



EXHIBIT A

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>	☒	
<i>Proactive Maintenance</i>	☒	
<i>Technology & SCADA Budget Planning</i>	☒	
Third-Party Support Renewals (included in Fixed Fee Services Cost)	☒	\$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.~~

TERMS AND CONDITIONS PER PROFESSIONAL SERVICES AGREEMENT DATED 12/16/2024 BETWEEN VILLAGE OF ORLAND PARK AND CONCENTRIC INTEGRATION, LLC WILL APPLY

