



# STATEMENT OF WORK

## CISCO UNIFIED COMMUNICATIONS VERSION UPGRADE (SOW 4)

PREPARED FOR



Mr. Tad Spencer  
The Village of Orland Park

February 19th, 2025

To be ordered via TIPS-USA Interlocal Purchasing System  
TIPS Contract 230105 Technology Solutions Products and Services.  
Awarded TIPS Vendor Name: ACP CreativIT – Reseller Name: Mindsight

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**THIS SOW EXPIRES 90 DAYS FROM THE DATE ABOVE UNLESS SIGNED AND ACCEPTED BY CUSTOMER.**

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## 2. PROJECT OBJECTIVES

Village of Orland Park (“Customer”) has an existing Cisco Unified Communications (UC) solution running on version 12.5. This version is going end of support on August 31, 2025 and needs to be upgraded. The current latest stable release is version 15 SU1.

When this project takes place, the latest stable release at that time will be used.

The following services will be implemented as a part of this statement of work:

1. Cisco BE7K Server Upgrade
2. Cisco Communications Manager (CUCM) Upgrade
3. Cisco Unity Connection (UCON) Upgrade
4. Cisco IM and Presence (IM&P) Upgrade
5. Cisco Emergency Responder (CER) Upgrade
6. Cisco Expressway Core and Edge (Exp C/E) Upgrade
7. Cisco Unified Contact Center Express (UCCX) Upgrade
8. Singlewire InformaCast Upgrade

Please Note:

Variphy CDR Reporting is also in use. This server should be upgraded by the Variphy team via a ticket.

## 3. SCOPE OF WORK

In order to complete the objectives listed above (collectively, the “Project”), Mindsight will be responsible for the following:

### 3.1. PROJECT MANAGEMENT

1. Development of Project Schedule
2. Project Plan
3. Kick-off meeting to be held either at customer location or remotely based on availability

### 3.2. PLANNING & DESIGN

1. Environment Compatibility and Health Checks -
  - a. Examine solution versions and system health.
2. Cisco Unified Communications Upgrade Planning -
  - a. Assist with Smart Licensing
    - i. Mindsight will need to view your Smart Account. Your engineer will assist you with getting us the required access.
  - b. Create customer specific test plan

3. Cisco BE7K Server Upgrade Planning -
  - a. Determine latest supported version of ESXi 7.x
  - b. Determine latest supported version of firmware
4. Cisco Communications Manager (CUCM) Upgrade Planning -
  - a. Verify SmartNet UCSS/SASU/Flex contract status
  - b. Determine latest stable release of CUCM to upgrade to
  - c. Verify that the Disaster Recovery System (DRS) is backing up properly
  - d. Install COP File for v15 readiness
5. Cisco Unity Connection (UCON) Upgrade Planning -
  - a. Verify SmartNet UCSS/SASU/Flex contract status
  - b. Determine latest stable release of UCON to upgrade to
  - c. Verify that the Disaster Recovery System (DRS) is backing up properly
  - d. Create customer specific test plan
  - e. Install COP File for v15 readiness
6. Cisco IM and Presence (IM&P) Upgrade Planning -
  - a. Verify SmartNet UCSS/SASU/Flex contract status
  - b. Determine latest stable release of IM&P to upgrade to
  - c. Verify that the Disaster Recovery System (DRS) is backing up properly
  - d. Create customer specific test plan
  - e. Install COP File for v15 readiness
7. Cisco Emergency Responder (CER) Upgrade Planning -
  - a. Verify SmartNet UCSS/SASU/Flex contract status
  - b. Determine latest stable release of CER to upgrade to
  - c. Verify that the Disaster Recovery System (DRS) is backing up properly
  - d. Create customer specific test plan
  - e. Install COP File for v15 readiness
8. Cisco Expressway Core and Edge (Exp C/E) Upgrade Planning -
  - a. Verify SmartNet UCSS/SASU/Flex contract status
  - b. Determine latest stable and supported release of Exp C/E to upgrade to
  - c. Create customer specific test plan
9. Cisco Unified Contact Center Express (UCCX) Upgrade Planning -

*At the time of writing this SOW, the latest UCCX release is v12.5 SU3 ES5. This version supports CUCM v15. There is not an officially announced UCCX v15, however there are rumors. We will install the latest stable/compatible version during this project.*

  - a. Verify SmartNet UCSS/SASU/Flex contract status
  - b. Determine latest stable release of UCCX to upgrade to
  - c. Verify that the Disaster Recovery System (DRS) is backing up properly
  - d. Create customer specific test plan
10. Singlewire InformaCast Upgrade Planning -

*The current version (14.22) already supported CUCM 15, but there is a newer version (14.23) at the time of this SOW being written.*

  - a. Verify Access
  - b. Verify license max version and request new license if needed
  - c. Gather required media
  - d. Create customer specific test plan

### 3.3. IMPLEMENTATION

1. Cisco BE7K Server Upgrade -
  - a. (2) Upgrade firmware to version identified during planning
  - b. (2) Upgrade ESXi to version identified during planning (likely 7.03)
2. Cisco Communications Manager (CUCM) Upgrade -
  - a. Conduct DRS backup of CUCM before and after upgrade
  - b. Install new CUCM v15 Server (2CPU, 12GB RAM, 110GB Disk) with Data Import for Publisher
  - c. Install new CUCM v15 Server (2CPU, 12GB RAM, 110GB Disk) with Data Import for Subscriber
  - d. Allow IP Phones to upgrade to latest phone load and Conduct Mindsight Test Plan
    - i. Phone firmware updates can also be done ahead of time, and your project engineer will discuss this with you to help reduce the upgrade time on the “Day of”.
  - e. Execute Test Plan
3. Cisco Unity Connection (UCON) Upgrade -
  - a. Conduct DRS Backup of existing UCON Database
  - b. (2) Increase RAM to 10GB for Pub and Sub
  - c. Install UCON 15.x on inactive partition UCON Publisher server and restart to inactive partition
  - d. Install UCON 15.x on inactive partition UCON Subscriber server and restart to inactive partition
  - e. Execute Test Plan
4. Cisco IM and Presence (IM&P) Upgrade -
  - a. Conduct DRS backup of IM&P server before and after upgrade
  - b. Install new IM&P v15 Server (2CPU, 12GB RAM, 110GB Disk) with Data Import for Publisher
  - c. Install new IM&P v15 Server (2CPU, 12GB RAM, 110GB Disk) with Data Import for Subscriber
  - d. Execute Test Plan
5. Cisco Emergency Responder (CER) Upgrade -
  - a. Conduct DRS backup of CER before and after upgrade
  - b. (2) Increase vCPU 2 and RAM to 6GB on Pub and Sub
  - c. Install CER 15.x on inactive partition CER Publisher server and restart to inactive partition
  - d. Install CER 15.x on inactive partition CER Subscriber server and restart to inactive partition
  - e. Execute Test Plan
6. Cisco Expressway Core and Edge (Exp C/E) Upgrade -
  - a. Perform manual backup of EXP C/E onto external server
  - b. (2) Upgrade Expressway C
  - c. (2) Upgrade Expressway E
  - d. Execute Test Plan
7. Cisco Unified Contact Center Express (UCCX) Upgrade -
  - a. Conduct DRS backup of UCCX before and after upgrade
  - b. Install UCCX 12.5 on inactive partition of UCCX Primary and restart to inactive partition
  - c. Install UCCX 12.5 on inactive partition of UCCX High Availability (HA) Server and restart to inactive partition

- d. Execute Test Plan
- 8. Singlewire InformaCast Upgrade -
  - a. Backup InformaCast
  - b. Install InformaCast and restart
  - c. Perform upgrade activities
  - d. Execute Test Plan

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### **3.4. SYSTEM TESTING**

- 1. Testing and Troubleshooting –
- 2. Cisco Unified Communications Upgrade Testing –
  - a. A custom test plan will be created during design and executed during the cutover for this project.

### **3.5. POST-CUTOVER SERVICE**

Mindsight will provide up to 12 hours of post support time for this project. The assumption is that the server firmware and ESXi upgrades will take place on a different date than the software version upgrades. We have estimated up to 4 hours of post support time for the firmware/VMware upgrade and up to 8 hours to the software upgrades. During this time, we will:

- 1. Provide hotline number for system issues.
- 2. Maintain and update issues log with Village of Orland Park project manager.

### **3.6. ONGOING SERVICE, MANAGED SERVICES, AND MONITORING**

As an option, Mindsight can provide long-term management, monitoring, and/or service of the solution through its customized Services offerings. Mindsight can take a proactive management and monitoring approach for the long term by implementing a Managed Services agreement, allowing the Mindsight engineering team to assume management and monitoring ownership of the installed system(s). Alternatively, hourly retainer agreements can be purchased to allow for reactive service and/or to handle ongoing changes to the environment.

Please note that the warranty specified in the Mindsight 90-Day Labor Warranty section does apply to any configuration errors or omissions caused by Mindsight engineers during the implementation process, but does not cover change requests or customer-requested configuration adjustments after Project completion.

All requests for service (both warranty and non-warranty) should be submitted to [service@gomindsight.com](mailto:service@gomindsight.com) or by calling (630) 981-5119.

## 3.7. DELIVERABLES

Mindsight will provide the following deliverables throughout the project:

1. Weekly Status Meeting Notes or Status Report
2. Test Plan

## 4. TIMELINE

This Project will kick off, based on resource availability within 6 - 8 weeks of acceptance by Customer. The final 'go live' date will be determined by a variety of factors.

## 5. ASSUMPTIONS

Mindsight assumes the following in order to provide the services described in this Statement of Work.

### 5.1. TECHNOLOGY ASSUMPTIONS

1. Mindsight will require remote access to the environment including the VMware hosts that run the voice servers.
2. Mindsight may require access to the Cisco Smart Licensing account that contains the voice licenses.
3. It is assumed that DNS is functioning for the Cisco voice servers and both forward and reverse lookups are in place.
4. Mindsight will not be changing server settings like hostname, IP, etc for this upgrade.
5. Where required, Mindsight assumes that certificates are not expired on the Cisco servers and updating them is out of scope for this project. If needed these can be updated via a job change order.
6. Test plans include system functions such as inbound calls, outbound calls, voicemail, 911, etc. A full test of every feature and failover will not be performed.

### 5.2. PROJECT MANAGEMENT ASSUMPTIONS

1. Customer will assign a single point of contact (SPOC) for coordination with Mindsight Project Management.
2. SPOC shall use reasonable efforts to ensure that this Project will proceed uninterrupted until Project completion. Significant delays caused by situations beyond Mindsight's control will result in a job change order executed by both parties ("Job Change Order").
3. All training and knowledge transfer not stated in the SoW will require a Job Change Order.
4. Any changes to the design and equipment list in this SoW will require a Job Change Order.
5. Customer will provide notification of at least five business days for any work which must be performed outside of Mindsight Principal Period of Service (8 AM – 5 PM Central, M – F).

6. Customer must sign off on the design documentation before implementation can begin.
7. Customer is responsible for any shipping and insurance charges, from a staging facility to the installation site(s), if any.
8. Customer shall use reasonable efforts to respond within two business days of a Mindsight request for documentation or information reasonably required for performance of the services discussed herein.
9. Customer must notify Mindsight of any scheduling changes at least two business days in advance.

### 5.3. PROJECT IMPLEMENTATION ASSUMPTIONS

1. Any items not listed above as in Section 2. Scope of Work are Out-of-Scope and will require a JCO.
2. Except as stated in this SoW, Mindsight will not troubleshoot networks, applications and/or hardware with pre-existing configuration/performance problems. If requested, such additional services will require a Job Change Order and be billable at the time and materials rate as agreed upon by the parties in writing.
3. Customer will provide access to any personnel not directly involved in the Project but necessary to its completion.
4. Customer will provide all necessary materials, media, and/or software licenses that were not purchased through Mindsight for this Project.
5. Customer will ensure all existing equipment has a current support contract (such as Cisco SMARTnet) to allow for the implementation of software updates, if necessary.

### 5.4. FACILITIES RELATED ASSUMPTIONS

1. Customer will ensure all power outlets, patch panels, and all cables (power and patch) are available and verified for correct connector match and length.
2. Customer will ensure that all site preparation (including but not limited to, power, space, HVAC, cables, and racks) will be in place three (3) business days prior to the beginning of the scheduled installation. Delays caused by incomplete site preparation will be billed at the time and materials rate including travel.
3. Customer will provide space to stage and store all equipment.
4. Customer will provide 24x7 VPN access to all necessary equipment.
5. Customer will provide any necessary physical building access Mindsight may require.
6. Customer will provide adequate workspace for Mindsight engineers with power, network, and internet access.
7. If working in a secure facility, a Customer escort must be available to work with the engineer.
8. Customer is responsible for providing all network cabling, including but not limited to patch, network, and telephone cables unless otherwise specified in this SoW.
9. Any additional cabling required will be performed by the Customer's cabling vendor. Any wiring done by Mindsight will be billable at the time and materials rate upon mutual written agreement between the parties and a signed Job Change Order. Mindsight can recommend a cabling vendor.

## 6. FIXED PRICE PROJECT

Based on our experiences, and the hours anticipated to complete this project per the details of the SOW specified above, Mindsight’s 2025 fixed price for this project would be \$44,935.00.

This is being discounted to the Village of Orland Park’s previously quoted 2024 price of \$40,850.00.

An outline of the work to be performed includes:

### MINDSIGHT PROFESSIONAL SERVICES - FIXED PRICE PROJECT

#### PLANNING & DESIGN

Project Meetings
Environment Compatibility and Health Checks
--Examine solution versions and system health
Cisco Unified Communications Upgrade Planning
--Assist with Smart Licensing
--Create customer specific test plan
Cisco BE7K Server Upgrade Planning
--Determine latest supported version of ESXi
--Determine latest supported version of firmware
Cisco Communications Manager (CUCM) Upgrade Planning
--Verify SmartNet UCSS/SASU/Flex contract status
--Determine latest stable release of CUCM to upgrade to
--Verify that the Disaster Recovery System (DRS) is backing up properly
--Install COP File for v15 readiness
Cisco Unity Connection (UCON) Upgrade Planning
--Verify SmartNet UCSS/SASU/Flex contract status
--Determine latest stable release of UCON to upgrade to
--Verify that the Disaster Recovery System (DRS) is backing up properly
--Create customer specific test plan
--Install COP File for v15 readiness
Cisco IM and Presence (IM&P) Upgrade Planning
--Verify SmartNet UCSS/SASU/Flex contract status
--Determine latest stable release of IM&P to upgrade to
--Verify that the Disaster Recovery System (DRS) is backing up properly
--Create customer specific test plan
--Install COP File for v15 readiness

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Cisco Emergency Responder (CER) Upgrade Planning
--Verify SmartNet UCSS/SASU/Flex contract status
--Determine latest stable release of CER to upgrade to
--Verify that the Disaster Recovery System (DRS) is backing up properly
--Create customer specific test plan
--Install COP File for v15 readiness
Cisco Expressway Core and Edge (Exp C/E) Upgrade Planning
--Verify SmartNet UCSS/SASU/Flex contract status
--Determine latest stable and supported release of Exp C/E to upgrade to
--Create customer specific test plan
Cisco Unified Contact Center Express (UCCX) Upgrade Planning
--Verify SmartNet UCSS/SASU/Flex contract status
--Determine latest stable release of UCCX to upgrade to
--Verify that the Disaster Recovery System (DRS) is backing up properly
--Create customer specific test plan
Singlewire Informant Upgrade Planning
--Verify Access
--Verify license max version and request new license if needed
--Gather required media
--Create customer specific test plan
<b>IMPLEMENTATION</b>
Cisco BE7K Server Upgrade
--Upgrade firmware to version identified during planning
--Upgrade ESXi to version identified during planning
Cisco Communications Manager (CUCM) Upgrade
--Conduct DRS backup of CUCM before and after upgrade
--Install new CUCM v15 Server (2CPU, 12GB RAM, 110GB Disk) with Data Import for Publisher
--Install new CUCM v15 Server (2CPU, 12GB RAM, 110GB Disk) with Data Import for Subscriber
--Allow IP Phones to upgrade to latest phone load and Conduct Mindsight Test Plan
--Execute Test Plan
Cisco Unity Connection (UCON) Upgrade
--Conduct DRS Backup of existing UCON Database
--Increase RAM to 10GB for Pub and Sub
--Install UCON 12.5 on inactive partition UCON Publisher server and restart to inactive partition
--Install UCON 12.5 on inactive partition UCON Subscriber server and restart to inactive partition
--Execute Test Plan

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Cisco IM and Presence (IM&P) Upgrade
--Conduct DRS backup of IM&P server before and after upgrade
--Install new IM&P v15 Server (2CPU, 12GB RAM, 110GB Disk) with Data Import for Publisher
--Install new IM&P v15 Server (2CPU, 12GB RAM, 110GB Disk) with Data Import for Subscriber
--Execute Test Plan
Cisco Emergency Responder (CER) Upgrade
--Conduct DRS backup of CER before and after upgrade
--Increase vCPU 2 and RAM to 6GB on Pub and Sub
--Install CER 12.5 on inactive partition CER Publisher server and restart to inactive partition
--Install CER 12.5 on inactive partition CER Subscriber server and restart to inactive partition
--Execute Test Plan
Cisco Expressway Core and Edge (Exp C/E) Upgrade
--Perform manual backup of EXP C/E onto external server
--Upgrade Expressway C
--Upgrade Expressway E
--Execute Test Plan
Cisco Unified Contact Center Express (UCCX) Upgrade
--Conduct DRS backup of UCCX before and after upgrade
--Install UCCX 12.5 on inactive partition of UCCX Primary and restart to inactive partition
--Install UCCX 12.5 on inactive partition of UCCX High Availability (HA) Server and restart to inactive partition
--Execute Test Plan
Singlewire Informacast Upgrade
--Backup Informacast
--Install Informacast and restart
--Perform upgrade activities
--Execute Test Plan
<b>POST SUPPORT</b>
Server CIMC and ESXi
Software Upgrades
<b>PROJECT MANAGEMENT</b>

*\*This SOW, detailed Scope and related pricing will expire 60 days from the date delivered.  
After 60 Days Mindsight will re-scope and create a new SOW for Customer review and signature.*

## 7. PAYMENT TERMS AND CONDITIONS

### Payment Terms

25% of Services

*Due NET 15 upon signoff of SOW for coordination and scheduling.*

100% of Hardware, Software, SMARTnet, Shipping and Taxes

*Due NET 30 upon shipment of equipment to Mindsight or "Customer" site for staging. Final bill of materials for equipment and services will be determined during low level design with customer. All hardware ordering dates will be determined with and approved with and by the customer.*

50% of Services

*Due NET 15 upon cutover to newly upgraded system*

25% of Services

*Due NET 15 upon completion of project and customer final acceptance*

### Remittance Address:

ACH & Wire: ABA Routing #071925402 - Account #250036827

Mail: Tympani LLC dba Mindsight, 2001 Butterfield Road, Downers Grove, IL 60515

### Delivery:

30 Days or Less ARO (unless otherwise noted)

### Shipping Via:

TBD

Client may elect to expedite shipment at a flat cost of two percent (2%) of the entire hardware purchase or provide a billing account number for Federal Express. This cost is in addition to our standard shipping and handling fee. Expedite timeframe is not guaranteed.

Until paid in full, Mindsight retains Title and a Purchase Money Security Interest in all products sold to secure the payment of all amounts owed to Mindsight under this agreement.

Terms apply regardless of client method of financing.

## 8. CUSTOMER ACCEPTANCE

The undersigned Customer representative represents that he/she is authorized by Customer to commit to this SoW, including the pricing, warranty terms and conditions, and payment terms described herein.

## 9. MINDSIGHT 90-DAY LABOR WARRANTY

During the term of this SoW and for a period of 90 days from Customer acceptance of Project completion, Mindsight warrants that its provision of services will be in accordance with prevailing standards in the network industry, and Mindsight will use reasonable efforts under the circumstances consistent with industry standards to remedy any omissions, mistakes, or errors with respect to any part of services. The forgoing warranty shall be limited to the terms and provisions (including the limitations and disclaimers) set forth in this SoW, and any additional Job Changed Orders entered into by the parties.

The foregoing warranty and remedies are exclusive and in lieu of all other warranties or remedies, whether express, implied or statutory, including, without limitation, implied warranties of merchantability and fitness for a particular purpose. In the event of any defect whatsoever in the services, neither Mindsight nor any third-party provider or operator of facilities employed in the provision of any part of such services shall be liable to the Customer or any other party for any direct, indirect, consequential, special, actual, punitive or any other damages, or for any lost profits of any kind or nature whatsoever.

## 10. CONDITIONS OF WARRANTY

Within ten (10) business days of live cutover as mutually agreed to by the parties, Customer is responsible for providing a detailed list of all system issues, which are to be addressed prior to Customer acceptance of Project completion –or– if the issues cannot be resolved prior to acceptance due to reasons beyond the control of Mindsight, Mindsight will note such issues as contractual obligations of Mindsight on the formal acceptance document. This detailed list and any additional issues that may arise prior to completing the detailed list will constitute the complete and entire list of all issues that need to be addressed for Mindsight to receive formal acceptance and final payment for services described herein. Formal acceptance is to be agreed upon in writing by the parties upon successful testing of detailed list items. Any issues that arise after formal acceptance will be covered by the Mindsight warranty, which begins as described herein. The 90 Day Warranty is valid if (1) the detailed list is delivered within the 10 business day period described herein, and (2) if formal acceptance is executed by Customer upon successful testing of the detailed list items that are within the control of Mindsight.

## 11. MISCELLANEOUS

This SoW and the Agreement (as hereinafter defined) shall be governed as to its interpretation and construction by the laws of the State of Illinois, United States of America, without giving effect to any conflict of laws doctrine which may result in the application of the laws of another jurisdiction. Neither Party shall assign or transfer any rights or obligations under this SoW or the Agreement without the express prior written consent of the other Party. This SoW and the Agreement will be binding upon the successors and assigns of both Parties. The waiver, by the furnishing party, of a breach of any provision of this SoW or the Agreement by the other Party shall not operate or be construed as a waiver of any other or subsequent breach by the other party. Invalidity of any portion of this SoW or the Agreement will not and shall not be deemed to affect the validity of any other provision. In the event that any provision of this SoW or the Agreement is held to be invalid, the Parties agree that the remaining provisions shall be deemed to be in full force and effect as if they has been executed by each Party subsequent to the expungement of the invalid provision. This SoW and the Agreement may be modified or waived only by a separate writing executed by all parties expressly so modifying such agreement.

## 12. PROFESSIONAL SERVICES AGREEMENT

Please note:

This Statement of Work will utilize the Mindsight and The Village of Orland Park agreed upon Professional Services Agreement and Terms and Conditions on file from the Cisco UC Telecommunications deployment project, which was contract number C21-0067 dated April 26<sup>th</sup>, 2021.

Signed facsimile or PDF copies of this Agreement, any SoW, order forms, addenda, attachments and exhibits, each as applicable, will legally bind the parties to the same extent as original documents.

IN WITNESS WHEREOF, the parties have caused this SoW and Professional Services Agreement described therein, to be executed by their duly authorized representatives as of the latest date written below.

**Mindsight, LLC**

**CUSTOMER:** \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## 13. 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

IP Phone (630) 981-5000  
Facsimile (630) 729-3058  
[info@gomindsight.com](mailto:info@gomindsight.com)