



Managed Support Agreement 2025

Customer: Village of Orland Park, IL

Concentric Job Number: 2401934.00

Concentric Integration, LLC (Concentric) agrees to enter into a support agreement with the Customer to provide support services based on the “Services” indicated below and in agreement with the Terms & Conditions and Service Definitions.

Services & Fees

- Fixed Fee Services indicate a fixed scope described in the attached Service Definitions. Since the scope is negotiated upfront, we are able to establish this price at the beginning of the contract.
- Time and Material (T&M) Services denote a variable scope determined by the Customer. T&M Services are requested on a case-by-case basis and approved by a responsible customer representative. Monthly invoices will be sent for T&M Services as they are used. Labor will be billed based on our standard hourly billing rates for actual work time performed, plus reimbursement of out-of-pocket expenses, including travel costs. Labor rates differ for Concentric staff members.
 - The hourly rate charged is the same for regular hours, after-hours, emergency service, weekends, holidays, and overtime.
 - There is no minimum call-out charge during normal business hours. A 1.0-hour minimum charge for after-hours emergency support (815-788-3600). Standard hours are M-Th 7:30 AM – 5:00 PM, and Friday from 7:30 AM – 12:30 PM, excluding major holidays.
 - Mileage for travel is billed at the IRS-approved amount as calculated from the employee’s office location to the site visited during normal business hours, or from the deployment location to the site visited for urgent service.
 - Travel time is charged at the same hourly billing rate indicated on the rate sheet.
- Please see the attached Rate Sheet for our current hourly billing rates. Please note that the rates listed on the attached rate sheet are our current rates and may increase during the term of the project.

Description	Included	Fee
Fixed Fee Services		\$28,280
<i>Project Management</i>	<input checked="" type="checkbox"/>	
<i>Proactive Maintenance</i>	<input checked="" type="checkbox"/>	
<i>Technology & SCADA Budget Planning</i>	<input checked="" type="checkbox"/>	
Third-Party Support Renewals (included in Fixed Fee Services Cost)	<input checked="" type="checkbox"/>	\$14,340
	Total Fee	\$42,620



2025 Rate Sheet¹

Role	Rate	Description & Typical Duties
Vice President	\$260	Provides oversight & direction. Responsible for contracts, scope, overall satisfaction.
Electrical/Automation Engineer VII	\$252	Associate Vice President who provides direction to group and quality control. Provides high level troubleshooting of complex technical issues.
Electrical/Automation Engineer VI	\$242	Technical expert and/or lead designer/integrator who performs advanced design, programming, troubleshooting and field activities. Provides high level troubleshooting of complex technical issues.
Electrical/Automation Engineer V	\$220	Team leader. Independently performs and coordinates advanced design, programming, troubleshooting and field activities, as well as project management and oversight.
Electrical/Automation Engineer IV	\$205	Independently performs and coordinates advanced design, programming, troubleshooting and field activities for electrical/automation work. Can also provide project management and coordination.
Electrical/Automation Engineer III	\$180	Works independently under little supervision to perform more advanced design, programming, troubleshooting and field activities for electrical/automation work.
Electrical/Automation Engineer II	\$160	Works as a team member to perform more advanced design, programming, troubleshooting and field activities for electrical/automation work with direction from senior staff.
Electrical/Automation Engineer I	\$138	Works as a team member to perform basic design, programming, troubleshooting and field activities for electrical/automation work with direction from senior staff.
IT Consultant VI	\$242	Technical expert and/or lead industrial/automation information technology designer. Responsible for commissioning, quality control, and project management. Performs and coordinates advanced design of client networks/systems.
IT Consultant V	\$220	Team leader. Independently performs server, network, and desktop architecture, design, management, and oversight. High level troubleshooting of network, security, and server technical issues. Provides project management and quality control.
IT Consultant IV	\$205	Independently performs server, network, and desktop management and oversight and typical higher-level network administration duties. Can also provide project management and coordination.
IT Consultant III	\$180	Works independently under little supervision to provide more advanced systems and network administration/support services, as well as PC Workstation/Server Administration services and tasks.
IT Consultant II	\$160	Works as a team member to provide more advanced systems and network administration/support services, as well as PC Workstation/Server Administration services and tasks.
IT Consultant I	\$138	Works as a team member to provide basic systems and network administration/support services, as well as PC Workstation/Server Administration services and tasks.
Administrative Support	\$100	Coordinates purchasing and logistics/shipping for automation, controls, instrumentation, and related IT and security equipment. Prepares equipment specifications.

¹ Rates are subject to change on January 1 of each year.

Time Period and Payment

Start Date: January 1, 2024 End Date: December 31, 2025

Fixed Fee Services: Payment to be made in four (4) equal payments of \$10,655 upon being invoiced every quarter.

Time & Material Services: The fees for services that are not included in the Fixed Fee Services portion of this contract will be invoiced separately on a monthly basis, as they are incurred.

Standard Terms and Conditions References

Effective Date: The Effective Date of this Proposal and the associated Standard Terms and Conditions shall be the date this Proposal is accepted as shown by Customer's dated signature.

Third-Party Materials (See Standard Terms and Conditions Paragraphs 3.2 & 8.3):

- DOES apply
- DOES NOT apply

Notices: Notices required to be provided to Customer in accordance with Paragraph 16.3 of the Standard Terms and Conditions shall be delivered to the individual and address given above unless Customer provides updated notification information to Concentric in writing.

Standard Terms and Conditions

Concentric Integration, LLC's Standard Terms and Conditions, Version 10.2 (V10.2), located at <http://goconcentric.com/standard-terms/> are hereby incorporated into this Project Proposal as though fully attached hereto. By signing below, each of the undersigned represents and warrants that Concentric Integration, LLC's Standard Terms & Conditions are legal, valid and binding obligations upon the parties for which they are the authorized representative.

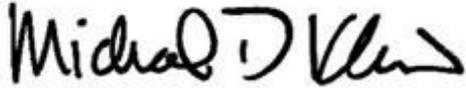


Acceptance

If this agreement is acceptable, please sign one copy and return it to us. Feel free to contact me if you have any questions.

Sincerely,

CONCENTRIC INTEGRATION, LLC



Michael D. Klein, PE
President
MDK



CUSTOMER:
VILLAGE OF ORLAND PARK, IL

ACCEPTED BY: _____

TITLE: _____

DATE: _____

BILLING CONTACT: _____



Service Definitions

Fixed Fee Services

Project Management

Plan, schedule, and coordinate the activities that must be performed to complete the project and provide support services.

Proactive Maintenance

If included, all services described within this section will be provided by Concentric for the specified fee regardless of actual hours of work performed. Proactive Maintenance is provided for hardware that appears in the Hardware List included in this Agreement.

If included, Concentric will monitor certain aspects of the IT infrastructure, as well as perform periodic routine scheduled maintenance (detailed in the following tables) in order to minimize unexpected system shutdowns by resolving issues before they reach a critical nature. Upon completion of the scheduled service, Concentric will provide written confirmation the service was completed.

Scheduled services will be provided during Standard Hours if service does not significantly impact network performance. Scheduled services that may significantly impact network performance and are not urgently needed to maintain network security will be scheduled during other hours as Concentric and the Customer agreed upon. Standard hours for Proactive Maintenance are M-Th 7:30 AM – 5:00 PM, excluding major holidays.



Concentric monitors certain core infrastructure components using our remote support toolset. If problems are detected, labor to repair falls under Time and Material (T&M) services. There may be times when the cost to repair a component is greater than the cost to replace it. In that case, we will discuss this with you and recommend replacement if that situation occurs. We require that supported devices have active manufacturer support contracts (warranties) in place prior to the agreement starting. If needed, these support contracts can be included in the Third-Party Support Renewals section below.

Core Infrastructure Maintenance	N/A	Service Frequency: ²		
		Monthly	Quarterly	Annually
Server Monitoring) Monitor for issues that may arise.) Review Windows System Logs.) Review Windows Services.) Apply Windows Updates.) Check Drive Free Space.) Verify & Update Anti-Virus Software.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup monitoring) Monitor the success of the backups and verify their proper completion.) Perform annual test restore from backups.) Back Up SCADA applications, if applicable. (Minor software patches - hotfix or incremental updates will be covered under this agreement. Major software patches - version upgrades or feature releases will be charged T&M with approval)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network Monitoring) Review networking device (routers and managed switches) logs to determine if any problematic conditions are occurring.) Check networking devices for firmware update availability. (Actual updates will be performed T&M, if needed).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Firewall Monitoring) Monitor security logs and configurations for suspicious activity.) Check firewall devices for firmware update availability. (Actual updates will be performed T&M, if needed).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workstation Monitoring) Check workstation event logs for unusual or problematic events.) Apply Windows Updates.) Verify & Update Anti-Virus Software.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Concentric Integration uses ConnectWise Automate as its remote monitoring and management platform. Installation of a secure Automate agent is required on the servers and workstations covered within this agreement to fulfill the Core Infrastructure Maintenance services above. If this is not permitted, Concentric shall be notified before executing this agreement and alternative means of providing the Core Infrastructure Maintenance services will be quoted.

² Service frequency denotes the minimum frequency in which manual Core Infrastructure Maintenance shall be performed by Concentric Integration. Concentric Integration reserves the right, at its discretion, to supplement or replace manual Core Infrastructure Maintenance with automated methods, using ConnectWise Automate, to fulfill the Core Infrastructure Maintenance services.

The following table details the SCADA-specific proactive services included under this Support Agreement, and at what frequency:

Proactive Maintenance	Service Frequency:			
	N/A	Quarterly	Twice Annually	Annually
PLC, OIT, & Control Panel Maintenance:) Check functionality of Control Panel UPS) Back Up Programs) Check Status of Fuses, Circuit Breakers, & Surge Protectors) Check Control Panel Thermal Management) Check for Environmental Issues with Water, Moisture, Dirt, Dust, etc.) Check for published PLC vulnerabilities and recommend upgrade (to be implemented using T&M Services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Radio and Cellular Router Maintenance:) Check signal strength and back up configuration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SCADA Alarm Testing:) Manually test critical alarms (up to 50) from SCADA to ensure they continue to work properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SCADA Patching:) Apply security related updates and patches to SCADA software (excludes full version upgrades, which are handled under T&M Services)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation:) Verify & Update the Network Diagram	<input type="checkbox"/>	N/A	N/A	<input checked="" type="checkbox"/>

Technology & SCADA Budget Planning

Budgeting for SCADA and related technology items can help prioritize and guide decisions and overall budget planning for capital improvements. Concentric believes that providing advanced notice (where possible) of recommended equipment, software, security, and communications improvements will provide a much more effective planning and implementation cycle. When this service is selected, our senior-level design staff intentionally reviews the system architecture to determine the risk and benefits of both inaction and selected improvements. Our staff discusses the recommended improvements, phasing, and costs with you and then provides a letter and prioritized table of recommended improvements that summarize the costs of the recommended initiatives.

Budget Planning & Cost Preparation - Annual	Deliverable	Included?
Budget Planning & Cost Preparation (for the following fiscal year)	Budgetary Memorandum	<input checked="" type="checkbox"/>
Client: What month would you like to receive the budget letter?		

***Please complete the above question if selecting the Technology & SCADA Budget Planning.



Third-Party Support Renewals

The supported system includes hardware and software that may have applicable support and extended warranty agreements that are provided by a third party, such as the manufacturer or vendor/supplier. Once the initial installation's support/warranty period has expired, it is recommended that these agreements are maintained and renewed on a regular basis. If listed in the Included Services & Fees section of this agreement, Concentric will provide the renewals listed in the Third-Party Support Renewal list on Page 10.

Third-Party Support Renewals - Annual	Deliverable	Included?
Renew Third-Party Support Contracts	Contracts from OEM/Supplier	☑

Time & Materials (T&M) Services

Break – Fix (Repairs)

Provide as-needed services on request. This service will be provided 24 hours a day, seven days per week, for the length of this agreement, regardless of standard working hours. Concentric's daytime and after-hours phone number is 815-788-3600. Concentric staff typically answers the phone during standard business hours. A call center answers the phone after hours or when staff is not available to answer. Concentric will return any phone calls for urgent service within 30 minutes from when the phone call is placed and dispatch a staff member within 60 minutes if a site visit is required.

Improvements

Occasionally, staff identifies small changes to the system that can have large impacts on operational efficiency, safety, and quality. These improvements can be easily designed and built without consulting & Design services.

Consulting & Design

Through consulting and design, a system can be effectively maintained, improved, and upgraded. This service will provide for retained smaller project design services as it relates to IT infrastructure, instrumentation & controls, and Supervisory Control and Data Acquisition (SCADA).



Hardware List

If Proactive Maintenance is included as part of this Support Services Agreement, Concentric will proactively support the following hardware:

Hardware Description	Location	Quantity
Firewall	Main Pump Station / Village Hall	2
Cisco Routers	Various Locations	26
Virtual Host Server	Village Hall	1
OPVS1 Server (virtual)	Village Hall	1
OPSC1 Server (virtual)	Village Hall	1
OPSCHIST1 Server (virtual)	Village Hall	1
OPSCBI1 Server (virtual)	Village Hall	1
OPSCRDS1 (virtual)	Village Hall	1
Workstations	Main Pump Station and Public Works	2



Third-Party Support Renewals

If Third-Party Support Renewals are included as part of this Support Services Agreement, renewals will be processed as listed in the table below:

Warranty	Included?	Coverage Period	Qty
Fortinet FortiCare Premium for 60D Rugged Firewall (FGR60DTK19000648 & FGR60DTK19000602)	<input checked="" type="checkbox"/>	01/01/2026 – 12/31/2026	2
WIN-911 Maintenance Plan	<input checked="" type="checkbox"/>	4/01/2025 - 02/28/2026	1
Cisco SmartNet (25 – 1101 Routers, 1 – 4331S Router)	<input checked="" type="checkbox"/>	03/01/2025 - 02/28/2026	1
Rockwell Tech Connect – Information Automation Software – Self Assist	<input checked="" type="checkbox"/>	01/01/2026 – 12/31/2026	1

Bitdefender Anti-Virus/EDR software is a subscription-based software product. If Bitdefender Anti-Virus/EDR is provided, the software will be removed after the end date of this agreement. The option will be provided to maintain the software subscription through Concentric Integration, on a T&M basis, if the Managed Support Agreement is not renewed.

