

GL NUMBER	DESCRIPTION	ACTIVITY FOR	YTD BALANCE	2022-23	AVAILABLE	% BDGT
		MONTH 06/30/2022	06/30/2022		BALANCE	
		INCREASE (DECREASE)	NORMAL (ABNORMAL)	AMENDED BUDGET	NORMAL (ABNORMAL)	USED
Fund 01 - TOWN FUND						
Revenues						
Dept 00						
01-00-4010	PROPERTY TAX	0.00	197,806.87	2,079,569.00	1,881,762.13	9.51
01-00-4020	REPLACEMENT TAX	0.00	29,792.94	220,000.00	190,207.06	13.54
01-00-4030	INTEREST INCOME	0.00	173.27	20,000.00	19,826.73	0.87
01-00-4045	ELECTIONS	0.00	0.00	150.00	150.00	0.00
01-00-4060	TRAFFIC/FINES	50.00	75.00	1,000.00	925.00	7.50
01-00-4090	EXPENSE REIMBURSMNT	0.00	0.00	100.00	100.00	0.00
01-00-4110	INSURANCE REIMBURSEMENT	0.00	3,055.00	0.00	(3,055.00)	100.00
01-00-4130	FOOD PANTRY	0.00	204.80	0.00	(204.80)	100.00
01-00-4140	ASSESSOR MISC REVENUE	0.00	0.00	200.00	200.00	0.00
01-00-4200	MISCELLANEOUS REVENUE	210.00	(6,945.11)	5,000.00	11,945.11	(138.90)
Total Dept 00		260.00	224,162.77	2,326,019.00	2,101,856.23	9.64
TOTAL REVENUES		260.00	224,162.77	2,326,019.00	2,101,856.23	9.64
Expenditures						
Dept 01 - ADMINISTRATION						
01-01-5000	SALARIES	9,916.66	45,277.22	243,000.00	197,722.78	18.63
01-01-5010	ELECTED OFFICIALS SALARIES	5,354.16	32,804.16	163,000.00	130,195.84	20.13
01-01-5050	HEALTH INSURANCE	1,368.33	3,176.87	12,000.00	8,823.13	26.47
01-01-5080	UNEMPLOYMENT INSURANCE	11.68	47.61	2,700.00	2,652.39	1.76
01-01-5090	WORKERS COMPENSATION	0.00	813.28	6,500.00	5,686.72	12.51
01-01-5200	MAINTENANCE	0.00	2,561.98	11,000.00	8,438.02	23.29
01-01-5201	MAINTENANCE CEMETERY	0.00	0.00	1,000.00	1,000.00	0.00
01-01-5210	MAINTENANCE LAWN	0.00	0.00	1,000.00	1,000.00	0.00
01-01-5220	PROFESSIONAL SERVICES	0.00	1,549.00	50,000.00	48,451.00	3.10
01-01-5230	LEGAL SERVICE	0.00	2,390.00	75,000.00	72,610.00	3.19
01-01-5240	POSTAGE	0.00	250.25	25,000.00	24,749.75	1.00
01-01-5250	TELEPHONE/INTERNET	681.03	2,757.86	7,500.00	4,742.14	36.77
01-01-5260	PUBLICATIONS	0.00	442.52	1,000.00	557.48	44.25
01-01-5270	PRINTING	0.00	10,602.29	45,000.00	34,397.71	23.56
01-01-5280	DUES	0.00	6,338.63	4,400.00	(1,938.63)	144.06
01-01-5290	TRAVEL	0.00	20.00	3,000.00	2,980.00	0.67
01-01-5300	TRAINING	1,181.00	1,221.00	2,000.00	779.00	61.05
01-01-5310	UTILITIES	220.18	1,198.80	13,000.00	11,801.20	9.22
01-01-5315	CEMETERY UTILITIES	0.00	96.37	600.00	503.63	16.06
01-01-5325	LIABILITY INSURANCE	0.00	21,344.60	67,000.00	45,655.40	31.86
01-01-5330	REOCCURRING SERVICES	549.71	3,291.18	20,000.00	16,708.82	16.46
01-01-5380	VOLUNTEER APPRECIATION	0.00	0.00	1,500.00	1,500.00	0.00
01-01-5410	COMPUTERS/IT	237.50	1,438.02	15,000.00	13,561.98	9.59
01-01-5500	SUPPLIES	0.00	1,432.96	12,000.00	10,567.04	11.94
01-01-5700	MISCELLANEOUS EXPENSE	0.00	4.69	500.00	495.31	0.94
01-01-5745	SOCIAL SECURITY	0.00	0.00	16,625.00	16,625.00	0.00
01-01-5750	GENERAL ASSISTANCE	18,300.59	36,471.06	371,897.00	335,425.94	9.81
01-01-5755	IMRF	0.00	0.00	11,983.00	11,983.00	0.00
01-01-5780	LANDSCAPING	0.00	688.44	2,500.00	1,811.56	27.54
01-01-5820	OFFICE FUNITURE	0.00	0.00	5,000.00	5,000.00	0.00
01-01-5990	CONTINGENCIES	0.00	0.00	100,000.00	100,000.00	0.00
Total Dept 01 - ADMINISTRATION		37,820.84	176,218.79	1,290,705.00	1,114,486.21	13.65
Dept 02 - ASSESSOR						
01-02-5000	SALARIES	10,492.04	52,174.72	277,200.00	225,025.28	18.82

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PERIOD ENDING 06/30/2022

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		MONTH 06/30/2022	06/30/2022		BALANCE	
		INCREASE (DECREASE)	NORMAL (ABNORMAL)	AMENDED BUDGET	NORMAL (ABNORMAL)	USED
Fund 01 - TOWN FUND						
Expenditures						
01-02-5050	HEALTH INSURANCE	2,213.20	6,611.52	33,000.00	26,388.48	20.03
01-02-5080	UNEMPLOYMENT INSURANCE	0.00	43.80	2,500.00	2,456.20	1.75
01-02-5090	WORKERS COMPENSATION	0.00	327.42	2,600.00	2,272.58	12.59
01-02-5200	MAINTENANCE	825.00	2,478.00	11,500.00	9,022.00	21.55
01-02-5220	PROFESSIONAL SERVICES	0.00	0.00	1,500.00	1,500.00	0.00
01-02-5230	LEGAL SERVICE	0.00	0.00	500.00	500.00	0.00
01-02-5240	POSTAGE	0.00	0.00	500.00	500.00	0.00
01-02-5250	TELEPHONE/INTERNET	633.64	1,108.04	3,100.00	1,991.96	35.74
01-02-5260	PUBLICATIONS	0.00	0.00	300.00	300.00	0.00
01-02-5270	PRINTING	0.00	213.75	450.00	236.25	47.50
01-02-5280	DUES	0.00	127.50	1,000.00	872.50	12.75
01-02-5290	TRAVEL	29.48	39.56	2,500.00	2,460.44	1.58
01-02-5300	TRAINING	750.00	864.94	2,500.00	1,635.06	34.60
01-02-5410	COMPUTERS/IT	0.00	0.00	2,600.00	2,600.00	0.00
01-02-5500	SUPPLIES	0.00	100.03	2,000.00	1,899.97	5.00
01-02-5600	LICENSES	343.99	1,031.97	16,000.00	14,968.03	6.45
01-02-5900	EQUIPMENT	0.00	140.98	2,200.00	2,059.02	6.41
Total Dept 02 - ASSESSOR		15,287.35	65,262.23	361,950.00	296,687.77	18.03
Dept 04 - YOUTH SERVICES						
01-04-5340	PICNICS/PARADES/CELEBRATION	0.00	0.00	2,000.00	2,000.00	0.00
01-04-5345	STARS CONVENTION	0.00	0.00	250.00	250.00	0.00
01-04-5360	SPONSORSHIP/GRANTS	0.00	0.00	9,000.00	9,000.00	0.00
01-04-5375	TEEN PROGRAM	0.00	0.00	20,000.00	20,000.00	0.00
01-04-5455	N.O.A.D.F.	0.00	0.00	10,000.00	10,000.00	0.00
01-04-5500	SUPPLIES	0.00	26.98	1,250.00	1,223.02	2.16
Total Dept 04 - YOUTH SERVICES		0.00	26.98	42,500.00	42,473.02	0.06
Dept 05 - SENIOR PROGRAMMING						
01-05-5000	SALARIES	5,654.58	27,303.16	191,000.00	163,696.84	14.29
01-05-5050	HEALTH INSURANCE	1,965.80	6,810.88	16,350.00	9,539.12	41.66
01-05-5080	UNEMPLOYMENT INSURANCE	2.87	104.56	1,687.00	1,582.44	6.20
01-05-5090	WORKERS COMPENSATION	0.00	186.60	1,500.00	1,313.40	12.44
01-05-5240	POSTAGE	0.00	0.00	2,500.00	2,500.00	0.00
01-05-5250	TELEPHONE/INTERNET	535.31	1,696.34	3,000.00	1,303.66	56.54
01-05-5280	DUES	0.00	0.00	250.00	250.00	0.00
01-05-5290	TRAVEL	0.00	60.00	250.00	190.00	24.00
01-05-5300	TRAINING	0.00	0.00	1,000.00	1,000.00	0.00
01-05-5400	SOCIAL/ENTERTAINMENT	3,091.15	6,664.57	35,000.00	28,335.43	19.04
01-05-5410	COMPUTERS/IT	1,526.57	4,251.85	8,300.00	4,048.15	51.23
01-05-5425	EDUCATION/RECREATION	0.00	477.32	10,000.00	9,522.68	4.77
01-05-5430	SENIOR OLYMPICS	0.00	0.00	10,000.00	10,000.00	0.00
01-05-5500	SUPPLIES	36.43	135.70	2,500.00	2,364.30	5.43
01-05-5530	AUTOMOTIVE FUEL/OIL	0.00	0.00	500.00	500.00	0.00
01-05-5550	PROMOTIONS	0.00	0.00	5,000.00	5,000.00	0.00
Total Dept 05 - SENIOR PROGRAMMING		12,812.71	47,690.98	288,837.00	241,146.02	16.51
Dept 06 - SOCIAL SERVICES						
01-06-5370	SOCIAL SERVICES / GRANTS	0.00	0.00	20,000.00	20,000.00	0.00
01-06-5371	SOCIAL SERVICES - YOUTH	0.00	0.00	10,000.00	10,000.00	0.00

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		MONTH 06/30/2022	06/30/2022		BALANCE	
		INCREASE (DECREASE)	NORMAL (ABNORMAL)	AMENDED BUDGET	NORMAL (ABNORMAL)	USED
Fund 01 - TOWN FUND						
Expenditures						
01-06-5480	BUS EXPENSE	0.00	3,441.88	22,000.00	18,558.12	15.64
Total Dept 06 - SOCIAL SERVICES		0.00	3,441.88	52,000.00	48,558.12	6.62
Dept 07 - LEVY SENIOR CENTER						
01-07-5200	MAINTENANCE	706.19	4,310.44	25,000.00	20,689.56	17.24
01-07-5310	UTILITIES	223.96	1,000.94	19,760.00	18,759.06	5.07
01-07-5500	SUPPLIES	266.64	840.41	7,500.00	6,659.59	11.21
01-07-5540	DECORATIONS	0.00	0.00	2,500.00	2,500.00	0.00
01-07-5780	LANDSCAPING	1,155.16	3,511.07	8,000.00	4,488.93	43.89
Total Dept 07 - LEVY SENIOR CENTER		2,351.95	9,662.86	62,760.00	53,097.14	15.40
Dept 08 - MAINTENANCE DEPT						
01-08-5000	SALARIES	5,691.63	27,160.01	134,000.00	106,839.99	20.27
01-08-5020	SALARIES SNOW AND ICE	0.00	0.00	10,000.00	10,000.00	0.00
01-08-5050	HEALTH INSURANCE	2,060.31	5,336.13	19,700.00	14,363.87	27.09
01-08-5080	UNEMPLOYMENT INSURANCE	0.00	54.45	1,800.00	1,745.55	3.03
01-08-5090	WORKERS COMPENSATION	0.00	401.36	3,200.00	2,798.64	12.54
01-08-5200	MAINTENANCE	0.00	2,360.18	55,000.00	52,639.82	4.29
01-08-5205	MAINTENANCE ROADS	21.48	21.48	1,000.00	978.52	2.15
01-08-5206	RESURFACING PROJECTS	0.00	0.00	75,000.00	75,000.00	0.00
01-08-5250	TELEPHONE/INTERNET	25.00	125.00	0.00	(125.00)	100.00
01-08-5310	UTILITIES	0.00	(307.57)	1,800.00	2,107.57	(17.09)
01-08-5420	UNIFORMS	0.00	0.00	1,000.00	1,000.00	0.00
01-08-5500	SUPPLIES	189.43	1,837.48	5,000.00	3,162.52	36.75
01-08-5530	AUTOMOTIVE FUEL/OIL	0.00	3,958.43	17,000.00	13,041.57	23.28
Total Dept 08 - MAINTENANCE DEPT		7,987.85	40,946.95	324,500.00	283,553.05	12.62
Dept 09 - FOOD PANTRY						
01-09-5090	WORKERS COMPENSATION	0.00	940.00	0.00	(940.00)	100.00
01-09-5200	MAINTENANCE	1,929.99	2,205.37	10,000.00	7,794.63	22.05
01-09-5250	TELEPHONE/INTERNET	266.04	808.12	3,400.00	2,591.88	23.77
01-09-5270	PRINTING	0.00	0.00	1,000.00	1,000.00	0.00
01-09-5290	TRAVEL	0.00	20.00	500.00	480.00	4.00
01-09-5310	UTILITIES	116.72	3,054.13	14,610.00	11,555.87	20.90
01-09-5330	REOCCURRING SERVICES	2,650.56	7,835.35	34,000.00	26,164.65	23.05
01-09-5420	UNIFORMS	0.00	0.00	1,000.00	1,000.00	0.00
01-09-5485	HOLIDAY MEAL	0.00	0.00	15,000.00	15,000.00	0.00
01-09-5500	SUPPLIES	357.04	937.42	2,500.00	1,562.58	37.50
Total Dept 09 - FOOD PANTRY		5,320.35	15,800.39	82,010.00	66,209.61	19.27
TOTAL EXPENDITURES		81,581.05	359,051.06	2,505,262.00	2,146,210.94	14.33
Fund 01 - TOWN FUND:						
TOTAL REVENUES		260.00	224,162.77	2,326,019.00	2,101,856.23	9.64
TOTAL EXPENDITURES		81,581.05	359,051.06	2,505,262.00	2,146,210.94	14.33

GL NUMBER	DESCRIPTION	ACTIVITY FOR		YTD BALANCE		2022-23 AMENDED BUDGET	AVAILABLE		% BDGT USED
		MONTH 06/30/2022 INCREASE	(DECREASE)	06/30/2022 NORMAL	(ABNORMAL)		NORMAL	(ABNORMAL) BALANCE	
Fund 01 - TOWN FUND									
NET OF REVENUES & EXPENDITURES			(81,321.05)		(134,888.29)	(179,243.00)		(44,354.71)	75.25

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		PERIOD ENDING 06/30/2022				
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		MONTH 06/30/2022	06/30/2022		BALANCE	
		INCREASE (DECREASE)	NORMAL (ABNORMAL)	AMENDED BUDGET	NORMAL (ABNORMAL)	USED
Fund 02 - BANQUETS						
Revenues						
Dept 00						
02-00-4030	INTEREST INCOME	0.00	2.23	100.00	97.77	2.23
02-00-4040	RENTAL INCOME	0.00	10,850.00	75,000.00	64,150.00	14.47
02-00-4200	MISCELLANEOUS REVENUE	0.00	0.00	1,000.00	1,000.00	0.00
02-00-4510	CATERER	0.00	2,275.00	15,000.00	12,725.00	15.17
02-00-4520	OPEN BAR	0.00	14,774.00	75,000.00	60,226.00	19.70
02-00-4530	CASH BAR	0.00	8,441.00	40,000.00	31,559.00	21.10
02-00-4540	BAR SET UP FEE	0.00	2,100.00	15,000.00	12,900.00	14.00
02-00-4550	GAZEBO RENTAL	0.00	365.00	2,500.00	2,135.00	14.60
02-00-4560	GARDEN CHAIR RENTAL	0.00	250.00	1,500.00	1,250.00	16.67
02-00-4600	SENIOR TRIPS	0.00	2,003.00	50,000.00	47,997.00	4.01
Total Dept 00		0.00	41,060.23	275,100.00	234,039.77	14.93
TOTAL REVENUES		0.00	41,060.23	275,100.00	234,039.77	14.93
Expenditures						
Dept 01 - ADMINISTRATION						
02-01-5000	SALARIES	3,899.21	15,227.03	73,000.00	57,772.97	20.86
02-01-5050	HEALTH INSURANCE	549.32	1,615.94	5,700.00	4,084.06	28.35
02-01-5080	UNEMPLOYMENT INSURANCE	9.15	37.41	850.00	812.59	4.40
02-01-5090	WORKERS COMPENSATION	0.00	288.70	2,300.00	2,011.30	12.55
02-01-5200	MAINTENANCE	0.00	0.00	3,000.00	3,000.00	0.00
02-01-5235	BANK/CC FEES	0.00	0.00	4,500.00	4,500.00	0.00
02-01-5310	UTILITIES	96.32	1,193.03	19,760.00	18,566.97	6.04
02-01-5330	REOCCURRING SERVICES	174.25	956.17	23,300.00	22,343.83	4.10
02-01-5500	SUPPLIES	92.90	2,139.98	15,000.00	12,860.02	14.27
02-01-5550	PROMOTIONS	0.00	0.00	1,500.00	1,500.00	0.00
02-01-5600	LICENSES	0.00	0.00	4,500.00	4,500.00	0.00
02-01-5605	STATE SALES TAX	0.00	1,681.00	6,000.00	4,319.00	28.02
02-01-5610	BOLINGBROOK LIQUOR TAX	0.00	1,207.34	5,000.00	3,792.66	24.15
02-01-5630	LIQUOR	0.00	5,484.03	20,000.00	14,515.97	27.42
02-01-5900	EQUIPMENT	0.00	0.00	5,000.00	5,000.00	0.00
Total Dept 01 - ADMINISTRATION		4,821.15	29,830.63	189,410.00	159,579.37	15.75
Dept 05 - SENIOR PROGRAMMING						
02-05-5235	Bank/CC Fees	0.00	0.00	4,000.00	4,000.00	0.00
02-05-5460	Recreation Trips	2,010.00	34,238.05	50,000.00	15,761.95	68.48
02-05-5490	SENIOR PROGRAMS / PICNIC	0.00	0.00	15,000.00	15,000.00	0.00
Total Dept 05 - SENIOR PROGRAMMING		2,010.00	34,238.05	69,000.00	34,761.95	49.62
TOTAL EXPENDITURES		6,831.15	64,068.68	258,410.00	194,341.32	24.79
Fund 02 - BANQUETS:						
TOTAL REVENUES		0.00	41,060.23	275,100.00	234,039.77	14.93
TOTAL EXPENDITURES		6,831.15	64,068.68	258,410.00	194,341.32	24.79
NET OF REVENUES & EXPENDITURES		(6,831.15)	(23,008.45)	16,690.00	39,698.45	137.86

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		MONTH 06/30/2022	06/30/2022	06/30/2022	BALANCE				
		INCREASE	(DECREASE)	NORMAL	(ABNORMAL)	AMENDED BUDGET	NORMAL	(ABNORMAL)	USE
Fund 03 - GENERAL ASSISTANCE									
Revenues									
Dept 00									
03-00-4010	PROPERTY TAX		0.00		8,959.15	197,230.00		188,270.85	4.54
03-00-4015	TOWN SUPPORT		36,471.06		36,471.06	371,897.00		335,425.94	9.81
03-00-4030	INTEREST INCOME		0.00		2.04	750.00		747.96	0.27
Total Dept 00			36,471.06		45,432.25	569,877.00		524,444.75	7.97
TOTAL REVENUES			36,471.06		45,432.25	569,877.00		524,444.75	7.97
Expenditures									
Dept 01 - ADMINISTRATION									
03-01-5000	SALARIES		4,356.58		20,331.92	110,000.00		89,668.08	18.48
03-01-5050	HEALTH INSURANCE		1,456.56		3,860.56	14,500.00		10,639.44	26.62
03-01-5080	UNEMPLOYMENT INSURANCE		0.00		12.70	1,375.00		1,362.30	0.92
03-01-5090	WORKERS COMPENSATION		0.00		249.96	2,000.00		1,750.04	12.50
03-01-5220	PROFESSIONAL SERVICES		0.00		0.00	1,000.00		1,000.00	0.00
03-01-5240	POSTAGE		0.00		0.00	100.00		100.00	0.00
03-01-5250	TELEPHONE/INTERNET		100.00		100.00	1,200.00		1,100.00	8.33
03-01-5280	DUES		0.00		35.00	100.00		65.00	35.00
03-01-5290	TRAVEL		0.00		234.29	750.00		515.71	31.24
03-01-5300	TRAINING		0.00		0.00	2,000.00		2,000.00	0.00
03-01-5320	INFORMATION TECH/IT		118.75		583.25	4,900.00		4,316.75	11.90
03-01-5500	SUPPLIES		0.00		10.69	1,000.00		989.31	1.07
Total Dept 01 - ADMINISTRATION			6,031.89		25,418.37	138,925.00		113,506.63	18.30
Dept 03 - HOME RELIEF									
03-03-6080	GA UTILITIES		0.00		0.00	5,000.00		5,000.00	0.00
03-03-6090	GA SHELTER		0.00		0.00	5,000.00		5,000.00	0.00
03-03-6100	EA UTILITIES		0.00		1,120.85	20,000.00		18,879.15	5.60
03-03-6110	EA SHELTER		1,000.00		4,000.00	20,000.00		16,000.00	20.00
03-03-6160	PERSONAL INCIDENTALS		0.00		900.00	1,000.00		100.00	90.00
03-03-6170	TRANSPORTATION		0.00		0.00	1,000.00		1,000.00	0.00
Total Dept 03 - HOME RELIEF			1,000.00		6,020.85	52,000.00		45,979.15	11.58
Dept 09 - FOOD PANTRY									
03-09-5000	SALARIES		13,944.01		68,137.27	365,000.00		296,862.73	18.67
03-09-5050	HEALTH INSURANCE		1,287.19		3,779.55	15,000.00		11,220.45	25.20
03-09-5080	UNEMPLOYMENT INSURANCE		103.32		537.91	900.00		362.09	59.77
03-09-5090	WORKERS COMPENSATION		0.00		313.34	7,600.00		7,286.66	4.12
03-09-5290	TRAVEL		0.00		20.00	750.00		730.00	2.67
03-09-5500	SUPPLIES		0.00		0.00	900.00		900.00	0.00
03-09-5510	FOOD SUPPLIES		0.00		4,999.77	60,000.00		55,000.23	8.33
Total Dept 09 - FOOD PANTRY			15,334.52		77,787.84	450,150.00		372,362.16	17.28
TOTAL EXPENDITURES			22,366.41		109,227.06	641,075.00		531,847.94	17.04

GL NUMBER	DESCRIPTION	ACTIVITY FOR		YTD BALANCE		2022-23 AMENDED BUDGET	AVAILABLE		% BDGT USED
		MONTH 06/30/2022	INCREASE (DECREASE)	MONTH 06/30/2022	NORMAL (ABNORMAL)		BALANCE	NORMAL (ABNORMAL)	
Fund 03 - GENERAL ASSISTANCE									
Fund 03 - GENERAL ASSISTANCE:									
TOTAL REVENUES		36,471.06		45,432.25		569,877.00	524,444.75		7.97
TOTAL EXPENDITURES		22,366.41		109,227.06		641,075.00	531,847.94		17.04
NET OF REVENUES & EXPENDITURES		14,104.65		(63,794.81)		(71,198.00)	(7,403.19)		89.60

06/17/2022 03:56 PM

REVENUE AND EXPENDITURE REPORT FOR DUPAGE TOWNSHIP

Page: 8/11

User: DLENOIR

PERIOD ENDING 06/30/2022

DB: Dupage Township

GL NUMBER	DESCRIPTION	ACTIVITY FOR		YTD BALANCE		2022-23 AMENDED BUDGET	AVAILABLE BALANCE		% BDGT USED
		MONTH 06/30/2022	06/30/2022	06/30/2022	06/30/2022		NORMAL	(ABNORMAL)	
		INCREASE	(DECREASE)	NORMAL	(ABNORMAL)		NORMAL	(ABNORMAL)	
Fund 05 - TOWN/SOCIAL SECURITY									
Revenues									
Dept 00									
05-00-4010	PROPERTY TAX		0.00		4,405.37	96,885.00	92,479.63		4.55
05-00-4015	TOWN SUPPORT		0.00		0.00	16,625.00	16,625.00		0.00
Total Dept 00			0.00		4,405.37	113,510.00	109,104.63		3.88
TOTAL REVENUES			0.00		4,405.37	113,510.00	109,104.63		3.88
Expenditures									
Dept 00									
05-00-5100	SOCIAL SECURITY		4,426.30		22,267.26	113,600.00	91,332.74		19.60
Total Dept 00			4,426.30		22,267.26	113,600.00	91,332.74		19.60
TOTAL EXPENDITURES			4,426.30		22,267.26	113,600.00	91,332.74		19.60
Fund 05 - TOWN/SOCIAL SECURITY:									
TOTAL REVENUES			0.00		4,405.37	113,510.00	109,104.63		3.88
TOTAL EXPENDITURES			4,426.30		22,267.26	113,600.00	91,332.74		19.60
NET OF REVENUES & EXPENDITURES			(4,426.30)		(17,861.89)	(90.00)	17,771.89		19,846.5

		PERIOD ENDING 06/30/2022				
GL NUMBER	DESCRIPTION	ACTIVITY FOR		YTD BALANCE		% BDGT USED
		MONTH 06/30/2022	06/30/2022	06/30/2022	2022-23	
		INCREASE (DECREASE)	NORMAL (ABNORMAL)	AMENDED BUDGET	AVAILABLE BALANCE	
					NORMAL (ABNORMAL)	
Fund 06 - TOWN/IMRF						
Revenues						
Dept 00						
06-00-4010	PROPERTY TAX	0.00	4,405.37	96,885.00	92,479.63	4.55
06-00-4015	TOWN SUPPORT	0.00	0.00	11,983.00	11,983.00	0.00
Total Dept 00		0.00	4,405.37	108,868.00	104,462.63	4.05
TOTAL REVENUES		0.00	4,405.37	108,868.00	104,462.63	4.05
Expenditures						
Dept 00						
06-00-5150	RETIREMENT CONTRIBUTION	4,535.63	22,261.65	112,000.00	89,738.35	19.88
Total Dept 00		4,535.63	22,261.65	112,000.00	89,738.35	19.88
TOTAL EXPENDITURES		4,535.63	22,261.65	112,000.00	89,738.35	19.88
Fund 06 - TOWN/IMRF:						
TOTAL REVENUES		0.00	4,405.37	108,868.00	104,462.63	4.05
TOTAL EXPENDITURES		4,535.63	22,261.65	112,000.00	89,738.35	19.88
NET OF REVENUES & EXPENDITURES		(4,535.63)	(17,856.28)	(3,132.00)	14,724.28	570.12

DB: Dupage Township		PERIOD ENDING 06/30/2022							
GL NUMBER	DESCRIPTION	ACTIVITY FOR		YTD BALANCE		2022-23 AMENDED BUDGET	AVAILABLE		% BDGT USED
		MONTH 06/30/2022 INCREASE	06/30/2022 (DECREASE)	06/30/2022 NORMAL	(ABNORMAL)		BALANCE NORMAL	(ABNORMAL)	
Fund 10 - CEMETERY									
Revenues									
Dept 00									
10-00-4030	INTEREST INCOME		0.00		0.22	2.00		1.78	11.00
Total Dept 00			0.00		0.22	2.00		1.78	11.00
TOTAL REVENUES			0.00		0.22	2.00		1.78	11.00
Fund 10 - CEMETERY:									
TOTAL REVENUES			0.00		0.22	2.00		1.78	11.00
TOTAL EXPENDITURES			0.00		0.00	0.00		0.00	0.00
NET OF REVENUES & EXPENDITURES			0.00		0.22	2.00		1.78	11.00

06/17/2022 03:56 PM

User: DLENOIR

DB: Dupage Township

REVENUE AND EXPENDITURE REPORT FOR DUPAGE TOWNSHIP

Page: 11/11

PERIOD ENDING 06/30/2022

GL NUMBER	DESCRIPTION	ACTIVITY FOR MONTH 06/30/2022 INCREASE (DECREASE)	YTD BALANCE 06/30/2022 NORMAL (ABNORMAL)	2022-23 AMENDED BUDGET	AVAILABLE BALANCE NORMAL (ABNORMAL)	% BDGT USED
Fund 11 - CAPITAL IMPROVEMENTS						
Revenues						
Dept 00						
11-00-4030	INTEREST INCOME	0.00	18.52	200.00	181.48	9.26
Total Dept 00		0.00	18.52	200.00	181.48	9.26
TOTAL REVENUES		0.00	18.52	200.00	181.48	9.26
Expenditures						
Dept 01 - ADMINISTRATION						
11-01-5235	BANK/CC FEES	0.00	2.10	0.00	(2.10)	100.00
11-01-5900	EQUIPMENT	0.00	1,250.00	100,000.00	98,750.00	1.25
11-01-5905	BUILDING & GROUND IMPROVEMENTS	0.00	0.00	50,000.00	50,000.00	0.00
Total Dept 01 - ADMINISTRATION		0.00	1,252.10	150,000.00	148,747.90	0.83
TOTAL EXPENDITURES		0.00	1,252.10	150,000.00	148,747.90	0.83
Fund 11 - CAPITAL IMPROVEMENTS:						
TOTAL REVENUES		0.00	18.52	200.00	181.48	9.26
TOTAL EXPENDITURES		0.00	1,252.10	150,000.00	148,747.90	0.83
NET OF REVENUES & EXPENDITURES		0.00	(1,233.58)	(149,800.00)	(148,566.42)	0.82
TOTAL REVENUES - ALL FUNDS		36,731.06	319,484.73	3,393,576.00	3,074,091.27	9.41
TOTAL EXPENDITURES - ALL FUNDS		119,740.54	578,127.81	3,780,347.00	3,202,219.19	15.29
NET OF REVENUES & EXPENDITURES		(83,009.48)	(258,643.08)	(386,771.00)	(128,127.92)	66.87

		Equipment Monitoring Switches/ Firewall/ Modem	Antivirus	Phishing Training	Back Up testing/en ryption	Multi Factor Authenticat ion	Microsoft Licensing	Unlimited service calls 8am- 5pm	After Hours charges	Label Wiring	Business Continuity plan	Cost last year (includes hourly fees and licensing)	Monthly Cost	On Board Fee	Projected 1 year cost
Current Company Outsource		X	X	X	X	X	\$5,496.00			X	X	\$26,000	\$2,212		\$ 32,040.00
CDS		X	X	X	X	X	X	X	\$125 hr	X	X		\$1,705	\$2,600	\$ 20,461.20
HTS		X	X	\$500	X	\$650 plus monthly \$150	\$ 5,496.00		\$223.50	extra	X		\$1,530	\$1,800	\$ 26,806.00
NJS		X	X	X	X	Free	\$5,496.00	36 hour per year	included \$150 Tech \$175 Engineer	extra	X		\$1,223.00		\$ 20,172.00
JRM		X	X	not included	not included	not included	\$5,496.00	not included		not included	not included		\$145 per hour plus licensing		Unknown

Administrator

From: Gary Marschke
Sent: Wednesday, May 18, 2022 11:44 AM
To: 6302409178@vtext.com
Cc: Jackie Traynere
Subject: RE: Fwd:Water heater \$1250. They will be here at 8:00...

Go ahead with this. It is an emergency situation but make sure we get receipt to put on next board meeting agenda for approval.

Thanks,

Gary

D-
Next Agenda Item

-----Original Message-----

From: 6302409178@vtext.com <6302409178@vtext.com>
Sent: Wednesday, May 18, 2022 11:07 AM
To: Gary Marschke <gmarschke@dupagetownship.com>
Subject: Fwd:Water heater \$1250. They will be here at 8:00...

Fwd:Water heater \$1250. They will be here at 8:00AM tomorrow. Good?

Investment Summary

May 17, 2022 | Quote # Q-12125 | Quote valid for 30 days



Item-E

Client Company
Dupage Township
241 Canterbury Ln
Bolingbrook, IL 60440-3830
6307591317

Client Contact



Total Employee Count

35



Total Annual Investment

\$4,521.08



Implementation Fee (One Time)

\$395.99



Monthly Fee

\$348.64

Agenda Item

*Annualized fees do not include usage based fees
*Monthly fees based on # of active employees
**Plus sales tax if applicable

See following pages for line item
breakdown of services

Paylocity Account Executive	Date
Signature	

Abbie Smith

Client Authorization	Date
Signature	
Name (Print)	

The Paylocity services covered by this agreement are provided in accordance with the terms and conditions of this agreement.

National Awards & Recognition



Investment Summary

May 17, 2022 | Quote # Q-12125 | Quote valid for 30 days



One-Time Fees	Qty	Rate	Price
Bundle Implementation			\$395.99
Payroll Implementation	-	-	Included
Time Off Accruals Implementation	-	-	Included
General Ledger Implementation	-	-	Included
HR Implementation	-	-	Included
Self Service Implementation	-	-	Included
One-Time Total			\$395.99

Monthly Fees	Qty	Base	Rate	Monthly
Complete HCM Solution	35	\$120.79	\$6.51	\$348.64
HR & Payroll				
• Payroll Processing Bi-Weekly/Semi-Monthly	-	-	-	Included
• Tax Filing	-	-	-	Included
• Time Off Accruals	-	-	-	Included
• Direct Deposit	-	-	-	Included
• Signed and Sealed Checks	-	-	-	Included
• New Hire Reporting	-	-	-	Included
• Unlimited Product Training	-	-	-	Included
• Analytics	-	-	-	Included
• Employee Action Forms	-	-	-	Included
• Payroll Proration/Retro-pay	-	-	-	Included
• General Ledger Service	-	-	-	Included
• HR	-	-	-	Included
• Self Service Portal	-	-	-	Included
Employee Engagement				
• Mobile	-	-	-	Included
• Community	-	-	-	Included
• Peer Recognition	-	-	-	Included
Talent Management				
• Onboarding	-	-	-	Included
Monthly Total				\$348.64

Annual Fees	Qty	Base	Rate	Annual
W2 / 1099	35	\$50.00	\$7.00	\$295.05
Annual SSN Verification	35	\$25.00	\$0.50	\$42.35
Annual Total				\$337.40

Usage Based Fees	Base	Rate
Delivery Next Day (UPS)		\$20.00
Split Pack		\$6.00
Electronic Garnishments		\$1.75
Direct Agency Pay		\$2.75

The fees listed above are invoiced as incurred on per usage basis in accordance with the terms and conditions. Please note these fees are in addition to the ongoing fees stated in the Investment Summary section of the quote.

Administrator

From: Carrasquillo, Adriana:(ComEd) <Adriana.Carrasquillo@ComEd.com>
Sent: Tuesday, June 14, 2022 10:52 AM
To: Administrator; payables
Subject: RE: BA: 39180-18044 - DUPAGE TWP OFFICE - 0 MONTROSE *LITE, RT 53 ROMEOVILLE IL 60446

Good morning,

My apologies on the delayed response. The billing department is currently working on waiving the late payment charges that were outstanding on this account in the amount of \$1,982.56. This exception is being made as a courtesy since DuPage TWP Office was not receiving the bills for this account to the correct address. I have updated the address to reflect DuPage Township's 241 Canterbury Lane, Bolingbrook, IL 60440. However, I am being told that \$990.41 remains due and must be paid by the customer. Can we assist in a payment plan or set up a call to possibly discuss payment options.

Thank you,

Adriana Carrasquillo
External Affairs Manager
T 331-223-1000
Adriana.Carrasquillo@ComEd.com



comed.com

From: Administrator <Administrator@dupagetownship.com>
Sent: Tuesday, June 7, 2022 4:49 PM
To: Carrasquillo, Adriana:(ComEd) <Adriana.Carrasquillo@ComEd.com>; payables <payables@dupagetownship.com>
Subject: RE: BA: 39180-18044 - DUPAGE TWP OFFICE - 0 MONTROSE *LITE, RT 53 ROMEOVILLE IL 60446

Adriana,

We are a government body with a small and limited budget. Our fiscals are closed for the last 10 years. In addition, we don't have this in our budget for this year. I don't see this as being the Townships fault or responsibility. We can pay going forward, but our administration has been in place only one year and during that time we have not received any bills from ComEd at this location.

I did learn after reaching out to some former employees that this bill was at one point possibly sent to the 719 Parkwood address, but apparently it stopped at some point. I am going to ask Deneen to look into the old accounting system and see when the last time was that we were billed, but based on the usage and the amount due (not counting the late fees) this was likely 8-10 years ago. It doesn't seem like we should be responsible for the past due amounts.

From: Carrasquillo, Adriana:(ComEd) <Adriana.Carrasquillo@ComEd.com>
Sent: Tuesday, June 7, 2022 2:19 PM
To: payables <payables@dupagetownship.com>
Cc: Administrator <Administrator@dupagetownship.com>
Subject: RE: BA: 39180-18044 - DUPAGE TWP OFFICE - 0 MONTROSE *LITE, RT 53 ROMEOVILLE IL 60446

Thank you, I will submit the correction to our billing department.

From: payables <payables@dupagetownship.com>
Sent: Tuesday, June 7, 2022 2:03 PM
To: Carrasquillo, Adriana:(ComEd) <Adriana.Carrasquillo@ComEd.com>
Cc: Administrator <Administrator@dupagetownship.com>
Subject: FW: BA: 39180-18044 - DUPAGE TWP OFFICE - 0 MONTROSE *LITE, RT 53 ROMEOVILLE IL 60446

Hi Adriana,

I appreciate you bringing this to our attention. Per our conversation we have not been receiving these invoices. The bills have been going to the address that is reflective on the bill and not to the main office address. DuPage Township's address is 241 Canterbury Lane, Bolingbrook, IL 60440.

Thank you

Deneen Lenoir
DuPage Township Finance Administrator
payables@dupagetownship.com
Main Office: 630-759-1317 x 210
Direct Line: 331-757-5052



From: Carrasquillo, Adriana:(ComEd) <Adriana.Carrasquillo@ComEd.com>
Sent: Tuesday, June 7, 2022 1:48 PM
To: Deneen Lenoir <dlenoir@dupagetownship.com>
Subject: RE: BA: 39180-18044 - DUPAGE TWP OFFICE - 0 MONTROSE *LITE, RT 53 ROMEOVILLE IL 60446

From: Carrasquillo, Adriana:(ComEd)
Sent: Tuesday, June 7, 2022 12:35 PM
To: dlenoir@dupagetownship.com
Subject: FW: BA: 39180-18044 - DUPAGE TWP OFFICE - 0 MONTROSE *LITE, RT 53 ROMEOVILLE IL 60446

Good afternoon,

My name is Adriana Carrasquillo, I am an External Affairs Manager with ComEd. Can you kindly give me a call at your earliest convenience to discuss the account below, the number below is my directly line. I want to avoid a possible disconnection.

Bill Account	Outstanding Bal	Days	Customer Name	REVENUE_CLASS_NM	Last Collection Act Dt	Last Collection Act	PP
3918018044	\$2,923.32	4319	DUPAGE TWP OFFICE	SMALL COMM INDUST	5/5/2022	ELIGIBLE FOR CUT	G

Sincerely,

Adriana Carrasquillo

External Affairs Manager

T 331-223-1000

Adriana.Carrasquillo@ComEd.com



comed.com

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Office of the Assessor

241 Canterbury Lane
Bolingbrook, IL 60440-2834
(630) 759-1315 (office)
(630) 759-6163 (fax)

Date: June 9, 2022

To: Gary Marschke
Township Supervisor

Kenneth Harris
From: Kenneth Harris, CIAO
Township Assessor

Subject: Assessor Monthly Report to the DuPage Township Board – June 2022

The Will County Supervisor of Assessment have one senior event remaining at First United Methodist Church, Wilmington, IL on 6/14/2022. Representatives from the Will County Supervisor of Assessments Office will be there to assist with all exemptions.

DuPage Township property owners are encouraged to visit our Office during our regular business hours

The Freeze Exemption deadline remains July 1st, yet The Will County Supervisor of Assessment can still take forms after if needed



Managed Technology Services Proposal

This proposal contains details relevant to a MTS Service Plan as requested by DuPage Township Administration and Assessor Offices.

Prepared for:
**DuPage Township Administration and
Assessor Offices**

Issued: 6-10-22
Expires: 7-29-22

Created by:
Morgan McDonnell
Branch Manager
CDS Office Technologies
mmcdonnell@cdsot.com
(630) 625-4520



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(630) 625-4520

mmcdonnell@cdsot.com

www.cds officetech.com

6-10-22

CDS Office Technologies sincerely appreciates the opportunity to present our services as a solution for your business. CDS has been providing business technology solutions to numerous businesses, agencies, municipalities, and institutions across all industries throughout the United States since 1971. We certainly value the development of long-term partnerships with businesses and organizations through our many technology solutions & services.

Our Mission

CDS Office Technologies is committed to total customer satisfaction. We deliver best-of-breed technology solutions designed to assist our clients in building, expanding, and optimizing their technology environment. Our goal is to provide these solutions in the most cost-effective manner possible, while providing the highest quality products in the industry from industry-leading manufacturers and developers. All proposed solutions and services provided will be delivered in a workmanlike manner that exemplifies the professional diligence and skills necessitated per industry best practices.

Our Goal

We measure customer satisfaction by meeting and exceeding your expectations. Our goal is to become your **Technology Solutions Provider**.

We look forward to working with you to enhance your tech environment and are committed to providing you with affordable and technologically advanced solutions. Our support team and systems engineers work hard to meet the technology needs of our clients.

Together, we hope to build a strong business relationship for many years to come.

Thank you for the opportunity to present this quotation.

Sincerely,
Morgan McDonnell | Branch Manager

Managed Technology Services PRO Proposal

1. CDS Managed Technology Services Stakeholders
2. Experience & Expertise
 - 2.1. Size & Locations
 - 2.2. Compliance Practices
 - 2.3. CDS Managed Support Team
 - 2.4. Government & Public Institutions
3. Security
4. Solution
5. Service Assurances
 - 5.1. Ticketing System & Response Time
 - 5.2. Availability of Key Staff
 - 5.3. 24/7 Availability & Rates
 - 5.4. Scheduled Downtime
 - 5.5. SLA Enforcement
 - 5.6. Network Reporting
 - 5.7. Proactive IT Network Management
 - 5.8. Disaster Recovery
 - 5.9. Minimum Standards Required For Services
 - 5.10. Excluded Services
6. Business Continuity & Disaster Recovery Solutions
7. Change Control
8. Monitoring
9. Documentation & Records
10. Fees
 - 10.1. Proposal Fees
 - 10.2. Optional Fees
11. MTS Pro Network & Systems Management
12. Conclusion

Appendices

Appendix A: Response & Resolution Times

Appendix B: MTS Pro Services Provided

Appendix C: Service Rates & Exclusions

Appendix D: Device Support Pricing

One-time Costs

Monthly Recurring Costs

1. CDS Managed Technology Services Stakeholders

Name	Position	Email	Phone	Territory
Mike Martinez	IT Director	mmartinez@cdsot.com	800.367.1508	Northern Illinois
Vince DiBeasi	Sr. Engineer	vdibeasi@cdsot.com	800.367.1508	Northern Illinois
Managed Support Team	Help Desk	helpdesk@cdsot.com	855.215.7663	Illinois
Morgan McDonnell	Branch Manager	mmcdonnell@cdsot.com	630-625-4520	Northern Illinois

The individuals listed above will be directly involved with all processes necessary for the successful evaluation, onboarding, and planning of IT Infrastructure for DuPage Township Administration and Assessor Offices. Using proprietary tools, the team above will review the current IT environment on a granular level. Once analyzed, these findings will undergo a thorough gap analysis to determine what actions need to take place (e.g., hardware replacement, logical reconfiguration, end-user processes, etc.) to elevate the network to industry standards that strictly adhere to proven best practices, as well as any and all relevant compliance regulations.

2. Experience & Expertise

CDS Office Technologies understands many organizations are constantly challenged by the task of managing their computer systems and would rather spend that time and effort working on other issues at hand.

Our **Managed Technology Services (MTS) Program** is a unique service that keeps your computer systems available, so you can focus on your organization. Our team of certified technicians will monitor your computer systems to help in the prevention of unscheduled downtime and catastrophic failures. MTS can also provide your staff with remote technical support. Using remote support services, our technicians will troubleshoot, diagnose and resolve many common computer problems in just minutes.

For over five decades, CDS Office Technologies has been delivering solutions for the office environment across a multitude of industries. Founder Jerome “Jay” Watson started CDS in 1971 selling copier duplicator services and has since expanded the business into a full-service provider of office technology products and professional services.

2.1. Size & Locations

CDS Office Technologies as it currently stands has become one of the Midwest's largest privately-owned companies with offices in nine locations throughout Illinois, Missouri and Iowa. This allows for senior engineers from multiple branches (including our Corporate Headquarters in Springfield, IL) to provide solutions in a timely fashion.

Corporate HQ	Bloomington	Champaign	Chicago	Davenport
612 S Dirksen Pkwy Springfield IL 62703 217.528.8936	1628 Commerce Pkwy Bloomington, IL 61704 309.662.3777	3108 Farber Dr Champaign, IL 61822 217.351.7064	1271 Hamilton Pkwy Itasca, IL 60143 630.305.9034	2211 E 52nd St Davenport, IA 52807 563.396.1407

Marion	Peoria	St. Louis	Quincy
3909 W Ernestine Dr Marion, IL 62959 618.997.7756	1913 N Knoxville Peoria, IL 61603 309.688.6806	13758 Shoreline Dr Earth City, MO 63045 314.739.4093	535 Maine St, Ste 9 Quincy, IL 62301 217.641.0830

2.2. Compliance Practices

The world of IT regulations changes rapidly as it continues to grow exponentially. CDS Executives realize this and have invested heavily in the continued education of the Managed Support Team. The CDS Managed Support Team of IT Techs and Network Engineers undergo ongoing education and training to remain current on regulations, legislation, certifications, and compliance as it relates to HIPAA, CJIS, PCI, public records and government. Using third-party educational materials, CDS Office Technologies works actively to develop the knowledge base of the Managed Support Team, which facilitates the ability of team members to troubleshoot a wide variety of issues while remaining compliant.

The CDS Managed Support Team currently operates within industries subjected to HIPAA, CJIS, public records, and governmental regulations. It is understood that the data held within the network may be highly sensitive in nature. The CDS Managed Support team will always adhere to industry best practices when it comes to the safekeeping of sensitive data.

2.3. CDS Managed Support Team

The CDS Managed Support Team boasts a diverse collection of 30+ Network Engineers and IT Techs to troubleshoot all needs as a Managed Technology Services Provider. With a host of certifications and educational backgrounds, the team is equipped to remediate any issue.

Our Network Engineers are uniquely qualified to deliver the solutions necessary to support and maintain your environment as promised. They hold numerous certifications under the Microsoft Gold certified partner program along with certifications from HP, Lenovo, VMware and many more manufacturers we represent. We have a 50-year track record in successfully implementing support services solutions for our customers.

The CDS Managed Support Team adheres to the tenant of Proactive IT Network Management. Not only is the team here to troubleshoot issues as they arise, it is ready to prepare your IT infrastructure for future growth and operability. IT is often viewed as a sunk cost within many organizations. The CDS Managed Support Team views IT as an investment and a means for competitive advantage when it is properly designed and developed. Therefore, our team works to create 5- to 7-year plans to project the future needs for client networks so the “doomsday event” that many organizations fear will never come.

By utilizing CDS Office Technologies local technical support staff and the knowledge bank of company-wide support services, DuPage Township Administration and Assessor Offices would immediately benefit from our team of Systems Engineers who have full access to vendor services currently not available to the public. Our years of experience supporting our clients and hundreds of systems will save your organization time and resources, mitigating the risks of operating in a sub-standard IT environment.

2.4. Government & Public Institutions

CDS Office Technologies is well versed when it comes to providing professional services for governmental and public entities in the State of Illinois. CDS currently supports many State and Local Governments and Agencies, and holds multiple contracts with the State of Illinois and the State's Department of Innovation & Technology (DoIT). This includes but is not limited to the Illinois Wireless Information Network (IWIN), providing MCD/Mobile Video solutions, providing Laptop/Desktop Computers, and providing Mobile Print Solutions.

- **Statewide Laptop Master Contract:** CDS Office Technologies currently holds the Statewide Laptop Master Contract for Lenovo laptop computers and accessories. Awarded in 2016, the contract enables any government agency within Illinois to purchase Lenovo computers directly from CDS without the need to go through a formal bid process.
- **IWIN Contract:** As an original partner with the IWIN program since project inception in 1999, CDS remains the Statewide Master Contract Holder to provide public safety entities throughout the state a purchasing mechanism for mobile data components, ruggedized laptops, handheld bar code scanners, mobile printers, cameras, docking systems and the hardware needed to operate these devices.

Additionally, the CDS Managed Support Team provides services to multiple county and city governments, public schools, not-for-profit/non-profit organizations, and other publicly-funded organizations within the State of Illinois. Experience gained through these interactions has allowed CDS to establish a robust knowledge base when it comes to interacting with and troubleshooting for a diverse range of entities.

3. Security

CDS Office Technologies understands the importance of data privacy in the digital age. DuPage Township Administration and Assessor Offices potentially holds a large cache of personal information regarding their residents that are subject to a large array of regulations. CDS Office Technologies believes that our relationships with similar entities, coupled with the ongoing training internally provides the CDS Managed Support Team with the skills and knowledge to manage DuPage Township Administration and Assessor Offices's data safely and appropriately.

As a Certified Information Systems Security Professional (CISSP), Eduardo Camacho, CIO/CISO for CDS Office Technologies, can disseminate invaluable security expertise and knowledge to the Managed Support Team's knowledgebase. His prior experience working for the military has helped him develop a deep understanding of data security best practices and procedures. These best practices and procedures are passed along to the Managed Support Team through on-site training, knowledge base articles, and development of internal assessments.

4. Solution

CDS Office Technologies suggests that a complete environment assessment be performed and network map created to clearly define the current state of technology resources with regard to existing hardware / software infrastructure and outline the organizations objectives and risk tolerance. Depending on the current environment, it may be necessary to do more than just implement MTS. As part of this task, a CDS engineer will meet with the appropriate individual(s) to document expectations, outline the project timeline, and recommend an approach to meet those needs, while being mindful of ways to control costs and mitigate risks.

5. Service Assurances

Ticketing, Response Times, Key Staff Availability

5.1. Ticketing System & Response Time

Our support staff will respond to DuPage Township Administration and Assessor Offices's Support Tickets under the provisions of Appendix A, and with best effort after hours or on holidays. Support Tickets must be opened by DuPage Township Administration and Assessor Offices's designated I.T. contact person, by email to our Help Desk, or by phone if email is unavailable. Each call will be assigned a Support Ticket number for tracking. Our escalation process is detailed in Appendix A.

5.2. Availability of Key Staff

Availability of certain staff members will vary due to planned projects, unforeseen emergencies and the needs of other clients. Since our engineers service many clients, CDS Office Technologies does not assign dedicated staff members to any one location. All client information is held within our CRM program to provide all members of the Managed Support Team with the same knowledge regarding a client's Network. Having thorough documentation and a fluid flow of knowledge ensures the customer will always have access to a well-equipped Managed Support Team member.

Key staff can be reached during normal business hours in the event of an emergency as described in the Service Level Agreement.

5.3. 24/7 Availability & Rates

Remote Helpdesk and Vendor Management of DuPage Township Administration and Assessor Offices's IT networks will be provided by CDS support staff through remote means between the hours of 8:00 am - 5:00 pm CST, Monday through Friday, excluding major holidays. Network Monitoring Services will be provided 24/7/365. All services qualifying under these conditions, as well as Services that fall outside this scope, will fall under the provisions of Appendix B. Hardware costs of any kind are not covered under the terms of this Agreement.

Emergency services performed outside the hours of 8:00 am-5:00 pm Monday through Friday, excluding public holidays, shall be subject to provisions of Appendix C.

5.4. Scheduled Downtime

A dedicated Network Engineer will communicate any need for scheduled downtime with the established IT Contact for DuPage Township Administration and Assessor Offices to establish an appropriate timeframe.

Most routine maintenance can be achieved through the leveraging of CDS Managed Support Team's network monitoring software that will be implemented on DuPage Township Administration and Assessor Offices's network as part of the MTS Agreement.

During emergency circumstances, unscheduled downtimes may occur.

5.5. SLA Enforcement

Once a Service Level Agreement is developed fully and reached, DuPage Township Administration and Assessor Offices and CDS Office Technologies will sign an MTS Agreement. This Service Level agreement will only cover those specific services and equipment listed in the Appendices A-D, "Response and Resolution Times," "MTS Services Provided," "Service Rates and Exclusions," and "Equipment Support Table".

CDS must deem acceptable any equipment/services DuPage Township Administration and Assessor Offices may want to add to this Agreement after the effective date. The addition of equipment/services not listed in "Service Rates and Exclusions" and "Equipment Support Table" at the signing of the Agreement, if acceptable to Service Provider, shall result in an adjustment to monthly charges.

5.6. Network Reporting

A dedicated CDS IT Administrator will establish monthly executive summaries on items including any security vulnerabilities, software licensing renewals, and inventories of assets. These reports are generated using a powerful network monitoring tool, and all reports are available upon request from the customer.

CDS believes in full transparency with our customers so they can see the full value of what our Managed Support Team provides on a month-to-month basis. CDS documents critical alerts, scans and event resolutions pertaining to the client's network.

5.7. Proactive IT Network Management

CDS Office Technologies believes in taking a proactive approach to IT Network Management. Instead of applying patchwork fixes to networking issues that may suffice in the interim, CDS is focused on planning for issues before they even arise. This involves a high level of communication and cooperation between CDS and our clients.

After fully documenting the network infrastructure and logical processes currently deployed, CDS network engineers will be able to develop a 5- to 7-year plan for hardware refreshment and software upgrades vital to the everyday function of DuPage Township Administration and Assessor Offices's network.

The active planning itself will be part of any agreement between CDS and DuPage Township Administration and Assessor Offices. These plans may involve separate projects that will not be covered through an established MTS Agreement and will be subject to the purchase of hardware/software and accompanying Project Blocks of Time at a rate of \$125/hr.

5.8. Minimum Standards Required For Services

For DuPage Township Administration and Assessor Offices's existing environment to qualify for CDS' Managed Technology Services, the following requirements must be met:

- All Servers with Microsoft Windows Operating Systems must be running Windows 2012 Server or later and have all the latest Microsoft Service Packs and Critical Updates installed.
- All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must be running Windows 10 Pro or later and have all the latest Microsoft Service Packs and Critical Updates installed.
- All Server and Desktop Software must be genuine, licensed and Vendor-Supported.
- The environment must have a currently licensed, up-to-date and Vendor-Supported Server-based Antivirus Solution protected all Servers, Desktops, Notebooks/Laptops, and E-Mail.
- The environment must have a currently licensed, Vendor-Supported Server-based backup solution that can be monitored and send notifications on job failures and successes.
- The environment must have a currently licensed, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.
- All Wireless data traffic in the environment must be securely encrypted.
- There must be an outside static IP address assigned to a network device, allowing RDP or VPN access.

The time required to bring DuPage Township Administration and Assessor Offices's environment up to these Minimum Standards is not included in this Agreement and will require separate Project Blocks for labor, as well as the possibility of purchasing new equipment and/or software.

6. Business Continuity & Disaster Recovery Solutions

CDS offers industry-leading business continuity & disaster recovery solutions. Our solution has 99.99999% availability, 6-second instant virtualization failover, encryption during replication and at rest, with onsite and cloud retention policies. The onsite device features 1.5 TB storage for the Assessor's Office. Cloud storage is spread across multiple geographic locations to reduce the impact of major regional disasters.

Feature	Solution
Appliance	
Capacity	In place for Assessors: 1.5 TB /(Proposed for Administration- MSP Backup)
Form Factor	Desktop
All Flash Storage Available	Yes!
Maximum Agents	4
Option for Virtual Appliance or Image	Yes!
Business Continuity	
Instance Cloud Virtualization	Yes!
Instant On-Device Virtualization	Yes!
Virtualize to Hypervisor	Yes!
Cloud & Replication	
Replication to Secondary Data Center	Yes!
Offsite Bandwidth Throttling	Yes!
Configurable Retention	Yes!
Data Seeding Service (RoundTrip)	Yes!
Replication to Another Backup Device	Yes!
Service Plans (Data Retention)	
Infinite Cloud Retention (ICR)	Yes!
1-Year Cloud Retention (TBR)	Yes!
Capacity Based Retention (Total Cloud)	Yes!
Private Cloud Retention	Yes!

6. Business Continuity & Disaster Recovery Solutions Continued

Feature	Solution
Backup	
All Backups Instantly Restorable	Yes!
Backup Encryption	Yes!
Configurable Backup Schedules	Yes!
Backup Comparison Tool (Backup Insights)	Yes!
Restore	
Point-in-Time Rollback (Rapid Rollback)	Yes!
Bare Metal Restore	Yes!
File Restore w/ Permissions (iSCSI/SMB/Browser)	Yes!
Image Export (VMDK, VHD, VHDx)	Yes!
Exchange, SQL, SharePoint Restore	Yes!
Restore to Hypervisor	Yes!
Automated Verification	
Ransomware Detection	Yes!
Advanced Screenshot Verification	Yes!
Application & Service Verification	Yes!
Integrity Verification	Yes!
Custom Script Verification	Yes!
Configurable Alerts	Yes!
Additional System Support	
Agent-based Backup (Windows/Linux)	Yes!
Hypervisor Level Backup (Agentless)	Yes!
Network Share Backup (NAS Guard)	Yes!

7. Change Control

All project work will be subjected to a signed Statement of Work before any work is conducted and an Acceptance of Work upon project completion and satisfaction based upon predetermined acceptance criteria detailed in the SOW.

Any change in scope of an agreement must be initiated formally in writing and agreed upon by DuPage Township Administration and Assessor Offices and CDS Office Technologies Executive Staff. A formal CHANGE ORDER document will need to be completed by the client to change any component of an agreement once signed.

Changes to the scope defined within an agreement will be regarded as change requests and will not be incorporated until signed by both parties and may result in modifications to accompanying project schedules and/or associated costs/fees.

8. Monitoring

The CDS Managed Support Team uses highly sophisticated monitoring tools to ensure the stability of our clients' computing environments. Our monthly executive reports generate an overall score percentage that provides a quantifiable metric to determine network vitality. The numbers can be reviewed in person with a CDS Engineer upon request. This metric is determined by the following attributes:

- Asset Management
 - Devices Under Management
 - Server and Network Device Warranty
 - Workstation, Laptop, and Mobile Device Warranty
- Business Service Availability
- Security Monitoring
 - Antivirus
 - Windows Patching
 - Third Party Patching
- Performance
 - Servers

The overall score percentage operates in five different colored zones as follows:

- 0-50 % = Red Zone
- 51-60% = Orange Zone
- 61%-70% = Yellow Zone
- 71-85% = Light Green Zone
- 86-100% = Dark Green Zone

9. Documentation & Records

All network information is stored securely in our CRM software in the customer repository. This allows for members across the CDS Managed Support Team to have access to the proper information regarding the customer's network. Any change in the network would be documented there.

At the end of the contract period all network information would be released to DuPage Township Administration and Assessor Offices through a formal request.

As a service provider, CDS and its agents will not use or disclose client information, except as necessary or consistent with providing the contracted services and will protect it against unauthorized usage.

10. Fees

10.1. Proposal Fees

Based upon the devices and number of users, estimated fees of a full MTS Agreement between CDS Office Technologies and DuPage Township Administration & Assessor's Office will be \$2,463.95 per month, invoiced monthly, and will become due and payable within ten (10) days of receipt. Services will be suspended if payment is not received within ten (10) days following the date due. Refer to Appendix B for services covered by the monthly fee under the terms of this Agreement. Refer to Appendix D for equipment supported under terms of this Agreement.

[It is understood that any and all services requested by DuPage Township Offices that fall outside the terms of this Agreement will be considered Projects and will be quoted and billed as separate individual Services.]

10.2. Optional Fees

- Work conducted as projects to bring DuPage Township Administration and Assessor Offices to minimum standards will be determined outside of the proposal. These fees can include but are not limited to:
 - additional hardware
 - additional software
 - additional labor
 - etc.
- Response fees for emergencies that occur outside of normal work hours can be seen in Appendix C.

11. MTS Pro Network & Systems Management

- Network assessment and inventory
- Microsoft patch management
- Spyware/Virus protection and prevention
- 24/7 real-time network monitoring
- Remote technical support
- Expeditionary problem diagnosis and resolution
- Emergency on-site services available
- Scheduled executive reports
- Asset inventory report
- Predictable monthly cost

12. Conclusion

CDS Office Technologies is extremely invested in helping DuPage Township Administration and Assessor Offices manage/secure and stabilize its IT environment. This offering is one of many services and support options we can provide to help your facility control costs and appropriately budget your IT expenditures going forward.

Appendices

Appendix A: Response & Resolution Times

Trouble	Priority	Response Times	Resolution Time	Escalation Threshold
Service not available (all users and functions unavailable)	1	< 1 hour	ASAP - Best Effort	2 hours
Significant degradation of service (many users or critical functions affected, but business processes can continue)	2	< 4 hours	ASAP - Best Effort	8 hours
Limited degradation of service (a few users or functions affected, business processes can continue)	3	< 24 hours	ASAP - Best Effort	48 hours
Small service degradation (minimal impact on users or functions, business processes can continue)	4	< 48 hours	ASAP - Best Effort	96 hours

Appendix B: MTS Pro Services Provided

All requested services will be tracked through the CDS Managed Support Team's ticketing system.

Description	Frequency	Included
General		
Document software & hardware changes	As performed	Yes!
Test backups with restores	Monthly	Yes!
Servers		
Manage servers	Ongoing	Yes!
Check print queues	As needed	Yes!
Monitor all server patches	Ongoing	Yes!
Keep service packs, patches, and hot-fixes current as per company policy	Monthly	Yes!
Check event log of every server and identify any potential issues	As issues appear	Yes!
Monitor free space on server	As needed	Yes!
Monitor WINS replication	As needed	Yes!
SQL Server management	As needed	Yes!
Server reboots	As needed	Yes!
Disk defragmentation and chkdsk utility on all drives	As needed	Yes!
Scheduled off-time server maintenance	As needed	Yes!
Install support software upgrades	As needed	Yes!
Determine logical directory structure, implement, MAP, and detail	As needed	Yes!
Set up and maintain groups (faculty, staff, administration, etc.)	As needed	Yes!
Check status of backups	Daily	Yes!
Clean and maintain directory structure, keep efficient and active	As needed	Yes!
Educate and correct user errors (deleted files, corrupted files, etc.)	As needed	Yes!
Alert client to dangerous conditions (low memory, signs of disk failure, storage availability, controllers losing interrupts, network cards reporting unusual activity, etc.)	As needed	Yes!

(Appendix B Continued)

Description	Frequency	Included
Devices		
Manage desktops and laptops	Ongoing	Yes!
Manage network printers	Ongoing	Yes!
Manage other network devices	Ongoing	Yes!
Networks		
Performance monitoring / capacity planning	Ongoing	Yes!
Monitor switches, hubs, and internet connectivity and validate everything is operational (available for SNMP manageable devices only)	Ongoing	Yes!
Maintain office connectivity to the internet	As needed	Yes!
Security		
Check firewall logs	As needed	Yes!
Confirm antivirus definition updates have occurred	As needed	Yes!
Confirm antispysware updates have occurred	As needed	Yes!
Confirm backup has been performed daily	As needed	Yes!
Create new directories, shared and security groups, new accounts, disable or delete old accounts, manage account policies	Daily	Yes!
Permissions and file system management	As needed	Yes!
Se up new users, including login restrictions, passwords, security, applications	As needed	Yes!
Set up and change security for users and applications	Ongoing	Yes!
Monitor for unusual activity among users	As needed	Yes!
Applications		
Ensure Microsoft Office applications are functioning	As needed	Yes!
Ensure Microsoft ActiveSync applications are functioning	As needed	Yes!
Ensure Adobe Acrobat applications are functioning	Daily	Yes!
Ensure Microsoft Backup applications are functioning	As needed	Yes!
Ensure other applications are functioning as designed	As needed	Yes!

Appendix C: Service Rates & Exclusions

Regular/Covered Services	Applicable Hours	Rate
Remote PC management / help desk	8:00a – 5:00p	—
Remote network management	8:00a – 5:00p	—
Remote server management	8:00a – 5:00p	—
Network monitoring	8:00a – 5:00p	—
Onsite labor	8:00a – 5:00p	—

After Hours Services	Applicable Hours	Rate
Remote PC management / help desk	5:01p – 7:59a	\$150 / hr
Remote network management	5:01p – 7:59a	\$150/ hr
Remote server management	5:01p – 7:59a	\$150/ hr
Onsite labor	5:01p – 7:59a	\$150 / hr

Excluded Services - Support may be covered through separate contracts or agreements.
All hardware purchases, including parts, equipment or software not covered by vendor/manufacturer warranty or support
Cost of any parts, equipment, shipping charges, software, licensing, or software renewal/upgrade fees
Costs associated with or incurred through any third-party vendor or manufacturer support
Programming (modification of software code) and program (software) maintenance not specified in Appendix B
Technical project work or work that falls outside the scope of day-to-day support
Network drops and cabling
Printer, copier, and multifunction hardware repair*
Phone system, phone replacement, or system maintenance*
Specialty software support (accounting systems, CRM, CAD applications, etc.). CDS will assist with troubleshooting the application but will not offer resolution for any Third-Party specialty application software
Equipment or services failure due to acts of God, environmental conditions, building modifications, power failures/outages, or other adverse factors
Service or repair made necessary by the alteration or modification of equipment other than that authorized by CDS Office Technologies, including alterations, software installations or modifications of equipment made by DuPage Township Administration and Assessor Offices, its agents, or anyone other than CDS Office Technologies
Any unreasonable service request that falls outside the primary offerings of CDS Office Technologies

Appendix D: Device Support Pricing - Option 1: DuPage Township Administration Office only

Monthly Recurring Costs

Device / Service Type	Quantity
Workstation / Laptop Maintenance and Support w/Managed Patching	18
Managed Switches	3
Firewall Monitoring w/Managed Patching	2
ISP Modem	2
Servers	0
Users	13
Access Points	2
Webroot Antivirus	18
Exchange Online Plan 1 (10 x \$4.00 = \$40.00 per month included in CDS package) **	10
Office 365 E3** (18 x \$23.00 = \$414.00 per month included in CDS package)**	18
BCDR and Backup Solution - CDS MSP Backup for 18 Workstations	18
DUO MFA - Multifactor Authentication*	20
CyberSecurity Barracuda Phishing Campaigns*	20

*To satisfy the Beasley Cyber Insurance requirements, add: DUO MFA and Barracuda Phish Line.

Monthly Total: \$1,860.00

**** Office 365 E3 and Exchange Online may be paid for upfront for year =\$5,448.00. This would reduce the monthly package cost by \$454.00 per month.**

Appendix D: Device Support Pricing - Option 2: DuPage Township Assessor Office only

Monthly Recurring Costs

Device / Service Type	Quantity
Workstation / Laptop Maintenance and Support w/Managed Patching	8
Managed Switches	1
Firewall Monitoring w/Managed Patching	1
ISP Modem	1
Servers (physical and Virtue) 1/3	1
Users	6
Access Points	1
Webroot Antivirus	11
Office 365 E3 (Upgraded Licenses/Current Pricing)	6
BCDR and Backup Solution (1.5 TB)	1
DUO MFA - Multifactor Authentication*	6
CyberSecurity Barracuda Phishing Campaigns*	6

*To satisfy the Beasley Cyber Insurance requirements, add: DUO MFA and Barracuda Phish Line.

Monthly Total: \$829.30

Appendix D: Device Support Pricing - Option 3: Both - DuPage Township Administration and Assessor Offices

Monthly Recurring Costs

Device / Service Type	Quantity
Workstation / Laptop Maintenance and Support w/Managed Patching	26
Managed Switches	4
Firewall Monitoring w/Managed Patching	3
ISP Modem	3
Servers (physical and Virtue) For Assessors Office 1/3	1
Users	19
Access Points	3
Webroot Antivirus	29
Exchange Online Plan 1 For Administration Office**	10
Office 365 E3 ** Administration: 18 / Assessors: 6)	24
BCDR and Backup Solution (For Assessor Office - 1.5 TB)	1
Backup Solution - (For Administration Office - MSP Back Up for Workstations)	18
DUO MFA - Multifactor Authentication*	26
CyberSecurity Barracuda Phishing Campaigns*	26

*To satisfy the Beasley Cyber Insurance requirements, add: DUO MFA and Barracuda Phish Line.
DuPage Township will save over \$270.00 per month combining the MTS Support in one invoice.

(Split Billing: **Administration Office: \$1,705.10 per month / Assessor Office: \$758.85 per month**).

Monthly Total: \$2,463.95

ADMIN OFFICE: Office 365 E3 and Exchange Online may be paid for upfront for year
=\$5,448.00. This would reduce the monthly package cost by \$454.00 per month.**

Acceptance of Service Agreement

for

DuPage Township Administration Office

This Service Agreement covers only those services and equipment listed in Appendix B, Appendix C, and Appendix D. Service Provider must deem acceptable any equipment or services Client may want to add to this Agreement after the effective date. The addition of equipment or services not listed in Appendix C and Appendix D at the signing of this Agreement, if acceptable to Service Provider, shall result in an adjustment to the Client's monthly charges.

IN WITNESS THEREOF, the parties hereto have caused this Service Agreement to be signed by all their duly authorized representatives as of the date set forth below.

Accepted by Client:

X _____
Authorized Signature (Client) Date

Print Name Title

Accepted by CDS Office Technologies:

X _____
Authorized Signature (CDS) Date

Print Name Title

START DATE: _____

Acceptance of Service Agreement
for
DuPage Township Assessor Office

This Service Agreement covers only those services and equipment listed in Appendix B, Appendix C, and Appendix D. Service Provider must deem acceptable any equipment or services Client may want to add to this Agreement after the effective date. The addition of equipment or services not listed in Appendix C and Appendix D at the signing of this Agreement, if acceptable to Service Provider, shall result in an adjustment to the Client's monthly charges.

IN WITNESS THEREOF, the parties hereto have caused this Service Agreement to be signed by all their duly authorized representatives as of the date set forth below.

Accepted by Client:

X _____
Authorized Signature (Client) Date

Print Name Title

Accepted by CDS Office Technologies:

X _____
Authorized Signature (CDS) Date

Print Name Title

START DATE: _____

Terms and Conditions

This agreement between DuPage Township Administration and Assessor Offices, hereafter referred to as Client, and CDS Office Technologies, hereafter referred to as Service Provider, is effective upon the date signed, shall remain in force for a period of One (1) Year, and will be reviewed annually to address any necessary adjustments or modifications. Should adjustments or modifications be required that increase the monthly fees paid for the services rendered under this Agreement, these increases will not exceed 5% of the value of the existing monthly fees due under this Agreement unless additional and costly software services are necessary to continue service. The Service Agreement automatically renews for a subsequent one-year term beginning on the day immediately following the end of the initial Term, unless either party gives the other ninety (90) days prior written notice of its intent not to renew this Agreement.

1. Termination Clauses

- a. This Agreement may be terminated by the Client upon ninety (90) days written notice if the Service Provider:
 - a. Fails to fulfill any material respect its obligations under this Agreement and does not cure such failure within thirty (30) days of receipt of such written notice.
 - b. Breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days of receipt of such written notice.
 - c. Terminates or suspends its business operations, unless it is succeeded by a permitted assignee under this Agreement.
- b. This Agreement may be terminated by the Service Provider upon ninety (90) days written notice to the client. If either party terminates this Agreement, the Service Provider will assist the Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay Service Provider the actual costs of rendering such assistance.

2. Limitation of Liability

- a. In no event shall Service Provider be held liable for indirect, special, incidental or consequential damages arising out of service provided hereunder, including but not limited to loss of profits or revenue, loss of use of equipment, lost data, costs of substitute equipment, or other costs.

3. Confidentiality

- a. Service Provider and its agents will not use or disclose Client information, except as necessary or consistent with providing the contracted services and will protect against unauthorized use.

4. Non-Solicitation

- a. Client acknowledges they have retained the services of Service Provider and its employees due to Service Provider's employees unique skills and knowledge in the field. Client further acknowledges that Service Provider has expended time, effort, and resources in developing its employee knowledge and individual skillsets. Accordingly, and in consideration for the Services provided hereunder, Client agrees that during the term of this Agreement and for a period of one year after the end of this Agreement, Client shall not solicit nor employ any person who is employed by Service Provider. Should Client decide to hire Service Provider employee notwithstanding the agreement above, Client agrees to pay Service Provider a placement fee of 60% of the employee's first year total compensation by Client. Upon said hire within the time described above, Client will give written notice to Service Provider of its hiring as well as written notice of employee's first year compensation. The fee described shall be due thirty (30) days within invoice of such.

5. Monitoring Services

- a. Service Provider will provide ongoing monitoring and security services of all critical devices as indicated in Appendix B. Service Provider will provide monthly reports as well as document critical alerts, scans, and event resolutions to Client. Should a problem be discovered during monitoring, Service Provider shall make every attempt to rectify the condition in a timely manner through remote means.

6. Hardware / System Support

- a. Service Provider shall provide support of all hardware and software systems specified in Appendix D, provided that all hardware is covered under a currently active Vendor Support Contract or replaceable parts be readily available, and all software be genuine, currently licensed and vendor-supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this Service Agreement. Should Third Party Vendor Support charges be required to resolve these issues, they will be passed on to the Client after first receiving the Client's authorization to incur them.
- b. It is understood that any and all Services requested by Client that fall outside the terms of this Agreement will be considered Projects and will be quoted and billed as separate, individual services.

7. Coverage

- a. Remote Help Desk and Vendor Management of Client's IT networks will be provided to the Client by Service Provider through remote means between the hours of 8:00a - 5:00p (Central Standard Time) Monday through Friday, excluding public holidays. 24/7 Network Monitoring Services will be provided 365 days per year. All services qualifying under these conditions, as well as services that fall outside this scope will fall under the provisions of Appendix B. Hardware costs of any kind are not covered under the terms of this Agreement.

8. Support and Escalation

- a. Service Provider will respond to Client's trouble tickets under the provisions of Appendix A, and with best effort after hours or on holidays. Trouble tickets must be opened by Client's designated IT contact person by email to our Help Desk or by phone if email is unavailable. Each call will be assigned a trouble ticket number for tracking. Our escalation process is detailed further in Appendix A.

9. Service Outside Normal Working Hours

- a. Emergency services performed outside the hours of 8:00a - 5:00p Monday through Friday, excluding public holidays, shall be subject to the provisions of Appendix C.

10. Virus Recovery for Current, Licensed Antivirus Protected Systems

- a. Attempted recovery from damages caused by virus infection not detected and quarantined by the latest antivirus definitions is covered under the terms of this Agreement. This Service is limited to a systems protected solution with a currently licensed, vendor-supported antivirus software.

11. Miscellaneous

- a. This Agreement shall be governed by the laws of the State of Illinois. It constitutes the entire Agreement between the Client and Service Provider for monitoring, maintenance, service, of all equipment listed in Appendix B. Its terms and conditions shall prevail should there be any variance with the terms and conditions of any order submitted by Client. Service Provider is not responsible for failure to render services due to circumstances beyond its control including, but not limited to, acts of God.

THANK YOU!