Microsoft, Novell (remember them), Symantec, and Cisco products. Our consultants are trained and certified to plan, design, install, and support the technologies you have in your organization. All of our work is backed by the GTSAC guarantee. You can feel confident that your systems will be fast, scalable, and reliable; and when needed, support is just a very quick phone call or email away.

Guaranteed Technical Services and Consulting, Inc. has many references that will testify to the quality of our work and the dedication of our staff. You will see those references listed in the Work Experience and References section of this proposal.

We are fully licensed and insured to operate in the state of Illinois. We are a government certified minority owned business. We are a Better Business Bureau accredited business. We are a corporation in good standing with the State of Illinois.

Our Commitment

At Guaranteed Technical Services and Consulting, we are committed to providing you excellent service and support. We take pride in our ability to do the work properly the first time, and stand behind that work. Your network will be fast, scalable, and reliable – guaranteed.

GTSAC Proposal Detail

The following pages contain detailed pricing information on the products and services we are proposing for your environment. They are broken down as follows...

- Summary of Costs
- Labor Estimate
- Network Equipment Estimate
- Server Hardware & Licensing
- Security Software and Subscription Services
- Backup Software and Subscription Services
- New Computers & Monitors
- Microsoft Exchange 2019 On Premises
- Optional – Office 365 / Exchange On-Line
- Projected Annual Costs Beginning Year 2

Please note the following concerning our proposal:

- Most hardware, software, and service contract prices will be lower than what is shown in this proposal.
- We have already requested a quote from your dedicated CDW rep.
- We will also request quotes from our contacts at SHI and Insight
- The labor rate on this proposal is computed based on the senior network engineer bill rate. However, some of the work will be performed by the consultant assigned to your account. That will result in a lower cost.
- You will only be billed for the actual hours worked.
- We did not get a chance to visit all locations. We did not see the public works facility or the fire department. As a result, we went with information gathered from village management and some department heads.
- Although we proposed HP desktop computers, we are not opposed to Dell computers.
- We prefer HP ProLiant Servers and would need to really understand why that wouldn't be desired by the village.
- We prefer Cisco switches and firewalls. We find them to be extremely reliable and consistent.



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Your network will be fast, scalable, reliable - Guaranteed!

Quote Prepared For: Village of Glenwood
 Attention: Brian Mitchell
 Address: One Asselborn Way, Glenwood, IL. 60425
 Phone: (708)753-2400

Summary of Costs

Item	Amount
Labor Estimate	\$22,230.00
Network Hardware	\$27,137.45
Servers & Licensing	\$23,116.16
Security Software & Subscriptions	\$8,554.64
Backup / Cloud Storage Solution	\$9,908.88
20 New PCs & 24" Monitors w/5yr PC Warranty	\$19,699.40
Microsoft Exchange On Premises	\$8,046.39
 Total Estimated Project Cost	 \$118,692.92
 Optional - Microsoft Office 365 Cloud Hosted Email: Annually recurring Cost...	 \$7,119.00
 Projected Annual Costs Starting Year 2+: This includes labor estimate, support contracts, software subscriptions, and cloud services (Does NOT include Office 365)	 \$28,082.83

Remember, most pricing for hardware and software subscriptions are CDW's advertised prices. These prices represent the most you could possibly pay for the items listed. Your actual price will be less than what is present here, and we will obtain quotes from several different resellers. We at GTSAC are partners with HP, Cisco, Symantec, and Microsoft. We could quote these items ourselves, but feel that CDW, SHI, and Insight will provide you the best possible pricing because of the volume of sales they generate. Upon approval of our proposal, we will solicit those resellers for pricing on all items listed herein, except for Proofpoint Essentials Business Edition, and Cisco Umbrella. We are the reseller for Proofpoint and Cisco Umbrella on this deal.



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Labor Estimate

Qty	Item	Description	Price Each	Extended Price
24	Hours of Labor - Replace Current Police Department Firewall with new Cisco ASA 5508x Next Generation Firewall	GTSAC recommends Cisco ASA Next Generation Firewall Appliances. This line item represents the estimated time required to document the existing firewalls' functionality, determine necessary connections, plan site to site connectivity with the PD/Village Hall, FD, and Glenwoodie, and replace the existing PD/VH firewall appliance with a Cisco ASA5508x next generation firewall appliance. This firewall will secure / separate the PD, Cook County, and State networks from the rest of the village enterprise network, bringing the village into compliance with state and county requirements; The firewall will be configured hardened per industry's best practices, and may also be enabled for secure web management should the village choose to implement the optional next generation features of the firewall, such as web traffic filtering, SSL decryption, re-encryption and inspection, and advanced malware protection. The firewall appliance will be configured to seamlessly and transparently switch from primary to backup ISP in the event of an outage.	\$130.00	\$3,120.00
8	Hours of Labor - Install new Cisco ASA 5506x Next Generation Firewalls at the Fire Department and Glenwoodie	Install new Cisco ASA5506x next generation firewall appliances at the Fire Department and Glenwoodie -The firewalls will be configured and hardened per the industry's best practices, and may also be enabled for secure web management should the village choose to implement the optional next generation features of the firewall, such as web traffic filtering, SSL decryption, re-encryption and inspection, and advanced malware protection. The firewall appliances will be configured to seamlessly and transparently switch from primary to backup ISP in the event of an outage.	\$130.00	\$1,040.00
18	Hours of Labor - Install new Cisco Catalyst 24 & 48 Port Gigabit Ethernet Switches	Install 5 new Cisco 9200L Gigabit POE+ Ethernet Switches - 2 - 48 port switches and 1 - 24 port switch in the Police Department MDF room to service the PD / Village Hall, and 1 - 24 port switch each for the fire department and Glenwoodie. The switches in the PD will be stacked together using Cisco's stackwise technology, allowing 80Gb of bandwidth between switches in the stack. The switches will be provisioned with the required VLANs necessary to segregate the police department from the rest of the network, separate future voice traffic from data traffic, create separate networks for future secured internal and public access (internet only) wireless networks, providing seamless yet secure connectivity between all areas of the enterprise network, all while utilizing industry's best practices for security and communication.	\$130.00	\$2,340.00

1	Hours of Labor - Backup Power Installation and Configuration	Install and configure Tripp-Lite 2200VA Smart On-Line UPS in the PD MDF room. Connect new server and existing ML350 Gen8P server, as well as new switches and firewall;	\$130.00	\$130.00
40	Hours of Labor - Hyper-V Server Installation and Configuration	Build, Rackmount, and configure HP ProLiant DL380 Gen 10 server, Configure RAID storage and logical drives, Install Windows Server 2019, Migrate/Virtualize existing servers (FS2, vogpd-av, vogpd), Build new Domain Controller / Upgrade Active Directory Schema (if required), Install required updates; Configure Backup Exec, deploy remote agents, configure replication off site and to Microsoft Azure.	\$130.00	\$5,200.00
40	Hours of Labor - Replace Selected PCs	This line item represents the labor to replace 20 PCs with new, HP ProDesk 400 desktop PCs, including creating a standard image for PC deployment, migrating user data & applications from 20 existing PCs to the replacement units, and testing with the users to make sure full functionality is achieved and work can proceed.	\$130.00	\$5,200.00
40	Hours of Labor - Migrate to Exchange 2019 or Office 365	This line item represents the labor to migrate up to 60 users to either Exchange 2019 on Premises or Microsoft Office 365/Exchange Online. That includes the installation and configuration of the Exchange virtual machine (on premises) or the setup of the Active Directory synchronization and provisioning of Office 365 / Exchange Online and Exchange Online Archiving.	\$130.00	\$5,200.00
Labor Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS			\$22,230.00	
Sales Tax (If Applicable)			N/A	
Shipping / Handling			N/A	
Labor Total IF ALL ITEMS ARE PURCHASED			\$22,230.00	



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Network Equipment Estimate - CDW Advertised Pricing (final price will be lower)

Qty	Mfr. Part Number	Description	Price Each	Extended Price
2	C9200L-48P-4X-E	Cisco 9200L 48 Port Gigabit Ethernet POE+ Switch with 4 - 10Gb SFP+ Module Slots - These Switches will be installed in the Police Department MDF Room, and will service the PD, the VH, and all servers and network equipment, with room for growth and capacity expansion in the future;	\$3,147.99	\$6,295.98
2	C9200L-DNA-E-3Y	Mandatory Cisco DNA Essentials subscription for the 9200L 48 Port Gigabit Ethernet POE+ Switches - This subscription allows unprecedented insight into host activity on the network, and greatly increases management / monitoring capabilities on the Enterprise network.	\$693.00	\$1,386.00
3	CC9200L-Stack-Kit=	Cisco Stackwise-80 Stacking Kit (includes module and cable) - These units will be installed in the 3 switches for the PD MDF room.	\$778.99	\$2,336.97
2	CON-SNTP-C9200L4X	Cisco Smartnet - 24X7 - 4 Hour Replacement warranty coverage and unlimited software updates / technical support for the 9200L 48 port switches - This is an annually recurring cost.	\$939.99	\$1,879.98
3	C9200L-24P-4X-E	Cisco 9200L 24 Port Gigabit Ethernet POE+ Switch with 4 - 10Gb SFP+ Module Slots - These Switches will be installed in the Police Department MDF Room, the Fire Station MDF room, and the Glenwoodie MDF room, and will service servers and network equipment at those respective locations, with room for growth and capacity expansion in the future; The price listed is CDW's advertised price; Quoted Pricing has been requested from your CDW rep.	\$1,823.99	\$5,471.97
3	C9200L-DNA-E-24-3Y	Mandatory Cisco DNA Essentials subscription for the 9200L 24 Port Gigabit Ethernet POE+ Switches - This subscription allows unprecedented insight into host activity on the network, and greatly increases management / monitoring capabilities on the Enterprise network.	\$377.99	\$1,133.97
3	CON-SNTP-C920024X	Cisco Smartnet - 24X7 - 4 Hour Replacement warranty coverage and unlimited software updates / technical support for the 9200L 24 port switches - This is an annually recurring cost.	\$479.99	\$1,439.97

1	ASA5508-K9	Cisco ASA 5508X Next Generation Firewall Appliance - This appliance will be installed at the PD and will service the PD and the Village Hall	\$1,999.99	\$1,999.99
1	CON-SNTP-ASA5508K	Cisco Smartnet - 24X7 - 4 Hour Replacement warranty coverage and unlimited software updates / technical support for the ASA5508x firewall appliance - This is an annually recurring cost.	\$861.99	\$861.99
25	L-AC-PLS-5Y-S1	Cisco AnyConnect Plus VPN Subscription License - Allows for 25 users to connect securely from any remote location over the internet. Minimum purchase is 25. This subscription is for 5 years, and includes unlimited support and software updates.	\$13.99	\$349.75
2	ASA5506-K9	Cisco ASA 5506X Next Generation Firewall Appliance - These appliances will be installed at the Fire Department and Glenwoodie.	\$553.99	\$1,107.98
2	CON-SNTP-ASA5506K	Cisco Smartnet - 24X7 - 4 Hour Replacement warranty coverage and unlimited software updates / technical support for the ASA5506x firewall appliances - This is an annually recurring cost.	\$209.99	\$419.98
4	WMPF1E	Panduit PatchLink 2U Horizontal Cable Manager	\$57.99	\$231.96
4	N201-015-BK	Tripp Lite CAT6 Snagless Patch Cables (Black) - These cables will be used to connect the network adapters of the new server to the Ethernet switches.	\$8.99	\$35.96
1	N201-015-YW	Tripp Lite CAT6 Snagless Patch Cable (Yellow) - This cable will be used to connect the ILO board of the new server to the network.	\$8.99	\$8.99
1	SU2200RTXL2UN	Tripp Lite 2200VA 2U rackmount UPS with built-in network management card- This will provide protection for the servers while eliminating some of the smaller tower units that are cluttering up the space.	\$1,422.99	\$1,422.99
2	2POST-2UKIT	Rack Solutions rack bracket kit - Allows 4 post devices, like a server or UPS, to be mounted on a 2 post rack	\$136.99	\$273.98
96	N201-S05-BL	Tripp Lite 5ft CAT6 Snagless patch cables - We may not need all of these, but this represents worst case.	\$4.99	\$479.04
Network Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS				\$27,137.45
Sales Tax (If Applicable)				N/A
Shipping / Handling				N/A
Network Total IF ALL ITEMS ARE PURCHASED				\$27,137.45



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Server Hardware & Licensing - CDW Advertised Pricing

Qty	Mfr. Part Number	Description	Price Each	Extended Price
2	P20172-B21	HPE ProLiant DL380 Gen10 - 12LFF Rackmount Server - Intel Xeon Silver 4208 processor, 32GB RAM, Dual 800 Watt Power Supplies: 1 server will be configured for the PD / VH, the other will replace the server at Glenwoodie	\$2,455.99	\$4,911.98
5	P00924-B21	HPE Smart Memory - 32GB DIMM - 288 pin - Registered - This additional memory will be installed in the PD/VH server, in preparation for Hyper-V virtualization	\$242.99	\$1,214.95
2	BD505A	HPE Integrated Lights-Out Advanced License - 1 server / with 3 years support: This license unlocks additional functionality of the built-in management controller of the server, one of which is the power to remotely control the server without the use of the operating system. The PD/VH and the Glenwoodie servers will each receive a license.	\$339.99	\$679.98
8	872487-B21	HPE 4TB 3.5" SAS 12Gb Hot Pluggable Hard Drives: These hard drives will be installed in the new servers, 5 in the PD/VH server and 3 in the Glenwoodie server;	\$559.99	\$4,479.92
1	P02491-L21	HPE Intel Xeon Silver 4208 processor kit for the ProLiant DL380 Gen10 - This second processor will be installed in the VH/PD server.	\$957.99	\$957.99
2	H8QP7E	HPE Foundation Care - 24X7 - 4 Hour Replacement warranty with unlimited support / software upgrades for the HPE ProLiant DL380 Gen10 Servers	\$2,199.99	\$4,399.98
4	9EM-00680	Microsoft Windows Server 2019 Standard 16 Core Government Select License - Each new server requires a minimum of a 16 core license; Each 16 core license will also license 2 virtual machines; We plan to run 6 virtual machines on the PD / VH server and 2 virtual machines on the Glenwoodie server;	\$957.99	\$3,831.96
60	R18-05796	Microsoft Windows Server 2019 User CAL (Client Access License) - We assume 60 total users of all servers village wide;	\$43.99	\$2,639.40
Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS				\$23,116.16
Sales Tax (If Applicable)				N/A
Shipping / Handling				N/A
Total IF ALL ITEMS ARE PURCHASED				\$23,116.16



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Security Software & Subscription Services (CDW Advertised Pricing for Symantec)

Qty	Mfr. Part Number	Description	Price Each	Extended Price
68	SPS-EE-NEW-AG-50-100	Symantec Protection Suite - Initial Subscription: Antivirus / Antimalware / Security Compliance Software for the Enterprise; To be installed on each PC & Server	\$31.99	\$2,175.32
68	SPS-EE-SUP-50-100	Symantec Protection Suite - Initial Maintenance / Support 1 Year - This is an annually recurring cost.	\$39.99	\$2,719.32
60	Cisco Umbrella - Per PC Subscription	Cisco Umbrella Web Security and Filtering for All PCs - Annually recurring cost	\$36.00	\$2,160.00
60	ProofPoint Essentials Business Per Mailbox	ProofPoint Essentials Business Edition - Email Security / Anti-malware / Anti-Spam; URL defense, attachment sandboxing; Cloud based email security solution (similar to Securece that is in use now) - This is an annually recurring cost.	\$25.00	\$1,500.00
Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS				\$8,554.64
Sales Tax (If Applicable)				N/A
Shipping / Handling				N/A
Total IF ALL ITEMS ARE PURCHASED				\$8,554.64



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Backup Software & Subscription Services

Qty	Mfr. Part Number	Description	Price Each	Extended Price
3	17736-M0008	Veritas Backup Exec V-Ray Edition 1 CPU - On-Premise License + 1 Year Essential Support: 2 licenses for PD/VH, One License for Glenwoodie	\$1,043.99	\$3,131.97
3	13131-M0008	Veritas Backup Exec Agent for Windows - On-Premise License + 1 Year Essential Support: Theses Licenses will Protect 3 additional servers at the PD/VH	\$513.99	\$1,541.97
2	AS6208T	Asustor 8 Bay Network Attached Storage Device: These appliances will be used for backup to disk storage, and will be located in the VH building and at either Glenwoodie or the PD building for redundancy.	\$750.00	\$1,500.00
10	ST10000VN0004	Seagate IronWolf 10TB NAS Internal Hard Drive SATA 6Gb 7200 RPM: 5 Drives for PD appliance and 5 drives for VH (or Glenwoodie) appliance	\$249.99	\$2,499.90
12	Azure Storage Blob 1 Month	5TB of Azure Blob Storage - Monthly cost including writing and verifying 5TB per month: Backup Exec will be provisioned to write a copy of mission critical data to this cloud storage medium. This is an annually recurring cost.	\$102.92	\$1,235.04
Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS				\$9,908.88
Sales Tax (If Applicable)				N/A
Shipping / Handling				N/A
Total IF ALL ITEMS ARE PURCHASED				\$9,908.88



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New Computers & Monitors (CDW Advertised Pricing)

Qty	Mfr. Part Number	Description	Price Each	Extended Price
20	4DQ09UT#ABA	HP SB ProDesk 400 G5 Small Form Factor PC - Core i5-8500, 8GB RAM, 256GB SSD, Windows 10 Pro	\$754.99	\$15,099.80
20	U7899E	HP ESP Only 5 Year NBD Replacement Warranty with unlimited support for HP ProDesk 400 G5	\$99.99	\$1,999.80
20	VA2452SM	ViewSonic VA2452Sm 24" LED Monitor - 1080P	\$129.99	\$2,599.80
Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS				\$19,699.40
Sales Tax (If Applicable)				N/A
Shipping / Handling				N/A
Total IF ALL ITEMS ARE PURCHASED				\$19,699.40



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Microsoft Exchange 2019 - Hosted On Premises

Qty	Mfr. Part Number	Description	Price Each	Extended Price
1	312-04418	Microsoft Exchange Server 2019 Standard License - 1 Server Gov Select	\$726.99	\$726.99
60	381-04518	Microsoft Exchange Server 2019 Standard CAL - 1 User Gov Select	\$95.99	\$5,759.40
60	GFI Archiver	GFI Archiver - Email Archiving on Premises for compliance and historical records - This is an annually recurring cost.	\$26.00	\$1,560.00
Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS				\$8,046.39
Sales Tax (If Applicable)				N/A
Shipping / Handling				N/A
Total IF ALL ITEMS ARE PURCHASED				\$8,046.39



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Optional Cloud Hosted Email - Microsoft Office 365 Business Subscriptions

Qty	Mfr. Part Number	Description	Price Each	Extended Price
45	9F5-00003	Microsoft Office 365 Business Essentials - 1 year subscription per user: Includes 50GB hosted Exchange mailbox, 1TB OneDrive for Business storage, SharePoint Online, and much more - does NOT include the right to install Microsoft Office on a computer. This is an annually recurring cost.	\$59.00	\$2,655.00
15	9F4-00003	Microsoft Office 365 Business Premium - 1 year subscription per user: Includes 50GB hosted Exchange mailbox, 1TB OneDrive for Business storage, SharePoint Online, and much more - INCLUDES the right to install the most recently released version of Microsoft Office 365 Professional Plus on up to 5 computers per each user + Apple / Android tablet and/or Smartphone. This is an annually recurring cost.	\$150.00	\$2,250.00
60	5A9-00007	Microsoft Exchange Online Archiving for Exchange Online Add-on Per User: Unlimited email archiving for Office 365/Exchange Online - This is an annually recurring cost.	\$36.90	\$2,214.00
Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS				\$7,119.00
Sales Tax (If Applicable)				N/A
Shipping / Handling				N/A
Total IF ALL ITEMS ARE PURCHASED				\$7,119.00



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Projected Annual Costs Starting at Year 2+

Qty	Mfr. Part Number	Description	Price Each	Extended Price
144	Hours of Labor Annually - Based on Customers of Similar Size	This is using the network consultant rate, as that person will be your primary support.	\$90.00	\$12,960.00
2	CON-SNTP-C9200L4X	Cisco Smartnet - 24X7 - 4 Hour Replacement warranty coverage and unlimited software updates / technical support for the 9200L 48 port switches - This is an annually recurring cost.	\$939.99	\$1,879.98
3	CON-SNTP-C920024X	Cisco Smartnet - 24X7 - 4 Hour Replacement warranty coverage and unlimited software updates / technical support for the 9200L 24 port switches - This is an annually recurring cost.	\$479.99	\$1,439.97
1	CON-SNTP-ASA5508K	Cisco Smartnet - 24X7 - 4 Hour Replacement warranty coverage and unlimited software updates / technical support for the ASA5508x firewall appliance - This is an annually recurring cost.	\$861.99	\$861.99
2	CON-SNTP-ASA5506K	Cisco Smartnet - 24X7 - 4 Hour Replacement warranty coverage and unlimited software updates / technical support for the ASA5506x firewall appliances - This is an annually recurring cost.	\$209.99	\$419.98
68	SPS-EE-RNW-50-100	Symantec Protection Suite - Renewal Maintenance / Support 1 Year - This is an annually recurring cost.	\$39.99	\$2,719.32
60	Cisco Umbrella - Per PC Subscription	Cisco Umbrella Web Security and Filtering for All PCs - Annually recurring cost	\$36.00	\$2,160.00
60	ProofPoint Essentials Business - Per Mailbox	ProofPoint Essentials Business Edition - Email Security / Anti-malware / Anti-Spam; URL defense, attachment sandboxing; Cloud based email security solution (similar to Securency that is in use now) - This is an annually recurring cost.	\$25.00	\$1,500.00
12	Azure Storage Blob - 1 Month	5TB of Azure Blob Storage - Monthly cost including writing and verifying 5TB per month: Backup Exec will be provisioned to write a copy of mission critical data to this cloud storage medium. This is an annually recurring cost.	\$102.92	\$1,235.04
60	GFI Archiver	GFI Archiver - Email Archiving on Premises for compliance and historical records - This is an annually recurring cost.	\$26.00	\$1,560.00
3	17737-M1-23	Veritas Essential Support 1 Year Renewal - Backup Exec V-Ray - 1 CPU	\$306.22	\$918.66
3	13813-M1-23	Veritas Essential Support 1 Year Renewal - Backup Exec Remote Agent for Windows	\$142.63	\$427.89
Sub Total - INCLUDING OPTIONAL / RECOMMENDED ITEMS				\$28,082.83
Sales Tax (If Applicable)				N/A
Shipping / Handling				N/A
Total IF ALL ITEMS ARE PURCHASED				\$28,082.83

GTSAC offers Proactive Monitoring and Offsite Data Replication Services. If interested, the service has an initial setup fee of \$2600, and a \$150/month recurring charge.

The GTSAC Proactive Monitoring and Offsite Data Replication Service includes the following:

- Secure IPSEC Tunnel between the village network and a private, secured village network extension at the GTSAC data center.
- Private Cloud Hosted Virtual Machine with 2TB of storage capacity
 - DFS replication of mission critical files from on premises servers
 - Active Directory Domain Controller
 - DR backup of Exchange Email
- Comprehensive monitoring and configuration management of all network equipment, servers, and PCs, including change management and logging
- Weekly reporting of network status and system health

To utilize the GTSAC Proactive Monitoring and Offsite Data Replication Service, you must have a Cisco ASA firewall in your environment.

Hourly Pricing

Guaranteed Technical Services and Consulting has two classifications for hourly billing. Below are our rates for government organizations.

- 1) Senior Network Engineer (\$130 per hour) - The senior network engineer(s) assigned to your site will be responsible for the design, installation, and configuration of your firewalls, routers, and switches, as well as more advanced server projects / issues, such as cloud service integration, virtualization, high availability, and redundancy. The Senior Network Engineer will provide training for the existing IT staff if required. Finally, The Senior Network Engineer will give direction to the network consultant assigned to your site, and provide second level support, should escalation be required.
- 2) Network Consultant (\$90 per hour) - The network consultant assigned to your site will supplement your existing IT staff if required, and resolve most of the day to day issues that may arise in your environment.
- 3) There is a one hour minimum charge for support.
- 4) Additional time over the first hour is billed in fifteen minute increments.
- 5) GTSAC does NOT charge extra for after hours or weekend service.
- 6) The same low rates apply to on-site and remote support

The installation of network cabling, web site/application development, and the mounting of hardware, such as flat panel televisions/monitors or projectors, may be billed at different rates than those specified above, on a time and materials basis.

Vendor Information

1. Personnel Qualifications:

- All senior network engineers have over 20 years of experience in information technology
- Most staff have Bachelor of Science Degrees in Computer Science
- Microsoft Certified Systems Engineer (MCSE)
- Novell Certified NetWare Engineer (CNE)
- Extensive experience designing, implementing, and supporting local and wide area networks
- Extensive experience using Windows Server 2019 / 2016 / 2012R2 / 2012 / 2008R2, 2008 / 2003 / 2000 /NT, Windows Professional 10 / 8.1 / 8 / 7 / Vista / XP / 2000 / NT, Netware 3.1x through 6.5
- Extensive experience with Cisco routers, switches, and firewalls, and TCP/IP
- Mastery level knowledge of personal computer and server hardware.

Escalation Process:

- Your GTSAC consultant will be available to you via cell phone between the hours of 7:00 AM and 7:00 PM Monday through Friday.
- Outside of normal business hours, you may leave a message for a GTSAC consultant by calling the main number (708) 481-4055. You can also send an email to support@gtsac.com anytime.
- If you are unable to reach your GTSAC consultant directly, leave a message and you will receive a response from a GTSAC representative within 2 hours of the receipt of your call and/or email during normal business hours.
- In the case of an emergency, a GTSAC consultant can be at your site within 3 hours of the initial incident report.
- GTSAC does not charge extra for weekend or after hours support

Contact Information:

Company: Guaranteed Technical Services and Consulting

Address: P.O. Box 627, Richton Park, IL 60471

Website: WWW.GTSAC.COM

Contact Person to Answer Questions Pertaining to Proposal

Name: Daniel Evans and\or Mark Daniels

Address: P.O. BOX 627 Richton Park, IL 60471

Phone: 708-481-4055 Fax: 708-481-2486

Email: netadmin@gtsac.com

Representative Authorized to Negotiate and Sign Contract, If Selected

Name: Daniel Evans and\or Mark Daniels

Address: P.O. BOX 627 Richton Park, IL 60471

Phone: 708-481-4055 Fax: 708-481-2486

Email: netadmin@gtsac.com

Prior Experience and References

Village of Crete (Nov. 2007 – Present)

Contact: Mike Einhorn, Mayor, (708) 672-5431, meinhorn@villageofcrete.org

- Installed configured and support local and wide area networks and internet connectivity using Cisco firewalls, routers, switches and wireless access points
- Installed configured and support Windows servers
- Installed configured and support L.O.C.I.S. finance services
- Installed and configured and Support Microsoft Exchange email services
- Installed configured and support Avaya IP Office 500 V2 Phone system
- Established Site to Site VPN and remote access VPN using Cisco ASA Next Generation Firewalls
- Worked with Will county to establish connectivity between the police department and the county and state networks
- Installed configured and support Windows 7 and 10 workstations
- Installed, configured, and support network printing, plotting, scanning, and copying
- Installed, configured, and support network anti-spam, web filtering, and anti-virus / anti-malware protection

Village of Richton Park (Nov. 2006 – Present)

Contact: Regan Stockstell, Village Manager, (708) 481-8950, rstockstell@richtonpark.org

- Installed configured and support local and wide area networks and internet connectivity using Cisco next generation firewalls, routers, switches and Aerohive wireless access points
- Designed, installed and support new community center network, voice and data
- Installed configured and support Windows servers
- Installed configured and support BS&A finance services
- Installed configured and support Microsoft Exchange services
- Established wireless WAN connectivity between the village hall and public works
- Established VPN connectivity for remote access by key employees using Cisco Next Generation Firewalls and AnyConnect
- Worked with Cook county to establish connectivity between the police department and the county and state networks
- Installed configured and support Windows 7 and 10 workstations
- Installed, configured, and support network printing, plotting, scanning, and copying
- Installed, configured, and support network anti-spam, web filtering, and anti-virus / anti-malware protection

Village of Lemont (2008 – Present)

Contact: George Schafer, Village Manager, (630) 257-2709, gschafer@lemont.il.us

- Designed, installed, and support the voice/data network and related technologies at the new Lemont Police Facility, including Cisco routers, switches and firewalls
- Designed, installed, and support wide area network connectivity between the village hall, public works, and the new police facility
- Designed, installed and support Active Directory
- Installed File and Print servers
- Installed Exchange email servers
- Installed finance server
- Installed tape backup solution
- Installed wireless access for employees and the public
- Installed public works server
- Installed network printers

Joliet Park District (Nov. 2006 to Present)

Contact: Dianne Marry, Network Administrator, (815) 741-7275, dmarry@jolietpark.org

- Designed, Installed, and support network infrastructure, including switches, firewalls, wireless networking, and related services at the newly built Nowell Park Recreation Center
- Installed configured and support local and wide area networks and internet connectivity using Cisco firewalls, routers, and switches
- Installed configured and support Windows servers
- Installed configured and support LOCIS finance services
- Installed configured and support Microsoft Exchange email services
- Established Site to Site VPN connectivity between remote park district locations using Cisco ASA next generation firewalls
- Installed configured and support Windows 7 and 10 workstations
- Installed, configured, and support network printing, plotting, scanning, and copying
- Installed, configured, and support network anti-spam and anti-virus protection

CONSULTING AGREEMENT
FOR NETWORK AND COMPUTER CONSULTING,
INSTALLATION, AND RELATED SERVICES

This Agreement is made and entered into on the 1st day of November 2019 by and between GUARANTEED TECHNICAL SERVICES AND CONSULTING, INC. hereinafter referred to as "GTSAC" of PO Box 627, Richton Park, IL 60471 and the VILLAGE OF GLENWOOD hereinafter referred to as "Customer" of One Asselborn Way, Glenwood, IL. 60425.

RECITALS

- A. GTSAC is engaged in the business of network and computer systems consulting, including design, programming, installation, support, and other related services;
- B. Customer desires to receive the expertise, knowledge and experience of GTSAC and its services on a continuing basis;
- C. GTSAC agrees to provide the required services to Customer according to the terms and conditions of this agreement;

Therefore, in consideration of the mutual promises set forth in this agreement, the parties agree as follows:

SECTION ONE - DESCRIPTION OF WORK

GTSAC shall provide network and computer systems design, installation, programming, configuration, support, consulting and/or analysis services, and such support documentation or materials as specified herein, pursuant to the charges, terms, and conditions of this agreement, and as may be agreed to from time to time in project description orders, which as issued and accepted by both parties, shall be incorporated into this agreement.

SECTION TWO - PAYMENT

- a. Customer shall pay for the services provided by GTSAC in accordance with the following rates or at the following fixed fees and at the rates or fixed fees set forth in subsequent project description orders made pursuant to this agreement.
- b. Customer shall pay GTSAC in accordance with the payment schedule described in this section, and the billing rates, as stated in Exhibit "A" and optionally, Exhibit "B" attached and made a part hereof.

c. Rates quoted on a time and material basis are subject to change at any time following sixty days' written notice by GTSAC, except as may be expressly provided for in any project description order.

d. Customer shall reimburse GTSAC for expenses incurred for supplies, transportation, and secretarial and messenger services, where Customer has provided prior authorization or where reasonably incurred by GTSAC as the result of an error or omission by Customer, and for additional reasonable expenses incurred by GTSAC in making changes requested by Customer in the services to be performed in any project description order.

e. Invoices covering services performed and charges incurred by GTSAC will be issued weekly, and shall be paid within 30 days of receipt. Any invoice not paid within said period is subject to a 1.5% late fee compounded monthly based on the outstanding invoice balance.

SECTION THREE - TERM OF CONTRACT

a. The term of this contract shall commence on November 1, 2019, and shall continue in full force and effect until October 31, 2020, automatically renewing on each anniversary date unless terminated by mutual agreement or by either party for cause by the giving of 60 days written notice.

b. Customer may opt out of the initial term of this contract by December 1, 2019 by providing written notice.

SECTION FOUR - GTSAC'S PERSONNEL

a. The personnel assigned by GTSAC to perform the services described in any project description order hereunder will be qualified to perform the assigned duties. GTSAC shall determine which of its personnel shall be assigned to any particular project and to replace or reassign such personnel during a project.

b. GTSAC assumes responsibility for its personnel providing services hereunder and will make all deductions required of employers by state, federal, and local laws, including deductions for social security and withholding taxes, and contributions for unemployment compensation funds, and shall maintain worker's compensation and liability insurance for each of them.

c. GTSAC further may only subcontract to qualified third persons any part or all of the performance of the services described in any project description order hereunder, upon written approval of the Customer.

SECTION FIVE - SOLICITATION OF EMPLOYEES BY CUSTOMER

Customer shall not, during the term of this agreement nor a period of one year after its termination, solicit for employment or employ, whether as employee or independent contractor, any person who is or has been employed by GTSAC during the term of this agreement, without the prior written consent of GTSAC.

SECTION SIX - RELATIONSHIP OF PARTIES

- a. The parties intend that an independent contractor- employer relationship be created by this contract. The conduct and control of the work will lie solely with GTSAC. However, GTSAC shall perform such work in accordance with currently approved methods and procedures for technology consulting and related services. GTSAC shall be free to contract for similar services to be performed for other customers while under contract with Customer.
- b. GTSAC is not to be considered an agent or employee of Customer for any purpose and will not be entitled to any of the benefits Customer provides for its employees.

SECTION SEVEN - DATA SAFEGUARDS

All written information, submitted by Customer to GTSAC in connection with services performed by GTSAC under this agreement, which is identified as proprietary information, will be safeguarded by GTSAC to at least the same extent as GTSAC safeguards like information relating to its own business. If such data is publicly available, is already in GTSAC's possession or known to it, or is rightfully obtained by GTSAC from third parties, GTSAC shall bear no responsibility for its disclosure, inadvertent or otherwise.

SECTION EIGHT - DOCUMENTATION

A complete set of all documentation developed by GTSAC pursuant to the services performed hereunder shall be made available to Customer on completion or termination of each project description order, and shall become the sole property of the Customer. GTSAC reserves the right, however, to use thereafter any ideas and techniques as may be developed during the course of the services provided.

SECTION NINE - LIABILITY OF GTSAC

- a. GTSAC shall not be liable for any damages caused by delay in rendering performance hereunder arising from any cause beyond the reasonable control of GTSAC, or as a result of strikes, work stoppage, or act of GOD.
- b. GTSAC shall not be liable for breach of warranty, express or implied, including without limitation any warranties of merchantability or fitness, nor for negligence in respect to any performance by GTSAC pursuant to this agreement. GTSAC shall in no event be liable for any incidental, special or consequential damages.
- c. In no event shall GTSAC's liability for any services performed hereunder exceed the amount of money paid by Customer to GTSAC under each project description order. Services performed under any project description order shall be considered to have been accepted by Customer unless rejected by Customer in writing within 30 days of each submitted invoice.

SECTION TEN - TERMS TO BE EXCLUSIVE

- a. The entire agreement between the parties with respect to the subject matter hereunder is contained in this agreement. In the event Customer issues a purchase order, memorandum, specifications or other instrument covering the services provided for in this agreement, such purchase order, memorandum, specifications, or instrument is for Customer's internal purposes only and any and all terms and conditions contained therein, whether printed or written, shall be of no force or effect.
- b. Except as herein expressly provided to the contrary, the provisions of this agreement are for the benefit of the parties hereto solely and not for the benefit of any other person, persons or legally entities.

SECTION ELEVEN - WAIVER OR MODIFICATION OF TERMS

No waiver, alteration, or modification of any of the provisions of this agreement shall be binding unless in writing and signed by a duly authorized representative of GTSAC.

SECTION TWELVE - ASSIGNMENT

Any assignment of this agreement by Customer without the written consent of GTSAC shall be void. Any assignment of this agreement by GTSAC without the written consent of Customer shall be void.

SECTION THIRTEEN - WRITTEN NOTICE

- a. All communications regarding this agreement should be sent to GTSAC at the address set forth above unless Customer is notified in writing to the contrary.
- b. Any written notice hereunder shall become effective as of the date of mailing by registered or certified mail and shall be deemed sufficiently given if sent to the addressee at the address stated in this agreement or such other address as may hereafter be specified by notice in writing.

SECTION FOURTEEN - MISCELLANEOUS PROVISIONS

- a. Choice of Law. This agreement shall be governed and construed in accordance with the laws of the State of Illinois, without giving effect to the conflict of laws provisions thereof.
- b. Clear Location. All locations must be clear of any obstacles such as office furniture, partitions, pallets, racks, etc. GTSAC will not be responsible for moving office furniture or partitions. Additional charges may be incurred if GTSAC technicians encounter such obstacles.

c. Project Manager. The client shall provide a project manager or designee, accessible at all times during the duration of the project, to provide direction and technical information incase questions arise.

d. Management and Administration of Technology. No employee of Customer, information technology consulting company, independent contractor, or "friend of the Customer" may survey, install, configure, manage, or administer the Customer's local area network, wide area network, internet connectivity, cloud hosted services, servers, computers, or IP telephony systems for the term of this contract unless express written consent has been given by an authorized representative of GTSAC.

d. Failure to insist upon strict compliance with any of the terms, covenants or conditions of this Agreement will not be deemed a waiver or relinquishment of any of the terms, covenants or conditions, nor will any waiver of relinquishment of any right or power at any one time or more times be deemed a waiver or relinquishment of any right or power at any other time or times.

Authorized GTSAC Representative

Authorized Customer Representative

Date: _____

Date: _____

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Exhibit A - Consulting Agreement Services and Pricing

GTSAC has two classifications for billing.

1. Senior Consultant Description and Rate - The senior consultant assigned to your site will be responsible for the design, installation, configuration, and support of firewalls, network equipment, file servers, email servers, local area networks, wide area network connectivity, internet connectivity and protection, web traffic filtering and security, email security, and related technologies. The senior consultant will give direction to any other GTSAC consultant assigned to your site. The senior consultant will also provide support for advanced issues that may arise. You may contact the senior consultant for your site directly via cell phone, email, or office phone.
 - a. The bill rate for your senior consultant is \$130 per hour.
 - b. There is a 1 hour minimum charge.
 - c. Additional time over 1 hour will be billed in 15 minute increments.

2. Consultant Description and Rate – Depending on your current projects, work may be delegated to your assigned consultant (as opposed to the senior consultant). Doing this allows your work to be done timely and professionally, but at a significant cost savings to you. He or She will be available to you via cell phone, email, and office phone.
 - a. The consultant bill rate is \$90.00 per hour.
 - b. There is a 1 hour minimum charge.
 - c. Additional time over 1 hour will be billed in 15 minute increments.

Should you require other services, such as the installation of network cabling, web development, non-standard mounting of hardware, such as flat panel wall mounting, or ceiling mounted projectors, GTSAC will perform those functions for you. However, such items may be billed at different rates than those specified above, on a time and materials basis.

Exhibit B – Pre-Purchased Labor (Optional)

GTSAC feels that one of our strong advantages over competition is the depth, versatility, and commitment of our support staff. The purpose of pre-purchased labor is to avail the Customer of that talent at reduced labor rates, for blocks of time purchased in advance.

Properties of GTSAC Pre-Purchased Labor

- **Reduced Labor Rate** - It enables the Customer to receive more labor hours for the investment.
- **Locked in Rate** - This locked in rate allows the Customer to insure against rate increases for the hours purchased in the pre-paid block.
- **Not Just for Labor** - The Customer can use the pre-purchased labor for credit towards other products and services offered by GTSAC, such as hardware, software, and cloud services.
- **Good for the Duration of the Consulting Agreement** – The pre-purchased block of hours will not expire as long as this consulting agreement is in effect, which includes annual automatic renewals. Should the Customer or GTSAC terminate this agreement, the Customer has 1 year from the date of termination to use the pre-purchased block.
- **Non-Refundable**

Pre-Purchased Labor Rates

As stated in Exhibit A, the labor rates for this agreement are \$130.00 per hour for senior consultants and \$90 per hour for consultants, billed to the ¼ hour, no minimum charge, no overtime, weekend, or holiday surcharges.

The Customer may pre-purchase GTSAC labor at the discounted rate below:

- 100 Hour Labor Block = \$120.00/hour TOTAL BLOCK FEE \$12,000
 - Savings over standard senior consultant rate - \$1,000
 - Senior Consultant rate reduced to \$120 per hour
 - Consultant rate reduced to \$80 per hour

Once the pre-purchased labor credit is exhausted, the Customer will be billed according to the rates listed in Exhibit A.



Technology Proposal for



Provided By: Ashley Konwerski

RWK IT Services

IT Sales Ninja

Friday October 4, 2019



RWK Biography



Our Passion, Why We Exist

To empowering organizations to do what they do better.



- 01. **1998: Establish our Company**
In 1998, we saw needs. We launched with an infrastructure and software development division.
- 02. **2011: Launched Key Product Lines**
Infrastructure business unit, The RWK-V cloud. Software business unit, CE Data Exchange.
- 03. **2015: Business Expansion**
Embraced "managed", or out-sourced, IT Services. Adopted a new internal business operating system to focus for growth on our vision, people, traction, process.
- 04. **2017: Leading the way**
Keep the fire burning, more than just permission-to-play. Managed IT. Cybersecurity, new worldwide needs. Mobile apps, extending the reach.

RWK has provided information technology solutions to the SMB market since 1998. We specialize in educating you in the options available to ease your business' concerns in the 21st century. Our professional services scope ranges from architecting, designing and support networks and data cabling solutions to engineering and implementing telecommunications systems as well as local and wide area networking solutions.

RWK's network and technical engineers' combined experience allow us the ability to successfully provide support and custom solutions for our valued clients. Our relationships with partners, such as Microsoft, Sophos, HP, and Cisco, have allowed us the ability to design, scale and implement effective infrastructure solutions for our diverse client base.

By coordinating and managing all of your technical solutions, vendors and proactively managing your network, you will see the benefits of the ability to completely focus on running your business.

RWK is uniquely qualified to provide IT project and ongoing service support for Village of Glenwood. We sincerely appreciate the opportunity to present this proposal.



RWK IT SERVICES

RWK Certifications & Affiliations

Microsoft®
GOLD CERTIFIED

Partner



ITNATION®
EVOLVE



RWK Partnerships/Memberships

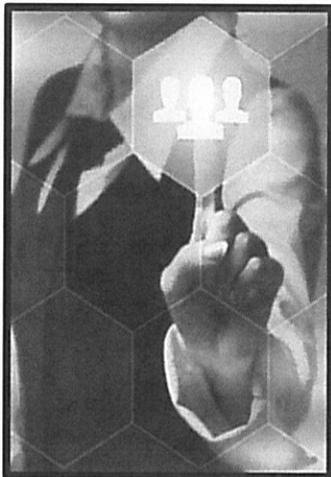
- Microsoft Partner
- Azure Partner
- Dell Premier Partner
- Cisco Partner
- Meraki Partner
- Auvik Partner
- IT Nation Evolve partner
- AWS APN Technology Partner
- DUO partner
- Authy Partner
- Trend Micro Partner
- Barracuda Networks Partner
- Frankfort Chamber of Commerce Member
- ASPA Member

RWK Certifications

- Microsoft
 - MCP, MCSE
 - Cisco
 - CCNP
- CompTIA
 - Network+
 - Security+
 - A+
 -
- Auvik
 - ACP
 -
- Kemp
 - KCP
- Amazon AWS
 - SA
 - SysOPs
- TrendMicro
 - DSCP
- Barracuda
 - BCE
- Others
 - CISSP



Current Facility Concerns & Solution Summary



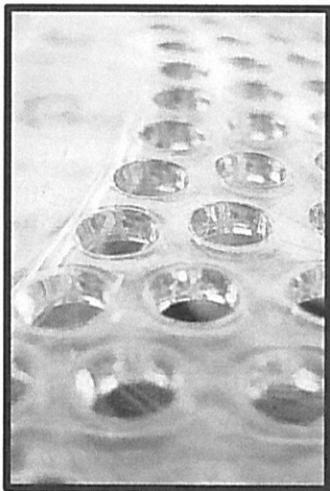
General

Village of Glenwood currently operates primarily at One Asselborn Way Glenwood, IL 60425.

Village of Glenwood is a new client that will be receiving the service and security needed to do what they do, better. Physical inspections and meeting with the staff were used to compile the results of this solution. A physical evaluation was done on the Local Network, connecting PC's, laptops, servers and other networked devices. The network was inspected to determine their existing configurations and current operation status.

Servers

Village of Glenwood currently has 5 servers. The hosted Exchange server will be decommissioned, and email will be migrated to Office 365. This will allow Village of Glenwood to control its own emails, access their email remotely, and have all the latest Microsoft Office programs available to them locally and online. Servers will be re-configured to ensure that all Microsoft best practice guidelines are followed and allow only specific users to go where they have permission to go. Data files from all workstations will be stored on the server and not on individual workstations. Complete segregation of LAN will be provided for the Village Police Department.



Workstations

Village of Glenwood is currently operating with 64 desktops. No desktops will be replaced at this time as they all meet minimum system requirements, but 60% of current desktops will need to be evaluated for replacement before January 2020.

RWK will support these PC's providing labor and warrantied parts replacements. RWK will re-direct agreed-upon folders to the server for full backup. Users will only have permissions for specific files based on group policy and permissions.

Telco & Internet

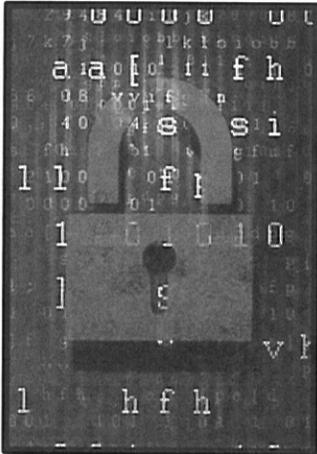
Internet is provided by Comcast. An audit will be done on phone and internet contracts annually and any recommended improvements or money-saving advice will be shared.

RWK IT SERVICES

Current Facility Concerns & Solution Summary

Security

Your current firewall is still listed with the manufacturer and has support. This is the first line of defense, and when configured correctly counts for 33% of your security solution. The other 66% consists of proper Anti-Virus/Malware and end user training. By combining desktop protection with gateway protection, you will receive the highest level of security possible, and will be protected from not only external attacks, but against those that start from within the network as well. With both inbound and outbound e-mail protection and a system that enforces your internal policies and compliance with relevant regulations, you will be protected from any intrusions or attacks and will be provided content filtering.



Backup & Disaster Recovery

Village of Glenwood's backup strategy moving forward will be an automated solution. A local hard drive backup appliance will provide tape-less backups to the on-site servers and off-site backups to a secure data center to occur daily to protect against total site disasters. The hard drive backup solution offers server virtualization, which will eliminate down time due to a total server loss. The hard drive will duplicate the downed server on a virtual machine within the hard drive until it can be physically replaced or restored.



Web Services

RWK will not only host your website but we will keep it secure, backed up, and patched for the public. Additional website services are available to the Village such as geo-location for community members as well as website and application development should you want to make any changes in the future.

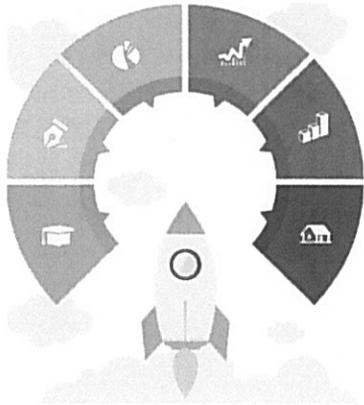
Cut Over

All new equipment will be configured at RWK. This solution will be coordinated between Village of Glenwood and the RWK project team.

RWK IT SERVICES

A Complete Managed Service Offering

Upon completion of the project scope, RWK will configure Village of Glenwood network and all connected servers, routers, switches, PCs and peripherals to allow us the ability to proactively manage and maintain the network environment. The core components that comprise our proactive managed services package include:



All Bases Covered

- Remote Assistance
- Onsite Services as Needed
- Replacement Parts for Rented Equipment
- 24x7 Help Desk
- iPhone, Samsung, or Smartphone Support

Taking Initiative with Your Network

- Patch and AV Updates
- SPAM Control
- Email Archiving & Email Continuity
- Critical Monitoring 24x7x365

Hassle Free Vendor Management

- Manage Technology Relationships
- Single Point-of-Contact for Vendor Issues
- Service Renewals Management

Website Management

- Secure Certificate Renewals
- Domain Renewals
- Website Page-Down Monitoring

Professional Services

- Quarterly Technology Business Review
- Annual Telco Services Audit
- Budgetary Planning Participation
- Technology Consulting
- Technology Solution Engineering
- Address Technology as a Whole (vCIO)

Security Management

- Dark Web Monitoring
- Content Filtering & Reporting
- Intrusion Prevention
- Spyware, Botnets, and Phishing Protection
- Multi-Factor Authentication
- VPN - Secure Access for Remote Users

Private Cloud Solutions

- Secure Cloud File Sharing
- One Drive
- Sharefile
- Microsoft Office 365

Backup and Disaster Recovery

- Backups Performed Automatically
- Near Instant Virtualization
- Data is Secure in Multiple Places
- Automatic Nightly Offsite Transfer
- Backup Verification and Reporting
- 24x7 Monitoring for Backup Failure

RWK IT SERVICES

Summary of Support & Requirements

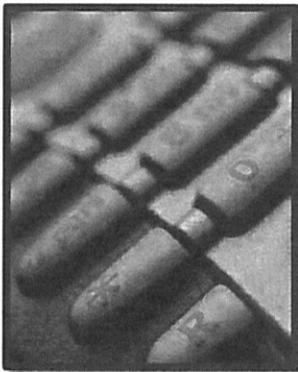


Support

RWK's technical support center answers service calls 24 hours a day, 7 days a week. Our help desk is staffed with experienced technicians 24x7x365. Our managed service agreement clients also benefit from remote support, whereby our technicians utilize remote access tools to connect to your office systems, allowing the ability to diagnose hardware and software failures via dedicated Internet connections. All of our service agreement clients receive priority service.

Requirements

RWK will require all schematics, drawings, configuration data and easy access to all facility locations. All work possible will be performed during regular business hours. We will try to minimize disruption while performing server migration.



Exclusions

This proposal does not include replacement of or parts required for repairs on printers, screens or peripherals, (PDAs, point of sale scanners, digital cameras, cell phones, tablets or any other specialized accessory), unless this equipment was originally provided under this agreement or a pre-existing agreement. All labor required for installation and/or repair of the above devices is covered under this agreement. Consumables such as printer maintenance kits, toner, ink, batteries, paper, etc. are not included or covered under this service agreement and will be invoiced separately.

RWK IT SERVICES

Vendor Management



AT&T



NETGEAR

NGINX

Vendor
Hewlett Packard
Ubiquiti Networks
Cisco Meraki
Auvik
AT&T
Comcast
Dell
Netgear
Xerox
Nginx
Word Press
Apple
Samsung
View Sonic
Lenovo
Polycom
Microsoft
Canon
IBM
Intel
Google
Seagate
Veeam
Barracuda
Citrix
PAMS
VMware
Trend Micro



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STRATEGIC TECHNOLOGY MANAGEMENT WORK ORDER AND RIDER

1. **Service Terms:** This document is a Work Order and Rider under the Master Agreement dated October 4, 2019 between Village of Glenwood herein referred to as Client, and RWK Design, Inc., dba RWK IT Services, herein referred to as RWK, ("Agreement") and is effective upon the date signed, shall remain in force for Thirty-six months and reviewed periodically during Technical Business Review Meetings, to address any necessary adjustments or modifications. Should adjustments or modifications be required that affect the monthly fees paid for the services rendered under this Work Order and Rider, Client will be informed, these will be negotiated and agreed to by the Client and RWK.

- a. This Agreement may be terminated by the Client upon thirty (30) days written notice if RWK:
 - i. Fails to fulfill in any material respect its obligations under this Agreement and does not cure such failure within thirty (30) days of receipt of such written notice.
 - ii. Breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days of receipt of such written notice.
 - iii. Terminates or suspends its business operations, unless it is succeeded by a permitted assignee under this Agreement.
- b. If either party terminates this Agreement, RWK will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay RWK the actual costs of rendering such assistance. Actual costs could include but are not limited to: Training, data transfer, license transfers, or equipment de-installation.
- c. RWK reserves the right to cancel this agreement at any time, with thirty (30) days written notification.
- d. This Agreement automatically renews for a subsequent year beginning on the day immediately following the end of the Initial Term, unless either party gives the other thirty (30) day's prior written notice of its intent not to renew this Agreement.

2. **Payment Schedule:** Fees for Managed Services will be \$9,154.94 per month plus applicable taxes, invoiced to Client on a monthly basis, and will become due and payable as provided in the Agreement. **Fees for the Project (including all equipment)** for necessary technology upgrades will be \$12,250 plus applicable taxes.

Payment for the Project is required in two parts: The first payment for the Project, totaling seventy percent (70%) of the Project price is due upon signing of this Work Order and Rider and thirty percent (30%) at the completion of the project.

Invoicing for the monthly Managed Services occurs on the first of each month for service during that month and payment is due within fifteen (15) days. Service, including but not limited to Network Accessibility, will be suspended if payment is not received within 45 days following the date due. Refer to Appendix A for RWK Strategic Technology Management Work Order for the services covered by the monthly fee under the terms of this Work Order and Rider. Should counts of the individual services shown in Appendix A change, monthly services will be adjusted accordingly.

It is understood that any and all Services requested by Client that fall outside of the terms of this Work Order and Rider will be considered Projects, and will be quoted and billed as separate, individual Services. Upon completion of the project, billing will begin effective immediately. Generally, work efforts for new technology additions to the environment or work efforts known to require six (6) hours or more of work effort constitute a Project. It is understood that any Federal, State, or Local Taxes applicable shall be added to each invoice for services or materials rendered under this Work Order and Rider. Client shall pay any such taxes unless a valid exemption certificate is furnished to RWK for the state of use.

3. **Applicable Coverage:** Remote help desk service, on-site service, and vendor management of Client's IT networks will be provided to the Client by RWK between the hours of 8:30 AM and 5:00 PM Monday through Friday, excluding public holidays. Network Monitoring Services will be provided 24/7/365. All services qualifying under these conditions, as well as Services that fall outside this scope will fall under the provisions of Appendix A. Client understands and agrees that an Accepted Proposal may be cancelled only in accordance with

that Accepted Proposal's terms and conditions. Individual Accepted Proposals may provide for the payment of cancellation fees or penalties.

Support and Escalation: RWK will respond to Client's Trouble Tickets, in conjunction with Client's IT Staff Members under the provisions of Appendix B, and with best effort after hours or on holidays. Trouble Tickets must be opened via our customized portal, email, or phone. Each call will be assigned a Trouble Ticket number for tracking.

Service outside Normal Working Hours: Emergency services performed outside of the hours of 8:30 AM – 5:00 PM Central US time zone Monday through Friday, including public holidays, shall be subject to time and materials fees at 1.5 times our then current hourly rate. This does not apply to pre-planned work, such as some maintenance work, on devices that RWK plans with and for the Client.

Service Operations Disclaimer: Client grants RWK authorization to view any data within the regular routine of the repair or system improvement. Client also authorizes RWK to reasonably delete, change, and/or rewrite any necessary information to complete the system repair or improvement that is consistent with the standards and practices in the industry.

4. **Additional Services: Support for Hardware and Software**

RWK shall provide support and replacement of all hardware and systems referenced in Appendices A and B, provided that all Software is Genuine, Currently Licensed, and Vendor-Supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this Service Work Order and Rider. Should 3rd Party Vendor Support Charges be required in order to resolve any issues, these will be passed on to the Client after first receiving the Client's authorization to incur them.

Monitoring Services Provided Under This Work Order and Rider

5. RWK will provide ongoing monitoring and security services of all critical devices as indicated in Appendix B. RWK will document critical alerts, scans, and event resolutions. Should a problem be discovered during monitoring, RWK shall make every attempt to rectify the condition in a timeline manner through remote or on-site means.

6. **Existing Environment Suitability Requirements: Minimum Equipment Standards for Suitability.** In order for Client's existing environment to qualify for RWK Strategic Technology Management, the following requirements must be met:

- a. All Servers with Microsoft Windows Operating Systems must be running Windows 2008 R2 Server or later, and have all the latest Microsoft Service Packs and Critical Updates installed.
- b. All Desktop PCs and Notebooks/Laptops with Microsoft Windows Operating Systems must be running Windows 7 Professional or later, and have all the latest Microsoft Service Packs and Critical Updates installed.
- c. All Server and Desktop Software must be Genuine, Licensed, and Vendor-Supported.
- d. The environment must have a currently licensed, up-to-date, , RWK approved, and Vendor-Supported Managed Antivirus Solution protecting all Servers, Desktops, Notebooks/Laptops, and Email.
- e. The environment must have a currently licensed, RWK approved, Vendor-Supported Server-based Backup Solution that can be monitored as well as send out notification on job failures and successes.
- f. The environment must have a currently licensed, RWK approved, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.
- g. All Wireless data traffic in the environment must be securely encrypted.
- h. All equipment must be newer than four (4) years old, or if older than four (4) years, it must have a valid vendor support agreement for the hardware repairs and replacement, unless specified in Appendix B as Included In-Plan for support.
- i. All equipment older than four (4) years old, must have a plan for replacement with justification for its continued use, which is agreed upon by RWK and the Client.

Chronically Failing Equipment: Experience has shown, equipment belonging to the client which has initially passed Minimum Standard Requirements for Service can reveal itself to become chronically failing. This means that the

Client Initials: _____

Provider Initials: _____

equipment repeatedly breaks down and consistently causes user and business interruption even through repairs are accomplished. Should this occur, while rare, Client agrees to work constructively and positively with RWK to replace the equipment at additional cost through RWK.

Hardware Equipment Agreement: Client agrees that all equipment provided by RWK, as specified in Appendix B, will remain sole property of RWK which retains a 100% security interest. Client will not attempt to sell, resale, tamper, troubleshoot, repair, move, add, etc. to this equipment without written permission of RWK. Should this contract be terminated by either party, Client agrees to return the property listed in Appendix B, or after acquired, to RWK within 10 days after the final cancellation date.

Client further acknowledges and gives permission to RWK to take possession of equipment listed in Appendix B from location listed in event of contract termination after 10 day grace period, and agrees to compensate RWK for expenses accrued during the recovery in addition to all amount owing under the balance of the agreement.

Client agrees and understands that RWK Equipment is to be maintained completely by RWK. Any tampering, repair attempt or service completed by another party on the equipment listed in Appendix B could result in the immediate cancellation of this agreement.

Client agrees to make all logical and earnest attempts to keep equipment safe, secure, and protected while in their possession. Client agrees to keep current insurance on RWK supplied equipment while in their possession and list RWK as an additional loss payee. Client will provide proof thereof to RWK that it (RWK) is listed as an additional loss payee, providing a current copy of its insurance declaration sheet showing RWK as a loss payee specifically for mobile equipment coverage. Client further agrees to be responsible for any and all costs for the repair or replacement of RWK supplied equipment while in their possession should it be damaged or repaired by an unauthorized third party.

Should RWK' Client default, permission is granted to enter the premises at any time, with or without permission, and remove all of RWK' hardware, and all efforts to recover such property will be deemed consensual and not a trespass. Client agrees to fully cooperate and will not interfere in any way, including but not limited to involving law enforcement. Client acknowledges that the hardware provided under this agreement belongs to RWK, which

retains a 100% Security Interest, and RWK may repossess without notice, upon breach of this agreement by Client.

7. **Services Not Included Under Work Order and Rider:** Services rendered under this Work Order and Rider do not include the following:
- a. Parts, equipment, or software for Client's telecommunications systems which are not specifically listed as part of an attached Sales Quote.
 - b. The cost of any Software, Licensing, or Software Renewal or Upgrade Fees except specified in Appendix A.
 - c. The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind.
 - d. The cost to bring Client's environment up to a Minimum Equipment Standards for Suitability.
 - e. Failure due to acts of God, building modifications, power failures, or other adverse environmental conditions or factors.
 - f. Service and repair made necessary by the alteration or modification of equipment other than that authorized by RWK.
 - g. Maintenance of Applications software packages, whether acquired from RWK, or any other source unless specified in Appendix A.
 - h. Programming (modifications of software code) and program (software) maintenance.
 - i. This Work Order and Rider does not include replacement of or parts required for repairs on printers, screens, or peripherals (PDA's, Point of Sales Scanners, Digital Cameras, Cell Phones, nor any other specialized accessory, unless specified in Appendix B.
 - j. Consumables such as printer maintenance kits, toner, ink, batteries, paper, etc. are not included or covered under this Work Order and Rider and will be invoiced separately.

8. **Acceptance of Terms and Conditions:** This Work Order and Rider covers those services and equipment listed in Appendices A & B, Attached Sales Quote, or as modified with an addendum which may result in an adjustment to the Client's monthly charges. Should client wish to acquire additional equipment or services and wants RWK to provide service, prior approval from RWK must be obtained.

The undersigned, for value received and hereafter valued, hereby unconditionally guarantee(s) to RWK full payment of all sums due and owing, pursuant to the terms indicated.

THE TERM OF THIS WORK ORDER AND RIDER SHALL BE for thirty-six (36) months commencing effective _____

IN WITNESS WHEREOF, the parties hereto have executed and delivered this Work Order and Rider as of the day and year below written.

CLIENT	RWK IT Services (Provider)
Printed Contact Name and Title	Printed Contact Name and Title
Signature	Signature
Date	Date

Client Initials: _____

Provider Initials: _____

Strategic Technology Management: Appendix A, Services Detail

Services Detail		VofGW	
Description	Full Service IT	Based On	
ALL BASES COVERED			Counts
Physical Server	✓		3
Physical Host for Virtual Servers	✓		1
Virtual Server	✓		2
PC	✓		64
Daily Backup Monitoring	✓		1
BUSINESS CONTINUITY			Counts
Server Backup System Software, per Physical Server	✓		3
Server Off-Site Data Backup, per 500 GB	✓		1
Virtual Server Backup System Software, per Virtual Server	✓		2
Virtual Server Off-Site Data Backup, per 1 TB	✓		1
DATA AND SYSTEMS SECURITY			Counts
PC/Server Remote Monitoring & Patching/Updating	✓		70
Anti-Virus/Anti-Malware Service	✓		70
DNS Security Service	✓		70
Network/Connected Devices Remote Monitoring & Patching/Updating	✓		6
Dark Web Identity Monitoring for 1 domains	✓		1
Security Awareness Testing for Email Users	✓		85
VENDOR MANGEMENT - EMAIL			Counts
Office 365 Business Essentials for Email (Email service only; MS Office Suite online) - Mailboxes	✓		21
Office 365 Business Premium (Email service plus MS Office Suite Downloadable and online) - Mailboxes/Seats	✓		64
O365 Backup, Email box - Mailboxes	✓		85
Advanced Email Security, anti-virus, anti-spam filtering w/ daily reporting and end-user mgmnt - Mailboxes	✓		85
WEBSITE SERVICES			
Secure Sockets Layer (SSL) digital identity certificate subscription, up to 5 domains, amortized to monthly	✓		1
Internet Domain Name Renewal	✓		1
Website or Web-based Managed Services, CMS 2x per Year - Updating/Patching of CMS	✓		1
Website or Web-based Application Hosting (CMS, Security, 99.9% uptime, unlimited extras)	✓		1
Website or Web-based Application Daily Off-site backups	✓		1

(continued)

Client Initials: _____

Provider Initials: _____

Strategic Project Management: Services Detail

Phase
Step Work Breakdown
Phase Description: Migration to 365
Project Management
1 Mailbox review and prep for migration (85 mailboxes)
2 DNS changes for O365 & Skykick registration
3 Skykick configuration for backups
4 Installation of Service Pack 2 for Office 2010 (where needed)
5 Configure Barracuda (cloud and device)
6 Office 365 cut over assistance for users phones / tablets
7 Provide email details for webhost
8 GPO Customization (365 policies)
Phase Description: 1 N enrollment
Project Management
1 DNS Security Service enrollment
2 Anti-Virus/Anti-Malware enrollment
3 Dark Web Identity Monitoring/Security Awareness testing enrollment
4 PC/Server Remote Monitoring & Maintenance enrollment
5 Network/Connected Devices Remote Monitoring & Maintenance enrollment

Strategic Technology Management: Appendix B

Response and Resolution Times

RWK shall provide one-hour response times to all reactionary service needs. RWK frequently provides response times in less than fifteen (15) minutes.

RWK commits to handling requests for service, within our ticketing system according to the following service levels: a) triaging service tickets within twelve (12) minutes, b) formulating a resolution plan or resolving the support need within two (2) hours, and c) resolving or rescheduling a ticket for resolution within twenty-four (24) hours. In all cases, we aim to resolve issues As Soon As Possible with our best efforts given logistical, technical, and schedule coordination between you, our Client, and RWK team members.

PC and Server Inventory and Network Elements

Machine inventory is the basis of RWK's Full-Service IT pricing. Adjustments to machine counts will be reviewed periodically and pricing will be adjusted based on machine count. As an inventory is compiled and reviewed at the start of this work order, or periodically, the inventory will be used to adjust the counts that originally appeared in Appendix A. This will be the basis for calculating monthly service invoicing.

Term

The term for the RWK rental AGREEMENT is **36 months**.

--end--

Client Initials: _____

Provider Initials: _____



References

Frankfort Township – Frankfort IL; full IT Operations for all wide-area network systems as well as website development; Jim Moustis, Supervisor
Phone: 312.664.3575. frankforttownship.com

Plainfield Township – Plainfield IL; full IT Operations for all wide-area network systems as well as website development; Chuck Willard, Administrator
Phone: 815.436.8308 plainfield-township.com

Village of Monee, Police Department – Monee IL; full IT Operations for all local-area network systems; Scott Koerner, Chief of Police
Phone: 708.534.8321. villageofmonee.org

Monee Township – Monee IL; full IT Operations for all wide-area network systems as well as software development; Donna Dettbarn, Supervisor
Phone: 708.534.6020. moneetownship.com

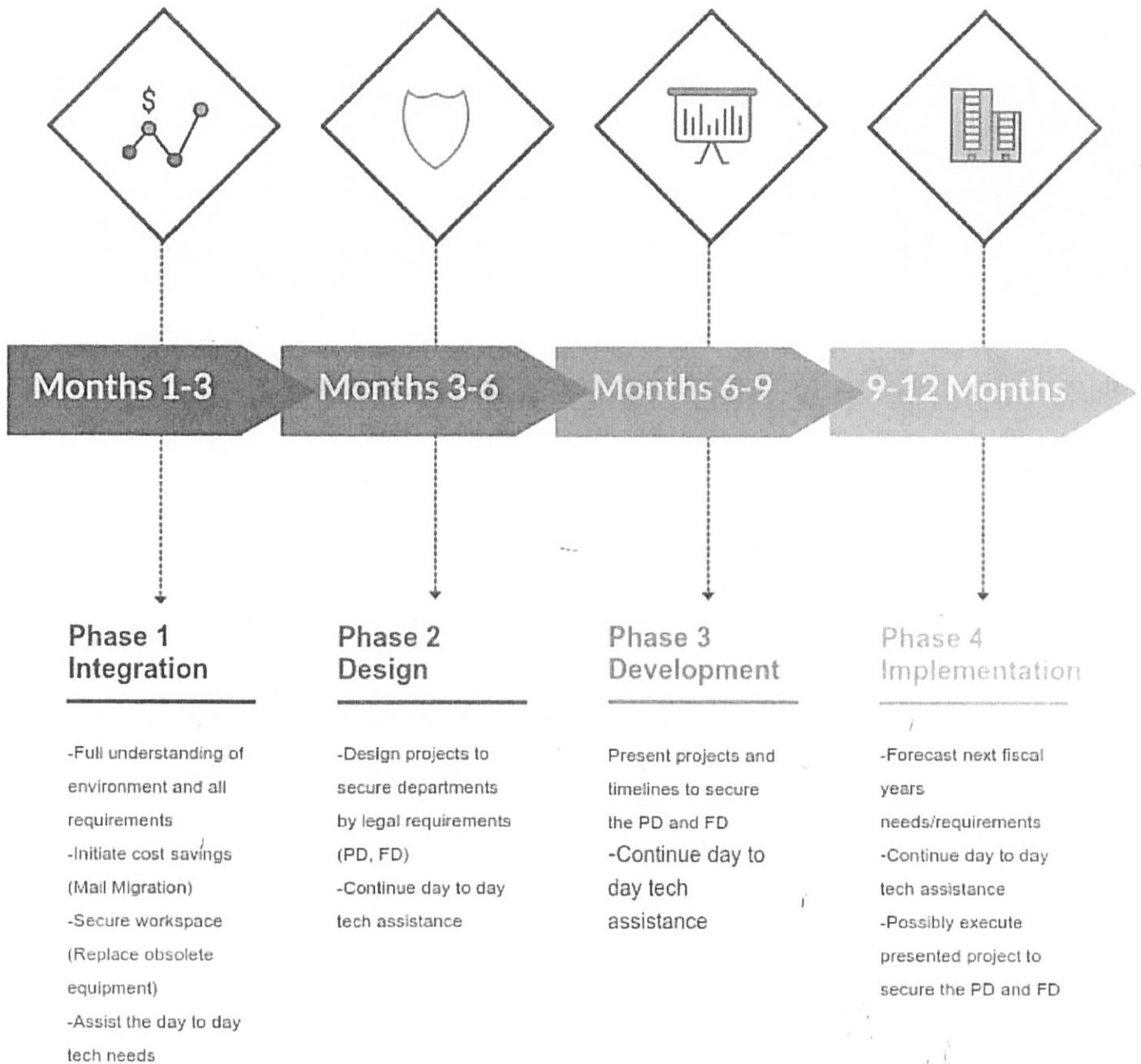
ACPE – Accreditation Council for Pharmacy Education, Chicago IL; full IT Operations for various wide-area network systems as well as software development; Peter Vlasses, Executive Director
Phone: 312.664.3575. acpe-accredit.org

Kensington International, Oak Brook, IL; full IT Operations outsourced services; Rick George, managing partner, Phone: 630-571-0123. kionline.com

Accord-CapX Partners, Chicago, IL; full IT Operations outsourced services; Jeffrey Pfeffer or Barrett Carlson, Managing Partners, Phone: 312-893-7400. capxpartners.com

Glenwood-Lynwood Public Library District; full IT Operations outsourced services; Brian Vagt, Library Director, Phone: 708-758-0090. www.glpld.org

Strategic Plan Year 1



Billing Address:
 GLENWOOD POLICE DEPARTMENT
 1 Asselborn Way
 Glenwood, IL 60425
 United States

Shipping Address:
 Chicago Communications, LLC
 200 Spangler Ave
 Elmhurst, IL 60126
 United States

Quote Date:10/24/2019
Expiration Date:01/22/2020
Quote Created By:
 Todd Niccum
 tniccum@chicomm.com

Customer:
 GLENWOOD POLICE DEPARTMENT
 Derek Peddycord
 peddycord@villageofglenwood.com

Contract: 24302 - STARCOM21, IL
 DIT7016660

Line #	Item Number	Description	Qty	List Price	Sale Price	Ext. Sale Price
	APX™ 6000 Series	APX6000				
1	H98UCF9PW6BN	APX6000 700/800 MODEL 2.5 PORTABLE	6	\$3,026.00	\$2,208.98	\$13,253.88
1a	H869BZ	ENH: MULTIKEY	6	\$330.00	\$240.90	\$1,445.40
1b	QA01648AA	ADD: HW KEY SUPPLEMENTAL DATA	6	\$5.00	\$3.65	\$21.90
1c	QA05570AA	ALT: LI-ION IMPRES 2 IP68 3400 MAH	6	\$100.00	\$73.00	\$438.00
1d	Q361AR	ADD: P25 9600 BAUD TRUNKING	6	\$300.00	\$219.00	\$1,314.00
1e	H38BT	ADD: SMARTZONE OPERATION	6	\$1,200.00	\$876.00	\$5,256.00
1f	QA00580AC	ADD: TDMA OPERATION	6	\$450.00	\$328.50	\$1,971.00
1g	HA00025AH	ADD: 5Y ESSENTIAL ACCIDENTAL DAMAGE	6	\$437.00	\$437.00	\$2,622.00
1h	Q806BM	ADD: ASTRO DIGITAL CAI OPERATION	6	\$515.00	\$375.95	\$2,255.70
1i	Q629AK	ENH: AES ENCRYPTION	6	\$475.00	\$346.75	\$2,080.50
2	PMNN4486A	BATT IMPRES 2 LIION R IP67 3400T	6	\$163.00	\$118.99	\$713.94



Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of use and Purchase Terms and Conditions govern the purchase of the Products.

Line #	Item Number	Description	Qty	List Price	Sale Price	Ext. Sale Price
3	LSV00Q00202A	DEVICE PROGRAMING	6	\$53.85	\$53.85	\$323.10
4	PMMN4061B	AUDIO ACCESSORY- HEADSET,PSM IP55 WITH 3.5MM JACK RX 30IN	6	\$164.00	\$119.72	\$718.32
5	PMAF4002A	APX 7000 700/800MHZ PSM ANTENNA	6	\$12.00	\$8.76	\$52.56
6	PMLN7904A	CARRY ACCESSORY- CASE,APX6000 CC 2.75 SWLBL TIA BATTERY	6	\$79.00	\$57.67	\$346.02
7	NNTN7686A	IMPRESMUC ADAPTER (PK OF 6 INSERTS)	1	\$207.00	\$151.11	\$151.11

Grand Total
\$32,963.43(USD)


Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of use and Purchase Terms and Conditions govern the purchase of the Products.

Purchase Order Checklist

Marked as PO/ Contract/ Notice to Proceed on Company Letterhead
(PO will not be processed without this)

PO Number/ Contract Number

PO Date

Vendor = Motorola Solutions, Inc.

Payment (Billing) Terms/ State Contract Number

Bill-To Name on PO must be equal to the *Legal* Bill-To Name

Bill-To Address

Ship-To Address (If we are shipping to a MR location, it must be documented on PO)

Ultimate Address (If the Ship-To address is the MR location then the Ultimate Destination address must be documented on PO)

PO Amount must be equal to or greater than Order Total

Non-Editable Format (Word/ Excel templates cannot be accepted)

Bill To Contact Name & Phone # and EMAIL for customer accounts payable dept

Ship To Contact Name & Phone #

Tax Exemption Status

Signatures (As required)

AGREEMENT FOR POLICE

Recitals

Whereas, the Calvary Baptist Church (hereinafter the "Church") operates a place of worship within the Village of Glenwood located at 801 E. Glenwood-Dyer Road and desires to hire the Village of Glenwood to perform security services for its regular worship services.

Whereas, the Village of Glenwood (the "Village") desires to provide the security services as desired by the Church pursuant to the terms of this Agreement; and

NOW THEREFORE, the Calvary Baptist Church and the Village of Glenwood, in consideration for the mutual promises contained herein agree as follows:

1. Recitals. The Church and the Village agree that the above recitals are true and correct and that they shall be incorporated into this section by reference as if they were fully set forth herein.

2. Security Services. The Village agrees to provide one marked Village squad car and one uniformed sworn police officer to provide security services to the Church for its regular worship services to be held on the following dates and times:

Sunday Services; 8:30 a.m. until 1:00 p.m.

If the Church desires other security services for other events or for additional dates and times, the Church shall give the Village at least 2 weeks written notice of the dates and times when security services are desired.

The Village shall use its best efforts to provide the desired security service on the dates and times as requested by the Church. However, the Church recognizes that the ability of the Village to provide the services desired or requested by the Church is dependent upon the availability of police manpower and equipment and the extent to which the Village's Officers and equipment are needed to respond to other public safety emergencies or tasks as determined in the sole discretion of the Chief of Police and the Police Department's command staff. The inability of the Village to provide Police personnel because of the lack of available sworn Officers or because of the decisions of the Department's command staff on the utilization of Police personnel shall not be a breach of this Agreement

3. Payment. The Church agrees pay the Village for the security services provided for the hours worked at the overtime pay rate for the particular Police Officer assigned to provide security services for the Church on each particular day and time. The Church recognizes that the overtime pay rate will vary from Officer to Officer based upon their pay grade and years of service. Payment shall be made by the Church within 30 days of the date of an invoice received from the Village. The Village's invoice shall itemize the dates and times security services were provided and list the overtime rates for each police Officer providing service.

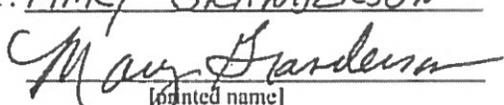
mailed. A Party may change its address for receipt of notices by service of a notice of such change in accordance with this Section. All notices by telecopy facsimile shall be subsequently confirmed by U.S. certified or registered man, return receipt requested.

If to the Calvary Baptist Church: Calvary Baptist Church 801 E. Glenwood-Dyer Road Glenwood, Illinois 60425 ATTN: _____	Village of Glenwood Village of Glenwood One Asselborn Way Glenwood, Illinois 60425 ATTN: Police Chief
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11. Interpretations. This Agreement has been jointly negotiated by the Parties and shall not be construed against a Party because that Party may have primarily assumed responsibility for the drafting of this Agreement.

12. Counterparts. The parties do not need to sign the same copy of an agreement. This Agreement may be executed in counterparts, each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same agreement. The Church and the Village represent and warrant they have the full authority to enter into this Agreement.

IN WITNESS WHEREOF, the Church and the Village have duly executed this Agreement pursuant to all requisite authorizations as of the dates set forth below.

<p>Calvary Baptist Church</p> <p>BY: <u>MARY GRANDERSON</u>  <small>(printed name)</small></p> <p>ITS: <u>President</u></p> <p>ATTEST: <u>Billye Blue</u> <u>Lesnia Towmand (blb)</u> Secretary</p> <p>Date: <u>10/18/19</u></p>	<p>Village of Glenwood</p> <p>BY: _____ Ronald Gardiner, President Village of Glenwood</p> <p>ATTEST: _____ Dion Lynch, Village Clerk</p> <p>Date: _____</p>
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**Ballroom Carpet
Improvements
11/19/19**



GLENWOODIE BALLROOM IMPROVEMENTS

CARPET SELECTION – BROADLOOM VERSUS TILES

The research that was completed while preparing a recommendation for the carpet purchase overwhelmingly leaned toward carpet squares versus traditional wall-to-wall broadloom.

There are three pros for carpet tiles:

- 1) less waste versus broadloom - 3% waste for tiles versus 20-25% waste for broadloom.
- 2) easier maintenance; heavily soiled carpet squares can be replaced quickly and easily. Though we would opt for professional replacement - not DIY.
- 3) lower pile means less dirt, debris and food gets lodged in the carpet.

There are two cons for carpet tiles:

- 1) less design options in patterns and colors.
- 2) fraying at edges (though it takes 5-7 years of heavy wear for fraying to become noticeable.)

There are two pros broadloom:

- 1) Many more design options.
- 2) Less expensive even with waste - cost of carpet tile installation is higher.

There are two cons for broadloom:

- 1) hard to replace soiled and damaged areas.
- 2) Zippering can't be repaired.

Source - Milliken, a carpet manufacturer.

WARRANTY - The warranty on the carpet tiles we have selected is lifetime for wear, fading, static.

OVERAGES - We will be receiving 3% to 5% overage on tiles for replacement which is industry standard. Actual quantity will be 5 boxes (40 tiles) of field (inside area) and 2 boxes (16 boxes) of perimeter tiles

Estimate - **Leon's** – wall to wall carpet tiles with field and border. Includes installation, removal of existing carpet and haulaway - \$26,000.

Vinyl laminate to be installed by both double doors leading outside - \$2,300

RATIONALE – Local company with good customer service and quick response times. Slightly additional cost of carpet tiles versus broadloom quoted by other vendor worth additional expense. Ability to replace one soiled carpet tile is great value.



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23954

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 PHONE: (708) 756-3600 • FAX: (708) 756-3600

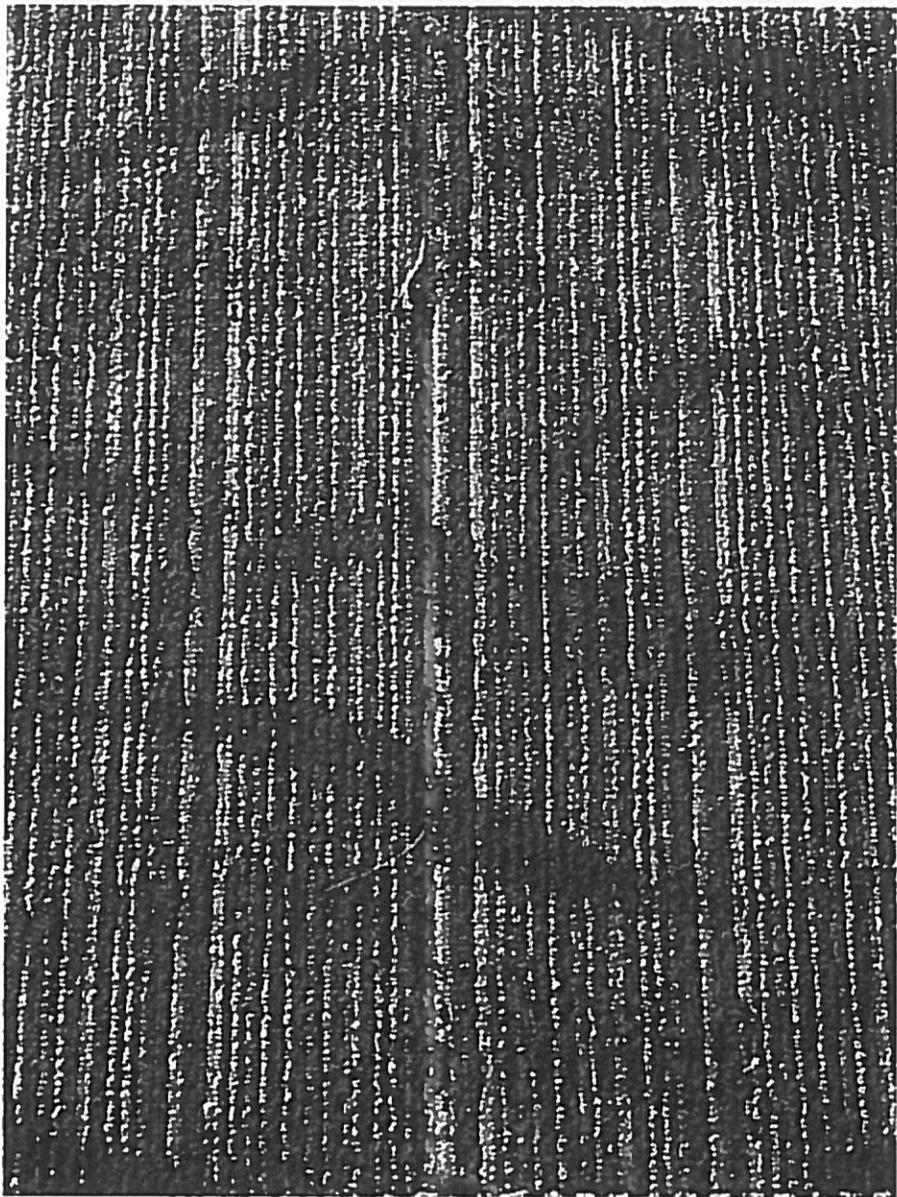
TERMS: _____

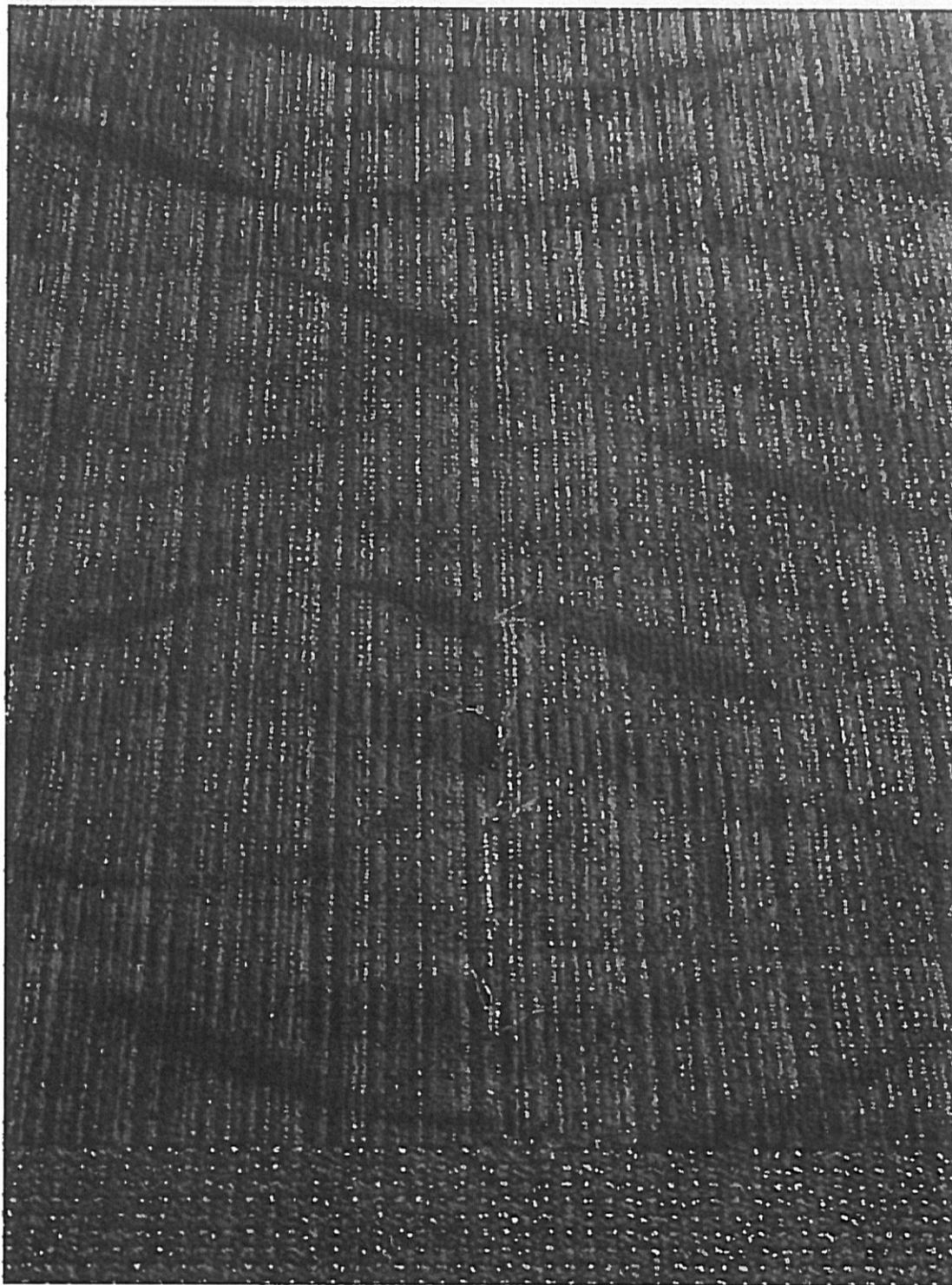
BID 18425 SOUTH HALSTED STREET DATE 9-25 2019
 GLENWOOD, ILLINOIS 60425
 SOLD TO GLENWOOD GOLF CLUB PHONE 758-1212
 ADDRESS 19301 STATE STREET
 CITY GLENWOOD, ILL DELIVER _____

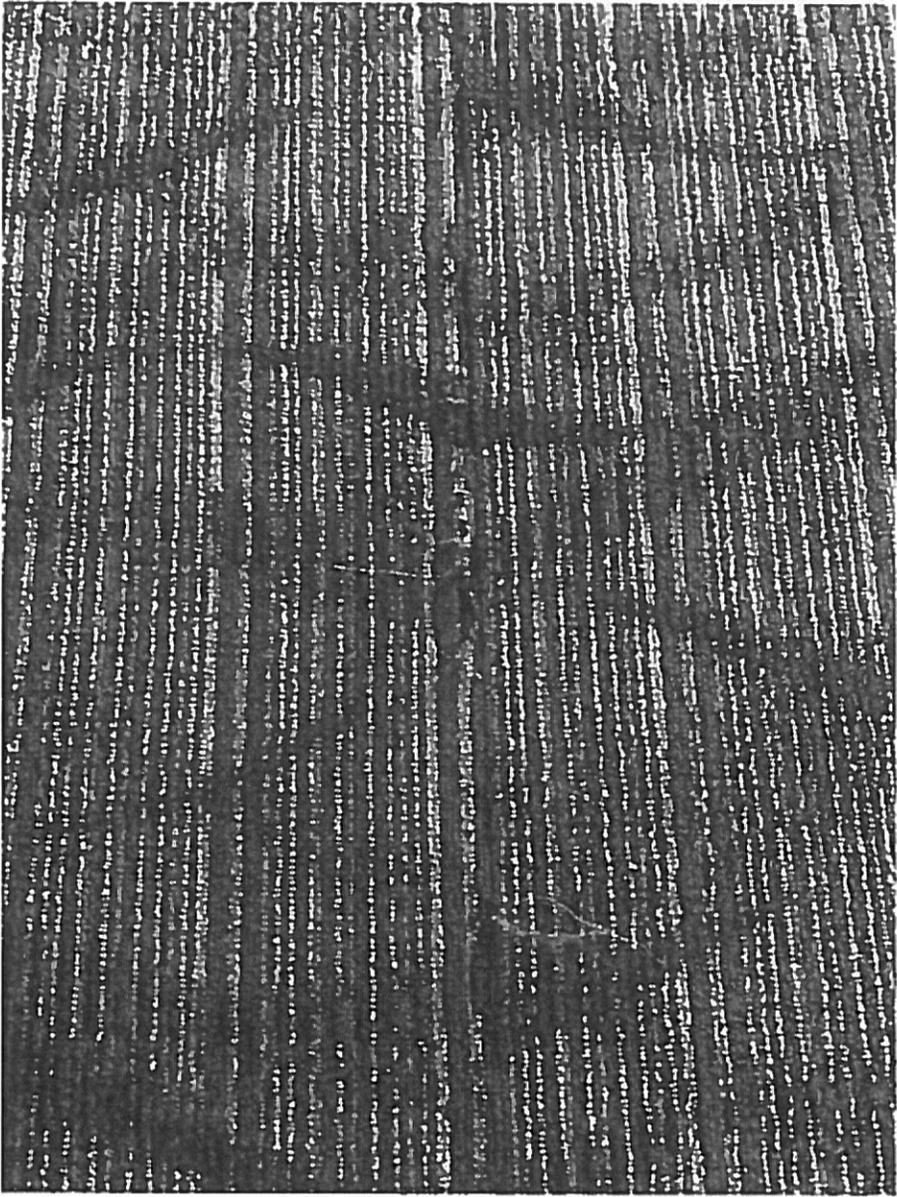
BELOW YOU WILL FIND OUR QUOTATION FOR FURNISHING AND INSTALLING CARPET TILES IN 2 BANQUET AREAS		
INCLUDES REMOVAL AND HAUL AWAY EXISTING CARPET		
PLAN 'A' - FIELD CARPET AND BORDER	2100	NO TAX
PLAN 'B' - FIELD CARPET AND BORDER	2600	NO TAX
ADD - VINYL TILE INSTALLED IN BACK ENTRIES - INCLUDES REMOVAL	2300	NO TAX

Buyer agrees to pay reasonable attorney's fees and legal expenses incurred by the seller in the collection or enforcement of this contract.

SALESMAN RONALD SKLENSKY PURCHASER _____







Handwritten text in a dark, high-contrast image, likely a scan of a document page. The text is extremely faint and illegible due to the low contrast and high noise level. It appears to be organized into several vertical columns, possibly representing a list or a structured document. The characters are small and difficult to discern against the dark background.

