VILLAGE OF SUGAR GROVE
BOARD REPORT

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES

FROM: BRENT EICHELBERGER, VILLAGE ADMINISTRATOR
ALISON MURPHY, ASSISTANT TO THE VILLAGE ADMINISTRATOR/
VILLAGE CLERK

SUBJECT: RESOLUTION: AUTHORIZING EXECUTION OF AN AGREEMENT
WITH DEKIND COMPUTER CONSULTANTS FOR INFORMATION
TECHNOLOGY SERVICES

AGENDA: DECEMBER 6, 2022 REGULAR BOARD MEETING

DATE: NOVEMBER 30, 2022

ISSUE

Should the Board approve a Resolution authorizing the execution of an agreement with DeKind Computer Consultants for Information Technology (IT) Services.

DISCUSSION

One of the Administration Department's Village Initiatives for FY2022-2023 is to "Issue an RFP for IT Consultant Services." Staff decided to initiate a two part Request for Qualifications (RFQ)/Request for Proposals (RFP) process to select a qualified vendor to maintain and improve information technology (IT) effectiveness, enhance its quality of services, minimize down time and support costs, and maximize return on investment in IT. In August, the Village issued a RFQ and received nine responses. From those staff selected three vendors to move to the RFP phase. Staff met with the three vendors and received final proposals. Below is a breakdown of the costs for the three proposals.

DeKind Computer Consultants	$3,420.00/month
Paradigm Technology Group, LLC	$6,675.00/month
Orbis Solutions	$7,500.00/month

Following review of the proposals, staff is recommending the contract be awarded to DeKind Computer Consultants. DeKind, out of Barrington, currently manages eight municipal organizations, approximately 200 private corporations and has extensive experience working with Police Departments.

COST

The cost of the contract will be $3,420.00 per month for 36 hours. Additional hours will be charged at $125.00/hour. A $16.00 fuel charge will be added for on-site visits. It is anticipated that more the 36 hours of service may be required in the first few months

during the transition. Unused month hours can be rolled forward to assist with time consuming projects.

RECOMMENDATION

That the Board approve a Resolution authorizing the execution of an agreement with DeKind Computer Consultants for Information Technology (IT) Services.

VILLAGE OF SUGAR GROVE
KANE COUNTY, ILLINOIS

RESOLUTION NO. 20221206

RESOLUTION AUTHORIZING EXECUTION OF AN AGREEMENT WITH DEKIND COMPUTER CONSULTANTS FOR INFORMATION TECHNOLOGY SERVICES

WHEREAS, the Village of Sugar Grove Board of Trustees finds that it is in the best interest of the Village to engage the services of DeKind Computer Consultants for Information Technology (IT) Services and to execute an agreement;

NOW, THEREFORE, BE IT RESOLVED, by the President and the Board of Trustees for the Village of Sugar Grove, Kane County, Illinois, as follows:

The Village President and Village Clerk are hereby authorized to execute said agreement on behalf of the Village and to take such further actions as are necessary to fulfill the terms of said agreement.

PASSED AND APPROVED by the President and Board of Trustees of the Village of Sugar Grove, Kane County, Illinois on this 6th day of December, 2022.

_____
Jennifer Konen
President of the Board of Trustees
of the Village of Sugar Grove, Kane
County, Illinois

ATTEST: _____
Alison Murphy
Clerk, Village of Sugar Grove

	Aye	Nay	Absent	Abstain
Trustee Matthew Bonnie	_____	_____	_____	_____
Trustee Sean Herron	_____	_____	_____	_____
Trustee Heidi Lendi	_____	_____	_____	_____
Trustee Michael Schomas	_____	_____	_____	_____
Trustee Ryan Walter	_____	_____	_____	_____
Trustee James F. White	_____	_____	_____	_____

DEKIND

Computer Consultants

106 S. Wynstone Park Dr. Suite 104
North Barrington, IL 60010
847 838 5200

Information Technology Support Services

DATE: 11/4/2022

PROPOSAL FOR: Village of Sugar Grove

PROPOSAL BY: Jeremy Cummings

Jeremy @DeKind.com

FULL SERVICE COMPUTER CONSULTANTS

Cover Letter

November 4, 2022

Alison Murphy

Village of Sugar Grove

RE: Information Technology Support Services

To Alison Murphy,

Our team at DeKind Computer Consultants, having offices located at 106 S. Wynstone Park Dr. Suite 104. North Barrington, IL 60010 would like to express our interest in providing managed IT Services to the Village of Sugar Grove. DeKind is an S-Corporation, we're licensed to operate in IL as well as WI. Our organization has provided managed IT services to communities and businesses across the Midwest for the past twenty-one years.

We are certain that our organizations skill and experience will benefit the Village of Sugar Grove. Our diverse experiences in public operations set us apart from our competition, while our private sector customers require our engineers to be proficient in countless settings. We currently support over 4,000 end users across the Midwest.

Our team at DeKind Computer Consultants is prepared to execute all services defined in the scope of services published in your request.

Thank you for your consideration. I look forward to our future conversations.

Sincerely,

Jeremy Cummings

Business Development Executive

847-838-5200 ext. 1013

Jeremy@DeKind.com

What Makes DeKind Your Ideal Partner?

- ✓ **Family owned and operated**
- ✓ **In business since 2001**
- ✓ **Currently monitor 4,000+ end users**
- ✓ **On-Site IT support**
- ✓ **24 / 7 / 365 service**
- ✓ **Complete network administration**
- ✓ **36 hours of service per month**
- ✓ **$3,420.00 per month**
- ✓ **You only pay for the service you receive**
- ✓ **Roll over unused hours**
- ✓ **NO project fees**
- ✓ **Certified engineers**
- ✓ **Complimentary ticketing system**
- ✓ **$160,000 of enterprise software included with our agreement**
- ✓ **Custom ticket reporting**
- ✓ **Virtual Chief Information Officer**
- ✓ **Technology budgeting assistance**
- ✓ **Complimentary cyber security training**
- ✓ **Established back up protocols**
- ✓ **IT user groups**
- ✓ **Business technology plans**
- ✓ **Asset replacement schedules**

Since bringing DeKind on board as our IT service provider, we have seen our server down time reduced to zero and our costs levels. Their attention to our needs and ability to prevent issues has enabled us, with their guidance, to focus on the big picture rather than the daily minutia. DeKind's availability to jump in to resolve any small issues that may arise when one of our team members is onsite is fantastic. They always respond to our situations with an appropriate level of urgency.

Brian S.

Determined. Dedicated. Dependable. DeKind.

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Executive Summary

November 4, 2022

The Village of Sugar Grove

10 S. Municipal Drive

Sugar Grove, IL 60554

RE: Information Technology Support Services

Our goal is to be a malleable partner to the organization, providing superior support along with the exceptional service you should expect from a family owned and operated business. Technology is constantly evolving; our purpose is to keep our finger on the pulse of advancements to bring the latest technology options to our internal tools as well as present effective options to our partners. We take pride in delivering the additional services that distinguish us as a comprehensive technology services provider. Our team is expected to create internal IT user groups, providing technology driven discussions among end users. We provide financial budgeting assistance around any technology related topics. Our agreements are structured to be budget friendly, while allowing our customers flexibility on their monthly service expectations.

The team at DeKind works together on all recommendations. Our staff manages 8 municipal organizations and just under 200 private corporations, these experiences bring established solutions to all our partners. Our team manages multiple Department of Defense contractors while carrying the complete responsibility for their network administration, data integrity, and network security. We have a unique and distinct perspective while working with our municipal partners in that a member of our leadership team, Brian DeKind, is an active police officer and formerly worked as a paramedic for 12 years. Our team has over 40 years combined experience both 'inside' and 'outside' the police car. Our corporate structure is focused on providing scalable support across multiple environments, making our team an ideal solution for the Village of Sugar Grove.

Every service offered by a member of our team is billed at an equal rate regardless of the experience needed to complete the work, leaving no assumptions about your expenses. When you work with DeKind, you receive exceptional end user support partnered with the high-level administration of a Virtual CIO. Our tenure provides us the most current, accurate and financially stable solutions to help your operations grow while saving costs. It is important to remember that technology never has an "end-goal". It is a constantly evolving tool that will lead to better serving the employees and ultimately the residents the frequent the facilities of the Village of Sugar Grove.

Our proposal and cost schedule are valid and binding for 90 days following the proposal due date.

Thank you for your consideration. I look forward to our future conversations.

Jeremy Cummings

Why Choose DeKind Computer Consultants?

In our digital era, it is no exaggeration to say that a modern operation can only be as powerful as its IT systems. The Village of Sugar Grove needs a comprehensive infrastructure and security solution that allows operations to prosper.

DeKind Computer Consultants will provide best efforts, using its expertise in the information technology industry, to apply the skills of its staff to resolve computer related issues as well as consult the Village of Sugar Grove regarding technology related topics. We believe that all our technicians time should be billed at the same rate for all responsibilities, allowing your operations to budget our time quickly and easily. When you work with DeKind, you receive exceptional end user support, partnered with the high-level administration of a Virtual CIO. Our tenure provides us the most current, accurate, and financially stable solutions available. In the information below, you will see how DeKind sets ourselves apart from our competition.

The DeKind Approach

DeKind Computer Consultants will provide the following for the Village of Sugar Grove:

- **Monitoring**- All aspects of the WAN & LAN including internet, servers, switches, routers, firewalls, phones, wireless infrastructure, and workstations. Our systems are designed to flag suspicious or continued abnormalities to prevent future threats. We will provide automated daily, weekly, and monthly performance reports.
- **24/7/365 Support**- Beyond the dedicated technicians required for this proposal, our team is available 24/7 to assist with urgent issues. Alert notifications for system outages will be reported through designated channels with outlined protocols for all servers, storage devices, workstations, and mobile devices.
- **Consistent On-site Visits**- Our team at DeKind prefers that our interactions be in person. We feel that having an established relationship with our customers provides a level of service that every partner should expect. Having our technicians onsite permits our customers to voice issues that may be left unsettled or forgotten. Throughout the pandemic, our team has continued to provide on-site services to our partners. Many of our competitors made changes to their business models and began relying heavily on remote support. We chose to continue our focus on on-site support, forcing our team to streamline our operations, making DeKind the ideal solution for the Village of Sugar Grove.
- **Remote Monitoring & Management**- SplashTop will be installed on all machines connected to the internet. This allows our team access to each machine remotely as needed, while automatically monitoring its function or lack thereof. The RMM is set to report on issues such as low disk space, system offline, application & operating system issues that generate error log notices, and other critical function alerts. The annual subscription cost to have SplashTop deployed is not included in our service agreement.

- **Malware and Anti-Virus Protection**- We are happy to manage any current subscriptions along with providing recommendations to our preferred software. We will install, monitor, manage, and update all local software as needed. Annual software subscription costs are not included in our service agreement.

- **The DeKind Approach to Cyber Security**- Since business's are more data driven than ever before, it is of utmost importance that organizations protect their network and information. The sophisticated attacks that we once only saw between nations, is now being used against all sectors of the economy. Networks remain a primary target for hackers, due to the abundance of insecure practices by in-house developers. Threats are constantly evolving, and attackers continue to target new networks to gain access to critical data. DeKind takes a multi-layered approach to cyber security. This starts with our internal controls of ensuring that our employees meet the highest ethical standards possible. We have found that above IT infrastructure security, end-user education is the largest variable risk to any organizations cyber-security. DeKind offers complimentary semi-annual in-person cyber security training to all our partners. This proactive approach has proven to be extremely effective. Our training will include both pre and post training testing of all its attendees. We pair this education with scheduled patch updates, strict firewall policies and proven anti-virus and anti-malware software. If a situation was to occur, our team will oversee the threat response and provide detailed guidance including short and long term recovery plans.

- **Security Analysis and Upgrade**- DeKind will analyze the current security measures at the Village of Sugar Grove and identify any areas that can be improved. We will then design and deploy new security measures specifically designed to integrate seamlessly into the infrastructure at the Village of Sugar Grove. These security measures will protect the organization against malicious threats and keep operations running smoothly.

- **Request Management**- Tickets can be entered into our system 24/7. If the given issue needs to be addressed immediately, we ask that the ticket is labeled Urgent/HOT. End users are also able to connect with our operations center via phone when service is required. A more detailed description of ticket entry will be available in our onboarding packets. All Urgent/HOT issues are dispatched to our full team of technicians and it is your primary technicians' role to complete the given issues. All Urgent/Hot issues will be address within 4 hours of ticket entry.

Severity Level	Time to Resolution
1. Critical / HOT	1 Hour or Less *
2. Hot	4 Hours
3. Average	12 Hours (remote) or within 24 Hours when onsite support is required.

When assistance is needed to complete a given issue, we have an internal escalation process in place. If a situation were to occur, our escalations team would resolve your ticket. All correspondence would continue the same course as if your primary technician

were assigned. All ticket updates will be provided automatically via email through our ticketing system or by phone once your issue is resolved.

Our team is prepared to offer Tier I, II and III support to every partner. We believe that all our technicians can resolve Tier III requests, but we do have an internal escalation process in place.

- **Documentation**- Detailed notes of technician interactions are documented and will be available upon request or on a schedule determined by the Village of Sugar Grove. Our monthly contracts are based on the time our technicians spend monitoring, managing, and fixing your network. All technician time is billed at the rate documented in the included service agreement. The below snip is an overview into our ticketing system. Predetermined users can access live ticketing information to see details of all technician interactions. Every user receives an email when an update occurs to a ticket that they've been referenced in. You will never receive an invoice for the use of ZenDesk.

ID	Subject	Requester
#97793	finance conf. room	
#97784	Printer ▇▇▇▇ Service	
#97733	Intercom System	
#97699	▇▇▇ and Network Issues	
#97652	FW: {EXT}RE: Your point of contact update request ▇▇▇	
#97649	FW: Monday's Meeting - Remote Attendance	
#97532	Computer Workstations	
#97518	iPad Purchase - Time Sensitive	
#97508	Squad video request	
#97363	Squad printer malfunctioning	
#97336	Metra Station Cameras	
#97321	A/V at the ▇▇▇ Service Center	
#96992	Fire ▇▇▇ Overhead Paging	
#96972	kiosk computer in Admin	
#96871	New Vehicle Equipment ▇▇▇	
#96841	Some emails not being delivered to iPhone	
#96751	Issues with phones at Post	
#96594	▇▇▇ Voicemails not being received	

- **Dedicated Help Desk Technicians**- A direct link to our Help Desk would be installed on all devices, allowing our staff to quickly connect with every end user. Help Desk personnel will have access to ticket information and notes related to the Village of Sugar Grove infrastructure.
- **Designed and Deployed a Customized Infrastructure**- We will design an infrastructure for your organization that will consolidate technology cost centers, boost system security, whiling enabling operations to better serve employees of the Village of Sugar Grove. While systems are being updated, IT policies and procedures will be updated and made available to all end users.
- **Complete Network Management**- Our team will change, configure, install, and patch all network hardware and end user software. We will perform all necessary system housekeeping while proactively searching for potential network issues before they result in organizational downtime. We will complete all installations of initial files, directories, and security to accommodate each department's needs while contributing to the Village of Sugar Grove mission.
- **Ongoing Infrastructure, Network & Project Management**- Even the most elegant IT infrastructure can become a burden if you are forced to manage it. We take responsibility for the end-to-end function of the village's network, allowing employees time to manage other internal processes. We will research solutions and make recommendations as they become available, or on a timed schedule, depending on the preference of the Village of Sugar Grove.
- **Telecommunications Services**- We will provide complete management of all telecommunications services including voicemail configuration, distribution lists, paging systems, public address systems, and integrations with email. As a complimentary service, we will act as a liaison between the organization and your suppliers of technology solutions. Our experiences have built relationships with distinct providers of telecommunication services, allowing our team to quickly consolidate vendors when applicable. The upcoming decommissioning of POTS lines has forced many organizations to dissect their current telecom plans.
- **Cell Phones**- We will act as a liaison between the organization and your cell phone carrier. We are happy to uncover any inefficient users or contracts and provide an efficient solution. Did you know that it can be a financial benefit to replace all iPhones on a regular basis?
- **Key Card Access**- Our team manages access systems at over two dozen facilities and are happy to provide this service to the Village of Sugar Grove.
- **Security Camera Systems**- We manage 8 municipal environments across the Midwest and security cameras are an essential piece to every operation. We also manage multiple private businesses' that require our support for their security camera systems.
- **Printers**- Basic maintenance and troubleshooting is included in our scope of service across all our partners environments. Our team is happy to assess your current printer network and make appropriate hardware recommendations. If your organization is currently under contract with another organization that provides managed print services, our team is happy to act as a technical liaison. Upon the renewal of your agreement, we

would provide the Village of Sugar Grove with a quote for services that we feel appropriate.

- **Wireless Infrastructure**- We will provide complete management of your Wi-Fi system and offer our recommendations to keep your environment updated to current standards. We will make sure your facility is efficient by creating multiple networks to allow your operations to stay secure from the public. If changes to your environment are needed, all labor costs involving Wi-Fi configuration and installation will be provided at the hourly rate listed in the included agreement. Our technicians are familiar with multiple brands of hardware, but have the most experience with Aerohive and EnGenuis

- **Wireless Mapping**- When Wi-Fi coverage requires improvement, our team can overlay our heat mapping technology to your facilities diagrams. The mapping software allows our team to use multiple access points across the network to guarantee a successful coverage rate while keeping your project budget friendly.
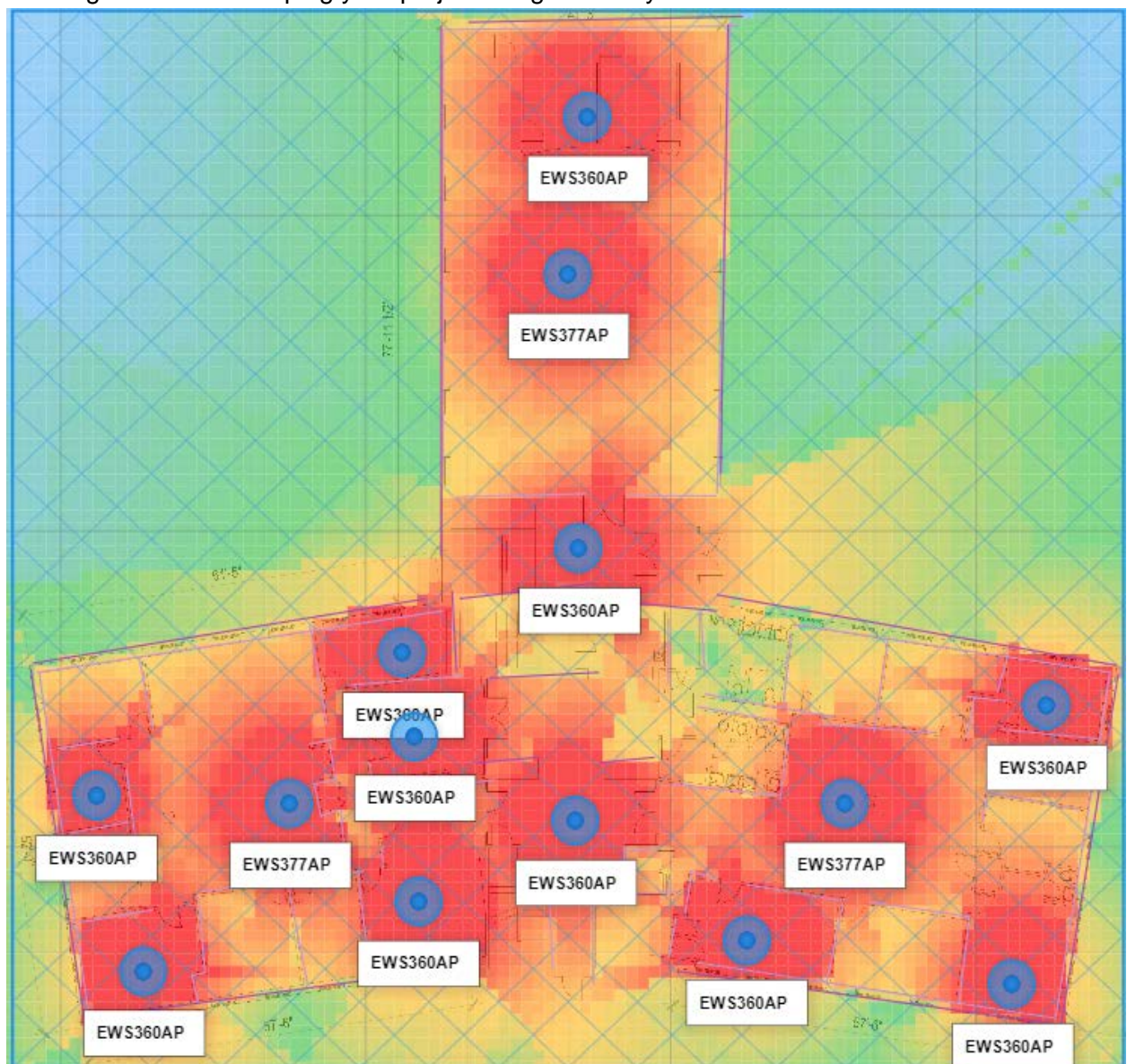
- **Monthly Reporting**- We provide our partners with detailed reporting at the end of every month. This enables your management staff to see the issues that we're resolving, allowing you to understand where your funds are being spent. We believe that consistent problems turn into trends and continuous trends become behaviors. If the Village of Sugar Grove desires an efficient technology program, our systems are designed to provide structure. The Village of Sugar Grove will never receive an invoice for the use of our ticketing system.

Total hours

██████

████ Uninvoiced billable hours

Clients	All clients
1 Project	May 2022 Hours
Tasks	All tasks
Team	Everyone

Show: All hours ⌄ | Group by: Date ⌄ | ☐ Active projects only   Export ⌄ 🖨

Client	Project	Task	Person	Hours
	May 2022 Hours	Remote	Josh Barrie	

████████ Ticket #96280. Disabled Eric's account and changed password to ████████ Removed from groups. Ran a Delta Sync with O365/Azure AD. Ran a ████ He's out on our end.

| | May 2022 Hours | Remote - Emergency | Josh Barrie | |

██████████ Ticket #96405. Remoted into Kim's desktop ██████████ It was taking awhile, and was SLOOOOOW. The desktop even took awhile to show up. I believe it needed some optimization. So, on her local desktop, I downloaded TCP Optimizer and Wise Registry Optimizer and ran both. Applied all optimizations and reboot. Things were MUCH quicker/smoother on SplashTop's end now. We then went back into the RDS/Cloud and tried printing, and things went quicker there as well. Chalked up ██ her local system/LAN adapter being slow and just needed to be tweaked/optimized better.

| | May 2022 Hours | Remote | Josh Barrie | |

██████████ Was sent the admin signup email from Symbol finally. Setup an account and logged in. Attached ██████ 365 to their Symbol account. Let it sync / import the emails. Combed through and removed half the unused/distribution groups/unneeded emails. Down to 57.

| | May 2022 Hours | On Site | Josh Barrie | |

████████████ Epik box installed by tech, but it was not provisioned from the start as it should have been. He spent hours on the phone trying to get it work with his team. After awhile, I left and did other ticket stuff. He eventually got the lines up and testing out, so now Rebecca can get PW to install the new Call Box stuff. - Ticket #96423. Done. Added new M554 to both RDS and DC. Shared out on DC. Tested working on both. Added to all local desktops and removed old M551 and any improperly-added versions. All working.

| | May 2022 Hours | Remote | Josh Barrie | |

██████████ Emails back and forth and checking in on the reboot/update/reconfiguration of RDS/Cloud server with Offsite. Made sure after they finished that it came back up OK and that it was configured properly. All is good to go.

| | May 2022 Hours | Remote | Josh Barrie | |

████████ Multiple emails to ████████████████ explaining the whole Acrobat/LERMS/Office issue, as well as Licensing options and such.

| | May 2022 Hours | On Site | Josh Barrie | |

██████████ Took a look at how much storage was needed for backups one the SCADA machine. ████████████ 1TB EasyStore external HDD. Came back to PW and connected/formatted the drive. Did the looong setup for registering all things ██████ and setting it up on the SCADA machine. All licensing, registration, setup, scheduling, etc for it are done. The initial backup finished successfully, verified, and is now Replicating to the cloud. Should be good to go!

- **Our Pricing Structure**- We base all our agreements on the amount of time our technicians spend managing your environment. All technicians time is documented in the prior referenced ticketing system allowing your administration to understand the issues in your environment and the cost associated with them. We allow unused hours to be rolled into the following months to promote efficient budgets and large projects. We also provide alerts when support hours are trending over the allotted time.
- **Network Mapping**- Our team will complete a diagram of current assets, end of life estimates, and replacement schedules. Minor cabling work will be performed as needed.
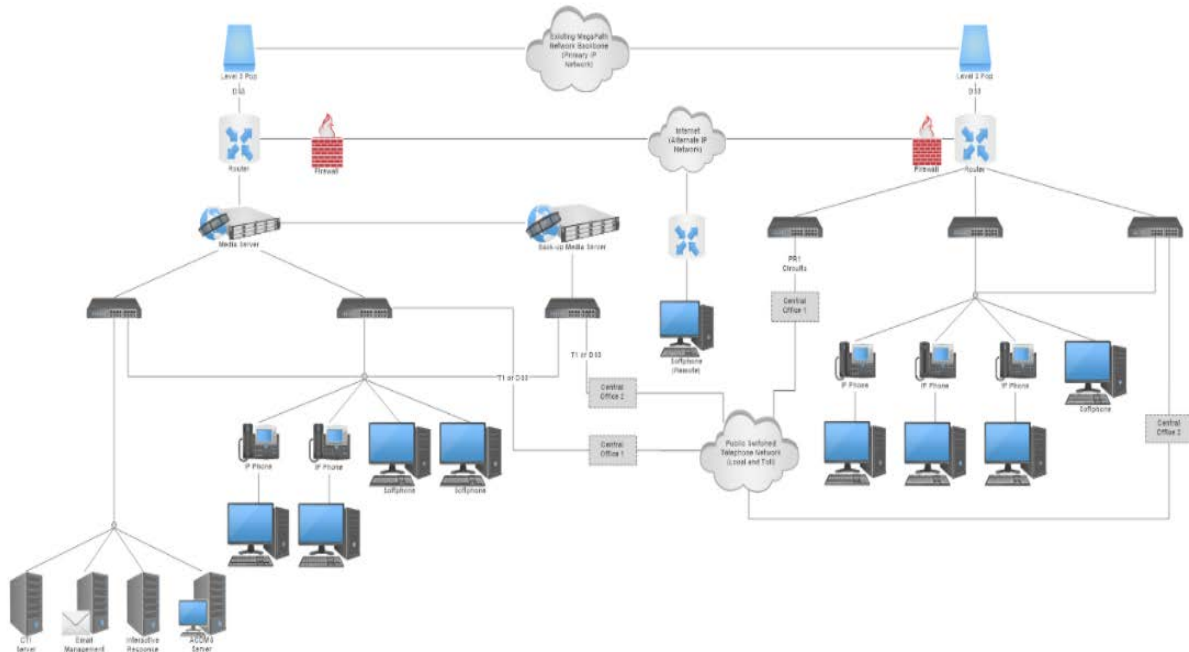

- **Technology Roadmap**- Every organization uses technology; the great organizations understand that planning for change is a necessary evil. Our experiences allow us to see progress in a different setting than most, which requires us to be in a constant search for the next solution. All DeKind partners receive a technology roadmap to help guide them through upcoming changes to their organization including workstations, switches, servers, storage systems and all network hardware.
- **Asset Inventory Control**- Asset tags will be placed on all devices, if not already present. Our remote agent provides us detailed information regarding each machine it's installed on, allowing for painless documentation and replacement.
- **Owned Device Inventory and Support**- End of life estimates, maintenance, and replacement strategies will be created around pre-determined budgetary information. We will create and maintain a 5-year replacement plan on desktop devices.
- **New Asset Introduction**- We will provide proposals for the most cost effective and efficient options available, while delivering end user training on recommended devices. Our goal is to create consistency across your network by limiting workstation options. Based on each employee's role with the organization, they would be supplied with one of

four options. An established base image will be created for all available workstation options, allowing our team launch multiple machines to the network at once.

- **Procurement Assistance**- Our team understands the processes, budgetary restrictions, and the limitations of a municipal environment. We supply proposals from 3-5 vendors in every hardware request and will be prepared to provide quotes to confirm pricing. We're happy to abide by the current procurement policies at the Village of Sugar Grove or work alongside internal staff to create updated guidelines.

- **Asset Recycling**- As hardware costs continue to increase, it's become more important to have a plan for the future of your organization's technology assets. DeKind is partnered with a nationwide asset recovery organization that will provide the buyback value of your Apple devices before each device is deployed into your network. This process requires a strict replacement schedule but provides a definitive return on investment. A value that can significantly lower the cost of new asset purchases for years to come.

- **Document Management**- We will establish a business specific plan that efficiently and effectively organizes document flow throughout the organization. In many situations, a physical task can be eliminated by the implementation of an appropriate technology platform. If your department is still using paper copies to conduct daily operations, our team is happy to provide guidance into a suitable solution.

- **Hosted Servers/Cloud Infrastructure**- Every DeKind partner is presented with the opportunity to have their environment hosted inside an enterprise grade data center. Our private cloud environments provide the redundancy, security, and flexibility that every organization will need in the future. Technology is always changing, and upgrades will always be a required cost when operating with any on premise solution. Our private data center relationship allows your operations to rent server space inside the most current environment available for a simple monthly rate. With hardware costs continuing to rise and the continued struggle with procurement, it's never been a better time to check the costs of moving to the cloud.

- **Exchange Administration**- DeKind has a consistent flow of new and current partners who need our experience to manage their Exchange servers. Our team of technicians have spent decades managing on premise email solutions, but we are always recommending our partners to migrate to the cloud. A migration to O365 adds multiple layers of security, and the ability to adapt to change. At this time, our team averages 6-8 migrations to O365 per year.

- **Office 365 Administration**- Our team currently supports over 2,000 seats of O365 and have completed over 2 dozen migrations from on premise Microsoft Exchange environments to O365. NCE has become a driven topic of conversation with our customers. Has your provider made you aware Microsoft's change in strategy? As of March 1, 2022 all new users will be required to sign an annual contract, or the average license cost could increase by 20%. Our team is spearheading a process to navigate through these required changes, allowing our customers to maintain control of their expenses while creating accurate budgets for years to come.

- **Email Encryption**- Our recommended software has 20+ years' experience encrypting emails for some of the most sensitive institutions in healthcare, finance, and government. There are no extra passwords for senders or recipients, making the tool easy to manage for every end user. Our platform is completely customizable, allowing our engineers to tailor trigger points that are specific to your operations. If a policy trigger sends an email to quarantine, it's quick and easy to access.
- **Email Archiving**- A proven archiving system is essential to managing public operations. We understand the continued need for data from the past and recognize that information needs to be produced on an instant. Our recommended software integrates directly into all O365 licenses, allowing our engineers to quickly search through current, repurposed, and decommissioned mailboxes.
- **FOIA Requests**- DeKind has over 2 decades of experience managing public operations making our team extremely familiar with the Freedom of Information Act.
- **Email Threat Protection**- As criminals continue to change their approach, partnering with an established software that's constantly upgraded is an essential piece to business security. The below reporting is based on a partner's environment and is available to all subscribed customers.
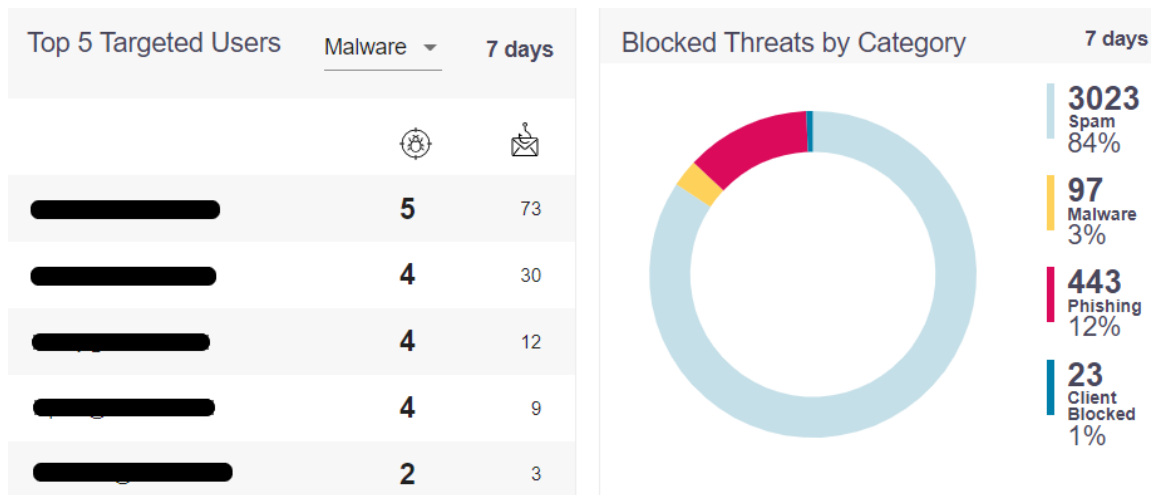
Organizational email flow over a 30-day period

Inbound Mail   **30 days**

All Mail

Blocked Threats
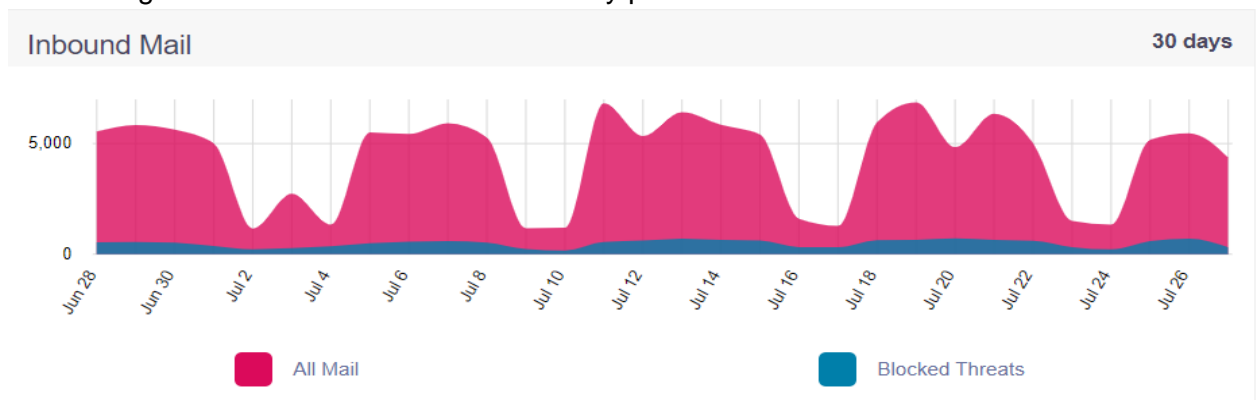
- **Web Filtering**- Our firewall solutions can block adult, criminal activity, gambling, hacking, hate, fraud, spam, spyware, and violent content. We can adjust categories that you deem acceptable as an organization. The below report documents phishing vs. malware attacks that were blocked over the above 30-day period.

Security Threats Blocked   **30 days**

Malware

Phishing
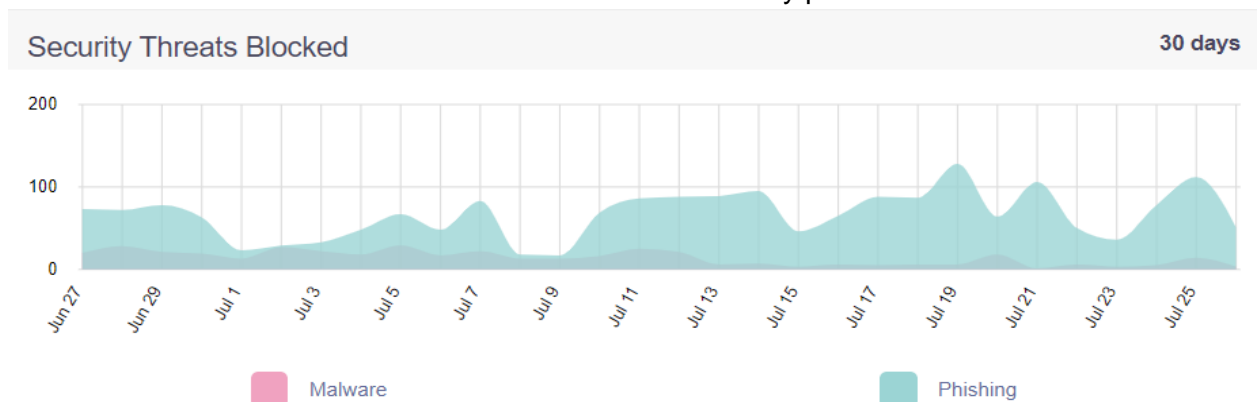
How many threats are automatically blocked from end users in 7 days? Cyber criminals are constantly creating new avenues to gain access into businesses. Consistently upgrading firewall rules and spam filtering limits employee email, saving time while exponentially limiting risk to the organization.

Top 5 Targeted Users	Malware ▾	7 days
	⊛	✉
▰▰▰▰▰	5	73
▰▰▰▰▰	4	30
▰▰▰▰▰	4	12
▰▰▰▰▰	4	9
▰▰▰▰▰	2	3

Blocked Threats by Category — 7 days

- **3023** Spam 84%
- **97** Malware 3%
- **443** Phishing 12%
- **23** Client Blocked 1%

- **External Sender Notifications**- Threats will continue to change and hackers will always send malicious messages via compromised mailboxes. Our notifications would alert the end user if a message originated from an external source, reminding every end user to diligently exam the potential identifiers of a malicious message.
- **Multi-Factor Authentication**- We drive every partner to add the additional level of security that MFA provides. As technology and cyber criminals continue to progress, we need to add additional levels of security to our password procedures. MFA has become an essential feature for our internal staff at DeKind, and it will continue to progress across our partners in the future.
- **Password Policies**- Our Privileged Access Management (PAM) solution is an enterprise grade password keeper that meets SOX, HIPPAA, PCI DSS compliance. DeKind may require your operations to update passwords and we will provide change of password reminders.
- **Vendor Management**- We will monitor all software licenses, term dates, and recommended upgrades. Details of all interactions will be available to designated contacts upon necessity or request. Our team will act as a liaison between your software vendors and your internal staff to schedule updates and upgrades to infrastructure.
- **Website Administration**- Our team is prepared to administer all aspects of your website as needed. We're happy to act as a technical contact for the Village of Sugar Grove and coordinate with the current website provider.
- **Software Recommendations**- Our team is in a constant search for more effective offerings to provide to our partners. We have the distinct advantage of working in state-of-the-art manufacturing facilities which are under constant government supervision. Not only do we consult in those environments, but we assist in certifying operations to be at or above Department of Defense requirements. These environments require us to test

new software and guarantee that their functionality is superior to similar options. The team at DeKind works together on all recommendations. Our tenure provides us the most current, accurate, and financially stable solutions to help streamline your operations while saving costs. The installations of all hardware and software is included in our agreement. We will provide training for all employees during new software installations.

- **Software Introduction Process**- After the initial on-boarding process has taken place, our team can begin examining your internal processes. DeKind is constantly searching for new and emerging technologies through the other industries we serve. This process starts at the evaluation stage of all current products and properly documenting when functionalities do not exist or have fallen short of actual needs. When a new product provides additional features or advantages, it enters the evaluation phase for DeKind. In evaluation, we typically meet with prospective vendors to have a demonstration. We search all major competitors to the products to make sure we are making the best recommendation possible.

  After a clear-cut decision has been made, we would put the products through the "sandbox" period of evaluation. This allows our team to see the software functioning on its own, while allowing us to slowly introduce other vital applications, such as email, ERP, etc. to make sure that there are proper communications between programs. If there is an issue during this stage, it is identified and solved while documenting the processes. This also gives us the availability to test any cyber-security vulnerabilities that may exist. If a product moves past the "sandbox" stage, we will ideally take 1 employee from multiple departments to demo the product in a "real-life" setting. After a clean demo, a decision would be made, and any necessary contracts would be signed to move forward into a migration. Only after a product has been fully vetted and evaluated, would we want a commitment to be signed.

  During the migration phase we would pre-stage the migration during the week end as to not interrupt workflow. Typically, the migration process would go through the night on Friday and during the day on Saturday, as needed. Sunday would be reserved for testing and reconciliation purposes. At the start of business on Monday, we would allocate to proper amount of resources for questions that would come with the launch of any new product. The scheduling listed above serves as an example and will be manipulated to limit downtime for the Village of Sugar Grove. There is always a 90-day review period to evaluate any issues while creating proper documentation of fixes or alterations.

- **ERP Upgrades**- Many of our competitors claim to provide a comprehensive cost to support an environment but charge additional or different rates for specific tasks that are not included in their scope of work. Our team at DeKind is prepared to offer all our employees time at the same rates. We do not charge extra for special projects, on site services or any consultative requests revolving around your organization's technology plan.
- **Municipal Software's That Our Technicians Support**

General Applications

- Microsoft 365
- Barracuda Backup
- TrendMicro
- MalwareBytes
- BS&A
- Windows Defender/System Center Endpoint protection
- GFI Archiver
- Windows Defender for Office 365(G1)
- Extreme/Aerohive Wireless Network Hotspots
- Unifi software/hardware
- VMWare
- VDI
- Windows Update Service (WSUS)
- WDS/SCCM
- FMAudit
- MS Office 365/Office 2016
- GIS Client ARC GIS
- Laserfiche
- Microsoft Office 365/Office 2016
- Fortigate Firewall Webfiltering
- Accela Permits Plus
- Tyler Technologies Energov
- Harris MSI
- ADP
- Passport Complus
- Goto Meeting
- Granicus
- Shoretel
- Mitel

Community Preservation, Finance and HR

- Bluebeam Revu
- Microfiche
- Adobe inDesign(Creative Cloud)
- Chase Payment Tech
- Tyler Technologies Munis
- NeoPost
- Neptune N_Sight
- JP morgan Access
- TMA Vehicle / Pet
- WaterSmart
- Municode
- Source 500
- Tyler HCM
- S2 NetBox
- Thomas Reuters
- RS2 Access IT

Police Department

- Clearnet
- EnRoute Mobile
- Tyler / New World Public Safety mobile & RMS
- ProPhoenix
- Motorola PremierOne
- IWIN Client
- Brazos E-Citation
- Coplogic ECrash Reporting
- ArbitratorHD
- Avigilon Security Cameras
- Hanwha Cameras
- Axis Cameras
- Watchguard
- Quicket

- Coban
- Police Forum
- Livescan
- Zebra Printers
- LEADS 3.0
- UCC (Criminal Complaints)
- Frontline
- 911 Tech
- APBNet / Critical Reach
- TLO
- ALNET CMS4
- Pace Scheduler
- AXON Body camera
- Evidence.com
- Tyler Technologies Brazos
- PowerDMS
- Property Evidence Database (BEAST)
- Citation – Handheld Parking Tickets
- TN3270 Terminal Emulation

Public Works

- Treekeeper
- Fleet Maintenance Pro
- ShopKey
- Cartegraph
- FuelKey - Fuel Pump
- SCADA
- AutoCAD LT
- Fuel master

Park Districts

- Vermont Systems
- RecTrac
- GolfTrac

- **Alliances and Strategic Relationships**

- **Technician Certifications**

- HPE Server Cert
- HPE Storage Cert
- HPE Converged Solutions Technical Cert
- Microsoft Certified Professional
- Microsoft 365 Certified: Modern Desktop Administrator Associate
- Microsoft 365 Certified: Enterprise Administrator Expert
- VMware VCP 6.5 Cert

- Dell Storage Solutions Technical Cert
- Dell Server Technical Cert
- Dell Self Deploy Support Cert
- Dell Networking Solutions Technical Cert
- CompTIA A+

- **Data Back Ups**- DeKind offers a cutting-edge cloud backup program, the cost to have our team manage your data backups is included in this proposal. Every operation is different and maintains data specific to their operations. Once we understand the amount of data being stored in your environment, we will provide a quote to match your specific needs. We will tailor a custom backup program to match your organizations goals. Every backup image is scanned for malware prior to be saved in the secondary environment. In the event of a disaster, your information will be safe and available instantly. We can virtualize your on-premise server environment in a matter of minutes, leaving minimal downtime across your organization. We receive automated messages every morning to confirm that each partners environment received a complete back up during the prior day and evening. If an issue was to occur and a clean image was not saved, a manual back up of your environment would be created prior to the start of business on the given day. This ensures that your environment is safe and able to operate with minimal downtime if an attack was to occur during the first minutes of your daily operations.

StorageCraft.
ShadowProtect® SPX

Reliable Backup and Disaster Recovery for Windows and Linux Systems

BACKUP   MANAGE   REPLICATE   RECOVER   PHYSICAL   VIRTUAL   CLOUD

- **Data Recovery**- DeKind believes that the redundancy of infrastructure, equipment and resources is unmatched in our data center environment. DeKind has a relationship with a nationally known data center for over 15 years, giving our clients access to the immense resources that our data center has to offer. In disaster scenarios, having a forged relationship with our data center has proven to expedite all efforts, as necessary. If your system functions were terminated, a new server could begin adoptions to your network in a matter of minutes, versus days in a competitor's environment.
- **Disaster Recovery**- Every customer receives an inclusive plan tailored to their specific organizational needs. These plans are propriety and we do not wish to display details.
- **Strengthened Security**- As technology becomes increasingly complex, so do security threats. We will assess your current security measures and upgrade your systems to protect your business against dangerous risks. We will work to ensure that the security measures we implement comply with regulatory requirements relevant to your operation.
- **Budgets & Planning**- Our partners have found substantial financial benefits from allowing our CFO to help guide technology budgeting and bill consolidation. We will provide 2 hrs. per month of his time as a complimentary service. All his time will be documented in our ticketing system, with all additional time being billed at the same rate listed in the included service agreement.
- **Technology Roadmap**- Every organization is looking for a way to strengthen their operations for the future. Our experiences and tenure in multiple business verticals allow our team to see how leading organizations are progressing with technology. We will create a 5-year technology program to outline the Village of Sugar Grove path for the future.
- **IT Peer Groups**- Organizations the size of the Village of Sugar Grove are constantly changing and your technology plan needs to keep pace. We hold quarterly IT Peer Group meetings as an informal way for employees to voice their opinions and provide direction to the technology plans of their department. Not only do these meetings empower employees, but they allow our team to have personal interactions with your tech savvy employees.
- **Our Holistic Approach**- We embrace a collaborative approach to meet your IT needs. We encourage your input regarding business goals, special concerns, and how you envision your technology in the future. Our team will use your feedback and produce a capable, cost-effective system that allows the Village of Sugar Grove to succeed.

- **Quarterly Reviews**- DeKind offers quarterly client reviews with department managers to address any deficiencies in service. Typical discussions are centered around ticketing trends, software recommendations and areas of improvement for both operations. We will quantify ticket counts and use the information to address potential training topics and areas of needed improvement.
- **Annual Reviews**- DeKind provides complimentary annual reviews for budget and forecasting purposes. Our CFO is always available to discuss our partners operations, but we always allocate his time once a year to discuss your future plans.
- **Board Presentations**- Our team is prepared to present to the Board of Trustees regarding any technology related subject matter.
- **Employee Onboarding**- A support ticket must be entered as soon as an offer has been accepted by a new employee. We will provide a template for each department to complete, our team will create usernames and align permissions to allow access into active directory and your systems. We prefer to always have a spare laptop available for every partner, some have 5-10 available depending on their size. For example, employee X starts on Monday, please assign laptop option B with all programs similar to employee Z. This defined process will streamline new employee arrival and directly integrate into your asset replacement schedule.
- **Employee Separation**- A support ticket must be entered immediately following the separation of an employee and the organization. We will disable access to the network and create all email forwarding rules as directed.

Our Team's Qualifications

The Village of Sugar Grove needs to excel in every aspect of its operations, and it needs to take advantage of the best technological tools available. That's why you partner with a company like DeKind to provide a customized solution to help you achieve your unique goals. DeKind Computer Consultants is a full-service IT consulting company located in the northern Chicago suburbs. Having served the area for over 21 years, we understand the importance of reliable, effective network support. DeKind provides full-service support to over 200 clients in a wide variety of industries – ranging from municipal and law enforcement entities to aviation and pharmaceutical corporations. Our diverse group of clients provide our organization a distinctive advantage. We're able to uncover issues in a specific organizations environment, while patching the same issue before it's a concern in a separate industry. We expect our team to have consistent communication regarding the concerns inside the environments we support, resulting in proactive network management. While other organizations work to fix an established problem, our goal is to provide you a solution before the problem. DeKind's full time staff consists of 4 full time administrative staff, 14 full time technical staff (Microsoft/Cisco/HP certified with an average of 11+ years of experience) and 1 full time sales executive. Located in North Barrington, DeKind is able to reach the entire Chicagoland area and Wisconsin. DeKind offers both on-site and remote support, with an emphasis around on-site support. We operate 24/7/365, supporting clients with multiple shifts of workers and users abroad. With a robust ticketing system and fully staffed help desk, DeKind can handle issues promptly and effectively. Our expertise, resources,

and attention to detail make us the ideal choice to fill the needs of an infrastructure and security solution. We will bring the following strengths to work for the Village of Sugar Grove.

- **Police & Fire Department Experience**- We have a unique and distinct perspective while working with Police and Fire Departments in that a member of our leadership team, Brian DeKind, is an active police officer and formerly worked as a paramedic for 12 years. Our team has over 40 years combined experience both 'inside' and 'outside' the police car. Our team is well versed in the tools public safety professionals depends on to get the job done. We have firsthand experience administering, monitoring, and operating with the most cutting-edge technologies available to PD's. We currently support multiple municipalities who operate with similar systems to your operation. Our team has a unique perspective on daily operations which provides your organization an unmatched advantage. Police Departments are changing and will continue to change rapidly in the years to come. Our ability to see those changes coming from both sides of the desk puts your organization ahead of potential issues.
- **CJIS Compliance**- Our team has extensive experience working with our current law enforcement partners. Our team is happy to investigate all policies in place at the Village of Sugar Grove and work to address any short comings of your systems. We will provide employee training at our listed service rate.
- **Virtual CIO**- Nick Thommes serves as the VCIO for all our current municipal partners. He will work with the Village of Sugar Grove regarding the long-term goals and objectives of your technology platforms. He will also be heavily involved throughout your budget process and provide financially driven explanations to all technology related decisions. As referenced in other sections of our proposal, we will be donating 2 hours of his time per quarter to the Village of Sugar Grove. Nick's time will be documented in our ticketing platform, with all additional time billed at the same rate as listed in our agreement.
- **DeKind only hires experienced IT professionals**- Our hiring process consists of a constant search for talent that is highly vetted. DeKind has a highly tenured team that has been retained through years of growth. We attract talent through an accepting and progressive workplace that offers exemplary benefits and compensation. All DeKind employees need to pass background checks and random drug screening. We stay over-staffed so that growth will not become an issue for existing clients. These philosophies have allowed DeKind to grow largely through referral basis the past ten years.
- **DeKind creates a 100% custom solution for any problem**- Our team provides a 100% unique, handcrafted solution to fit your specific IT needs. We will not design a new infrastructure from scratch; we will take the systems you have now and find cost-effective ways to make it more capable and secure.
- **VPN Experience**- DeKind's IT Operations Manager has 10+ years of general IT experience and 10+ years' experience configuring VPN access for remote users.
- **Network Penetration**- Our team understands that many organizations are unsure of their current security situation and desire a numerical assessment of their network. We believe that the true value of your network is shown before training begins. Our penetration tests are designed to meet and exceed compliance mandates such as those

related to the Payment Card Industry Data Security Standard, the Health Insurance Portability and Accountability Act. Typically, penetration testing needs to be conducted at least once a year as a part of a regular compliance audit.

Why Penetration Testing?

Simulates a real cyber attack

Baseline your defenses

Train your team on how to defend

Test incident response processes

Meet compliance requirements

Learn your organizational weaknesses

By simulating attacker activity, the test will attempt to find and exploit weaknesses in the system components such as missing patches, poor configuration or weak authentication that may be exploited by an attacker. This test will focus on common operating systems and base application-level issues. The goal of such penetration test is to determine whether an outside attacker can gain a foothold into the environment or perform functions that are not authorized with in the environment.

- **Ongoing Infrastructure Management**- After designing the Village of Sugar Grove security upgrades and integrating them into infrastructure, we will continuously monitor every aspect of your network. This will free up time for the Village of Sugar Grove to focus on scaling its operations without worrying about technical details along the way.

- **Customized Infrastructure Creation and Development**- A customized IT infrastructure puts you in the best position for future growth. We will start with a comprehensive review of your current business processes and application portfolio. Then, relying on our expertise and firsthand observations, we will develop and implement an infrastructure that reduces costs and boosts productivity.

- **Risk Assessment**- We have an established relationship with a third-party risk management firm. The software can be installed in your current environment as a virtual machine and provide a complete inventory of assets and vulnerabilities across your network. We will provide annual risk assessments and help your organization through cyber insurance renewals. The costs associated with the prior mentioned services are not included in our agreement.

- **Cyber Insurance**- The procurement process and documentation requirements for cyber security insurance have intensified significantly over the last 3 years. As part of our CFO's designated time to the Village of Sugar Grove, he will work with your current provider to make sure your organization is receiving the best rates available. Our

experience working through these processes with other partners allows us to make network updates that will be fiscally beneficial to the villages infrastructure while adding savings during renewals.

Village of Sugar Grove Implementation Plan

Every environment is different, requiring our procedures to be malleable for every situation. Our initial plan is to assign Brian Seng as the primary contact for all the Village of Sugar Grove employees. A second engineer will be assigned to address issues when Brian is not available. Brian DeKind provides his experiences as an internal escalation point for our team and most importantly for our municipal partners. Our business is built around providing scalable support, making timesheet documentation a standard task for all our technicians. This approach would provide your organization with the staffing required for your daily operations, alongside additional staff having direct knowledge of your systems, while being available as needed.

Brian has proven to be an integral part to our team of technicians. He is heavily involved in interactions with all our municipal customers and since coming on board with our team in 2020, he has become a dedicated go to for his partners. Brian's attention to detail and response time to urgent issues is second to none. He has done a fantastic job transposing what he does in every environment. Every partner wants to know how, when and what is happening in their operation. His detail allows everyone to understand his daily duties which serves as a tremendous breath of fresh air. Nico Voras will serve as the help desk contact for the Village of Sugar Grove.
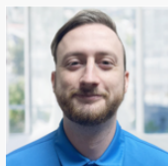
Nico Voras
Network Engineer

Nico has experience working across multiple disciplines ranging from AutoCAD design to Audio-Visual installation and maintenance. He graduated in 2019 with a degree in Criminal Justice and Law and moved to a more engaging career in Information Technology. His history has given him the wide variety of skills necessary to assist with any IT needs, no matter how frustrating they might be. In his spare time you can find him studying, fencing, or rock climbing.

During an ideal transition, our team would work alongside your current provider for multiple weeks to have a complete understanding of your daily operations. Throughout the first 30 days of engagement, DeKind will build on the initial discovery and continue to analyze your environment for areas that can be strengthened. We would install our remote agent on all machines connected to the network, allowing our team to uncover any updates that the prior provider has not patched. We would also update the current endpoint protection software's to ensure every machine connected to the network is secure. All organizational information is filtered and stored securely in our document management system, IT Glue. All this information can be shared either in a collaborative method, or read-only, to users you specify in your

organization. Each record has an audit trail and can be tied to other records if dependency is required.

Once our team has made sure that we can manage issues when they occur and we've installed resources to keep the network safe, we can begin employee introductions. The DeKind Welcome Sheet will be distributed to all end users describing the process of submitting a ticket for support. Our first goal is to have our administrative staff meet with multiple employees from each department to help them air any grievances and speak freely about your current IT programs. What issues is your department facing? What are your technology goals for this year and the following?

After completion, our team would generate a presentation for management to inspire a proactive discussion about the future. What issues do employees have with your current systems? Our team will explain what can be addressed with quick adjustments to your network, or what can wait and should not be a priority. We've found great success by engaging our team into your department head meetings. This keeps our team informed on all aspects of your operations and allows our team to provide immediate feedback or direction.

After 60 days, our team will have gained an informed understanding of your operating environment and infrastructure.

The focus leading up to the 90-day milestone will be focused on the refinement and understanding the functionalities of your current network. Once we understand your network, we can begin the process of planning for the future. As mentioned in prior sections of our proposal, our CFO will be allocating 2 hours of his time per quarter at no charge to the Village of Sugar Grove. We understand the operations of a municipal environment and recognize the need to have a properly itemized budget. Our team understands the lifecycle of a network environment and we're prepared to provide your team with the clarity they require to be fiscally accountable.

The first 6 months of any transition will happen quickly and involve a significant amount of change on behalf of both parties. If your organization does not have weekly or monthly department head meetings, we would engage all management into a discussion. The goal is to create a dialog centered around your team and what technology can do to make them more efficient while at work. Our team is here to be a resource for the Village of Sugar Grove, we will always encourage our partners to voice their opinions.

Cost of Services

Our team at DeKind Computer Consultants takes pride in providing comprehensive service with a simple approach to our pricing structure. All our engineer's time is billed at the same rate, no matter the time or nature of the service provided. All technicians time is documented and available for clarification. We allow unused monthly hours to be rolled into the following months to assist with time consuming projects. Upon the start of the third week of the month, your predetermined contact will be made aware if monthly hours are trending over the agreed upon allotment.

During the beginning of our agreement, monthly hours would be dedicated to creating network documentation and accommodating issues that arise during operating hours. Once we have a clear understanding of your network and all its functions, we can begin the assessment of any essential upgrades.

We believe that proper documentation of a network's functionality is the framework to efficiency. End user issues are the speedbumps that slow down efficiency. The structure provided by a ticketing system supplies our team the data needed to document consistent issues. End user issues create disruptions, disruptions become problems which become trends. Our goal is to support the Village of Sugar Grove through the process of streamlining its technology platforms, while promoting efficiency for the future. It is important to remember that technology never has an "end-goal". It is a constantly evolving tool that will lead to better serving the employees and ultimately the residents of the Village of Sugar Grove.

Based on our experience and the information we gathered through this RFP, our team at DeKind will be allocating 36 hours of our engineer's time per month to the Village of Sugar Grove. Our thoughts are centered on providing the Village of Sugar Grove on-site support on a weekly basis. We will dedicate 4 hours of our engineer's time to your organization on both Tuesday and Thursday mornings. Both weekly visits will be done on-site. During those predetermined visits, our engineer will be working to fix your preexisting tickets along with dedicated time to updating your network infrastructure. Our exact schedule would be determined during our onboarding meetings, with consideration to the schedule of the Village of Sugar Grove. Our team understands that when your systems are not functioning properly, the issue needs to be addressed immediately. Our staff is available 24/7 and will happily respond to urgent issues outside of your assigned visits. It's clear that the hours listed above do not reach the total hours allocated to our proposed contract. Our team is always available to assist your employees through technology related issues and our assumption is that multiple requests will use the remaining time allocated in the support agreement. In the case of an emergency, our team will be dispatched to come on-site on an as need basis.

Service Agreement for Network Maintenance

Date: 1/1/2023

This document, when signed by both parties shall be a valid and binding agreement between the Village of Sugar Grove, having offices at 10 S. Municipal Drive Sugar Grove, Illinois 60554 (hereinafter "Client") and DeKind Computer Consultants (hereinafter "Agency") in which the Agency agrees to provide computer services (the "Project") for Client.

1. **Description of the Project**
   The Project will consist of the computer and network services as described in the Agency's Service portion of this document.

2. **Agency's Service**
   Agency will perform the following services: (a) any setup, configuration and/or maintenance to Client computers within 36 monthly pre-purchased hours. Hardware and software costs are not included in this agreement. Any time over 36 hours per month will be invoiced according to section (5) of this Agreement.

3. **Timing, Delivery, and Implementation**
   Work will begin upon receipt of: (a) this signed agreement, (b) signed quotations, and (c) payment for the initial deposit as outlined in this agreement. Agency is not responsible for delays beyond its control, including delays due to subcontract work and/or Client delays.

4. **Compensation**
   Agency's compensation for its services hereunder shall be $3,420.00 U.S per month (the "Fee") for the first 36 hours of service. Any hours incurred by Agency over the 36 pre-purchased hours in one month will be invoiced separately at the Agency's standard service rate (Standard Service Rate) at that time. Agency's current Standard Service Rate is $125 per hour. Agency agrees to provide client with 30 days written notice prior to increasing the Standard Service Rate. All fees are per hour per technician unless technician is classified as 'in training'. Client agrees to pay a fuel surcharge at a discounted rate or each trip to the client location. Agency's current fuel charge is $16.00. Agency agrees to waive any same-day response fees for the entire Term of this Agreement. Agency agrees to waive any emergency-page fees for the entire Term of this Agreement.

5. **Payment Schedule**
   Client shall remit Fee to Agency as follows: $3,420.00 U.S upon execution of this agreement. This is all labor charges for the first month of service. An additional $3,420.00 U.S will be due on the 1st of every consecutive month. Any other fees or charges for additional work or materials will be invoiced by Agency and become due and payable within 30 days of Agency's invoice. In the event that prepayment of the monthly hours is not received by the 6th of the month, discounts applied to the Agency's Standard Service Rate as set forth in Section 4 of this agreement will be voided for that month's pre-purchased hours.

6. **Cancellation**
   In the event of cancellation by the Client, it is hereby agreed that the difference between the Client's rate and the rate set forth in this agreement be repaid retroactive to the start of this agreement. Fees including same-day service fees and emergency-page fees will be invoiced retroactive to the start of this agreement. This sum is due and payable in full upon cancellation of the agreement. This agreement will renew for continued additional 12-month terms ("automatic annual renewal") provided neither party provides a 60-day notice prior to the annual renewal date (January 1st, 2024) with intent to cancel. This sum is agreed to by both parties.

7. **<u>Indemnification</u>**
The Client agrees to indemnify the Agency completely of all claims resulting from this agreement. The Agency agrees to indemnify the Client of all claims resulting from this Agreement.

8. **<u>Guarantee</u>**
Client herewith agrees that in the event the Client shall default upon payment to Agency, Client will pay reasonable attorney's fees, plus any cost of collection, necessitated by such default. Such attorney's fees and costs shall be due and payable whether or not suit is required to collect such account. It is in the intent and purpose of this undertaking that Client will be responsible for all reasonable fees and costs incurred by Agency in the event Client fails to timely pay for any and all amounts placed for collection.

9. **<u>Notices</u>**
Any notice required by, or provided pursuant to, this agreement shall be given in writing by means of the US Postal Service or any professional delivery service that requires a signed written receipt confirming delivery of the envelope or package containing the notice to the addresses indicated above or to other such address that is provided by notice. Any notice delivered or mailed as set forth above will be deemed to be given on the date it is received.

10. **<u>General</u>**
This letter agreement represents the entire agreement between the parties with respect to the matter hereof and all prior agreements relating thereto, whether written or oral, are nullified and superseded hereby. Modification of this Agreement must be written and agreed upon by both parties in writing.

11. **<u>Acceptance of Terms</u>**
The signatures of both parties to this Agreement shall evidence acceptance of these terms.

_____
Consented and Agreed To-Authorized Client Signature   Date

_____
Authorized Agency Signature   Date