



Managed Support Agreement 2026

Customer: Village of Orland Park, IL

Concentric Job Number: 2501474.00

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 can 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 regular business hours. A 1.0-hour minimum charge for after-hours emergency support (815-788-3600). Standard hours are Monday through Thursday, 7:30 AM – 5:00 PM, and Friday, 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 during regular 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 be subject to change during the project's term.

Description	Included	Fee
Fixed Fee Services		\$30,570
<i>Project Management</i>	☒	
<i>Proactive Maintenance</i>	☒	
<i>Technology & SCADA Budget Planning</i>	☒	
<i>Third-Party Support Renewals</i>	☒	\$13,290
T&M Support Services	☒	\$28,140
Total Fee		\$72,000



2026 Rate Sheet¹

Role	Rate	Description & Typical Duties
Executive Vice President	\$285	Provides oversight & direction. Responsible for contracts, scope, and overall satisfaction.
Electrical/Automation Engineer VI	\$245	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	\$225	Team leader. Independently performs and coordinates advanced design, programming, troubleshooting, and field activities, as well as project management and oversight.
Electrical/Automation Engineer IV	\$210	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	\$185	Works independently under little supervision to perform more advanced design, programming, troubleshooting, and field activities for electrical/automation work.
Electrical/Automation Engineer II	\$165	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	\$143	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	\$245	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	\$225	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	\$210	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	\$185	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	\$165	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	\$143	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	\$110	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, 2026

End Date: December 30, 2026

Fixed Fee Services: Payment to be made in four (4) equal payments of \$10,965 upon being invoiced every quarter.

Time & Material Services: The fees for services not included in the Fixed Fee Services portion of this contract will be invoiced separately every month as they are incurred, not to exceed \$30,000.

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 per 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.

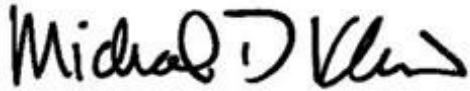


Acceptance

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: _____

MONTH FOR NEXT BUDGET LETTER: _____



Service Definitions

Fixed Fee Services

Project Management

Plan, schedule, and coordinate the activities necessary to complete the project and provide support services.

Proactive Maintenance

If included, Concentric will provide all services described within this section for the specified fee, regardless of the 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 and perform periodic routine scheduled maintenance (detailed in the following tables) to minimize unexpected system shutdowns by resolving issues before they become critical. Upon completion of the planned service, Concentric will provide written confirmation that the service was completed.

Scheduled services will be provided during Standard Hours if the service does not significantly impact network performance. Scheduled services that may significantly impact network performance and are not urgently required to maintain network security will be scheduled during other hours, as agreed upon by Concentric and the Customer. Standard hours for Proactive Maintenance are Monday through Thursday, 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 of repairing a component exceeds the cost of replacing it. In that case, we will discuss this with you and recommend a replacement if that situation occurs. Before the agreement starts, we require that supported devices have active manufacturer support contracts (warranties). 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, if provided by Concentric	☐	☒	☐	☐
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)	☒	☐	☐	☐
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.	☐	☒	☐	☐
Firewall Monitoring - Monitor security logs and configurations for suspicious activity. - Check firewall devices for firmware update availability.	☐	☒	☐	☐
Workstation Monitoring - Check workstation event logs for unusual or problematic events. - Apply Windows Updates. - Verify & Update Anti-Virus Software, if provided by Concentric	☐	☒	☐	☐

Concentric Integration uses ConnectWise Products as its remote monitoring and management platform. Installation of a secure 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 RMM, 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 the functionality of the Control Panel UPS - Back Up Programs - Check the 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 upgrades (to be implemented using T&M Services)	☐	☐	☐	☒
Radio and Cellular Router Maintenance: Check signal strength and backup configuration	☐	☐	☐	☒
SCADA Alarm Testing: Manually test critical alarms (up to 50) from SCADA to ensure they continue to work properly	☐	☐	☐	☒
SCADA Patching: Apply security-related updates and patches to SCADA software (excludes full version upgrades, which are handled under T&M Services)	☐	☒	☐	☐
Documentation: Verify & Update the Network Diagram	☐	N/A	N/A	☒



The following table details the hardware proactively supported at the service frequency stated above:

Type	Description	Vendor	Serial #	Model Number
Managed Server	OPSC1	Microsoft	9322-2899-6731-0525-7977-0884-41	Virtual Machine
Managed Server	OPSCBI1	Microsoft	9322-2899-6731-0525-7977-0884-41	Virtual Machine
Managed Server	OPSCDC1	Microsoft	9322-2899-6731-0525-7977-0884-41	Virtual Machine
Managed Server	OPSCHIST1	Microsoft	9322-2899-6731-0525-7977-0884-41	Virtual Machine
Managed Server	OPSCRDS1	Microsoft	9322-2899-6731-0525-7977-0884-41	Virtual Machine
Network Router	131ST-RTR1	Cisco	FCW2436P062	IR1101-A-K9
Network Router	151ST-RTR1	Cisco	FCW2434P2C4	IR1101-A-K9
Network Router	153RD-RTR1	Cisco	FCW2426P1A0	IR1101-A-K9
Network Router	BRECKENRIDGE-RTR1	Cisco	FCW2431P3UE	IR1101-A-K9
Network Router	CATALINA-RTR1	Cisco	FCW2523P0VA	IR1101-A-K9
Network Router	Cisco ISR 4331 Security Bundle	Cisco	SFLM243711GF	ISR4331-SEC/K9
Network Router	CRYSTAL-RTR1	Cisco	FCW2426P0S7	IR1101-A-K9
Network Router	FAIRWAY-RTR1	Cisco	FCW2425P010	IR1101-A-K9
Network Router	HUNTERPT-RTR1	Cisco	FCW2434P4L3	IR1101-A-K9
Network Router	IR1101 Industrial Integrated Router	Cisco	FCW2426P1A0	IR1101-A-K9
Network Router	OP-SETON-RTR1	Cisco	FCW2436P104	IR1101-A-K9
Network Router	OP-SPRINGCRK-RTR1	Cisco	FCW2426P03Q	IR1101-A-K9
Network Router	OP-TEEBROOK-RTR1	Cisco	FCW2436P6W9	IR1101-A-K9
Network Router	OP-TOWER10-RTR1	Cisco	FCW2437P0YL	IR1101-A-K9
Network Router	OP-TOWER1-RTR1	Cisco	FCW2426P12J	IR1101-A-K9
Network Router	OP-TOWER4-RTR1	Cisco	FCW2436P727	IR1101-A-K9
Network Router	OP-TOWER5-RTR1	Cisco	FCW2429P0AP	IR1101-A-K9
Network Router	OP-TOWER6-RTR1	Cisco	FCW2426P0GH	IR1101-A-K9
Network Router	OP-TOWER7-RTR1	Cisco	FCW2425P038	IR1101-A-K9
Network Router	OP-TOWER8-RTR1	Cisco	FCW2426P19A	IR1101-A-K9
Network Router	OP-VILLAWEST-RTR1	Cisco	FCW2426P1MT	IR1101-A-K9
Network Router	OP-WEDGEWD-RTR1	Cisco	FCW2436P73H	IR1101-A-K9



Type	Description	Vendor	Serial #	Model Number
Network Router	ORLPK-VH-RTR1	Cisco	FLM243711GF	ISR4331/K9
Network Router	ORLPKWY-RTR1	Cisco	FCW2426P0T4	IR1101-A-K9
Network Router	PARKSIDE-RTR1	Cisco	FCW2436P05W	IR1101-A-K9
Network Router	PARKWOOD-RTR1	Cisco	FCW2426P1C7	IR1101-A-K9
Network Router	PINEWOOD-RTR1	Cisco	FCW2425P021	IR1101-A-K9
Network Firewall	ORLPK-VH-FW1	Fortinet	FGR60DTK19000648	Rugged 60D
Network Firewall	ORLPK-MAINPS-FW1	Fortinet	FGR60DTK19000602	Rugged 60D

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 result in a more effective planning and implementation cycle. When this service is selected, our senior-level design staff intentionally reviews the system architecture to determine the risks and benefits of inaction and selected improvements. Our staff discusses the recommended improvements, phasing, and costs with you and then provides a letter and a prioritized table of suggested improvements that summarize the costs of the recommended initiatives.

Third-Party Support & Hardware Renewals

The supported system includes hardware and software that may have applicable support and extended warranty agreements from 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 be maintained and renewed regularly. If listed in the "Included Services & Fees" section of this agreement, Concentric will provide renewals for licenses and hardware listed below.

Bitdefender Anti-Virus/EDR software and Axcient Backup software are subscription-based products. If Bitdefender Anti-Virus/EDR software and Axcient Backup software are provided, they will be removed after the end date of this agreement. If the Managed Support Agreement is not renewed, the option will be available to maintain the software subscription through Concentric Integration on a time-and-materials (T&M) basis.



The following table details the Third-Party & Hardware support renewals included within this agreement:

Type	Description	Expires	Vendor	Serial #	Model Number
License Renewal	Rockwell License Self Assist	12/31/2026	Rockwell	800624815	9800-ECINFAUT
Hardware Support Renewal	ORLPK-MAINPS-FW1	12/31/2026	Fortinet	FGR60DTK19000602	Fortigate Rugged 60D
Hardware Support Renewal	ORLPK-VH-FW1	12/31/2026	Fortinet	FGR60DTK19000648	Fortigate Rugged 60D
Software Support Renewal	WIN-911 Customer Care Subscription	3/31/2027	WIN-911	W07141412029C4D	N/A
Hardware Support Renewal	131ST-RTR1	2/28/2027	Cisco	FCW2436P062	IR1101-A-K9
Hardware Support Renewal	151ST-RTR1	2/28/2027	Cisco	FCW2434P2C4	IR1101-A-K9
Hardware Support Renewal	153RD-RTR1	2/28/2027	Cisco	FCW2426P1A0	IR1101-A-K9
Hardware Support Renewal	BRECKENRIDGE-RTR1	2/28/2027	Cisco	FCW2431P3UE	IR1101-A-K9
Hardware Support Renewal	CATALINA-RTR1	2/28/2027	Cisco	FCW2523P0VA	IR1101-A-K9
Hardware Support Renewal	Cisco ISR 4331 Security Bundle	2/28/2027	Cisco	SFLM243711GF	ISR4331-SEC/K9
Hardware Support Renewal	CRYSTAL-RTR1	2/28/2027	Cisco	FCW2426P0S7	IR1101-A-K9
Hardware Support Renewal	FAIRWAY-RTR1	2/28/2027	Cisco	FCW2425P010	IR1101-A-K9
Hardware Support Renewal	HUNTERPT-RTR1	2/28/2027	Cisco	FCW2434P4L3	IR1101-A-K9
Hardware Support Renewal	IR1101 Industrial Integrated Router	2/28/2027	Cisco	FCW2426P1A0	IR1101-A-K9
Hardware Support Renewal	OP-SETON-RTR1	2/28/2027	Cisco	FCW2436P104	IR1101-A-K9
Hardware Support Renewal	OP-SPRINGCRK-RTR1	2/28/2027	Cisco	FCW2426P03Q	IR1101-A-K9
Hardware Support Renewal	OP-TEEBROOK-RTR1	2/28/2027	Cisco	FCW2436P6W9	IR1101-A-K9
Hardware Support Renewal	OP-TOWER10-RTR1	2/28/2027	Cisco	FCW2437P0YL	IR1101-A-K9
Hardware Support Renewal	OP-TOWER1-RTR1	2/28/2027	Cisco	FCW2426P12J	IR1101-A-K9
Hardware Support Renewal	OP-TOWER4-RTR1	2/28/2027	Cisco	FCW2436P727	IR1101-A-K9
Hardware Support Renewal	OP-TOWER5-RTR1	2/28/2027	Cisco	FCW2429P0AP	IR1101-A-K9



Type	Description	Expires	Vendor	Serial #	Model Number
Hardware Support Renewal	OP-TOWER6-RTR1	2/28/2027	Cisco	FCW2426P0GH	IR1101-A-K9
Hardware Support Renewal	OP-TOWER7-RTR1	2/28/2027	Cisco	FCW2425P038	IR1101-A-K9
Hardware Support Renewal	OP-TOWER8-RTR1	2/28/2027	Cisco	FCW2426P19A	IR1101-A-K9
Hardware Support Renewal	OP-VILLAWEST-RTR1	2/28/2027	Cisco	FCW2426P1MT	IR1101-A-K9
Hardware Support Renewal	OP-WEDGEWD-RTR1	2/28/2027	Cisco	FCW2436P73H	IR1101-A-K9
Hardware Support Renewal	ORLPK-VH-RTR1	2/28/2027	Cisco	FLM243711GF	ISR4331/K9
Hardware Support Renewal	ORLPKWY-RTR1	2/28/2027	Cisco	FCW2426P0T4	IR1101-A-K9
Hardware Support Renewal	PARKSIDE-RTR1	2/28/2027	Cisco	FCW2436P05W	IR1101-A-K9
Hardware Support Renewal	PARKWOOD-RTR1	2/28/2027	Cisco	FCW2426P1C7	IR1101-A-K9
Hardware Support Renewal	PINEWOOD-RTR1	2/28/2027	Cisco	FCW2425P021	IR1101-A-K9

Time & Materials (T&M) Services

Break – Fix (Repairs)

Provide as-needed services on request. This service will be provided 24 hours a day, 7 days a week, for the duration 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 cannot answer. Concentric will return any phone calls for urgent service within 30 minutes of the phone call 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 significantly impact 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 the retention of more minor project design services related to IT infrastructure, instrumentation and controls, and Supervisory Control and Data Acquisition (SCADA).

