



Friday, May 15, 2026

Mr. Tad Spencer  
Village of Orland Park  
14700 Ravinia Avenue  
Orland Park, IL 60462

Dear Mr. Spencer:

Please find the attached proposal I prepared for you. As discussed, I can provide the following services for all of your maintenance and support contracts.

- **Contract Consolidation** – Organizations like yours are simplifying and consolidating the number of partners and contracts.
  - 1) Merge contracts - eliminating multiple contract numbers
  - 2) Grant additional discounting for additional contracts
- **Co-Terminate Contract End Dates** – Tusker will renew all vendors' maintenance contracts at one time and will target one consistent end date. Continuous budgeting, verifying, and approval of maintenance contract renewals from multiple vendors with multiple end dates is time consuming. As new products or contracts are purchased, we will continue to target this same co-terminus contract end date.
- **Full Contract Administration** – An inventory of all the equipment covered will be verified with manufacturer and the customer for accuracy prior to renewal. Continuous adjustments will be made as requested on RMA's, location moves, and or any additions. A single spreadsheet will also be provided as a customer quick reference once contract(s) are registered.
- **Three Year Discounted Renewals** – Options can be shown for both one year and three-year contract renewals. By purchasing a three-year contract now, you avoid the typical price increase of maintenance support each year, and also will receive additional discounts across all 3 years. Lease options are available.
- **Tusker Services Support** – Options available upon request
  - 1) T&M Agreements
  - 2) Retainer Based Support with or without SLA
  - 3) Managed Services including monitoring, and or full management

I look forward to your call for additional services or for more information.

Thank you in advance for your time and courtesy -

Gabriela Patiño  
Contract Management/Sales  
Cisco IP Phone: 630-981-5034  
Email: [Gaby.Patino@TuskerCo.com](mailto:Gaby.Patino@TuskerCo.com)





Formerly **Mindsight**

Quote Date: 5/15/2026  
 Quote Description: Cisco Smartnet - 1 Year

Bill To: Village of Orland  
 14700 Ravinia Avenue  
 Orland Park, IL 60462

Tusker - 2001 Butterfield Road - Suite 250 - Downers Grove, IL 60515  
 Office: (630) 981-5000 Fax: (630) 729-3058 Web: [www.tuskerco.com](http://www.tuskerco.com)

Attn: Tad Spencer

Account Executive: Don Vargo 630-981-5012 [Don.Vargo@tuskerco.com](mailto:Don.Vargo@tuskerco.com)  
 Contract Solution Specialist: Gaby Patino 630-981-5034 [Gaby.Patino@tuskerco.com](mailto:Gaby.Patino@tuskerco.com)

Ship to: Village of Orland  
 14700 Ravinia Avenue  
 Orland Park, IL 60462

Attn: Tad Spencer

Line Item	Product Description	Qty	Customer Unit Price	Customer Extended Price
<b>Cisco Smartnet Renewal - 1 Year</b>				
To Be Ordered via TIPS-USA Interlocal Purchasing System : TIPS Contract: 230105 Technology Solutions Product:				
Awarded TIPS Vendor Name: ACP CreativIT - Reseller Name: Tusker (formerly Mindsight)				
			\$ -	\$ -
1.0	Smartnet Renewal - One Year	1	\$ 59,625.25	\$ 59,625.25
			\$ -	\$ -
2.0	Subscriptions - One Year	1	\$ 161.25	\$ 161.25
			<b>Total Maintenance Pricing:</b>	<b>\$59,786.50</b>
			<b>Total Maintenance from Above:</b>	<b>\$ 59,786.50</b>
			<b>Mindsight Discount Off Above SMARTnet Pricing:</b>	<b>\$ (8,943.79)</b>
			<b>Mindsight Discount Off Above Subscriptions Pricing:</b>	<b>\$ (64.50)</b>
			<b>GRAND TOTAL *:</b>	<b>\$ 50,778.21</b>

Please list the Cisco user ID's of the users that should have access to these contracts within your organization: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.

Please Note: This quote is valid for 15 days from the Quote Date.

While Tusker always provide our best effort to ensure complete coverage, it's only practical for the customer to also verify that all the equipment that needs to be covered is listed above. It's also the customer's responsibility to ensure products are kept at current software version levels to ensure support. Manufactures do not provide support for products that have reached their End of Support status. It is critical to verify the End of Support status for all software versions or ask your Tusker Contract Manager/Sales Rep to review software versions.

Please indicate your acceptance and authorization for Tusker to invoice your company for the maintenance support contracts profiled by signing on the line below. All pricing listed is valid for 15 days from the date shown on the bottom left of this page:

I, \_\_\_\_\_ of (Company) \_\_\_\_\_ hereby authorize Tusker to renew the maintenance support contracts as profiled and invoice our organization for the contract term and amount checked below (payment terms NET 30 days):



**OPTION-1      \$50,778.21      Cisco Smart Net Total Care Contract(s)**

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Name (Signed)	Title	Date
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(Please return signed forms via fax to the attention of Gabriela Patiño at 630-729-3058)

*I am authorized by our organization to commit to the attached Proposal/Statement of Work and agree to the Pricing, Warranty, Warranty Conditions, and Payment Terms herein. Indicate your acceptance by signing on the line below.*

Cisco Support: 800-553-2447 or <http://tools.cisco.com/ServiceRequestTool/create/launch.do>

# Cisco Smart Net Total Care – Detail of Options

## Hardware Replacement – Parts Only

### **Cisco “SNT” Smart Net Total Care Support = 8x5xNBD Hardware Replacement**

- 24 hour, 7-day priority telephone support
- Critical Problem escalation
- Electronic mail inquiries and responses
- Software updates via Cisco Connection Online (CCO) or media request
- Access to Cisco Connection Online
- Guaranteed next-business-day of replacement hardware, provided the request is received prior to 3:00p.m. Mon-Fri

### **Cisco “SNTE” Smart Net Total Care Support = 8x5x4 Hardware Replacement**

- 24 hour, 7-day priority telephone support
- Critical Problem escalation
- Electronic mail inquiries and responses
- Software updates via Cisco Connection Online (CCO) or media request
- Access to Cisco Connection Online
- Four-hour response time for hardware replacement from 9:00 a.m. to 5:00 p.m. local time Monday through Friday

### **Cisco “SNTP” Smart Net Total Care Support = 7x24x4 Hardware Replacement**

- 24 hour, 7-day priority telephone support
- Critical Problem escalation
- Electronic mail inquiries and responses
- Software updates via Cisco Connection Online (CCO) or media request
- Access to Cisco Connection Online
- Four hour response time for hardware replacement 24 hours per day, seven days per week

## Hardware Replacement – Parts & Labor (with OnSite Cisco Technician)

### **Cisco “OSE-C4S” Smart Net Total Care Support = 8x5x4 Hardware Replacement with OnSite Technician**

- All services covered under Smart Net Total Care
- On site service coverage from 9:00 a.m. to 5:00 p.m. local time Monday through Friday
- All parts, labor, and material required for remedial service
- Four-hour response time for remedial hardware services
- Labor for field installation of one software update per contract year
- Critical problem escalation
- Installation of all mandatory engineering and factory change notices.

### **Cisco “OSP-C4P” Smart Net Total Care Support = 7x24x4 Hardware Replacement with OnSite Technician**

- All services covered under Smart Net Total Care
- Four-hour response time with on site service coverage and parts 24 hours per day, seven days per week
- All parts, labor, and material required for hardware maintenance
- Labor for field installation of one software update per contract year
- Critical problem escalation
- Installation of all mandatory engineering and factory change notices.

## Cisco Software Support & Subscription Service for Telephony Solutions –

### Cisco Smart Net Total Care Software Support Service - "Cisco SWSS-(ECMU)"

- Software Support including 24 hour, 7-day priority telephone support (TAC) access
- Software support/maintenance for minor and major releases
- Access to major software upgrades
- Critical Problem escalation
- Electronic mail inquiries and responses
- Access to Cisco Connection Online (Cisco.com)

Depending on the type and number of devices you require, UCL is available in Essential, Basic, Enhanced, and Enhanced Plus versions:

- Essential UCL and Basic UCL: User-based licenses for individual Cisco Unified Communications products. Each includes applications server software and user licensing for a single device supported by the Essential UCL or Basic UCL functions. These licenses also provide on-premises instant messaging clients and presence software for the entire organization.
- Enhanced UCL and Enhanced Plus UCL: User-based licenses for individual Cisco Unified Communications products that support Cisco's entire portfolio of user devices. They each include a soft client, applications server software, and user licensing. Enhanced UCL covers a single device, and Enhanced Plus allows for two. The licenses also provide on-premises instant messaging clients and presence software for the entire organization. Table 1 describes the four levels of UCL.

Table 1. Table 1. Description of UCL Levels

	Essential	Basic	Enhanced	Enhanced Plus
Device types supported	Analog, fax, and Cisco Unified SIP Phone 3905 and Unified IP Phone 6901	Essential UCL plus Cisco Unified IP Phone 7811 and 7821 endpoints	All Cisco user devices <sup>2</sup>	All Cisco user devices <sup>2</sup>
Number of user profiles	1	1	1	1
Number of devices supported	1	1	1	2
Cisco Jabber instant messaging and presence	Included	Included	Included	Included
Cisco Jabber for Windows and Mac			Included	Included
Cisco Jabber for smartphones and tablets			Included	Included

Rights included in UCL licenses include:

- For Cisco Unified Communications Manager and Cisco Business Edition, all UCL licenses include one user profile.
- For Cisco Unity Connection, the Basic license includes rights to one Cisco Unity Connection user. The user has advanced voicemail access (IMAP, unified messaging, phone, and web) and voice recognition. (If you are using voice recognition, you must order Speech Connect ports separately.)

## Cisco Software Support for Non Telephony Solutions –

### Cisco "SAU" Smart Net Total Care Support = Software Application Support Plus Upgrades

- 24 hour, 7-day priority telephone support
- Critical Problem escalation
- Electronic mail inquiries and responses
- Software updates via Cisco Connection Online (CCO) or media request
- Access to Cisco Connection Online
- Installation of all mandatory engineering and factory change notices.
- Software support on licensed systems software, including maintenance, minor and major releases

### Cisco "SAS" Smart Net Total Care = Software Application Support

- 24 hour, 7-day priority telephone support
- Critical Problem escalation
- Electronic mail inquiries and responses
- Software updates via Cisco Connection Online (CCO) or media request
- Access to Cisco Connection Online
- Labor for field installation of one software update per contract year
- Installation of all mandatory engineering and factory change notices.
- Software support on licensed systems software, including maintenance, minor and major releases

## **Cisco “AMP” Advanced Malware Protection**

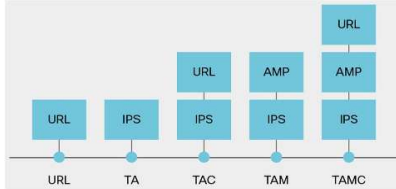
Get global threat intelligence, advanced sandboxing, and real-time malware blocking to prevent breaches with Cisco Advanced Malware Protection (AMP). But because you can't rely on prevention alone, AMP also continuously analyzes file activity across your extended network, so you can quickly detect, contain, and remove advanced malware

- Global threat intelligence
- Advanced sandboxing
- Point-in-time malware detection and blocking
- Continuous analysis and retrospective security
- Protection before, during, and after an attack

## **Cisco FirePOWER Services Subscriptions**

ISP, URL, and AMP can be added alone to the base Cisco ASA with FirePOWER services license or bundled.

- ISP subscription: provides highly effective threat prevention and full contextual awareness of users, infrastructure, applications, and content to detect multivector threats and automate defense response.
- URL Filtering subscription: adds the capability to filter more than 280 million top-level domains by risk level and more than 82 categories.
- AMP subscription: delivers inline network protection against sophisticated malware and Cisco Threat Grid sandboxing
- FirePOWER Subscription-Packaging Options:




## **Cisco AnyConnect Subscriptions**

AnyConnect offers a wide range of endpoint security services and streamlined IT operations from a single unified agent.

- **AnyConnect Plus:** Supports basic AnyConnect features such as VPN functionality for PC and mobile platforms (AnyConnect and standards-based IPsec IKEv2 software clients), FIPS, basic endpoint context collection, 802.1x Windows supplicant, and web security SSL VPN. Plus licenses are most applicable to environments previously served by the AnyConnect Essentials license and users of ISE posture, Network Access Manager, or Web Security modules.
- **AnyConnect Apex:** Supports all basic AnyConnect Plus features in addition to advanced features such as clientless VPN, VPN posture agent, unified posture agent, Next Generation Encryption/Suite B, SAML, all plus services and flex licenses. Apex licenses are most applicable to environments previously served by the AnyConnect Premium, Shared, Flex, and Advanced Endpoint Assessment licenses.
- **VPN Only:** Supports VPN functionality for PC and mobile platforms, clientless (browser-based) VPN termination on ASA, VPN-only compliance and posture agent in conjunction with ASA, FIPS compliance, and next-generation encryption (Suite B) with AnyConnect and third-party IKEv2 VPN clients. VPN only licenses are most applicable to environments wanting to use AnyConnect exclusively for remote access VPN services but with high or unpredictable total user counts. No other AnyConnect function or service (such as Web Security module, Cisco Umbrella Roaming, ISE Posture, Network Visibility module, or Network Access Manager) is available with this license.

## Cisco Umbrella Services Subscriptions

Basic, Gold, and Platinum

	Platinum Dedicated TAM	Gold 24x7 Global Support	Basic 24x5 email-only (included)
Technical Support Access			
Email Access	✓	✓	✓
Named Support Contacts	5	3	
24x7 for P1; 24x5 for P2/P3	✓	✓	
 Dedicated Technical Account Manager (TAM)	✓		

## Proprietary and Confidential Information

This document contains proprietary information. The data is being furnished to the customer in confidence with the understanding that it will not, without prior permission of Tusker, be duplicated, used, or disclosed in whole or in part for any reason other than for evaluation of this proposal by the customer's employees only.

Any questions regarding this proposal can be directed to:

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2001 Butterfield Road  
Suite 250  
Downers Grove, IL 60515

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Email : [contracts@gomindsight.com](mailto:contracts@gomindsight.com)