

Friday, May 30th, 2025

Mr. Tad Spencer
The Village of Orland Park
14700 S. 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** – Mindsight 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 are 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.
- **Mindsight 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: gpatino@gomindsight.com

Current Contracts and Products Due For Renewal – (Cisco)

 Cisco Support: 800-553-2447		 Formerly Tympani, Inc. Technology. Transparency. Trust.		Cisco SMARTnet Renewal: VILLAGE OF ORLAND PARK Smart Account: orlandpark.org		Co-Term to 6/30/26 MARtnet Renewal					
Product Number	Last Date of Support	PAK/Serial Number	Service Level	Source Contract Number	Current Contract End Date	Qty	Site Building	CUSTOMER PRICE	BEGIN DATE	END DATE	Notes from Meeting 5/14/25
C9200L-48P-4X-E		JAE25191LYF	SNT	203786193	6/30/2025	1	PARKS ADMINISTRATION	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25191KSL	SNT	203786193	6/30/2025	1	PARKS ADMINISTRATION	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25191L33	SNT	203786193	6/30/2025	1	PARKS ADMINISTRATION	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9500-16X-A		FJB2440E00L	SNT	203786193	6/30/2025	1	PARKS ADMINISTRATION	\$ 1,384.42	1-Jul-2025	30-Jun-2026	
C9500-16X-A		FJB2440E01T	SNT	203786193	6/30/2025	1	PARKS ADMINISTRATION	\$ 1,384.42	1-Jul-2025	30-Jun-2026	
C9200L-24P-4X-E		FOC25201G5M	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 362.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25191LMR	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25180SQG	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25180V7L	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25191LMH	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25191LQV	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25180TPT	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9300-24UX-E		FJC283915KD	SNT		4/1/2026	1	POLICE DEPARTMENT	\$ 282.79	2-Apr-2026	30-Jun-2026	
C9300-24UX-E		FJC28391486	SNT		4/1/2026	1	POLICE DEPARTMENT	\$ 282.79	2-Apr-2026	30-Jun-2026	
C9300-DNA-E-24=			SSTC		4/8/2028	2	POLICE DEPARTMENT				NOT RENEWING
C9300-48UXM-A		FJC25292AD9	SNT	203786193	6/30/2025	1	PUBLIC WORKS	\$ 1,149.52	1-Jul-2025	30-Jun-2026	
C9500-48Y4C-A		FDO25110HYJ	SNT	203786193	6/30/2025	1	PUBLIC WORKS	\$ 2,052.00	1-Jul-2025	30-Jun-2026	
C9500-48Y4C-A		FDO25110J97	SNT	203786193	6/30/2025	1	PUBLIC WORKS	\$ 2,052.00	1-Jul-2025	30-Jun-2026	
BE7H-M5-K9	29-Feb-28	WMP251600BF	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 4,232.33	1-Jul-2025	30-Jun-2026	End of Cisco Support
BE7H-M5-K9	29-Feb-28	WMP251600BS	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 4,232.33	1-Jul-2025	30-Jun-2026	End of Cisco Support
C9200L-24P-4X-A		JAE24520208	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 362.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25191M22	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25191LF2	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48P-4X-E		JAE25191LLA	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 611.00	1-Jul-2025	30-Jun-2026	
C9200L-48PXG-4X-E		JAE251714DV	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 863.00	1-Jul-2025	30-Jun-2026	
C9200L-48PXG-4X-E		JAE251713H2	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 863.00	1-Jul-2025	30-Jun-2026	
C9300-48UXM-A		FOC2302U17F	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 1,149.52	1-Jul-2025	30-Jun-2026	
C9300-48UXM-A		FCW2302G135	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 1,149.52	1-Jul-2025	30-Jun-2026	
C9300-48UXM-A		FCW2302C189	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 1,149.52	1-Jul-2025	30-Jun-2026	
C9300-48UXM-A		FCW2302C188	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 1,149.52	1-Jul-2025	30-Jun-2026	
C9300-48UXM-A		FJC25391QK0	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 1,149.52	1-Jul-2025	30-Jun-2026	
C9300-48UXM-A		FJC27082NXJ	SNT	203786193	3/15/2026	1	VILLAGE HALL	\$ 336.98	16-Mar-2026	30-Jun-2026	
C9300-DNA-A-48=			SSTC	203786193	4/14/2026	1	VILLAGE HALL				NOT RENEWING
C9300-DNA-E-24=			SSTC	206277484	10/23/2027	2	VILLAGE HALL				NOT RENEWING
C9500-48Y4C-A		FDO250707DU	C4P	203786193	4/4/2026	1	VILLAGE HALL	\$ 978.21	5-Apr-2026	30-Jun-2026	
C9500-48Y4C-A		FDO25100P4M	C4P	203786193	4/4/2026	1	VILLAGE HALL	\$ 978.21	5-Apr-2026	30-Jun-2026	
C9500-DNA-48Y4C-A=			SSTC	204035290	5/4/2026	1	VILLAGE HALL				NOT RENEWING
C9500-DNA-48Y4C-A=			SSTC	204035290	5/4/2026	1	VILLAGE HALL				NOT RENEWING
FPR2110-NGFW-K9	31-May-30	JMX2312Y058	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 1,113.00	1-Jul-2025	30-Jun-2026	Might Drop Support
FPR2110-NGFW-K9	31-May-30	JMX2312Y057	SNT	203786193	6/30/2025	1	VILLAGE HALL	\$ 1,113.00	1-Jul-2025	30-Jun-2026	Might Drop Support
ISR4431-V/K9	30-Nov-28	FJC25151JTT	SSSNP	203786193	6/30/2025	1	VILLAGE HALL	\$ 4,976.41	1-Jul-2025	30-Jun-2026	
ISR4431-V/K9	30-Nov-28	FJC25151JK5	SSSNP	203786193	6/30/2025	1	VILLAGE HALL	\$ 4,976.41	1-Jul-2025	30-Jun-2026	
L-AC-PLS-LIC=		YLUUVZAPGPF	ANYSL	204892953	6/30/2025	25	VILLAGE HALL	\$ 161.25	1-Jul-2025	30-Jun-2026	
L-FPR2110T-TM=			FTDMI	202772292	6/30/2025	2	VILLAGE HALL	\$ 8,803.96	1-Jul-2025	30-Jun-2026	Might Drop Support
WS-C4500X-16SFP+	31-Oct-25	JAE22460VPD	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 1,015.68	1-Jul-2025	31-Oct-2025	End of Cisco Support
WS-C4500X-16SFP+	31-Oct-25	JAE2326011A	SNT	203786193	6/30/2025	1	POLICE DEPARTMENT	\$ 1,015.68	1-Jul-2025	31-Oct-2025	End of Cisco Support
								\$ 58,050.99			



Quote Date: 5/30/2025
Quote Description: Smartnet Renewal - 1 Year

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

Attn: Tad Spencer

Mindsight - 2001 Butterfield Road - Suite 250 - Downers Grove, IL 6051
Office: (630) 981-5000 Fax: (630) 729-3058 Web: www.gomindsight.com
Ship to: Village of Orland
14700 Ravinia Avenue
Orland Park, IL 60462

Account Executive: Don Vargo 630-981-5012 dvargo@gomindsight.com
Contract Solution Specialist: Gaby Patino 630-981-5034 gpatino@gomindsight.com
Attn: Tad Spencer

Line Item	Product Description	Qty	Customer Unit Price	Customer Extended Price
	Cisco Smartnet Renewal - 1 Year			
To Be Ordered via TIPS-USA Interlocal Purchasing System : TIPS Contract: 230105 Technology Solutions Product: Awarded TIPS Vendor Name: ACP CreativIT - Reseller Name: Mindsight				
1.0	Smartnet Renewal - One Year	1	\$ 49,247.03	\$ 49,247.03
			\$ -	\$ -
			\$ -	\$ -
2.0	Subscriptions - One Year	1	\$ 8,803.96	\$ 8,803.96
			\$ -	\$ -
			Total Maintenance Pricing:	\$58,050.99
			Total Maintenance from Above:	\$ 58,050.99
			Mindsight Discount Off Above SMARTnet Pricing:	\$ (7,387.05)
			Mindsight Discount Off Above Subscriptions Pricing:	\$ (4,313.94)
			GRAND TOTAL *:	\$ 46,350.00

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 30 days from the Quote Date.

While Mindsight 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 Mindsight Contract Manager/Sales Rep to review software versions.

Please indicate your acceptance and authorization for Mindsight to invoice your company for the maintenance support contracts profiled by signing on the line below. All pricing listed is valid for 30 days from the date shown on the bottom left of this page:

I, _____ of (Company) _____ hereby authorize Mindsight 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

\$46,350.00

1-Year Cisco Smart Net Total Care Contract(s)

Name (Signed)

Title

Date

(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)

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

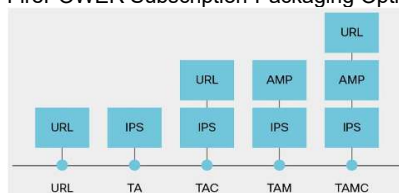
Get global threat intelligence, advanced sandboxing, and real-time malware blocking to prevent breaches with Cisco Advanced Malware Protection (AMP). But because you can't rely on prevention alone, AMP also continuously analyzes file activity across your extended network, so you can quickly detect, contain,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

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 Mindsight, 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:

Mindsight
2001 Butterfield Road
Suite 250
Downers Grove, IL 60515

Cisco IP Phone : (630) 981-5000
Facsimile : (630) 729-3058
Email : contracts@gomindsight.com