MCHENRY COUNTY CONSERVATION DISTRICT
RESOLUTION #20-09

AUTHORIZING THE EXECUTION OF A PROFESSIONAL SERVICES AGREEMENT
BETWEEN THE MCHENRY COUNTY CONSERVATION DISTRICT
AND CONCENTRIC INTEGRATION LLC OF CRYSTAL LAKE, IL
FOR IT AND COMPUTER SUPPORT SERVICES FOR THE PERIOD BEGINNING APRIL 1,
2020 AND ENDING MARCH 31, 2021

WHEREAS, the McHenry County Conservation District (hereinafter referred to as the "District"), is a conservation district organized and existing under the laws of the State of Illinois (70 ILCS 410); and

WHEREAS, Concentric Integration, LLC of Crystal Lake, IL (hereinafter referred to as the "the Contractor") is a for profit corporation; and

WHEREAS, the Contractor provides Information Technology and Computer Support Services; and

WHEREAS, the District is empowered to enter into contracts and take such other actions as may be necessary for the proper conduct of its affairs (70 ILCS 410/12); and

WHEREAS, the parties hereto have determined that it is in the best interest of the District and the public for the entities to cooperatively coordinate the comprehensive Information Technology and computer support services of the District as outlined in the agreement attached to and made a part of this resolution.

NOW, THEREFORE BE IT RESOLVED, by the Board of Trustees of the District that it is necessary, desirable, and in the best interest of the District to execute the Contract with Concentric Integration, LLC and the President and Secretary of the Board of Trustees are hereby authorized to execute this resolution and authorize the Executive Director or her designee to execute said Professional Services Agreement and other necessary documents to execute the intent of this resolution.

IN WITNESS WHEREOF, this Resolution #20-09 has been executed this 25th day of February, 2020 by the President and attested by the Secretary of the Board of Trustees of the District.

Ayes: 1
Nays: 0
Absent: 0
Abstain: 0

VERNON SCACCI, PRESIDENT
BOARD OF TRUSTEES

CAROLYN CAMPBELL, SECRETARY
BOARD OF TRUSTEES
INDEPENDENT COMPANYS AGREEMENT
FOR INFORMATION TECHNOLOGY SUPPORT SERVICES

THIS AGREEMENT entered into by and between CONCENTRIC INTEGRATION, LLC
(hereafter "Concentric") and the McHENRY COUNTY CONSERVATION DISTRICT (hereafter "District").

WHEREAS, Concentric will be performing IT, computer, network, and related equipment support services and work for the District as set forth in the attached “Support Services Agreement” (and Attachments A and B of that agreement) dated April 1st, 2020 attached hereto as Exhibit A; and

WHEREAS, Concentric may have subcontractors, material suppliers and one or more employees engaged in the performance of said work; and

WHEREAS, Exhibit A attached hereto sets forth the scope of the engagement of Concentric and the terms of compensation therefore; and

WHEREAS, whenever the terms of Exhibit A conflict with the terms herein, the terms of this Agreement shall supersede and control over any such inconsistent or conflicting terms in Exhibit A; and

WHEREAS, this Agreement and Exhibit A (as modified by this Agreement) constitute the Contract between Concentric and the District; and

WHEREAS, that in consideration of the covenants herein, these parties agree as follows:

SECTION 1. The DISTRICT shall compensate Concentric for professional services enumerated in Exhibit A hereof as follows:

The fee for services described in Exhibit A shall be computed on the basis of their hourly billing rates as set forth in the “Support Services Agreement” of Exhibit A for actual work time performed plus reimbursement of out-of-pocket expenses.

SECTION 2. The parties hereto further mutually agree:

2.1 Concentric may submit requests for periodic progress payments for services rendered. Payments shall be due and owing by the DISTRICT upon receipt of Concentric’s invoice for services. Payments to the Concentric after 60 consecutive calendar days from the date of the Concentric’s invoice for services shall be in accordance with the terms and provisions of the Local Government Prompt Payment Act, Illinois Compiled Statutes, Ch. 50, Sec. 505, et. seq.; and Concentric may, after giving seven (7) days written notice to the DISTRICT, suspend services under this Agreement until Concentric has been paid in full all amounts due for services, expenses, and late payment charges as provided in such Act.

2.2 This Agreement may be terminated, in whole or in part, by either party if the other party substantially fails to fulfill its obligations under this Agreement through no fault of the terminating party; or the DISTRICT may terminate this Agreement, in whole or in part, for its convenience. However, no such termination may be effected unless the terminating party gives the other party (1) not less than ten (10) calendar days written notice by certified mail of intent to terminate, and (2) an opportunity for a meeting with the terminating party before termination. If this Agreement is terminated by either party, Concentric shall be paid for services performed to the effective date of termination, including reimbursable expenses. In the event of contract termination, the DISTRICT
shall receive reproducible copies of Drawings, Specifications and other documents completed by Concentric.

2.3 The DISTRICT may, at any time, by written order, make changes within the general scope of this Agreement in the services to be performed by the Concentric. If such changes cause an increase or decrease in Concentric’s fee or time required for performance of any services under this Agreement, whether or not changed by any order, an equitable adjustment shall be made and this Agreement shall be modified in writing accordingly. No service for which an additional compensation will be charged by Concentric shall be furnished without the written authorization of the DISTRICT.

2.4 The DISTRICT’s Chief of Police has the ability as it relates to Criminal Justice Information Systems (CJIS) to Set, Maintain, and Enforce the following:

- Priorities for the District’s CJIS.
- Standards for the selection, supervision, and termination of personnel access to CJIS including Information Technology Contractors
- Policy governing operation of justice systems, computers, access devices, circuits, hubs, routers, firewalls, and any other components, including encryption, that comprise and support a telecommunications network and related criminal justice systems to include but not limited to criminal history record/criminal justice information, insofar as the equipment is used to process or transmit criminal justice systems information guaranteeing the priority, integrity, and availability of service needed by the criminal justice community.
- Restriction of unauthorized personnel from access or use of equipment accessing any aspect of the District’s Information Technology or networks related to the operations of the Police department, CJIS or State.
- Compliance with all rules and regulations of the (Criminal Justice Agency) Policies and CJIS Security Policy in the operation of all information received.

2.5 Reproducible copies of any Concentric’s documents and electronic media for information and reference for these services shall be delivered to and become the property of the DISTRICT at the conclusion of the project. The McHenry County Conservation District may use and reproduce these documents for the purposes for which they were prepared.

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, and other good and valuable consideration received and to be received, Concentric hereby agrees:

1. Concentric will perform the IT Support Services in accordance with industry standard practices and to the degree of skill and diligence normally employed by professional engineers and consultants performing the same or similar services.

2. In performing the IT Support Services, Concentric agrees to comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and or other governmental unit or regulatory body now in effect during the performance of the work. By way of example, the following are included within the scope of the laws, regulations and rules referred to in this paragraph, but in no way to operate as a limitation on the laws, regulations and rules with which Company must comply, are all forms of Workers Compensation Laws, all terms of the Equal Employment Opportunity Clause of the Illinois Fair Employment Practices Commission, the Illinois Preference Act, the Social Security Act, Statutes relating to contracts let by units of government, all applicable Civil Rights and Anti-Discrimination Laws and Regulations, and traffic and public utility regulations.
3. Concentric agrees to hold harmless and indemnify the DISTRICT and each of its officers, agents and employees from any and all liability claims, losses, or damages including reasonable attorney’s fees to the extent that such claims, losses, damages or expenses are caused by Concentric’s negligent errors, acts or omissions, but not including liability, claims, losses or damages due to the willful and wanton actions of the DISTRICT or other consultants, contractors or subcontractors working for the DISTRICT, or their officers, agents and employees. In the event claims, losses, damages or expenses are caused by the joint or concurrent actions of Concentric and the DISTRICT they shall be borne by each party in proportion to its actions in accordance with the provisions of the Tort Immunity Act.

The DISTRICT acknowledges that Concentric is an Illinois Limited Liability Company, and further acknowledges that it is a corporate entity, as the party to this contract.

The DISTRICT and Concentric agree that any claim made by either party arising out of any act of the other party, or any officer, director, or employee of the other party in the execution or performance of the Agreement, shall be made solely against the other party and not individually or jointly against such officer, director, or employees.

4. Concentric shall, to the satisfaction of the District, keep in force and effect insurance coverage of the types and amounts listed below at all times during the performance of the Work:

A. Commercial General and Umbrella Liability Insurance

Company shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than $1,000,000 each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location.

CGL insurance shall be written on Insurance Services Office (ISO) occurrence form CG 00 01 10 93, or a substitute form providing equivalent coverage, and shall cover liability in the performance of this Agreement from premises, operations, independent Companies, products-completed operations, personal injury and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

B. Professional Liability Insurance

Concentric shall maintain errors and omissions liability insurance appropriate to Concentric’s profession. Coverage as required in this paragraph shall apply to liability for a professional error, act, or omission in the performance of the scope of Concentric’s services as defined in this contract. Coverage shall be written subject to limits of not less than $2,000,000 per loss.

Insurance as required under this provision may not exclude:

a. bodily injury;
b. property damage;
c. testing, monitoring, measuring operations, or laboratory analyses;

C. Business Auto and Umbrella Liability Insurance

Concentric shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit of not less than $1,000,000 each accident. Such insurance shall cover liability in the performance of any auto including owned, hired and non-owned autos.
Business auto insurance shall be written on Insurance Services Office (ISO) form CA 00 01, CA 00 05, CA 00 12, CA 00 20, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in the 1990 and later editions of CA 00 01.

D. Workers Compensation Insurance

Concentric shall maintain workers compensation and employers liability insurance. The commercial umbrella and/or employers liability limits shall not be less than $1,000,000 each accident for bodily injury by accident or $1,000,000 each employee for bodily injury by disease.

Company waives all rights against District and its officers, officials, employees, volunteers and agents for recovery of damages arising out of or incident to Concentric’s activities.

E. General Insurance Provisions

1. The General Liability, Automobile Liability, Company’s Pollution Liability and/or Asbestos Pollution policies are to contain, or be endorsed to contain, the following provisions:

a. The District, its officers, officials, agents, employees and volunteers are to be covered as insured with respect to liability for performance of automobiles owned, leased, hired or borrowed by or on behalf of Concentric under this Agreement; and with respect to liability for performance of work or operations performed by or on behalf of Concentric including materials, parts or equipment furnished in connection with such work or operations; Company’s Pollution Liability and/or Asbestos Pollution. No policy shall contain an “Insured v. Insured” exclusion.

b. For any claims related to this project, Concentric’s insurance coverage shall be primary insurance as respect the District, its officers, officials, employees, agents and volunteers. Any insurance or self-insurance maintained by the District shall be excess of Concentric’s insurance and shall not contribute with it.

c. Each insurance policy required herein shall be endorsed to state that coverage shall not be canceled by the Insurer except after thirty (30) days prior written notice has been given to the District.

2. If General Liability, Concentric’s Pollution Liability and/or Asbestos Pollution Liability and/or Errors & Omissions coverages are written on a claims-made form:

a. The retroactive date must be shown, and must be before the date of the contract or the beginning of contract work;

b. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work;

c. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the contract effective date, Concentric must purchase an extended period coverage for a minimum of three (3) years after completion of contract work;
d. A copy of the claims reporting requirements must be submitted to the District for review;

e. If the services involve lead-based paint or asbestos identification/remediation, Concentric’s Pollution Liability shall not contain lead-based paint or asbestos exclusions. If the services involve mold identification/remediation, Concentric’s Pollution Liability shall not contain a mold exclusion and the definition of “Pollution” shall include microbial matter including mold.

F. Evidence of Insurance

Concentric shall furnish District with a certificate(s) of insurance and applicable policy endorsement(s), executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above.

Failure of District to demand such certificate, endorsement or other evidence of full compliance with these insurance requirements or failure of District to identify a deficiency from evidence that provided shall not be construed as a waiver of Company’s obligation to maintain such insurance.

District shall have the right, but not the obligation, of prohibiting Concentric from entering the premises until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by District.

Failure to maintain the required insurance may result in termination of this Contract at District’s option.

Concentric shall provide certified copies of all insurance policies required above within 10 days of Districts’ written request for said copies.

G. Acceptability of Insurers

For insurance companies which obtain a rating from A.M. Best, that rating should be no less than A VII using the most recent edition of the A.M. Best’s Key Rating Guide. If the Best’s rating is less than A VII or a Best’s rating is not obtained, the District has the right to reject insurance written by an insurer it deems unacceptable.

H. Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to the District.

I. Subcontractors

Concentric shall cause each subcontractor employed by Concentric to purchase and maintain insurance of the type specified above. When requested by the District, Concentric shall furnish copies of certificates of insurance evidencing coverage for each subcontractor.

J. Waiver of Subrogation

Concentric hereby agrees to waive subrogation which any insurer of Concentric may acquire by virtue of the payment of any loss. Concentric agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation. The Workers’ Compensation policy shall be
enforced with a waiver of subrogation in favor of the entity for all work performed by Concentric, its employees, agents and subcontractors.

1. Concentric shall furnish any affidavit or Certificate in connection with the work covered by this agreement as required by law.

2. Where the Prevailing Wage Act applies, Concentric shall pay and require every Subcontractor to pay prevailing wages as established by the Illinois Department of Labor for each craft or type of work needed to execute the contract in accordance with 820 ILCS 130/.0 I et seq. Concentric shall prominently post the current schedule of prevailing wages at the Contract site and shall notify immediately in writing all of its Subcontractors, of all changes in the schedule of prevailing wages.

Any increases in costs to Concentric due to changes in the prevailing rate of wage during the terms of any contract shall be at the expense of Concentric and not at the expense of the District. The change order shall be computed using the prevailing wage rates applicable at the time the change order work is scheduled to be performed. Concentric shall solely responsible to maintain accurate records as required by the prevailing wage statute and to obtain and furnish all such certified records to the District as required by the Statute. Concentric shall be solely liable for paying the difference between prevailing wages and any wages actually received by laborers, workmen and/or mechanics engaged in the Work and in every way defend and indemnify the District against any claims arising under or related to the payment of wages in accordance with the Prevailing Wage Act.

K. Illinois Freedom of Information Act

Concentric agrees to maintain the records and documents for projects of the District in compliance with the Freedom of Information Act, 5 ILCS 140/1 et seq. In addition, Concentric shall produce records which are responsive to a request received by the District under the Freedom of Information Act so that the District may provide records to those requesting them within the time frames required by law. If additional time is necessary to compile records in response to a request, then Concentric shall so notify the District and if possible, the District shall request an extension so as to comply with the Act. In the event that the District is found to have not complied with the Freedom of Information Act based upon Concentric's failure to produce documents or otherwise appropriately respond to a request under the Act, then Concentric shall indemnify and hold the District harmless, and pay all amounts determined to be due including but not limited to fines, costs, attorneys' fees and penalties.

L. Illinois Prevailing Wage Act

This contract may call for the construction of a “public work,” within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/.01 et seq. ("the Act"). The Act requires contractors and subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the “prevailing rate of wages” (hourly cash wages plus fringe benefits) in the county where the work is performed. This includes any maintenance, repair, assembly, or disassembly work performed on equipment whether owned, leased, or rented. Related to the Act, the Substance Abuse Prevention on Public Works Projects Act, 820 ILCS 265/1, et seq., requires contractors and subcontractors performing services on public works to have in place a written substance abuse program, which meets or exceeds the program requirements in this Act, on file with the District.

To the extent this contract is covered by the Act, all contractors and subcontractors rendering
services under this contract must comply with all requirements of the Act, including but not limited to, all wage, notice and record keeping duties, including the Substance Abuse Prevention on Public Works Act.

M. Any provision or part thereof of this contract held to be void or unenforceable under any law shall be deemed stricken and all remaining provisions shall continue to be valid and binding upon the parties. The parties agree that this contract shall be reformed to replace such stricken provision or part thereof with a valid and enforceable provision which comes as close as possible to expressing the intention of the stricken provision.

N. This contract contains and embodies the entire and integrated agreement between parties hereto and supersedes all prior negotiations, representations, or agreements, either written or oral.

IT IS MUTUALLY UNDERSTOOD AND AGREED that Concentric shall have the full control of the ways and means of performing the work referred to above and that Concentric or its employees, representatives or subcontractors are in no sense employees of the District, it being specifically agreed that Concentric bears the relationship of an independent Company to the District.

This agreement shall be in full force and effect from April 1, 2020 until the 31st day of March, 2021, or such time as it is terminated by the District.

IN WITNESS WHEREOF, THE PARTIES have executed this Agreement this 21st day of February 2020.

McHENRY COUNTY CONSERVATION DISTRICT

CONCENTRIC INTEGRATION, LLC

Michael D. Klein
President

Elizabeth S. Kessler
Executive Director
Exhibit A - Support Services Agreement 2020-2021

Owner: McHenry County Conservation District  Concentric Job Number: 200159.00

Concentric Integration (Concentric) agrees to enter into a support agreement with the District to provide support services based on the "Services" indicated below and in agreement with the District’s Independent Company’s Agreement and Attachments A (Service Definitions) and B (Service Details), attached hereto.

Services / Fees (See Attachment A for definitions)

<table>
<thead>
<tr>
<th>Description</th>
<th>Included</th>
<th>Hourly Rate</th>
<th>Expected Average Monthly Hrs.</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Planning, Direction, and Communication</td>
<td>❑</td>
<td>$160</td>
<td>8</td>
<td>Standard Hours¹</td>
</tr>
<tr>
<td>Proactive Support and Administration</td>
<td>❑</td>
<td>$123</td>
<td>10</td>
<td>Standard Hours</td>
</tr>
<tr>
<td>Retained Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Support Service Remote Connection</td>
<td>❑</td>
<td>$100</td>
<td>8</td>
<td>Standard Hours</td>
</tr>
<tr>
<td>Remote Support (Monthly)</td>
<td>❑</td>
<td>$80</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Services / Fees Notes

Concentric recommends the above monthly blocks of time in order to support the District’s IT infrastructure and accomplish the District’s related IT objectives. The above discounted hourly pricing will remain in effect during this contract provided the District maintains a six-month moving average of at least 20 hours per month throughout the duration of the contract.

Time Period and Payment

Start Date: April 1, 2020 End Date: March 31, 2021

Payments to be made monthly based on monthly invoices using the above hourly rates of service and actual hours worked.

¹ Standard Hours are considered Monday - Friday 7:30 am to 5:00 pm, excluding the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Thursday and Friday, and Christmas Day. If a holiday falls on a Saturday, the preceding Friday shall be considered a holiday; if a holiday falls on a Sunday, the following Monday shall be considered a holiday.
Attachment A - Service Definitions

Proactive Direction, Management, and Administration

Scheduled Services

Provide routine scheduled service of technology equipment. Upon completion of the scheduled service, Concentric will provide documentation for that service. Scheduled services will be provided during Standard Hours if service does not negatively impact network performance. Scheduled services that may impact network performance will be scheduled during other hours as agreed upon by Concentric and the District.

Unscheduled (Reactive) Services

1. Provide unscheduled services as required to administer and maintain the District's Information Technology (IT) network and equipment, which includes servers, switches, routers, firewalls, desktop PCs, laptops, and operating system and application software. Service may be performed on site or through remote access if available.

2. Unscheduled Services include the following:
   a. Making configuration changes and/or updates as dictated by best practice industry standards to the operating system, security, virus protection software, firmware and backups that may impact the availability of the network.
   b. Responding to District's requests to investigate, troubleshoot, and resolve hardware and software related issues associated the District's IT equipment. This includes the labor to replace failed components only if the hardware is under warranty.

3. Response time for Unscheduled Services will be provided based on the Priority Level as indicated in Tables 1 and 2, as determined by the District and agreed upon by Concentric.

Table 1 - Priority Level Criteria

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Description</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Mission Critical</td>
<td>System Outage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Serious financial and productivity impact</td>
</tr>
<tr>
<td>Level 2</td>
<td>Extremely Urgent</td>
<td>Significant financial and productivity impact</td>
</tr>
<tr>
<td>Level 3</td>
<td>Urgent</td>
<td>Medium financial and productivity impact</td>
</tr>
<tr>
<td>Level 4</td>
<td>Non-Urgent</td>
<td>No financial and productivity impact</td>
</tr>
</tbody>
</table>

Table 2 - Response Time

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Response Time Guarantee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Return phone call within 30 minutes. Dispatch staff member within 60 minutes if a site visit is required.</td>
</tr>
<tr>
<td>Level 2</td>
<td>Return phone call within 30 minutes. Dispatch staff member within 4 hours if a site visit is required.</td>
</tr>
<tr>
<td>Level 3</td>
<td>Return phone call within 30 minutes. Dispatch staff member within 1 business day if a site visit is required.</td>
</tr>
<tr>
<td>Level 4</td>
<td>Return phone call within 30 minutes. Dispatch staff member within 7 business days if a site visit is required.</td>
</tr>
</tbody>
</table>

Project # 200159.00

McHenry County Conservation District
Planning / Consulting Services

1. Maintain the existing backup disaster recovery Standard Operating Procedure (SOP) if one exists and provide testing of said SOP if included as a Scheduled Service.

2. Provide an analysis of the existing disaster recovery plan and SOPs and make recommendations to enhance the existing plan and SOP. This may include recommendations for the purchase of additional hardware and/or software, which is not part of this Agreement. If an existing disaster recovery plan does not exist, Concentric can develop one under a separate agreement.

3. Maintain an inventory database of District’s computer hardware, software and vendor service contracts (such as hardware warranty, software support contracts, software licensing, etc.).

4. Alert the District of hardware warranty, vendor service contracts and software licensing which Concentric is aware of that requires renewal, and assist with the renewal of contracts.

5. Attend meetings and/or planning sessions, as requested. Meet with District management staff separately, as requested to understand the operation and efficiencies of the District’s organization. Provide budgeting for new information technology projects.

6. IT Direction and Management Services will be provided during Standard Hours.

Exclusions

1. The following items are not covered under the this contract:
   a. The purchase of new hardware or software.
   b. Physically servicing printers beyond basic IT troubleshooting. Note: Configuring print drivers and investigating network printing issues is included, but the servicing of the printers themselves is not.
   c. Developing a disaster recovery plan if one does not exist.
   d. The renewal cost for hardware warranty, vendor service contracts or software licensing (i.e. District is responsible for the cost of maintaining their Microsoft licensing through the appropriate vendor and maintaining server warranties).

2. The items mentioned in Exclusions Paragraph 1 above can be paid for using the Block of Hours option, if included under this Agreement, on a non-contract Time & Material basis using standard hourly billing rates of the employee(s) performing the service, or under a separate agreement detailing the scope of work and fee, as agreed upon by Concentric and the District.

District Responsibilities

1. The District is required to provide access to equipment that requires service. If access is not granted at the agreed upon time, Concentric has the right to charge the additional time spent due to lack of access based on the employees standard billing rate. This fee will be sent as a separate invoice from this Agreement.

2. The District is responsible for purchasing and maintaining all software licensing, vendor support contracts and manufacturer warranties for equipment to be serviced.
**Urgent Service - Block of Hours**

Provide as-needed urgent service up to the number of hours specified on the Support Services Agreement. This service will be provided 24 hours a day, 7 days per week for the length of this Agreement regardless of standard working hours. Concentric’s daytime and after-hours phone number is 815-788-3600. Concentric staff typically answers the phone during standard business hours. A call center answers the phone after hours or when staff is not available to answer.

**Standard Service - Block of Hours**

Provide as-needed urgent service, system programming modifications, and/or additions to enhance the District’s system up to the number of hours specified on the Support Services Agreement. This service will be provided during Concentric’s Standard Hours for the length of this Agreement. The District can elect to obtain service outside of Standard Hours, however, Concentric will offer the service at a rate of 1.5 hours charged per one hour spent from the Service Agreement. Concentric’s daytime and after-hours phone number is 815-788-3600. Concentric staff typically answers the phone during standard business hours. A call center answers the phone after hours or when staff is not available to answer.

**Training**

Provide training up to the number of hours specified on the Support Services Agreement. Training can include a variety of subject matters related to the District’s SCADA system or computer software applications, such as Microsoft Word, Excel, Outlook or Access.

**Enhanced Remote Support**

Clients with an “always on” Internet connection can benefit from Enhanced Remote Support, which allows our staff to proactively manage remote workstations or computers/servers. If the Enhanced Remote Support option is not selected, clients with Internet connectivity can still benefit from remote support on an as-needed basis, paying for the service for each use of the service (currently $50/day of use).

**Concentric Service Response Guarantee**

Concentric guarantees that our staff will be available for service within the specified timeframe as described in the service definitions above. If Concentric fails to be available within the specified timeframe, Concentric will make the following concessions:

1. For the Proactive Support and Administration option: The value of the labor charged for the initial consultation/site visit specific to the Case in question, based on a billing rate of $100/hr, will be credited to the next issued invoice, or refunded to the District if the Agreement Fee has already been paid in full.

2. For the Block of Hours options: The labor charged for the initial consultation/site visit specific to the Case in question will not be deducted from the allotted maximum hours (the initial Case consultation/visit will be free).
### Attachment B - Service Details (IT Network)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Deliverable</th>
<th>Included</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Weekly</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backup job and log review. Repair, if necessary</td>
<td>Server QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td>Security Appliance/Firewall, Anti-Virus system review &amp; remedy</td>
<td>QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td><strong>Monthly</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network computer performance &amp; patching review (with end users). Adjust/ remedy when necessary</td>
<td>QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td>Test backup data restore</td>
<td>Server QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td>Critical Server Patch Installation</td>
<td>QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td>Cursory Outside Security/ penetration review</td>
<td>QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td><strong>Quarterly</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply required manual minor version / application patches and updates to network computers</td>
<td>QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td>Deploy non-critical updates &amp; patches to server &amp; network computers</td>
<td>QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td><strong>Annually</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Software Version Upgrades</td>
<td>QA/QC Checklist</td>
<td>☑️</td>
</tr>
<tr>
<td>Documentation/Drawings Review &amp; Update</td>
<td>Electronic Delivery</td>
<td>☑️</td>
</tr>
<tr>
<td>Update IT Equipment Inventory and Provide PDF Report</td>
<td>Digital Inventory PDF</td>
<td>☑️</td>
</tr>
<tr>
<td>Budget/CIP Planning &amp; cost preparation</td>
<td>Budgetary Consulting</td>
<td>☑️</td>
</tr>
</tbody>
</table>