

COMMITTEE OF THE WHOLE MEETING  
No. 2019-10  
TUESDAY, OCTOBER 8, 2019

7:00 P.M.

CALL TO ORDER

ROLL CALL

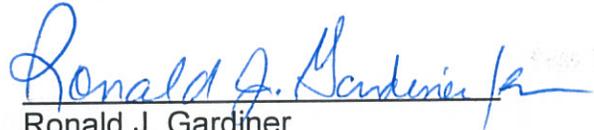
ADMINISTRATION

1. IT Services
2. Recreational Marijuana
3. Glenwoodie Banquet Hall Improvements
4. Ordinance addressing the Finance and Golf Committees
5. Economic Development Committee Ordinance
6. Glenwood Plaza
7. ProChamps – Property Foreclosures
8. Executive Session for Section (2) (c) 5 property acquisition and Section (2) (c) 6 consideration of sale of property

OPEN TO THE PUBLIC

ADJOURNMENT

Sincerely,

  
Ronald J. Gardiner  
Village President

Posted and distributed 10/04/19



## Technology Proposal for



Provided By: Ashley Konwerski

RWK IT Services

IT Sales Ninja

Friday October 4, 2019

# RWK IT SERVICES

## 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 21<sup>st</sup> 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

# RWK IT SERVICES

## Current Facility Concerns & Solution Summary



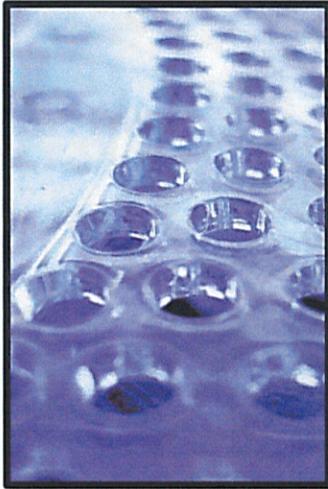
### **General**

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**

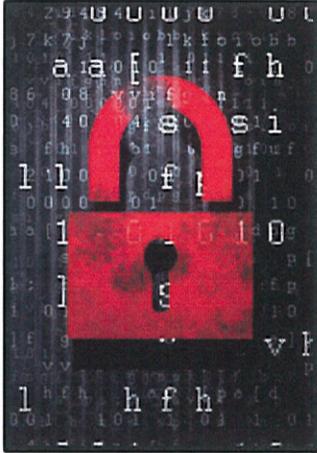
Internet is provided by Comcast. An audit will be done on phone and internet contracts annually and any recommended improvements or money-saving advice will be shared.

# RWK IT SERVICES

## Current Facility Concerns & Solution Summary

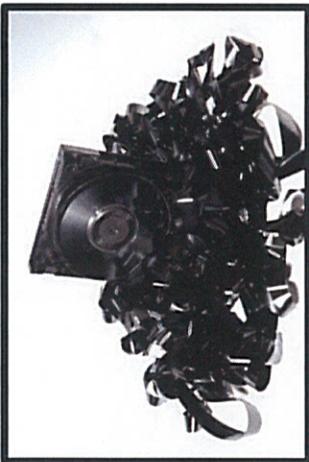
### Security

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

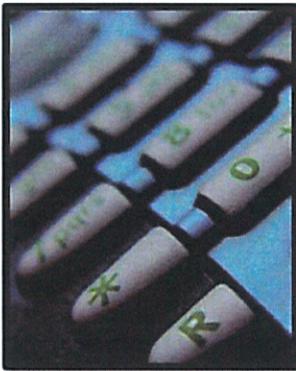


### Support

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



COMCAST

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 3<sup>rd</sup> 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:
- Parts, equipment, or software for Client's telecommunications systems which are not specifically listed as part of an attached Sales Quote.
  - The cost of any Software, Licensing, or Software Renewal or Upgrade Fees except specified in Appendix A.
  - The cost of any 3<sup>rd</sup> Party Vendor or Manufacturer Support or Incident Fees of any kind.
  - The cost to bring Client's environment up to a Minimum Equipment Standards for Suitability.
  - Failure due to acts of God, building modifications, power failures, or other adverse environmental conditions or factors.
  - Service and repair made necessary by the alteration or modification of equipment other than that authorized by RWK.
  - Maintenance of Applications software packages, whether acquired from RWK, or any other source unless specified in Appendix A.
  - Programming (modifications of software code) and program (software) maintenance.
  - 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.
  - 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	
<b>ALL BASES COVERED</b>		Counts	
Physical Server	✓		3
Physical Host for Virtual Servers	✓		1
Virtual Server	✓		2
PC	✓		64
Daily Backup Monitoring	✓		1
<b>BUSINESS CONTINUITY</b>		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
<b>DATA AND SYSTEMS SECURITY</b>		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
<b>VENDOR MANGEMENT - EMAIL</b>		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
<b>WEBSITE SERVICES</b>			
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 enrollement		
		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

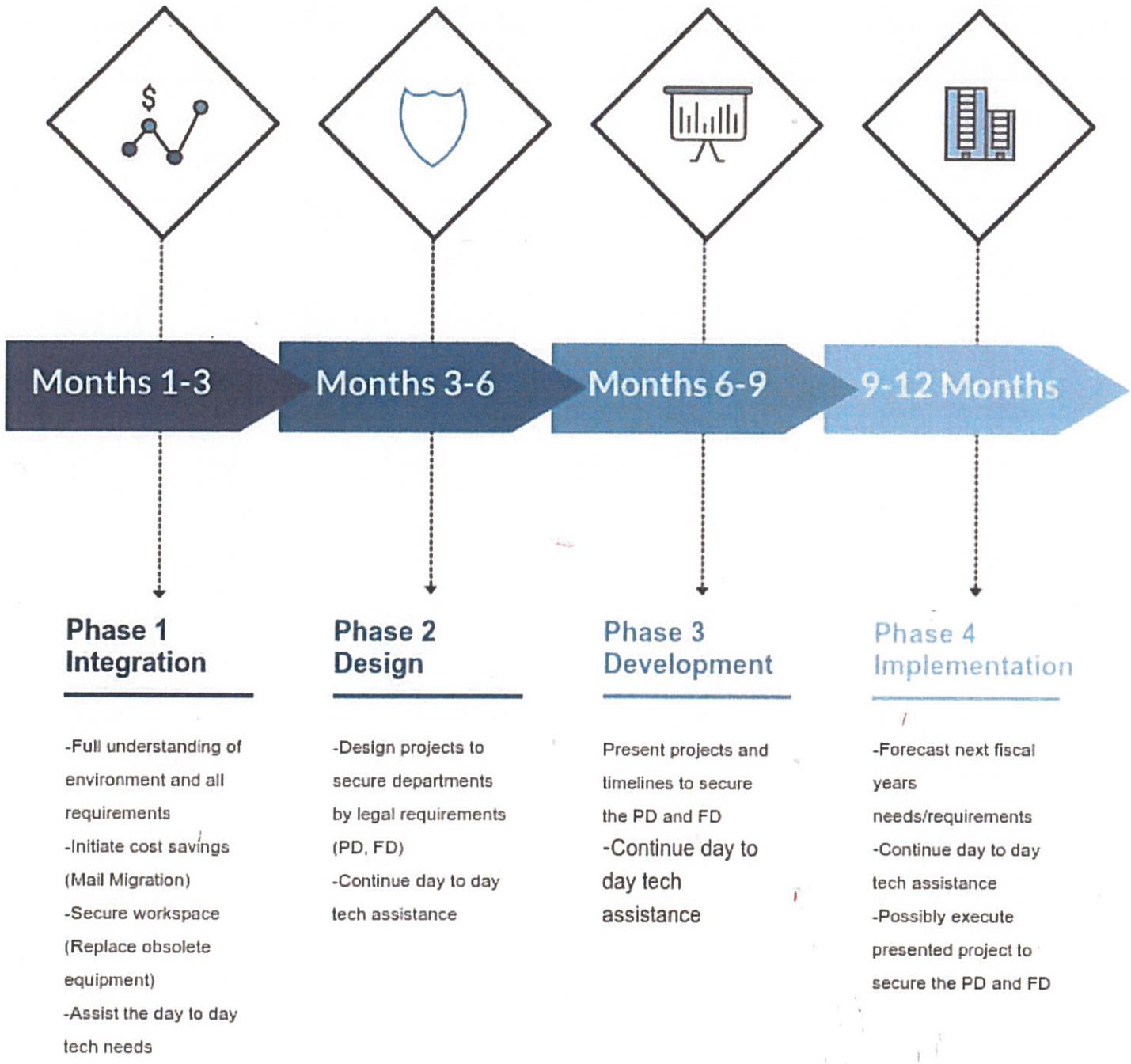
The term for the RWK rental AGREEMENT is **36 months**.

--end--

Client Initials: \_\_\_\_\_

Provider Initials: \_\_\_\_\_

# Strategic Plan Year 1





## 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](http://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](http://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](http://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](http://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](http://acpe-accredit.org)

Kensington International, Oak Brook, IL; full IT Operations outsourced services; Rick George, managing partner, Phone: 630-571-0123. [kionline.com](http://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](http://capxpartners.com)

Glenwood-Lynwood Public Library District; full IT Operations outsourced services; Brian Vagt, Library Director, Phone: 708-758-0090. [www.glpd.org](http://www.glpd.org)



IT Support Services

Proposal



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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.

### 3<sup>rd</sup> 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 3<sup>rd</sup> 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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Your network will be fast, scalable, reliable - Guaranteed!

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

**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.