



NOTICE

**DES PLAINES PUBLIC LIBRARY
BOARD OF TRUSTEES**

**REGULAR BOARD MEETING
THURSDAY MARCH 21, 2024
7:00 p.m. in MEETING ROOM B**

AGENDA

- **Approve Payment of Vendor Checks Report and ACH Payments. [Action Item]**
- **Review and Approval of contract for IT Managed Services. [Action Item]**
- **Review and Approval of purchase of security cameras. [Action Item]**
- **Review and Approval of purchase of patron PCs. [Action Item]**

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DES PLAINES PUBLIC LIBRARY BOARD OF TRUSTEES

**Agenda for the Regular Meeting
Thursday March 21, 2024
7:00 p.m. in Meeting Room B**

- I. Call to Order. (7:00 p.m.)
- II. Roll Call.
- III. Pledge of Allegiance.
- IV. Vote to invoke the Remote Participation Policy. [Action Item]
- V. Consideration of the Agenda. [Action Item]
- VI. Public Comments and Questions.
- VII. Consent Agenda. [Action Item] (7:15 p.m.)
 - A. Approval of the Minutes of the Regular Board Meeting – February 2024.
 - B. Acceptance of Financial Reports for February 2024.
Acceptance of Reports.
 - 1. Statistics Report for February 2024.
 - 2. Director’s Report for February 2024.
- VIII. New Business. (7:25 p.m.)
 - A. Approve Payment of Vendor Checks Report and ACH Payments in the amount of **\$403,087.60** [Action Item]
 - B. Review and Approval of contract for IT Managed Services. [Action Item]
 - C. Review and Approval of purchase of security cameras. [Action Item]
 - D. Review and Approval of purchase of patron PCs. [Action Item]
- IX. Announcements.
 - A. Announcement about Food Fight.
- X. Correspondence.
- XI. Adjournment. (8:00 p.m.)

This meeting will be video recorded, and available on the Library’s website.



DES PLAINES PUBLIC LIBRARY BOARD OF TRUSTEES

**Minutes of the Regular Meeting
Thursday February 15, 2024**

I. Call to Order.

President Sarlo called the meeting to order at 7:01 p.m.

II. Roll Call.

Roll call indicated the following trustees were PRESENT: Dr. Gregory Sarlo, Kristen Graack, Denise Hudec, Christine Halblander, Nick Harkovich, Michelle Shimon-Hutchison. ABSENT: Lisa DuBrock, Rachel Rice. ALSO PRESENT: DPPL Staff Jo Bonell, Laurie Papadourakis, Heather Imhoff, Michelle Meyer-Edley, Joanie Sebastian, Lauren Wolf.

III. Pledge of Allegiance.

IV. Vote to invoke the Remote Participation Policy.
N/A

President Sarlo announced that trustee Nazneen Kapadia has resigned from the Board for personal reasons. He thanked her for her service and the work she had done for the Board.

V. Consideration of the Agenda.

MOTION by Graack, seconded by Harkovich to accept the agenda. VOTE: AYES: Graack, Halblander, Hudec, Harkovich, Sarlo, Shimon-Hutchison. NAYS: None; MOTION CARRIED

VI. Public Comments and Questions.
N/A

VII. Consent Agenda.

A. Approval of the Minutes of the Regular Board Meeting - January 2024.

B. Acceptance of Financial Reports for January 2024.

Acceptance of Reports.

1. Statistics Report for January 2024.

2. Director's Report for January 2024.

MOTION by Hudec, seconded by Halblander to accept the Consent Agenda.

VOTE: AYES: Graack, Halblander, Hudec, Harkovich, Sarlo, Shimon-Hutchison.
NAYS: None; MOTION CARRIED

VIII. New Business.

- A. Approve Payment of Vendor Checks Report and ACH Payments in the amount of \$350,412.77

MOTION by Hudec, seconded by Graack to approve Payment of Vendor Checks Report and ACH Payments in the amount of \$350,412.77. VOTE: AYES: Graack, Halblander, Hudec, Harkovich, Sarlo, Shimon-Hutchison. NAYS: None; MOTION CARRIED

- B. Review and approval of DPPL's annual Illinois Public Library Annual Report (IPLAR) submission.

MOTION by Hudec, seconded by Shimon-Hutchison approval of DPPL's annual Illinois Public Library Annual Report (IPLAR) submission. VOTE: AYES: Graack, Halblander, Hudec, Harkovich, Sarlo, Shimon-Hutchison. NAYS: None; MOTION CARRIED

IX. Announcements.

Director Bonell informed the Board that The Canvas project is in the final phase of permitting and construction is expected to begin soon.

X. Correspondence.

None

XI. Adjournment.

MOTION by Harkovich, seconded by Shimon-Hutchison to adjourn. VOTE: AYES: Graack, Halblander, Hudec, Harkovich, Sarlo, Shimon-Hutchison. NAYS: None; MOTION CARRIED

The meeting adjourned at 7:12 p.m.

Prepared by Heather Imhoff



Des Plaines Public Library

Monthly Financial Report For the Month Ended February 29, 2024

Prepared by:



Lauterbach & Amen, LLP

CERTIFIED PUBLIC ACCOUNTANTS

Lauterbach & Amen, LLP
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Des Plaines Public Library

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Financial Statements

Des Plaines Public Library
Governmental Funds Balance Sheet
As of February 29, 2024

	Library Fund	Capital Projects Fund	Total
ASSETS			
Cash and Investments	\$ 4,308,914.78	\$ 1,444,382.74	\$ 5,753,297.52
Receivables			
Receivable - Property Taxes	7,498,802.58	-	7,498,802.58
Receivable - Grants	-	-	-
Receivable - Miscellaneous	-	-	-
Total Assets	\$ 11,807,717.36	\$ 1,444,382.74	\$ 13,252,100.10
LIABILITIES			
Accounts Payable	\$ 302,360.10	\$ 47,257.70	\$ 349,617.80
Accrued Payroll	82,443.52	-	82,443.52
Due to other funds	87,236.09	-	87,236.09
Total Liabilities	472,039.71	47,257.70	519,297.41
Deferred Inflows of Resources			
Property Taxes	6,252,500.00	-	6,252,500.00
Total Liabilities and Deferred Inflows of Resources	6,724,539.71	47,257.70	6,771,797.41
FUND BALANCE			
Fund Balance - Unreserved	5,083,177.65	1,397,125.04	6,480,302.69
Total Fund Balance	5,083,177.65	1,397,125.04	6,480,302.69
Total Liabilities, Deferred Inflows of Resources and Fund Balance	\$ 11,807,717.36	\$ 1,444,382.74	\$ 13,252,100.10

Des Plaines Public Library

Governmental Funds Statement of Revenues,
Expenditures, and Changes In Fund Balances

For the 2 Months Ended February 29, 2024

	General Fund	Capital Improvements Fund	Total
REVENUES			
Taxes	\$ 792,109.55	\$ -	\$ 792,109.55
Intergovernmental	-	-	-
Fines & Fees	5,937.82	-	5,937.82
Interest	23,193.11	12,930.07	36,123.18
Miscellaneous	103,025.56	-	103,025.56
Total Revenues	<u>924,266.04</u>	<u>12,930.07</u>	<u>937,196.11</u>
EXPENDITURES			
Personnel	\$ 505,479.98	\$ -	\$ 505,479.98
Operating	521,799.80	-	521,799.80
Library Materails	171,682.94	-	171,682.94
Capital Outlay	24,680.60	239,707.62	264,388.22
Other Expenditures	<u>7,660.63</u>	<u>-</u>	<u>7,660.63</u>
Total Expenditures	<u>1,231,303.95</u>	<u>239,707.62</u>	<u>1,471,011.57</u>
Net Change in Fund Balances	<u>(307,037.91)</u>	<u>(226,777.55)</u>	<u>(533,815.46)</u>
FUND BALANCES			
Beginning of the year	<u>5,390,215.56</u>	<u>1,623,902.59</u>	<u>7,014,118.15</u>
End of the period	<u>\$ 5,083,177.65</u>	<u>\$ 1,397,125.04</u>	<u>\$ 6,480,302.69</u>

Supplementary Information

Des Plaines Public Library

Treasurer's Report as of February 29, 2024

<u>Institution</u>	<u>Invested</u>
201-1101000 - Petty Cash	<u>500.00</u>
201-1102015 - Old National Operating # 92260	0.17
	<u>0.17</u>
201-1102030 - Village B&T Donation #6718	<u>100,971.33</u>
201-1102040 - Village B&T Donation #9878	<u>225,207.71</u>
201-1102060 - Village B&T Checking #0289	704,018.14
202-1102060 - Village B&T Checking #0289	<u>47,257.70</u>
	<u>751,275.84</u>
201-1102050 - Wintrust Brokerage	<u>336,363.13</u>
201-1102079 - Illinois Funds # 2591	2,941,854.30
202-1102079 - Illinois Funds # 2591	<u>1,397,125.04</u>
	<u>4,338,979.34</u>
Total Invested	<u><u>5,753,297.52</u></u>

Des Plaines Public Library
Balance Sheet as of February 29, 2024

	Beginning <u>Balance</u>	M.T.D. <u>Changes</u>	Ending <u>Balance</u>
<u>Library Fund</u>			
<u>Assets</u>			
1101000 - Petty Cash	500.00	0.00	500.00
1102015 - Old National Operating # 92260	0.17	0.00	0.17
1102030 - Village B&T Donation #6718	102,471.33	(1,500.00)	100,971.33
1102040 - Village B&T Donation #9878	224,245.53	962.18	225,207.71
1102050 - Wintrust Brokerage	336,804.49	(441.36)	336,363.13
1102060 - Village B&T Checking #0289	159,289.62	544,728.52	704,018.14
1102079 - Illinois Funds # 2591	2,955,503.29	(13,648.99)	2,941,854.30
1118000 - Receivable - Property Taxes	7,498,802.58	0.00	7,498,802.58
1119200 - Receivable - Miscellaneous	133,586.32	(133,586.32)	0.00
	11,411,203.33	396,514.03	11,807,717.36
<u>Liabilities and Fund Balance</u>			
<u>Liabilities</u>			
2401000 - Accounts Payable	140,208.26	162,151.84	302,360.10
2430707 - Due to Library Comp Abs	87,236.09	0.00	87,236.09
2450040 - Accrued Payroll	58,577.13	0.00	58,577.13
2470000 - Deferred Revenue - Property Tax	6,252,500.00	0.00	6,252,500.00
2471000 - Deferred Revenue - Other	23,866.39	0.00	23,866.39
	6,562,387.87	162,151.84	6,724,539.71
<u>Fund Balance</u>			
3730000 - Fund Balance - Unreserved	5,390,215.56	0.00	5,390,215.56
	5,390,215.56	0.00	5,390,215.56
Total Liabilities and Fund Balance	11,952,603.43	162,151.84	12,114,755.27
Excess Revenues Over Expenses	(541,400.10)	234,362.19	(307,037.91)

Des Plaines Public Library
Balance Sheet as of February 29, 2024

	<u>Beginning Balance</u>	<u>M.T.D. Changes</u>	<u>Ending Balance</u>
<u>Capital Projects Fund</u>			
<u>Assets</u>			
1102060 - Village B&T Checking #0289	162,328.00	(115,070.30)	47,257.70
1102079 - Illinois Funds # 2591	1,466,071.05	(68,946.01)	1,397,125.04
	<u>1,628,399.05</u>	<u>(184,016.31)</u>	<u>1,444,382.74</u>
<u>Liabilities and Fund Balance</u>			
<u>Liabilities</u>			
2401000 - Accounts Payable	162,328.00	(115,070.30)	47,257.70
	<u>162,328.00</u>	<u>(115,070.30)</u>	<u>47,257.70</u>
<u>Fund Balance</u>			
3730000 - Fund Balance - Unreserved	1,623,902.59	0.00	1,623,902.59
Total Liabilities and Fund Balance	<u>1,786,230.59</u>	<u>(115,070.30)</u>	<u>1,671,160.29</u>
Excess Revenues Over Expenses	<u>(157,831.54)</u>	<u>(68,946.01)</u>	<u>(226,777.55)</u>

Compensated Absences Fund

<u>Assets</u>			
1120201 - Due From Library	87,236.09	0.00	87,236.09
	<u>87,236.09</u>	<u>0.00</u>	<u>87,236.09</u>
<u>Liabilities and Fund Balance</u>			
<u>Liabilities</u>			
2450035 - Accrued ST-LT Comp Absence	87,236.09	0.00	87,236.09
	<u>87,236.09</u>	<u>0.00</u>	<u>87,236.09</u>
<u>Fund Balance</u>			
Total Liabilities and Fund Balance	<u>87,236.09</u>	<u>0.00</u>	<u>87,236.09</u>
Excess Revenues Over Expenses	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

Des Plaines Public Library
Balance Sheet as of February 29, 2024

	<u>Beginning</u> <u>Balance</u>	<u>M.T.D.</u> <u>Changes</u>	<u>Ending</u> <u>Balance</u>
<u>Fixed Assets Fund</u>			
<u>Assets</u>			
1203000 - Fixed Assets - Improvements	2,461,912.00	0.00	2,461,912.00
1204201 - Fixed Assets - Library Equipment	1,624,611.65	0.00	1,624,611.65
1204300 - Fixed Assets - Vehicles	24,954.39	0.00	24,954.39
1209900 - Fixed Assets - Accumulated Depreciation	<u>(1,687,478.00)</u>	<u>0.00</u>	<u>(1,687,478.00)</u>
	<u>2,424,000.04</u>	<u>0.00</u>	<u>2,424,000.04</u>
<u>Liabilities and Fund Balance</u>			
<u>Liabilities</u>			
<u>Fund Balance</u>			
3730000 - Fund Balance - Unreserved	<u>2,424,000.04</u>	<u>0.00</u>	<u>2,424,000.04</u>
	<u>2,424,000.04</u>	<u>0.00</u>	<u>2,424,000.04</u>
Total Liabilities and Net Capital Assets	<u>2,424,000.04</u>	<u>0.00</u>	<u>2,424,000.04</u>
Excess Revenues Over Expenses	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
<u>Long Term Liability Fund</u>			
<u>Assets</u>			
1805920 - Deferred Outflows - IMRF	<u>71,328.00</u>	<u>0.00</u>	<u>71,328.00</u>
	<u>71,328.00</u>	<u>0.00</u>	<u>71,328.00</u>
<u>Liabilities and Fund Balance</u>			
<u>Liabilities</u>			
2812092 - OPEB Liability	405,203.00	0.00	405,203.00
2815192 - Net Pension Liability	(4,117,207.00)	0.00	(4,117,207.00)
2973920 - Deferred Inflows - IMRF	<u>3,424,019.00</u>	<u>0.00</u>	<u>3,424,019.00</u>
	<u>(287,985.00)</u>	<u>0.00</u>	<u>(287,985.00)</u>
<u>Fund Balance</u>			
3730000 - Fund Balance - Unreserved	<u>359,313.00</u>	<u>0.00</u>	<u>359,313.00</u>
	<u>359,313.00</u>	<u>0.00</u>	<u>359,313.00</u>
Total Liabilities and Net LT Liabilities	<u>71,328.00</u>	<u>0.00</u>	<u>71,328.00</u>
Excess Revenues Over Expenses	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

**Des Plaines Public Library
Revenue Report
For the 2 Months Ended February 29, 2024**

_____ Library Fund _____	<u>Received this Month</u>	<u>Received this Year</u>	<u>Budgeted Receipts</u>	<u>Uncollected Receipts</u>	<u>Prct. Collected</u>
<u>Taxes</u>					
201-4810034 - Property Taxes 2022	<u>792,109.55</u>	<u>792,109.55</u>	<u>6,100,000.00</u>	<u>5,307,890.45</u>	<u>12.99</u>
	<u>792,109.55</u>	<u>792,109.55</u>	<u>6,100,000.00</u>	<u>5,307,890.45</u>	<u>12.99</u>
<u>Intergovernmental</u>					
201-4810800 - Personal Property Replacement Tax	0.00	0.00	306,052.00	306,052.00	0.00
201-4822040 - State Grant - Per Capita	0.00	0.00	89,496.00	89,496.00	0.00
201-4822090 - Grant Revenue	0.00	0.00	0.00	0.00	0.00
201-4822095 - State Grant - Library	<u>0.00</u>	<u>0.00</u>	<u>10,000.00</u>	<u>10,000.00</u>	<u>0.00</u>
	<u>0.00</u>	<u>0.00</u>	<u>405,548.00</u>	<u>405,548.00</u>	<u>0.00</u>
<u>Fines & Fees</u>					
201-4850101 - Library Fees	2,498.94	2,711.80	10,000.00	7,288.20	27.12
201-4850201 - Copying Fees	1,402.72	2,701.02	10,000.00	7,298.98	27.01
201-4850207 - Non-Res Cards	0.00	0.00	200.00	200.00	0.00
201-4850208 - Meeting Room Fees	<u>90.00</u>	<u>525.00</u>	<u>1,000.00</u>	<u>475.00</u>	<u>52.50</u>
	<u>3,991.66</u>	<u>5,937.82</u>	<u>21,200.00</u>	<u>15,262.18</u>	<u>28.01</u>
<u>Special Programs & Events</u>					
201-4850215 - Friends of the Library Reimbursements	<u>0.00</u>	<u>0.00</u>	<u>20,000.00</u>	<u>20,000.00</u>	<u>0.00</u>
	<u>0.00</u>	<u>0.00</u>	<u>20,000.00</u>	<u>20,000.00</u>	<u>0.00</u>
<u>Interest</u>					
201-4830010 - Gain/Loss on Investments	(506.36)	(4,867.99)	0.00	4,867.99	0.00
201-4890010 - Interest Income	<u>12,596.17</u>	<u>28,061.10</u>	<u>75,000.00</u>	<u>46,938.90</u>	<u>37.41</u>
	<u>12,089.81</u>	<u>23,193.11</u>	<u>75,000.00</u>	<u>51,806.89</u>	<u>30.92</u>
<u>Other Revenue</u>					
201-4830020 - Makerspace Donation	0.00	100,000.00	0.00	(100,000.00)	0.00
201-4899900 - Miscellaneous Revenue	65.00	65.00	965,000.00	964,935.00	0.01
201-4899910 - Vending Machine Revenue	176.17	176.17	1,000.00	823.83	17.62
201-4899920 - Library Donations	0.00	0.00	150,000.00	150,000.00	0.00
201-4899940 - Friends Book Sale	<u>1,670.80</u>	<u>2,784.39</u>	<u>14,000.00</u>	<u>11,215.61</u>	<u>19.89</u>
	<u>1,911.97</u>	<u>103,025.56</u>	<u>1,130,000.00</u>	<u>1,026,974.44</u>	<u>9.12</u>
Total Library Fund	<u><u>810,102.99</u></u>	<u><u>924,266.04</u></u>	<u><u>7,751,748.00</u></u>	<u><u>6,827,481.96</u></u>	<u><u>11.92</u></u>

Des Plaines Public Library
 Revenue Report
 For the 2 Months Ended February 29, 2024

	<u>Received</u> <u>this Month</u>	<u>Received</u> <u>this Year</u>	<u>Budgeted</u> <u>Receipts</u>	<u>Uncollected</u> <u>Receipts</u>	<u>Prct.</u> <u>Collected</u>
<u>Capital Projects Fund</u>					
<u>Interest</u>					
202-4890010 - Interest Income	<u>5,771.01</u>	<u>12,930.07</u>	<u>75,000.00</u>	<u>62,069.93</u>	<u>17.24</u>
	<u>5,771.01</u>	<u>12,930.07</u>	<u>75,000.00</u>	<u>62,069.93</u>	<u>17.24</u>
<u>Other Financing Sources</u>					
202-4898902 - Transfer from Library Fund	<u>0.00</u>	<u>0.00</u>	<u>500,000.00</u>	<u>500,000.00</u>	<u>0.00</u>
	<u>0.00</u>	<u>0.00</u>	<u>500,000.00</u>	<u>500,000.00</u>	<u>0.00</u>
Total Capital Projects Fund	<u><u>5,771.01</u></u>	<u><u>12,930.07</u></u>	<u><u>575,000.00</u></u>	<u><u>562,069.93</u></u>	<u><u>2.25</u></u>
Total of All Funds	<u><u>815,874.00</u></u>	<u><u>937,196.11</u></u>	<u><u>8,326,748.00</u></u>	<u><u>7,389,551.89</u></u>	<u><u>11.26</u></u>

Des Plaines Public Library
Expense Report
For the 2 Months Ended February 29, 2024

Library Fund _____	M.T.D. <u>Expended</u>	Y.T.D. <u>Expended</u>	Budgeted <u>Amount</u>	Budgeted <u>Remain.</u>	Prct. <u>Expend.</u>
<u>Salaries</u>					
5910100 - Full-time Salaries	193,459.24	389,539.29	2,672,875.00	2,283,335.71	14.57
5910200 - Part-time Salaries	<u>62,109.00</u>	<u>115,940.69</u>	<u>992,439.00</u>	<u>876,498.31</u>	<u>11.68</u>
	<u>255,568.24</u>	<u>505,479.98</u>	<u>3,665,314.00</u>	<u>3,159,834.02</u>	<u>13.79</u>
<u>Benefits</u>					
5918010 - Unemployment Compensation	1,734.00	1,734.00	15,000.00	13,266.00	11.56
5918020 - Employer Contribution - FICA	18,671.32	36,871.31	276,105.00	239,233.69	13.35
5918021 - Employer Contribution - IMRF	9,885.58	19,629.88	209,869.00	190,239.12	9.35
5918040 - Life Insurance Premiums	0.00	0.00	1,978.00	1,978.00	0.00
5918050 - PPO Insurance Premiums	75,672.73	110,320.41	602,154.00	491,833.59	18.32
5918051 - HMO Insurance Premiums	41,721.57	60,378.02	198,005.00	137,626.98	30.49
5918055 - Dental Insurance Premiums	0.00	0.00	31,958.00	31,958.00	0.00
5918070 - Workers Compensation	<u>0.00</u>	<u>11,447.00</u>	<u>14,000.00</u>	<u>2,553.00</u>	<u>81.76</u>
	<u>147,685.20</u>	<u>240,380.62</u>	<u>1,349,069.00</u>	<u>1,108,688.38</u>	<u>17.82</u>
<u>Contractual Services</u>					
5920100 - Legal Fees	0.00	0.00	10,000.00	10,000.00	0.00
5920110 - Professional Services	39,145.59	110,056.77	442,380.00	332,323.23	24.88
5920120 - Communication Services	3,169.61	5,673.50	46,300.00	40,626.50	12.25
5920140 - Integrated Library System	0.00	21,550.52	87,000.00	65,449.48	24.77
5920202 - Conferences	1,205.10	2,755.67	28,400.00	25,644.33	9.70
5920204 - Training	1,250.00	2,599.00	2,600.00	1.00	99.96
5920210 - Marketing	423.04	1,252.76	61,265.00	60,012.24	2.04
5920220 - Membership Dues	459.00	809.00	7,000.00	6,191.00	11.56
5920990 - Property/Liability Insurance	0.00	49,630.52	70,000.00	20,369.48	70.90
5930010 - R&M Equipment	2,585.85	7,723.57	81,660.00	73,936.43	9.46
5930020 - R&M Buildings & Structures	13,727.50	40,556.30	116,512.00	75,955.70	34.81
5930030 - R&M Vehicles	7.00	7.00	4,500.00	4,493.00	0.16
5930210 - Rental of Equipment	0.00	1,581.67	25,620.00	24,038.33	6.17
5930320 - Cleaning/Custodial Services	0.00	0.00	90,900.00	90,900.00	0.00
5930490 - Refuse Contract	684.73	1,260.09	6,300.00	5,039.91	20.00
5960040 - Pre-Employment Testing	(206.70)	(206.70)	3,500.00	3,706.70	(5.91)
5960065 - Bank Fees	42.88	107.88	300.00	192.12	35.96
5960070 - Mileage	0.00	0.00	500.00	500.00	0.00
5960210 - Special Event Programming	5,891.11	11,838.72	63,500.00	51,661.28	18.64
5960990 - Misc. Contractual Services	<u>15,746.95</u>	<u>24,222.91</u>	<u>133,225.00</u>	<u>109,002.09</u>	<u>18.18</u>
	<u>84,131.66</u>	<u>281,419.18</u>	<u>1,281,462.00</u>	<u>1,000,042.82</u>	<u>21.96</u>
<u>Commodities</u>					
5970100 - Supplies	4,774.65	13,688.89	113,000.00	99,311.11	12.11
5970110 - Meals	80.00	161.71	3,000.00	2,838.29	5.39
5970170 - Janitorial	0.00	1,762.21	19,965.00	18,202.79	8.83
5970260 - Postage & Parcel	2,027.00	3,027.00	16,000.00	12,973.00	18.92
5970500 - Water Bill	1,154.07	1,154.07	7,000.00	5,845.93	16.49
5970600 - Ebooks/Books	29,459.43	38,589.78	382,000.00	343,410.22	10.10

Des Plaines Public Library
Expense Report
For the 2 Months Ended February 29, 2024

	M.T.D. <u>Expended</u>	Y.T.D. <u>Expended</u>	Budgeted <u>Amount</u>	Budgeted <u>Remain.</u>	Prct. <u>Expend.</u>
5970610 - E-audio/Audio	9,892.87	11,564.72	69,000.00	57,435.28	16.76
5970620 - E-Subscriptions/Subscriptions	7,296.51	15,385.45	51,430.00	36,044.55	29.92
5970630 - Visual Materials	7,234.50	28,694.46	194,900.00	166,205.54	14.72
5970640 - Databases	2,757.88	48,383.65	170,000.00	121,616.35	28.46
5970810 - Natural Gas	2,037.23	3,923.79	28,000.00	24,076.21	14.01
5970850 - Gasoline	0.00	0.00	800.00	800.00	0.00
5970900 - Equipment < \$10,000	<u>3,108.55</u>	<u>5,347.21</u>	<u>13,900.00</u>	<u>8,552.79</u>	<u>38.47</u>
	<u>69,822.69</u>	<u>171,682.94</u>	<u>1,068,995.00</u>	<u>897,312.06</u>	<u>16.06</u>
 <u>Capital Expenditures</u>					
5980300 - Improvements	0.00	0.00	20,000.00	20,000.00	0.00
5980410 - Computer Hardware	7,164.98	7,164.98	10,000.00	2,835.02	71.65
5980420 - Computer Software	5,742.95	17,242.58	105,611.00	88,368.42	16.33
5980600 - Furniture & Fixtures	<u>273.04</u>	<u>273.04</u>	<u>54,500.00</u>	<u>54,226.96</u>	<u>0.50</u>
	<u>13,180.97</u>	<u>24,680.60</u>	<u>190,111.00</u>	<u>165,430.40</u>	<u>12.98</u>
 <u>Other Funding Activities</u>					
5990900 - Per Capita Grant Expenditures	3,681.24	4,876.24	93,760.00	88,883.76	5.20
5990940 - Trans to Library Capital Proj. Fund	0.00	0.00	500,000.00	500,000.00	0.00
5999940 - Friends Books Sale	<u>1,670.80</u>	<u>2,784.39</u>	<u>0.00</u>	<u>(2,784.39)</u>	<u>0.00</u>
	<u>5,352.04</u>	<u>7,660.63</u>	<u>593,760.00</u>	<u>586,099.37</u>	<u>1.29</u>
 Total Library Fund Expenditures	 <u>575,740.80</u>	 <u>1,231,303.95</u>	 <u>8,148,711.00</u>	 <u>6,917,407.05</u>	 <u>15.11</u>
 _____ Capital Projects Fund _____					
 <u>Contractual Services</u>					
 <u>Capital Expenditures</u>					
5980300 - Improvements	0.00	0.00	650,000.00	650,000.00	0.00
5980400 - Equipment	72,934.70	234,500.00	369,500.00	135,000.00	63.46
5980410 - Computer Hardware	282.32	1,597.62	246,800.00	245,202.38	0.65
5980420 - Computer Software	0.00	0.00	0.00	0.00	0.00
5980430 - Makerspace Donation Expenses	1,500.00	3,610.00	0.00	(3,610.00)	0.00
5980600 - Furniture and Fixtures	<u>0.00</u>	<u>0.00</u>	<u>50,000.00</u>	<u>50,000.00</u>	<u>0.00</u>
	<u>74,717.02</u>	<u>239,707.62</u>	<u>1,316,300.00</u>	<u>1,076,592.38</u>	<u>18.21</u>
 Total Capital Projects Fund Expenditures	 <u>74,717.02</u>	 <u>239,707.62</u>	 <u>1,316,300.00</u>	 <u>1,076,592.38</u>	 <u>18.21</u>
 Total of All Funds	 <u>650,457.82</u>	 <u>1,471,011.57</u>	 <u>9,465,011.00</u>	 <u>7,993,999.43</u>	 <u>15.54</u>

Des Plaines Public Library

Check List

All Bank Accounts

February 16, 2024 - March 21, 2024

Check Number	Check Date	Payee	Amount
Vendor Checks			
20100	03/21/24	ABT ELECTRONIC	1,801.54
20101	03/21/24	ANDERSON LOCK CO LTD	241.00
20102	03/21/24	AQUARIUM ADVENTURE HOFFMAN ESTATES	511.98
20103	03/21/24	BACKGROUND SCREENING CONSULTANTS LLC	485.30
20104	03/21/24	BAKER & TAYLOR	26,302.33
20105	03/21/24	CDW GOVERNMENT	7,164.98
20106	03/21/24	CHILDREN'S PLUS, INC.	839.40
20107	03/21/24	Christine Huynh	175.00
20108	03/21/24	CITY OF DES PLAINES	1,154.07
20109	03/21/24	CivicPlus LLC	5,000.00
20110	03/21/24	COLLEY ELEVATOR COMPANY	1,749.00
20111	03/21/24	Continental Resources, Inc.	1,879.70
20112	03/21/24	Creative Promotional Apparel, Inc	812.25
20113	03/21/24	CRYSTAL MAINTENANCE SERVICES CORP	4,892.50
20114	03/21/24	D&Z HOUSE OF BOOKS	957.12
20115	03/21/24	D.E.S. Painting, Inc.	575.00
20116	03/21/24	Des Plaines Self Help Closet & Pantry	807.00
20117	03/21/24	DONNA HERULA	600.00
20118	03/21/24	EBSCO INFORMATION SERVICES	6,198.91
20119	03/21/24	EDWARDS ENGINEERING SERVICE	71,959.50
20120	03/21/24	Elara Energy Services	975.20
20121	03/21/24	FLOOD BROTHERS DISPOSAL & RECYCLING SERVICES	684.73
20122	03/21/24	GARVEY'S OFFICE PRODUCTS	741.58
20123	03/21/24	GRAINGER	221.91
20124	03/21/24	ILLINOIS LIBRARY ASSOCIATION	310.00
20125	03/21/24	IMAGE SYSTEMS & BUSINESS SOLUTIONS, LLC.	940.18
20126	03/21/24	IMPACT NETWORKING, LLC.	685.87
20127	03/21/24	Infinity Transportation	600.00
20128	03/21/24	JERRY G DONAHUE	150.00
20129	03/21/24	JEssica Kuczynski	60.00
20130	03/21/24	Larry Huffman	60.00
20131	03/21/24	LAUTERBACH & AMEN, LLP.	3,690.00
20132	03/21/24	LIBBY FISCHER HELLMANN	400.00
20133	03/21/24	LIBRARY IDEAS LLC	7,250.00
20134	03/21/24	LIMRICC	130,791.18
20135	03/21/24	LYNGSOE SYSTEMS, INC	2,034.00
20136	03/21/24	MATTHEW BENDER & CO, INC	269.10
20137	03/21/24	MIDWEST TAPE	10,026.13
20138	03/21/24	MNI	332.90
20139	03/21/24	OAKBROOK MECHANICAL SERVICES	6,270.00
20140	03/21/24	OUTSOURCE SOLUTIONS GROUP, INC.	42,259.23
20141	03/21/24	OVERDRIVE, INC.	2,972.92
20142	03/21/24	Petty Cash C/O Rianne Robeson	417.13
20143	03/21/24	Playaway Products LLC	2,581.56
20144	03/21/24	THOMSON REUTERS-WEST	27.80
20145	03/21/24	TODAY'S BUSINESS SOLUTIONS INC	384.80
20146	03/21/24	VAHE GHAZARIAN	175.00
20147	03/21/24	WILD BIRD SHACK	200.00
52055	02/29/24	BANKCARD SERVICES	17,948.43
52056	02/29/24	COMCAST CABLE	28.49
52057	02/29/24	NICOR GAS	2,037.23
52058	02/29/24	NATIONWIDE RETIREMENT	150.00
52059	02/29/24	VERIZON WIRELESS	858.14
52060	02/29/24	NATIONWIDE RETIREMENT	150.00
52061	02/29/24	NEOFUNDS BY NEOPOST	1,000.00
52062	02/29/24	COMCAST CABLE	931.93
52063	02/29/24	COMCAST CABLE	1,351.05

Des Plaines Public Library

Check List

All Bank Accounts

February 16, 2024 - March 21, 2024

Check Number	Check Date	Payee	Amount
52064	02/29/24	FRIENDS OF THE DES PLAINES PUBLIC LIBRARY	1,670.80
52065	02/29/24	NEOFUNDS BY NEOPOST	1,000.00
52066	02/29/24	ADP	991.40
52067	02/29/24	EMPLOYEE BENEFITS CORPORATION	275.00
52068	02/29/24	IMRF	23,577.33
60002	02/29/24	Lohan Architecture	1,500.00
Vendor Check Total			<u>403,087.60</u>
Check List Total			<u><u>403,087.60</u></u>

Check count = 63

Des Plaines Public Library

Vendor Checks Report

Village B&T Checking #0289

February 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
ABT ELECTRONIC						
201-5990900	Per Capita Grant Expenditures	Inv 1228301JCHX	1,801.54	20100	03/21/24	<u>1,801.54</u>
ANDERSON LOCK CO LTD						
201-5930020	R&M Buildings & Structures	Inv 7110676	241.00	20101	03/21/24	<u>241.00</u>
AQUARIUM ADVENTURE HOFFMAN ESTATES						
201-5960990	Misc. Contractual Services	Inv 16468	191.98	20102	03/21/24	<u>511.98</u>
201-5960990	Misc. Contractual Services	Inv 16203	320.00			
BACKGROUND SCREENING CONSULTANTS LLC						
201-5960040	Pre-Employment Testing	Inv 23251	322.30	20103	03/21/24	<u>485.30</u>
201-5960040	Pre-Employment Testing	Inv 23110	163.00			
BAKER & TAYLOR						
201-5960990	Misc. Contractual Services	Inv 203806365	116.10	20104	03/21/24	<u>26,302.33</u>
201-5970600	Ebooks/Books	Inv 2038063535	514.50			
201-5960990	Misc. Contractual Services	Inv 2038063682	100.36			
201-5970600	Ebooks/Books	Inv 2038063682	228.95			
201-5960990	Misc. Contractual Services	Inv 2038063712	77.40			
201-5970600	Ebooks/Books	Inv 2038063712	331.96			
201-5960990	Misc. Contractual Services	Inv 2038064152	7.47			
201-5970600	Ebooks/Books	Inv 2038064152	43.32			
201-5960990	Misc. Contractual Services	Inv 2038066488	10.06			
201-5970600	Ebooks/Books	Inv 2038066488	28.96			
201-5960990	Misc. Contractual Services	Inv 2038066534	18.24			
201-5970600	Ebooks/Books	Inv 2038066534	39.88			
201-5960990	Misc. Contractual Services	Inv 2038066777	127.16			
201-5970600	Ebooks/Books	Inv 2038066777	621.90			
201-5960990	Misc. Contractual Services	Inv 2038067191	34.76			
201-5970600	Ebooks/Books	Inv 2038067191	135.32			
201-5960990	Misc. Contractual Services	Inv 2038067251	8.26			
201-5970600	Ebooks/Books	Inv 2038067251	14.56			
201-5970600	Ebooks/Books	Inv 2038067670	887.09			
201-5960990	Misc. Contractual Services	Inv 2038067671	143.72			
201-5970600	Ebooks/Books	Inv 2038071882	859.34			
201-5960990	Misc. Contractual Services	Inv 2038071883	125.71			
201-5970600	Ebooks/Books	Inv 2038075140	608.36			
201-5960990	Misc. Contractual Services	Inv 2038075141	83.68			
201-5960990	Misc. Contractual Services	Inv 2038075165	21.51			
201-5970600	Ebooks/Books	Inv 2038075165	104.74			
201-5960990	Misc. Contractual Services	Inv 2038077966	42.22			
201-5970600	Ebooks/Books	Inv 2038077966	177.53			
201-5960990	Misc. Contractual Services	Inv 2038079199	53.53			
201-5970600	Ebooks/Books	Inv 2038079199	174.95			
201-5960990	Misc. Contractual Services	Inv 2038079208	24.26			
201-5970600	Ebooks/Books	Inv 2038079208	42.25			
201-5960990	Misc. Contractual Services	Inv 2038079392	131.28			
201-5970600	Ebooks/Books	Inv 2038079392	633.91			
201-5960990	Misc. Contractual Services	Inv 2038079878	2.10			
201-5970600	Ebooks/Books	Inv 2038079878	83.43			
201-5960990	Misc. Contractual Services	Inv 2038081447	66.63			
201-5970600	Ebooks/Books	Inv 2038081447	218.60			
201-5970600	Ebooks/Books	Inv 2038082309	526.67			
201-5960990	Misc. Contractual Services	Inv 2038082310	87.07			

Des Plaines Public Library

Vendor Checks Report

Village B&T Checking #0289

February 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
201-5960990	Misc. Contractual Services	Inv 2038085004	43.93			
201-5970600	Ebooks/Books	Inv 2038085004	219.50			
201-5960990	Misc. Contractual Services	Inv 2038086821	131.12			
201-5970600	Ebooks/Books	Inv 2038086821	521.65			
201-5960990	Misc. Contractual Services	Inv 2038086823	90.86			
201-5970600	Ebooks/Books	Inv 2038086823	241.97			
201-5960990	Misc. Contractual Services	Inv 2038088321	48.40			
201-5970600	Ebooks/Books	Inv 2038088321	116.60			
201-5960990	Misc. Contractual Services	Inv 2038088331	26.77			
201-5970600	Ebooks/Books	Inv 2038088331	119.88			
201-5960990	Misc. Contractual Services	Inv 2038088364	65.15			
201-5970600	Ebooks/Books	Inv 2038088364	282.91			
201-5960990	Misc. Contractual Services	Inv 2038088406	20.28			
201-5970600	Ebooks/Books	Inv 2038088406	86.89			
201-5960990	Misc. Contractual Services	Inv 2038088439	22.88			
201-5970600	Ebooks/Books	Inv 2038088439	60.42			
201-5960990	Misc. Contractual Services	Inv 2038088444	4.71			
201-5970600	Ebooks/Books	Inv 2038088444	16.42			
201-5970600	Ebooks/Books	Inv 2038089488	543.06			
201-5960990	Misc. Contractual Services	Inv 2038089489	83.91			
201-5970900	Equipment < \$10,000	Inv 2038092382	1,074.55			
201-5960990	Misc. Contractual Services	Inv 2038092383	144.48			
201-5970600	Ebooks/Books	Inv 2038092792	26.16			
201-5960990	Misc. Contractual Services	Inv 2038092793	2.21			
201-5960990	Misc. Contractual Services	Inv 2038093192	45.76			
201-5970600	Ebooks/Books	Inv 2038093192	117.12			
201-5960990	Misc. Contractual Services	Inv 2038095344	138.56			
201-5970600	Ebooks/Books	Inv 2038095344	675.46			
201-5970600	Ebooks/Books	Inv 2038096052	605.40			
201-5960990	Misc. Contractual Services	Inv 2038096053	76.98			
201-5970600	Ebooks/Books	Inv 2038098695	208.38			
201-5960990	Misc. Contractual Services	Inv 2038098696	30.80			
201-5970600	Ebooks/Books	Inv 2038101357	14.52			
201-5960990	Misc. Contractual Services	Inv 2038101547	2.49			
201-5970600	Ebooks/Books	Inv 2038101547	7.64			
201-5960990	Misc. Contractual Services	Inv 2038101623	2.49			
201-5970600	Ebooks/Books	Inv 2038101623	4.24			
201-5960990	Misc. Contractual Services	Inv 2038103102	69.71			
201-5970600	Ebooks/Books	Inv 2038103102	265.97			
201-5970600	Ebooks/Books	Inv 2038103103	631.58			
201-5960990	Misc. Contractual Services	Inv 2038103104	102.26			
201-5960990	Misc. Contractual Services	Inv 2038103111	20.65			
201-5970600	Ebooks/Books	Inv 2038103111	56.61			
201-5960990	Misc. Contractual Services	Inv 2038107034	3.48			
201-5970600	Ebooks/Books	Inv 2038107034	10.36			
201-5960990	Misc. Contractual Services	Inv 2038107090	7.15			
201-5970600	Ebooks/Books	Inv 2038107090	22.15			
201-5960990	Misc. Contractual Services	Inv 2038109428	27.09			
201-5970600	Ebooks/Books	Inv 2038109428	118.70			
201-5960990	Misc. Contractual Services	Inv 2038109433	13.18			
201-5970600	Ebooks/Books	Inv 2038109433	56.65			
201-5960990	Misc. Contractual Services	Inv 2038109476	9.36			
201-5970600	Ebooks/Books	Inv 2038109476	15.77			
201-5970600	Ebooks/Books	Inv 2038110372	754.34			
201-5960990	Misc. Contractual Services	Inv 2038110373	119.43			
201-5960990	Misc. Contractual Services	Inv 2038112624	76.65			

Des Plaines Public Library

Vendor Checks Report

Village B&T Checking #0289

February 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
201-5970600	Ebooks/Books	Inv 2038112624	326.10			
201-5960990	Misc. Contractual Services	Inv 2038112652	29.85			
201-5970600	Ebooks/Books	Inv 2038112652	142.29			
201-5970600	Ebooks/Books	Inv 2038113648	404.99			
201-5970600	Ebooks/Books	Inv 2038114779	287.79			
201-5960990	Misc. Contractual Services	Inv 2038114780	24.31			
201-5960990	Misc. Contractual Services	Inv 2038116482	9.28			
201-5970600	Ebooks/Books	Inv 2038116482	26.41			
201-5960990	Misc. Contractual Services	Inv 2038116486	96.80			
201-5970600	Ebooks/Books	Inv 2038116486	466.75			
201-5960990	Misc. Contractual Services	Inv 2038117601	74.24			
201-5970600	Ebooks/Books	Inv 2038117601	377.79			
201-5960990	Misc. Contractual Services	Inv 2038117604	94.99			
201-5970600	Ebooks/Books	Inv 2038117604	339.98			
201-5970600	Ebooks/Books	Inv 2038118578	584.38			
201-5960990	Misc. Contractual Services	Inv 2038118579	78.38			
201-5960990	Misc. Contractual Services	Inv 2038119409	9.74			
201-5970600	Ebooks/Books	Inv 2038119409	23.49			
201-5960990	Misc. Contractual Services	Inv 2038119717	46.40			
201-5970600	Ebooks/Books	Inv 2038119719	128.24			
201-5960990	Misc. Contractual Services	Inv 2038120869	43.02			
201-5970600	Ebooks/Books	Inv 2038120869	43.02			
201-5970600	Ebooks/Books	Inv 2038120869	196.29			
201-5960990	Misc. Contractual Services	Inv 2038120925	23.87			
201-5970600	Ebooks/Books	Inv 2038120925	152.37			
201-5960990	Misc. Contractual Services	Inv 2038120941	33.04			
201-5970600	Ebooks/Books	Inv 2038120941	93.86			
201-5960990	Misc. Contractual Services	Inv 2038121919	148.48			
201-5970600	Ebooks/Books	Inv 2038121919	606.53			
201-5960990	Misc. Contractual Services	Inv 2038122097	38.70			
201-5970600	Ebooks/Books	Inv 2038122097	165.52			
201-5960990	Misc. Contractual Services	Inv 2038122306	116.91			
201-5970600	Ebooks/Books	Inv 2038122306	694.07			
201-5970600	Ebooks/Books	Inv 2038123195	881.49			
201-5960990	Misc. Contractual Services	Inv 2038123196	113.11			
201-5970600	Ebooks/Books	Inv 2038123599	185.64			
201-5960990	Misc. Contractual Services	Inv 2038123600	22.10			
201-5960990	Misc. Contractual Services	Inv 2038127322	52.48			
201-5970600	Ebooks/Books	Inv 2038127322	685.06			
201-5960990	Misc. Contractual Services	Inv 2038129391	68.87			
201-5970600	Ebooks/Books	Inv 2038129391	307.49			
201-5960990	Misc. Contractual Services	Inv 2038130525	34.83			
201-5970600	Ebooks/Books	Inv 2038130525	154.72			
201-5970600	Ebooks/Books	Inv 2038131611	688.16			
201-5960990	Misc. Contractual Services	Inv 2038131612	90.99			
201-5970600	Ebooks/Books	Inv 2038136536	554.46			
201-5960990	Misc. Contractual Services	Inv 2038136537	89.85			
201-5970600	Ebooks/Books	Inv 2038140773	527.95			
201-5960990	Misc. Contractual Services	Inv 2038113649	53.87			
CDW GOVERNMENT				20105	03/21/24	<u>7,164.98</u>
201-5980410	Computer Hardware	Inv PP47401	7,164.98			
CHILDREN'S PLUS, INC.				20106	03/21/24	<u>839.40</u>
201-5970600	Ebooks/Books	Inv 240923	370.92			
201-5970600	Ebooks/Books	Inv 242262	245.87			

Des Plaines Public Library Vendor Checks Report

Village B&T Checking #0289
February 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
201-5970600	Ebooks/Books	Inv 241419	222.61			
Christine Huynh 201-5960990	Misc. Contractual Services	Board Meeting Recording	175.00	20107	03/21/24	<u>175.00</u>
CITY OF DES PLAINES 201-5970500	Water Bill	11.30.23 - 01.31.24	1,154.07	20108	03/21/24	<u>1,154.07</u>
CivicPlus LLC 201-5960990	Misc. Contractual Services	Inv 284346; 12.01.23 - 12.31.24	5,000.00	20109	03/21/24	<u>5,000.00</u>
COLLEY ELEVATOR COMPANY				20110	03/21/24	<u>1,749.00</u>
201-5930020	R&M Buildings & Structures	Inv 254795	-309.00			
201-5930020	R&M Buildings & Structures	Inv 254795	702.00			
201-5930020	R&M Buildings & Structures	Inv 254251	678.00			
201-5930020	R&M Buildings & Structures	Inv 255650	678.00			
Continental Resources, Inc. 201-5990900	Per Capita Grant Expenditures	Inv 91155778	1,414.96	20111	03/21/24	<u>1,879.70</u>
201-5990900	Per Capita Grant Expenditures	Inv 91156602	464.74			
Creative Promotional Apparel, Inc 201-5970100	Supplies	Inv 18777	812.25	20112	03/21/24	<u>812.25</u>
CRYSTAL MAINTENANCE SERVICES CORP 201-5930020	R&M Buildings & Structures	Inv 31693	4,892.50	20113	03/21/24	<u>4,892.50</u>
D&Z HOUSE OF BOOKS 201-5970600	Ebooks/Books	Inv 2024/I164866	957.12	20114	03/21/24	<u>957.12</u>
D.E.S. Painting, Inc. 201-5930020	R&M Buildings & Structures	Inv 48819	575.00	20115	03/21/24	<u>575.00</u>
Des Plaines Self Help Closet & Pantry 201-4850101	Library Fees	Des Plaines Self Help Closet & Pantry	807.00	20116	03/21/24	<u>807.00</u>
DONNA HERULA 201-5960210	Special Event Programming	DONNA HERULA	600.00	20117	03/21/24	<u>600.00</u>
EBSCO INFORMATION SERVICES 201-5970620	E-Subscriptions/Subscriptions	Inv 2403810	456.74	20118	03/21/24	<u>6,198.91</u>
201-5970620	E-Subscriptions/Subscriptions	Inv 2403811	15.76			
201-5970620	E-Subscriptions/Subscriptions	Prepayment	5,726.41			
EDWARDS ENGINEERING SERVICE 202-5980400	Equipment	EDWARDS ENGINEERING SERVICE	25,677.00	20119	03/21/24	<u>71,959.50</u>
202-5980400	Equipment	EDWARDS ENGINEERING SERVICE	46,282.50			
Elara Energy Services 202-5980400	Equipment	Inv 21447-7	975.20	20120	03/21/24	<u>975.20</u>
FLOOD BROTHERS DISPOSAL & RECYCLING SERVICES 201-5930490	Refuse Contract	INv 7312374	684.73	20121	03/21/24	<u>684.73</u>

Des Plaines Public Library

Vendor Checks Report

Village B&T Checking #0289

February 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
GARVEY'S OFFICE PRODUCTS				20122	03/21/24	<u>741.58</u>
201-5970100	Supplies	Invoice # PINV2535128	741.58			
GRAINGER				20123	03/21/24	<u>221.91</u>
201-5970100	Supplies	Inv 9012566858	62.55			
201-5970100	Supplies	Inv 9042592056	87.44			
201-5970100	Supplies	Inv 9040447345	71.92			
ILLINOIS LIBRARY ASSOCIATION				20124	03/21/24	<u>310.00</u>
201-5920202	Conferences	Inv 280949	160.00			
201-5920220	Membership Dues	2024 ILA Personal Membership	150.00			
IMAGE SYSTEMS & BUSINESS SOLUTIONS, LLC.				20125	03/21/24	<u>940.18</u>
201-5930010	R&M Equipment	Inv 394830	940.18			
IMPACT NETWORKING, LLC.				20126	03/21/24	<u>685.87</u>
201-5930010	R&M Equipment	Inv 3175886	685.87			
Infinity Transportation				20127	03/21/24	<u>600.00</u>
201-5920202	Conferences	Infinity Transportation	600.00			
JERRY G DONAHUE				20128	03/21/24	<u>150.00</u>
201-5960210	Special Event Programming	Event Presenter	150.00			
JEssica Kuczynski				20129	03/21/24	<u>60.00</u>
201-5960210	Special Event Programming	Event Presenter	60.00			
Larry Huffman				20130	03/21/24	<u>60.00</u>
201-5960210	Special Event Programming	Event Presenter	60.00			
LAUTERBACH & AMEN, LLP.				20131	03/21/24	<u>3,690.00</u>
201-5920110	Professional Services	Invoice No.88385; Feb 24	1,615.00			
201-5920110	Professional Services	Inv 87735	460.00			
201-5920110	Professional Services	Inv 86603; Jan 24	1,615.00			
LIBBY FISCHER HELLMANN				20132	03/21/24	<u>400.00</u>
201-5960210	Special Event Programming	LIBBY FISCHER HELLMANN	400.00			
LIBRARY IDEAS LLC				20133	03/21/24	<u>7,250.00</u>
201-5970610	E-audio/Audio	Inv 110312	7,250.00			
LIMRICC				20134	03/21/24	<u>130,791.18</u>
201-2401002	Payroll Liabilities	February 2024	65,395.59			
201-2401002	Payroll Liabilities	March 2024	65,395.59			
LYNGSOE SYSTEMS, INC				20135	03/21/24	<u>2,034.00</u>
201-5970900	Equipment < \$10,000	Inv 006585	2,034.00			
MATTHEW BENDER & CO, INC				20136	03/21/24	<u>269.10</u>
201-5970600	Ebooks/Books	Inv 40496872	269.10			
MIDWEST TAPE				20137	03/21/24	<u>10,026.13</u>
201-5960990	Misc. Contractual Services	Inv505121893	32.66			
201-5970630	Visual Materials	Inv 504924697	37.49			
201-5970630	Visual Materials	Inv 504978031	214.44			
201-5970630	Visual Materials	Inv 504978033	311.88			

Des Plaines Public Library

Vendor Checks Report

Village B&T Checking #0289

February 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
201-5960990	Misc. Contractual Services	Inv 504982237	49.56			
201-5970610	E-audio/Audio	Inv 504982237	148.08			
201-5960990	Misc. Contractual Services	Inv 504982239	80.28			
201-5970630	Visual Materials	Inv 504982239	312.60			
201-5960990	Misc. Contractual Services	Inv 504984040	29.38			
201-5970610	E-audio/Audio	Inv 504984040	599.87			
201-5960990	Misc. Contractual Services	Inv 504987914	28.53			
201-5970610	E-audio/Audio	Inv 504987914	88.28			
201-5960990	Misc. Contractual Services	Inv 504987916	284.12			
201-5970630	Visual Materials	Inv 504987916	1,040.46			
201-5960990	Misc. Contractual Services	Inv 504987917	19.93			
201-5970630	Visual Materials	Inv 504987917	400.91			
201-5960990	Misc. Contractual Services	Inv 504987918	155.44			
201-5970630	Visual Materials	Inv 504987918	622.33			
201-5970630	Visual Materials	Inv 505013071	29.99			
201-5970630	Visual Materials	Inv 505013072	209.92			
201-5970630	Visual Materials	Inv 505040429	54.74			
201-5970630	Visual Materials	Inv 505042200	229.44			
201-5970630	Visual Materials	Inv 505042201	44.99			
201-5960990	Misc. Contractual Services	Inv 505055704	33.04			
201-5970610	E-audio/Audio	Inv 505055704	100.57			
201-5960990	Misc. Contractual Services	Inv 505055706	199.56			
201-5970630	Visual Materials	Inv 505055706	426.41			
201-5960990	Misc. Contractual Services	Inv 505055707	2.26			
201-5970610	E-audio/Audio	Inv 505055707	39.99			
201-5960990	Misc. Contractual Services	Inv 505055708	80.70			
201-5970630	Visual Materials	Inv 505055708	352.35			
201-5970630	Visual Materials	Inv 505082414	37.49			
201-5970630	Visual Materials	Inv 505084299	32.24			
201-5960990	Misc. Contractual Services	Inv 505084299	177.76			
201-5970630	Visual Materials	Inv 505084299	661.21			
201-5960990	Misc. Contractual Services	Inv 505087960	12.39			
201-5970610	E-audio/Audio	Inv 505087960	35.97			
201-5960990	Misc. Contractual Services	Inv 505087962	49.95			
201-5970630	Visual Materials	Inv 505087962	227.81			
201-5960990	Misc. Contractual Services	Inv 505087962	49.95			
201-5970630	Visual Materials	Inv 505087962	227.81			
201-5960990	Misc. Contractual Services	Inv 505087963	6.78			
201-5970610	E-audio/Audio	Inv 505087963	6.78			
201-5970610	E-audio/Audio	Inv 505087963	134.97			
201-5970630	Visual Materials	Inv 505114551	149.94			
201-5970630	Visual Materials	Inv 505114553	33.74			
201-5970630	Visual Materials	Inv 505114554	18.74			
201-5970630	Visual Materials	Inv 505114555	80.98			
201-5970630	Visual Materials	Inv 505114556	37.49			
201-5960990	Misc. Contractual Services	Inv 505121892	47.46			
201-5960990	Misc. Contractual Services	Inv 505121894	33.30			
201-5960990	Misc. Contractual Services	Inv 505121895	91.96			
201-5970630	Visual Materials	Inv 505121895	298.31			
201-5970610	E-audio/Audio	Inv 505121895	114.37			
201-5970630	Visual Materials	Inv 505121895	107.74			
201-5970610	E-audio/Audio	Inv 505121895	1,090.79			
MNI				20138	03/21/24	<u>332.90</u>
201-5970640	Databases	Inv 527552-00	332.90			

Des Plaines Public Library

Vendor Checks Report

Village B&T Checking #0289

February 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
OAKBROOK MECHANICAL SERVICES				20139	03/21/24	<u>6,270.00</u>
201-5930020	R&M Buildings & Structures	Inv 37590	3,135.00			
201-5930020	R&M Buildings & Structures	Inv 37939	3,135.00			
OUTSOURCE SOLUTIONS GROUP, INC.				20140	03/21/24	<u>42,259.23</u>
201-5920110	Professional Services	Inv 78211	35,455.59			
201-5930010	R&M Equipment	Inv 78211	350.00			
201-5960990	Misc. Contractual Services	Inv 78211	1,980.00			
201-5980420	Computer Software	Inv 78211	4,393.14			
201-5980420	Computer Software	Inv 77931	80.50			
OVERDRIVE, INC.				20141	03/21/24	<u>2,972.92</u>
201-5970600	Ebooks/Books	Inv 01018CP24031846	426.91			
201-5970600	Ebooks/Books	Inv 01018MA24033350	2,546.01			
Petty Cash C/O Rianne Robeson				20142	03/21/24	<u>417.13</u>
201-5960990	Misc. Contractual Services	Petty Cash C/O Rianne Robeson	417.13			
Playaway Products LLC				20143	03/21/24	<u>2,581.56</u>
201-5970600	Ebooks/Books	Inv 452645	524.91			
201-5970600	Ebooks/Books	Inv 452574	1,889.68			
201-5970600	Ebooks/Books	Inv 454651	109.98			
201-5970600	Ebooks/Books	Inv 454591	56.99			
THOMSON REUTERS-WEST				20144	03/21/24	<u>27.80</u>
201-5970640	Databases	Inv 849730764	27.80			
TODAY'S BUSINESS SOLUTIONS INC				20145	03/21/24	<u>384.80</u>
201-5930010	R&M Equipment	Inv 020724-16	384.80			
VAHE GHAZARIAN				20146	03/21/24	<u>175.00</u>
201-5960990	Misc. Contractual Services	Piano Tuning	175.00			
WILD BIRD SHACK				20147	03/21/24	<u>200.00</u>
201-5960210	Special Event Programming	Inv CT 01-24	200.00			
Check List Total						<u><u>349,617.80</u></u>

Des Plaines Public Library

ACH Register

All Bank Accounts

February 1, 2024 - February 29, 2024

ACH Number	ACH Date	Payee	Amount
Vendor Checks			
52055	02/29/24	BANKCARD SERVICES	17,948.43
52056	02/29/24	COMCAST CABLE	28.49
52057	02/29/24	NICOR GAS	2,037.23
52058	02/29/24	NATIONWIDE RETIREMENT	150.00
52059	02/29/24	VERIZON WIRELESS	858.14
52060	02/29/24	NATIONWIDE RETIREMENT	150.00
52061	02/29/24	NEOFUNDS BY NEOPOST	1,000.00
52062	02/29/24	COMCAST CABLE	931.93
52063	02/29/24	COMCAST CABLE	1,351.05
52064	02/29/24	FRIENDS OF THE DES PLAINES PUBLIC LIBRARY	1,670.80
52065	02/29/24	NEOFUNDS BY NEOPOST	1,000.00
52066	02/29/24	ADP	991.40
52067	02/29/24	EMPLOYEE BENEFITS CORPORATION	275.00
52068	02/29/24	IMRF	23,577.33
60002	02/29/24	Lohan Architecture	1,500.00
Vendor Check Total			<u>53,469.80</u>
Check List Total			<u><u>53,469.80</u></u>

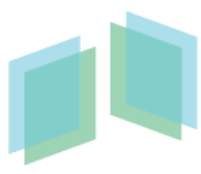
Check count = 15

DES PLAINES PUBLIC LIBRARY

CASH FLOW SUMMARY

For the Year Ended December 31, 2023

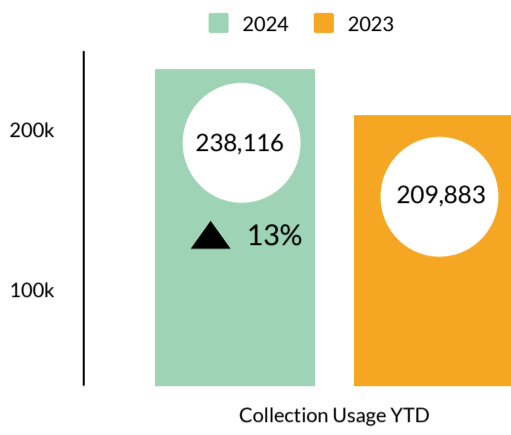
	January	February	March	April	May	June	July	August	September	October	November	December
Balance Sheet												
Cash & Investments	\$ 5,101,587	4,724,431	5,890,856	6,996,454	6,538,381	5,980,333	5,400,464	5,121,066	4,543,713	4,243,378	4,664,048	5,870,299
Revenue (M-T-D)												
Property Taxes	1,224,801	21,502	1,641,098	1,644,862	-	47,571	-	92,107	-	-	957,319	1,799,141
Other Revenue	23,901	23,185	21,551	58,732	42,677	25,599	27,478	139,340	12,896	225,201	52,357	45,284
	1,248,702	44,687	1,662,649	1,703,594	42,677	73,170	27,478	231,447	12,896	225,201	1,009,676	1,844,425
Expenses (M-T-D)												
Payroll & Benefits	268,640	364,909	376,182	322,261	257,776	503,165	312,446	311,272	313,215	264,955	376,710	399,779
Other Expense	285,650	136,716	252,001	166,666	235,697	249,506	202,164	289,929	188,028	224,732	213,967	89,125
Change in A/P & AJE's	2,144	(79,781)	(131,959)	109,070	7,276	(121,452)	92,736	(90,356)	89,007	35,848	(1,671)	149,270
	556,434	421,843	496,224	597,996	500,749	631,219	607,346	510,845	590,249	525,536	589,006	638,174
Net Increase/(Decrease)	692,268	(377,157)	1,166,425	1,105,598	(458,073)	(558,048)	(579,868)	(279,398)	(577,353)	(300,335)	420,670	1,206,251



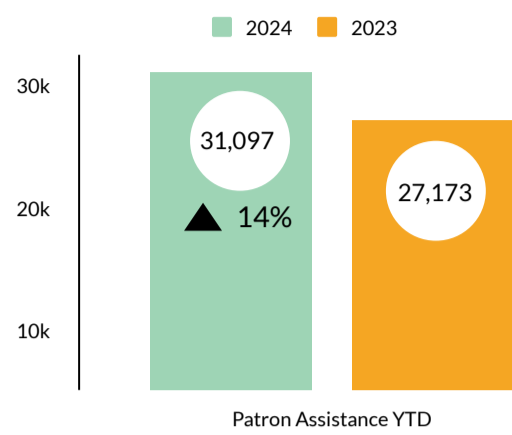
STATISTICS REPORT

On February 2024

Collection Usage YTD

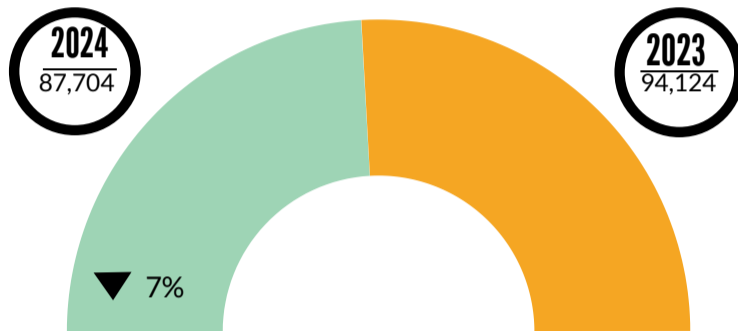


Patron Assistance YTD



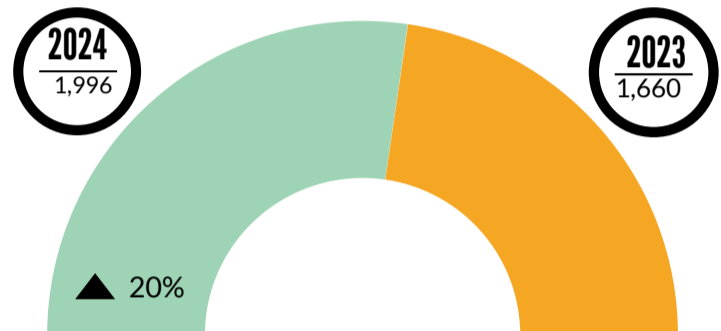
Attendance All - YTD

Events, Programs, Outreach & Classes



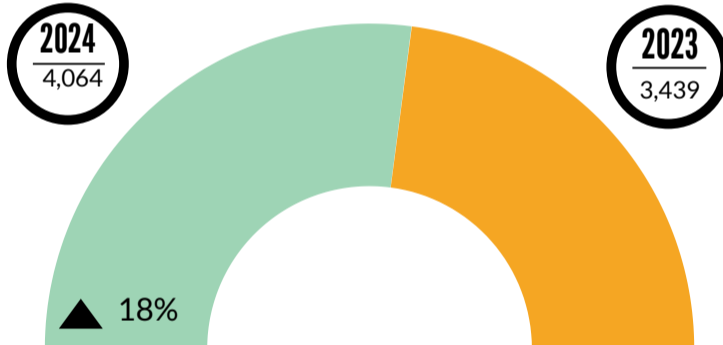
Bookings All - YTD

Events, Programs & Classes



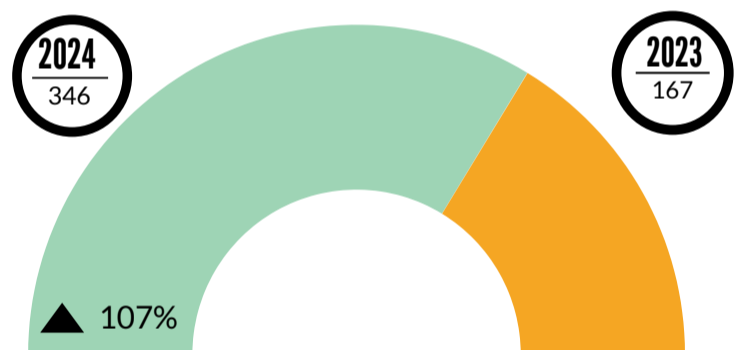
Attendance In Person - YTD

Events, Programs & Classes

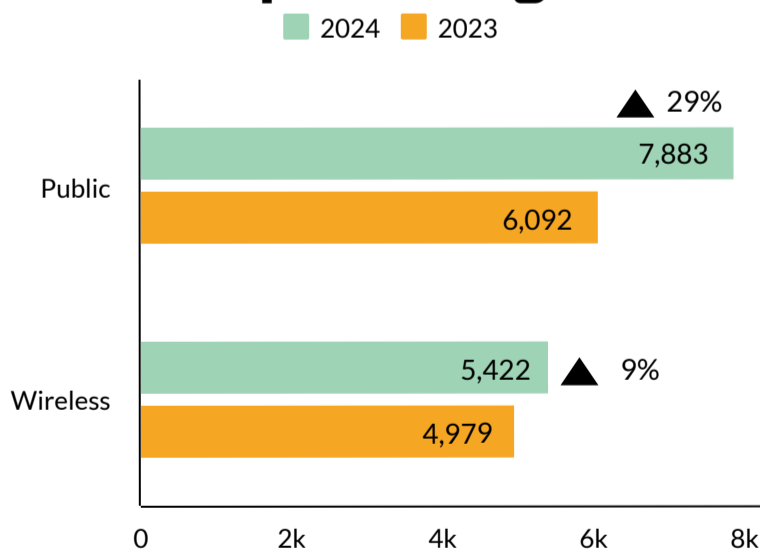


Bookings In Person - YTD

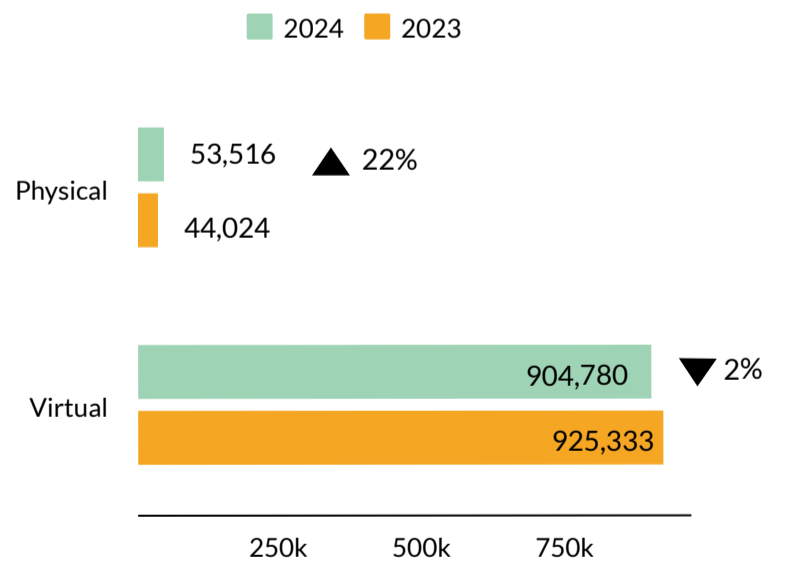
Events, Programs & Classes



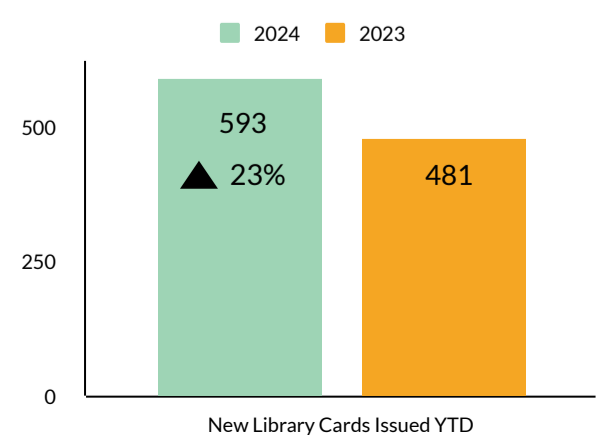
Computer Usage YTD



Traffic YTD



New Library Cards Issued YTD



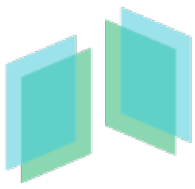
2024 Year to Date Statistics

February 2024

COLLECTION USAGE		
	Year to Date 2024	238,116
	Year to Date 2023	209,883
	% Change	13%
PATRON ASSISTANCE		
	Year to Date 2024	31,097
	Year to Date 2023	27,173
	% Change	14%
EVENTS, PROGRAMS, AND CLASSES- BOOKINGS		
	Year to Date 2024	1,996
	Year to Date 2023	1,660
	% Change	20%
EVENTS, PROGRAMS, OUTREACH, AND CLASSES-ATTENDANCE		
	Year to Date 2024	87,704
	Year to Date 2023	94,124
	% Change	-7%
IN PERSON EVENTS		
	Bookings	
	Year to Date 2024	346
	Year to Date 2023	167
	% Change	107%
	Attendance	
	Year to Date 2024	4,064
	Year to Date 2023	3,439
	% Change	18%
TRAFFIC		
	Physical Visits (gate count)	
	Year to Date 2024	53,516
	Year to Date 2023	44,024
	% Change	22%
	Virtual Visits (catalog, website, mobile app)	
	Year to Date 2024	904,780
	Year to Date 2023	925,333
	% Change	-2%
LIBRARY CARD OWNERSHIP		
	Year to Date new library cards 2024	593
	Year to Date new library cards 2023	481
	% Change	23%
COMPUTER USAGE		
	Public Computers	
	Year to Date 2024	7,883
	Year to Date 2023	6,092
	% Change	29%
	Wireless	
	Year to Date 2024	5,422
	Year to Date 2023	4,979
	% Change	9%

2024 STATISTICS REPORT													
COLLECTION USAGE	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	YTD
Physical materials	54,066	51,947											106,013
E-materials	17,525	16,447											33,972
ILL	775	666											1,441
Databases	49,697	46,993											96,690
2024 Total	122,063	116,053											238,116
Physical materials	52,685	54,026											106,711
E-materials	14,973	13,013											27,986
ILL	639	639											1,278
Databases	38,413	35,495											73,908
2023 Total	106,710	103,173											209,883
PATRON ASSISTANCE													
Youth Services	2,132	2,700											4,832
Adult Services	6,299	7,200											13,499
Patron Accounts	6,263	6,267											12,530
Security	136	100											236
2024 Total	14,830	16,267											31,097
Youth Services	1,272	1,906											3,178
Adult Services	6,546	6,066											12,612
Patron Accounts	5,950	5,433											11,383
Security	154	143											297
2023 Total	13,922	13,548											27,173
EVENTS, PROGRAMS AND CLASSES-BOOKINGS													
Youth Services In Person	64	133											197
Youth Services Virtual	-	0											0
Adult Services In Person	64	85											149
Adult Services Virtual	10	16											26
Outside groups	12	13											25
Public study rooms	727	872											1,599
2024 Total	877	1,119	0	0	0	0	0	0	0	0	0	0	1,996
Youth Services In Person	18	29											47
Youth Services Virtual	8												8
Adult Services In Person	43	77											120
Adult Services Virtual	15	14											29
Outside groups	10	16											26
Public study rooms	686	744											1,430
2023 Total	780	880	0	0	0	0	0	0	0	0	0	0	1,660
EVENTS, PROGRAMS, OUTREACH & CLASSES-ATTENDANCE													
Youth Services In Person	320	1,284											1,604
Youth Services Virtual	11,624	15,464											27,088
Adult Services In Person	1,085	1,375											2,460
Adult Services Virtual	26,140	24,447											50,587
Outside groups	237	134											371
Public study rooms	1,265	1,455											2,720
Outreach-Youth Services	941	1,542											2,483
Outreach-Adult Services	162	229											391
2024 Total	41,774	45,930	0	0	0	0	0	0	0	0	0	0	87,704
Youth Services In Person	989	1,314											2,303
Youth Services Virtual	29,089	11,189											40,278
Adult Services In Person	370	766											1,136
Adult Services Virtual	20,187	22,786											42,973
Outside groups	130	242											372
Public study rooms	1,195	1,315											2,510
Outreach-Youth Services	1,652	2,547											4,199
Outreach-Adult Services	134	219											353
2023 Total	53,746	40,378	0	0	0	0	0	0	0	0	0	0	94,124

TRAFFIC											
2024	Physical Visits (gate count)	25,115	28,401								53,516
2023	Physical Visits (gate count)	21,659	22,365								44,024
2024	Virtual visits (catalog, website, mobile app)	440,017	464,763								904,780
2023	Virtual visits (catalog, website, mobile app)	480,735	444,598								925,333
LIBRARY CARDS ISSUED											
2024	Number of new library cards	277	316								593
2023	Number of new library cards	259	222								481
COMPUTER USAGE											
	Public computers-Youth Services	787	1,196								1,983
	Public computers-Adult	2,545	3,355								5,900
2024 Total		3,332	4,551	0	0	0	0	0	0	0	7,883
	Public computers-Youth Services	253	248								501
	Public computers-Adult	2,688	2,903								5,591
2023 Total		2,941	3,151	0	0	0	0	0	0	0	6,092
	Wireless	2,518	2,904								5,422
2024 Total		2,518	2,904	0	0	0	0	0	0	0	5,422
	Wireless	2,360	2,619								4,979
2023 Total		2,360	2,619	0	0	0	0	0	0	0	4,979



DIRECTOR'S REPORT

February 2024

DONATIONS

The Rivers Casino Foundation granted DPPL \$64,000 for equipment for the new The Canvas creative space.



CELEBRATING BLACK HISTORY MONTH

CELEBRATING BLACK HISTORY MONTH

One Night in Miami...
Directed by Regie King
A fictional account of one amazing night where icons Muhammad Ali, Malcolm X, Sam Cooke, and Jim Brown gathered, discussing their roles in the Civil Rights Movement and cultural turmoil of the '60s.

To Pimp a Butterfly
By Kendrick Lamar
Evenmentally a hip-hop album, Kendrick Lamar incorporates a diverse selection of music styles associated with African-American music history, such as jazz and funk. Lamar's lyrics and social commentary are unparalleled, exploring themes of social discrimination, depression, and materialism. Content warning: this album contains explicit lyrics.

African American Poetry 250 Years of Struggle and Song
Across a turbulent history, Black poets created a rich and multifaceted tradition that has been both a reckoning with American realities and an imaginative response to them. One of the great American art forms, African American poetry encompasses many kinds of verse: formal, experimental, vernacular, lyric, and spoken.

DOCUMENTARY
Summer of Soul (L.O., When the Revolution Could Not Be Televised)
Directed by Ahmir "Questlove" Thompson
A powerful and transporting documentary—part music film, part historical record—created around an epic event: the celebrated Black history, culture and fashion. Over the course of six weeks in the summer of 1969, just one hundred miles south of Woodstock, The Harlem Cultural Festival was filmed in Mount Morris Park (now Marcus Garvey Park). The footage was largely forgotten—until now.



The Friends of the Library granted \$1,688.75 for a YS Stuffed Animal Workshop Kit and \$2,000 to support the All Staff Workshop in June.

COMING & GOING

- COMING**
 Freya Wright, PT Page, Materials Services
 Jennie Cheverette, PT Page, Materials Services
 Lucy Rose Till-Campbell, PT Youth Services Assistant

DPPL CARES



DPPL collected 1,780 pounds/dollars in donations for the Self-Help Closet and Pantry of Des Plaines!!



FEBRUARY PROGRAM HIGHLIGHTS

ADULT

TEEN

YOUTH

An Evening with Adam Kinzinger
Renegade Defending Democracy & Liberty in our Divided Country



Thursday, February 29 at 7:00pm

Former Congressman Adam Kinzinger discusses his bestselling memoir *Renegade* which captures one of the most transformative periods in recent history, and recounts his time in public service. Presented in partnership with multiple Illinois libraries.

Please Register | Virtual via Zoom

Learn more at DPPL.ORG
Des Plaines Public Library

The Des Plaines Baduk (Go) Club

6:00 PM TO 8:30 PM

Mondays starting February 12th

Come to our open session to play the board game Go with others, and an experienced player who can answer questions. Beginners are welcome. Please register to reserve your spot.

Learn more at DPPL.ORG
Des Plaines Public Library

A Conversation with Jerry Craft
From *Mama's Boy* to *New Kid* and Beyond



Tuesday, February 6th at 7pm

Learn how *New Kid*, *Mama's Boy*, and *School Trip* were made, why bestselling author, comedian, and award-winning filmmaker Jerry Craft chose to write about the issues and people he does, including a sharing session with *New Kid* fan club members.

Please Register | Virtual via Zoom

Learn more at DPPL.ORG
Des Plaines Public Library

Unraveling Yarns

Tuesday, February 27 | 1:30pm - 2:30pm

Bring your fiber into crafts and find a creative community. We will chat so we work on our craft projects together.

4th Floor Forum

Learn more at DPPL.ORG
Des Plaines Public Library

THE AMERICAN Folk Song



Sunday, February 25 at 2pm

Performance by singer-songwriter Mark Dawkins. The concert will include familiar folk songs, and history, plenty of humor, anecdotes from the Great American Songbook and the music of Woody Guthrie, Pete Seeger, and Lead Belly. **Please Register.**

Learn more at DPPL.ORG
Des Plaines Public Library

Romance and Regency
with Bridgeton's Julia Quinn



Tuesday, February 20th at 7pm

Join author Quinn for an evening of reading, writing, and conversation. She will discuss her latest novel *The Viscountess Who Loved Me* and her previous works. There will be a Q&A session and a book signing. **Please Register.**

Please Register | Virtual via Zoom

Learn more at DPPL.ORG
Des Plaines Public Library

Teen Take & Make

FABRIC BANGLE BRACELET

BEGINNING FEB 5TH

TAKE & MAKE KITS ARE FUN CRAFTS YOU CAN TAKE HOME AND MAKE ON YOUR OWN TIME. PICK UP YOUR KIT FROM THE 3RD FLOOR AT THE BEGINNING OF THE MONTH.

WHILE SUPPLIES LAST

Learn more at DPPL.ORG
Des Plaines Public Library

Teen CRAFTERNOONS
WEDNESDAY, FEBRUARY 28TH, 3:30 - 5:30PM



Open maker workshop! Sample our featured technology or bring your own project to work on. For teens in grades 7-12.

FEBRUARY SPOTLIGHT: WOODEN MINECRAFT HEART

Learn more at DPPL.ORG
Des Plaines Public Library

Teens HAPPY NOTES

grades 7-12

Learn more at DPPL.ORG
Des Plaines Public Library

Teens SAT & ACT PRACTICE TESTS

SATURDAYS | 9:00a - 1:00p

MEETS IN ROOM A, 1ST FLOOR

ACT Practice Test: Jan 13 | Mar 23 | May 11 | Jun 22
SAT Practice Test: Feb 17 | Apr 13 | Jun 8

Learn more at DPPL.ORG
Des Plaines Public Library

CODE Q
JANUARY 8TH | FEBRUARY 5TH | MARCH 4TH | APRIL 8TH

An **LGBTQ SOCIAL CLUB** in which teens and their allies can watch movies, do crafts and activities, and read books and graphic novels regarding LGBTQ themes while making new friends.

Free snacks for those who come.

For teens in grades 7-12

Learn more at DPPL.ORG
Des Plaines Public Library

Teen Take & Make

WINTER WOODLAND PAPER CRAFT

BEGINNING JAN 2ND

Learn more at DPPL.ORG
Des Plaines Public Library

STUFFED ANIMAL Workshop Kit

THURSDAY, FEBRUARY 8

Pick up a Stuffed Animal Workshop Kit and stuff an adorable Alien at home!

This program is limited to Des Plaines residents only.

Registration begins January 30th. Special thanks to the Friends of Des Plaines Public Library!

Learn more at DPPL.ORG
Des Plaines Public Library

Chapter Book Storytime

Chapter Book Storytime in the Post Tree Corner! Recommended for kids in grades 1-5. Help foster literacy skills and a love of reading with our newest storytime for elementary kids! Come join us and let your child's imagination take flight!

4:00-4:45 pm

February 6th, 13th, 20th
March 4th, 11th, 18th
April 2nd, 9th and 16th

Learn more at DPPL.ORG
Des Plaines Public Library

Toddler Time

TUESDAYS @ 10AM
February 6, 13, 20
March 5, 12, 19
April 2, 9, 16

THURSDAYS @ 10AM
February 9, 15, 22
March 7, 14, 21
April 4, 11, 18

Stories!
Songs!
Rhymes!
Movement!

Drop by the Post Tree Corner at 10:00am to participate.

Learn more at DPPL.ORG
Des Plaines Public Library

PLAY PACKS

Saturday 2/3, Saturday 3/2, Saturday 4/6

Hands-on activities to encourage creativity and imagination!

Learn more at DPPL.ORG
Des Plaines Public Library

LEGO LEAGUE

MONDAYS, 2/5, 3/4, 4/1, 5/6
[A] 6:30 PM

WE SUPPLY LEGOS AND A THEME, YOU SUPPLY THE IMAGINATION!

Grades K-6. Registration opens one week before program.

Learn more at DPPL.ORG
Des Plaines Public Library

PRE-SCHOOL Storytime

Storytime is a fun and play-filled way to foster a lifelong love of reading and help children get ready for school. Registration required.

Wednesdays @ 1:30PM

February 7, 14, 21
March 6, 13, 20
April 3, 10, 17

Learn more at DPPL.ORG
Des Plaines Public Library

2024 RFP Onsite Comprehensive IT Services - Proposals

Requirements	Cytranet	Outsource Solutions Group
General	N	Y
Client References	N	Y
E-Rate Eligible (CAT2)	N	Y
On-site Personnel	N	Y
Other Service Requirements	N	Y
RFP Assessment	Not qualified	Qualified

Fixed Annual Costs	Cytranet	Outsource Solutions Group
Year 1 (2024 - 2025)	N/A	\$425,467
Year 2 (2025-2026)	N/A	\$446,740
Year 3 (2026-2027)	N/A	\$469,077
Optional - Year 4 (2027-2028)	N/A	\$492,531
Optional - Year 5 (2028-2029)	N/A	\$517,158

DPPL 2024 Lifecycle – 24 Replacement PCs

The twenty-four (24) HP Replacement PCs are designated for Patron usage at the Des Plaines Public Library. Library Patrons rely on our computers daily to be productive and require them to efficiently handle modern applications. Therefore, we are recommending that the library's oldest PCs be replaced, which are all beyond their 4-year lifecycle.

The HP EliteDesk 800 G9 Mini Desktop computers will meet the needs of Patrons. They are equipped with Intel Core i7 13th Gen - 13700T (16-core 1.4 Ghz) processors, 32 GB RAM DDR5 SDRAM Memory, 512 GB M.2 SSD Hard-Drives, and Intel UHD 770 Graphics. The Mini form factor is our standard for all new PCs and allows for better usage of Patron desk space.

The following quotes all deliver the same equipment with matching part numbers:

Vendor	Quote
ConRes	\$26,697.60
CDW	\$27,703.68
SHI	\$27,759.36
OSG	\$28,207.94
Connections	\$31,764.96

DPPL 2024 Security Camera Replacement Project

The aging security camera system at Des Plaines Public Library (DPPL) is 9 years old and is recommended to be replaced per limitations of the current system (and is beyond a standard lifecycle of 5 years for servers). The heavily used camera server is no longer under warranty, requires frequent hard drive replacements, and has limited recording capability. Also, the existing unsupported security cameras use a mixture of decades old low quality analog cameras and outdated IP network cameras, and the building is sparingly outfitted with mostly dated Cat 5e cable.

For the reasons above, we recommend replacing the security camera system by installing a new AXIS S1296 Rack 96 TB network video recorder (NVR/VMS) from Axis Communication. Meeting staff security needs will entail installing 65 new Axis IP cameras (keeping 5 purchased in the last 5 years). Since most existing cameras are analog and cameras will be added to new locations, a total of 53 new Cat 6 network cables will be run throughout the building (while reusing 16 existing Cat 6 cables).

Axis Communications is an industry leader in IP network cameras and have a regional office located 5.4 miles away. All Axis hardware comes with a 5-year warranty. All vendors below are Axis Communications partners, and have submitted quotes to run Cat 6 cables, procure all hardware, configure and install all components, and commission and train staff on usage and administration.

The following quotes all deliver the same Axis hardware, include installation of required network cables, and meet the project scope of work:

Vendor	Quote
NetBase Systems Solutions	\$101,834.10
Videotec Corporation	\$104,232.62
Cadre Communications, Inc. (CCI)	\$114,120.00



March 2024 Meeting Attachments

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THREE YEAR ON-SITE COMPREHENSIVE IT SERVICES FOR THE DES PLAINES PUBLIC LIBRARY

The Des Plaines Public Library (DPPL) is requesting proposals from qualified IT service companies (hereinafter "Vendor") for IT services for a period of three years, beginning July 1, 2024 and ending on June 30, 2027, with two additional one-year voluntary extensions- up to a total of five years; ending on June 30, 2029. DPPL operates using an on-site support model provided through an IT outsourcing company. DPPL has 100 staff and an 82,000 sq. ft. building with over 400,000 visits annually.

The chosen Vendor must provide a minimum of 250 hours weekly of on-site patron and staff support at various levels of experience and expertise. The Vendor will manage all internal broadband connectivity, software licensing and upgrades including staff training, hardware upkeep and regular replacement, virtual servers and cloud management, outside vendor relations and negotiations for existing and new contracts, and all special projects. The chosen Vendor will be a Microsoft Solutions Partner for Modern Work as well as the reseller of other various products that DPPL supports. The chosen vendor will also be E-Rate certified and have experience consulting on E-Rate compliance.

GENERAL REQUIREMENTS

- Describe Vendor's financial strength.
- Corporations shall provide the year and state of incorporation.
- Partnerships shall provide the names of the partners, and the length of its existence.
- State if the Vendor is presently negotiating a sale, acquisition or merger that would alter the Vendor's existing structure.
- Any other information that demonstrates the Vendor's experience, ability and capacity to produce the required outcomes requested in this RFP.
- Vendor should have experience consulting on E-Rate compliance and must be E-Rate certified. Please provide SPIN.
- Client references below should include at least one client with an E-Rate Funding approval for ICM services. Additional E-Rate approved client FRN's may be subsequently requested.

CLIENT REFERENCES

Vendor shall submit a list of at least three clients similar in size and scope to DPPL. Information provided for each client reference must include the following:

- Client's name.
- Brief explanation of what the contract covered (Associated approved and disbursed E-Rate FRN(s) should be included)
- Date of the project or contract.
- Number of employees.
- Contact person.
- Title.
- Address.
- Phone number.

Failure to provide the above information may result in the Vendor being disqualified and its proposal not considered. The DPPL Board reserves the right to reject any and all proposals.

SPECIFIC REQUIREMENTS

PART I E-RATE

Organizations that wish to submit a proposal must review FCC Form 470 # 240015674, which outlines the specific requirements for submission of a valid proposal related to E-Rate-eligible services.

Vendors submitting a proposal must bid on all components of the RFP request. This includes both E-Rate-eligible services, and ineligible services. A proposal that does not contain responses to ALL requirements and services outlined in this RFP, with E-Rate-eligible costs separately identified from non- E-Rate-eligible costs, may be scored lower, or disqualified.

The Des Plaines Public Library may elect to open a one-time-window for an on-site walkthrough, on February 13, 2024, or February 14, 2024, from 1:00 pm - 3:00 pm. To schedule a walkthrough, prospective vendors must EMAIL the TECH CONTACT listed under the section Submittal of the Proposal, providing no less than 48 hours prior notice. Prospective vendors must provide complete RFP GENERAL REQUIREMENTS and CLIENT REFERENCES data prior to scheduling a walkthrough.

PART II PERSONNEL SKILL SET REQUIREMENTS

The Vendor will need to provide on-site support for the minimum number of hours identified below.

- 8:30am to 9:15pm Monday through Friday
- 8:30am to 5:15pm Saturday
- 12:30pm to 5:15pm Sunday

Descriptions of the required personnel are detailed as follows.

- **CIO: (on-site 6 hours per week minimum)**
 - Minimum 15 years' experience managing and supporting 200+ seat environments
 - Minimum 10 years' experience in supporting library environments
 - Proven track record of success in fulfilling an on-site "outsourced" IT support model
 - Ability to meet with DPPL Director and Assistant Director on a monthly basis to update both as to the status of IT projects and initiatives, as well as attend monthly board meetings as required
- **Network Administrators: (on-site 67 hours per week minimum)**
 - Minimum 3 years' experience supporting a similar size library environment
 - Strong and verifiable technology troubleshooting experience
 - Project management experience
 - Procurement and vendor management experience
 - Script and report writing skills
 - Excellent customer service skills
 - Strong verbal and written communication skills
- **On-site Staff Support Technicians: (on-site 62 hours per week minimum)**
 - Minimum 1 year experience supporting a similar size library environment
 - Strong and verifiable technology troubleshooting experience
 - Ability to create and maintain documentation specific to the DPPL environment
 - Ability to perform Windows and application updates
 - Ability to provide on-site support for all staff and patrons with prompt response time and follow up
 - Experience with ticketing system and ability to update tickets in real time

- Experience with ordering and maintaining inventory for consumables
- Strong customer service and communication skills
- Network cabling termination skills
- **On-site Patron Support Technicians: (120 hours per week minimum)**
 - Entry level position requiring between 0 and 1 year experience; library experience strongly desired
 - Strong customer service and communication skills
 - Strong Internet and end-user software skill set
 - Computer troubleshooting skills
- **Videography (2-5 hours per month)**
 - Availability to video Board of Trustee monthly meetings

PART III OTHER SERVICE REQUIREMENTS

The DPPL Information Systems environment supports a diverse set of technologies which provide the computing infrastructure to facilitate the services which DPPL provides to the community seven days a week. Requirements to manage and maintain this environment are:

- On-site support for Staff including break/fix/maintenance of DPPL technology systems.
- On-site support for assisting Patrons in using DPPL owned computers and printers.
 - Assist Patrons from the Adult PC Help Desk for all 72 hours the library is open each week and at the YS Youth PC Help Desk for 42 hours each week.
- Monthly meetings with the DPPL Director, communicating the status of all current projects and also plans for changes/upgrades to the technologies provided to the patrons and staff.
- Monthly meetings with management across all DPPL departments providing the tactical guidance and leadership to implement strategic technological goals.
- Project lists, reports, and statistics for the DPPL administration and Board of Trustees as required.
- Vendor relationship management including vendor quote generation and collection, utilizing best-in-class methods to minimize costs.

- Computer and A/V equipment support for all DPPL-hosted and public meeting room functions.
- Support of projects on weekends and holidays.
- Provide technology design, architecture, planning, management, detailed cost estimates, and implementation of technology services which support DPPL's strategic plan.
- Maintain detailed and current documentation, including warranty coverage, on the hardware and software resources provided at DPPL.
- Maintain calendar of all IT-related contract expiration/renewal dates and notify administration at least 60 days prior.
- Establish and maintain lifecycle policies for hardware and software, as well as other best practices that lead to predictable operating costs and best in-class system performance and up-time.
- Directly employ a pool of advanced, certified IT personnel from which to draw expertise for more advanced technological implementations.
- Develop and maintain standards and processes to manage and monitor the day-to-day IT support for both patrons and staff.
- Provide 24/7/365 security information and event management services (SIEM) for Staff Domain and Patron Domain networks, switches, firewall, and provide responsive support to a range of technological challenges on the same basis.
- Support discovery of qualified vendors and consultants for web services development.
- Assess IT security needs, and recommend products and procedures to Director, including all things necessary to comply with requirements of Cybersecurity Insurance, and requirements to comply with all federal, state, and local regulations.
- Develop annual Disaster Recovery and Business Continuity Plan.
- Develop annual Incident Response Plans.
- Be familiar with market trends in technology and best practices, and routinely advise the Director.
- The current technologies managed and maintained are contained in Exhibit A, attached.

The DPPL Information environment also involves a number of unique technology projects which must be provided as part of the contract's yearly **fixed cost** (no extra charges for projects). A partial list of completed projects in the most recent 24 months are contained in Exhibit B, attached.

PART IV - Contract Provisions

- The vendor must agree to a specific contract provision allowing both the Library and itself to cancel the contract within 90 days after written notice with or without cause.
- The contract must contain pricing for a three-year period as follows:
 - July 1, 2024 - June 30, 2025
 - July 1, 2025 - June 30, 2026
 - July 1, 2026 - June 30, 2027

Voluntary extension #1 July 1, 2027 - June 30, 2028

Voluntary extension #2 July 1, 2028 - June 30, 2029

SUBMITTAL OF THE PROPOSAL

To submit a response, EMAIL your organization's proposal to the TECH CONTACT listed below by the 28-day proposal deadline indicated in the FCC Form 470-.

Unless otherwise noted, initial proposal submission deadline is considered the 28-day proposal deadline in this 470- and initial vendor contact after the 28-day window will not be accepted unless otherwise noted. NO LATE proposals will be considered unless modifications to the Allowable Contract Date deadline are subsequently executed.

Any questions regarding this request for proposal should be directed to:
Technical Contact
Paul McLaurin
Consultant
866-828-2820
paulm@eratesupport.com

EXHIBIT A
CURRENTLY SUPPORTED TECHNOLOGIES

- 9 Segmented virtual networks with securely routed network interconnectivity including 12 Cisco Catalyst switches
- 1 Comcast Gigabit Fiber Internet connection
- Palo Alto Networks Firewall hardware appliance including 10 active network interfaces
- Firewall packet inspection across all library managed devices
- Firewall URL filtering on all Internet connected devices
- 2 Physical HPE Hyper-V server hosts which support 14 virtual servers
- 1 Physical HPE server for backups and disaster recovery; Veeam onsite and offsite cloud-based backup and disaster recovery software
- 2 Windows domains for Staff PCs and Patron PCs
- 232-Seat PC environment (both staff and patrons PCs and Laptops)
- 6 Apple macOS computers (Staff graphic artists and Patron use), multiple iOS devices
- 100 Handset Comcast cloud phone system (changes/maintenance/troubleshooting)
- 14 POTS Phone Lines for essential equipment and services
- 10 Verizon Android smartphones and 14 Verizon hotspots
- Various other Tablet devices (iPad and Android) in multiple library departments
- Lyngsoe automated materials handler (AMH) with 9 bins, 1 staff induction station, and 2 external material returns
- 7 Envisionware self-check kiosks, 3 security/RFID gates, and 14 RFID reader pads.
- 38 Staff and Patron networked printers and copiers
- 23 Thermal receipt printers
- 30 Barcode scanners
- 21 Thin client display systems (IDSs) and Kiosk Catalogs (OPACs) using Porteus software
- Library security camera NVR system with 25 analog and 25 IP cameras
- Assist Patrons with patron film to digital conversion workstation
- Microfilm reader system maintenance
- 23 Cisco Meraki wireless access points distributed between 3 logical networks providing patrons and staff access to the Internet and network resources

- Employee security awareness testing and phishing training platform
- Multi-media and videoconferencing support for 3 large meeting rooms, 4 instructional spaces, 6 group study rooms, and the Board conference room
- 2 APC UPS battery systems for Server Room and Telecom Room
- Multiple software packages, including:
 - Windows 10 & Windows 11 Operating Systems
 - Microsoft Office 2019 and 2021 Professional
 - Windows Server 2019 and 2022
 - Microsoft 365 Platform (Exchange, SharePoint, Teams, OneDrive, PowerApps)
 - Polaris Integrated Library System
 - Deep Freeze for Patron PCs/Laptops
 - Patron Time & Print Suite: MyPC, ePrintIt, and Papercut
 - EZproxy (public database access)
 - Adobe Creative Cloud Suite and other Adobe licenses
 - IT Ticketing System
 - Envisionware Branch Manager (self-check and gate security system)
 - Communico (meeting room management, broadcast, and calendar system)
 - JotForm (incident reporting)
 - Cricut for Youth Services & Adult Services
 - Anti-virus/EDR software on all library computers
 - Proofpoint for Email spam & malware filter
 - Dropsuite for Cloud-based Email Backup
 - ThreatLocker for zero trust application blocking and approval
 - Perch SIEM Logging for network traffic and Microsoft 365

EXHIBIT B
PROJECTS COMPLETED 2022-2023

2022

- CISA Cyber-Hygiene Vulnerability Reports & Mitigation
- Email Filter Migration to Proofpoint
- Cisco Switches SmartNet Renewal
- Refresh Policy for User Data, Email, and Backup Retention
- Admin Monitor Lifecycle Replacement (24 monitors)
- Firewall Global Threat Hardening by Blocking Traffic From High-risk Countries
- New Backup Server (BDR) and new segmented BDR Network
- Backup Migration to Veeam B&R and New Offsite Backup Provider
- Cloud Backups for Microsoft 365: SharePoint, Exchange Online, OneDrive
- Adult Service 'Job Readiness' Laptops (6)
- 2nd Floor Youth Patron PCs Reopening
- Lyngsoe Sorter Emailed Receipts
- Microfilm PC and Software Issues and Reinstall
- EnvisionWare Self check and Gate Issues
- Internet Connection Contract & Provider Audit
- New Audiovisual Network on Firewall and Switches
- Duo MFA Implementation for Microsoft 365 (Email)
- Add Air Conditioning in 4th Floor Server Closet
- Primary Host Drive Failure and Replacement
- EZProxy Server Hardening
- Large Format Printer Lifecycle
- Migrate Public Calendars to Microsoft 365 Group Calendars
- EnvisionWare 3rd Floor Self Check - Hardware Failures
- Backup Server (Veeam) Host Motherboard Replacement
- Lyngsoe Sorter Maintenance and Meeting with Lyngsoe Rep
- Project to Facilitate Patron Telecommunications
- Reconfigure Forum Laptops (11) for the Forum
- Overhead Announcements & Paging System
- Scan to Email on Copiers
- Exchange SSL Cert Renewal
- Printer Replacement for A&C
- TBS Equipment Upgrade - Credit Card Modems and 3rd Floor ScanEZ (SimpleScan)
- Room B AV Lifecycle & Teleconference Upgrade
- Patron Incident Form & JotForm Revamp

- YS Patron iPads & iPad Table
- 14 OPAC Replacements
- TBS MyPC and PaperCut Upgrades & New Patron VMs (2 Servers): DC & TBS/MyPC
- Patron to Staff Network Segmentation Improvement
- Material Services Switchboard and Patron Accounts Desk Revamp
- Room B AV Microphone Troubleshooting & Replacements
- Room A A/V: Broken Audiovisual Part
- Program Room Setup Revamp - Check In, Check Out, Stored Equipment, Procedure, Documentation
- Complete Lifecycle Replacement for 2022
- Enable MFA on Shared Desk Accounts
- PC Lifecycle (50) for YS Patrons, BSS, YS, PA, MC, A&C.

2023

- Updated Password Policy for Length and Expiration
- Cisco Switches SmartNet Renewal
- KnowBe4 AD Syncing, Phishing Campaign, & Training for All Staff
- Microsoft Teams Implementation for Staff
- Office 2021 Deployment for all PCs
- Windows 10 22H2 Upgrade for all PCs
- Microsoft 365 Groups (Migration) & PA/MS/AC Groups
- TSYS/PCI Compliance & Cyberinsurance
- Wireless Access Point Lifecycle
- Library Staff Self-Check Training
- Quarterly Disaster & Recovery Testing for Q1 2023
- Staff Computer Group Policy Revamp (Remove Desktop Authority & Clean Up Groups) & Migrate Print Server
- Primary Host Drive Failure
- Printer Contract and Copier Fleet Refresh/Lifecycle
- Phone System Replacement Vendor Selection
- Security Camera Server License Renewal and Addition
- UPS Contract Consolidation and Battery Replacement for the two UPS on 1st and 4th Floors
- DPPL.org Webpage Patron Forms - Reconfigured Email Submissions
- New Staff Alerting Software (PRTG) Server & VM Decommissioning
- Patron PC Reopening (Removal of Covid Policies)
- Veeam Backup Software Upgrade
- YS Storytime Hybrid Program Audiovisual Revamp
- New Staff VM: Domain Controller

- Patron Improvement: New Credit Card Readers for 5 Coin Towers
- CCS Polaris Server Migration
- Printer & Copier Deployment: 8 New Copiers and 13 New Printers
- New PlayStation 5 for DPPL Teen Commons
- PaperCut Vulnerability Patched
- New EZproxy Server
- Virtualize HVAC PC, Enable Veeam Backups, and Upgrade to Windows 10
- Front Desk Cash Register Replacement
- Verizon & Cellular Phone/Hotspot Audit
- Monitors Lifecycle for 2023 (65)
- Security Camera System Hard Drive Failure and Replacement
- Creative Space IT Equipment Planning and FY24 Budgeting
- Forum Projector Part Replacement
- New Patron Windows Update Server (WSUS)
- Host Server Firmware Updates (3 hosts)
- FY23 PC Lifecycle Deployment (31 PCs)
- Create BSS Network (VLAN) for HVAC System and Camera
- Comcast Fax Line Migration (PBX to eMTA) for AS/Admin
- FY23 Printer Lifecycle Purchases (3 Total: 2 Color, 1 B&W) including New 2nd Floor Patron Printer (Reconfigure TBS/PaperCut)
- Overhead Scheduled Announcements Device Implementation
- ePay Implementation for the Catalog
- Wireless Security Change: Implement Radius for Staff (Instead of Wireless Passwords)
- Microsoft LAPS Implementation to Rotate Local Admin Passwords
- Rotate Public Desk Passwords & Improve Public Desk Security
- CCS Offline & Migration for Warren-Newport Migration
- Upgrade HVAC System Software and New HVAC VM
- File Server Storage Usage Audit
- FY23 Lifecycle Laptops (10 Windows 11 Laptops)
- FY23 MarCom Computer Lifecycle (2 iMacs, 1 PC)
- Comcast Phone System Implementation for 100 Phones
- Fiber Backbone between 1st & 4th Floor Server Rooms
- LIRA Water Detection System Additions
- ePay PCI Compliance
- Overhead Paging through Comcast Phones
- Security Initiative Implementation: SIEM Logging
- Communico SSL Cert Renewal (Changed to Free Communico-managed SSL Cert)
- Illinois Public Library Internet Survey

- EnvisionWare Selfcheck Issues and Replacement
- Lyngsoe Lobby Induction Station Issues and Replacement
- Staff Domain Controllers: Decommissioning and migrating primary Domain Controller
- Security Initiative Implementation: Application Allowlisting
- EZproxy SSL Cert Renewal
- Onboarding & Offboarding Revamp with SharePoint & PowerApps

2024 RFP Onsite Comprehensive IT Services - Proposals

Requirements	Cytranet	Outsource Solutions Group
General	N	Y
Client References	N	Y
E-Rate Eligible (CAT2)	N	Y
On-site Personnel	N	Y
Other Service Requirements	N	Y
RFP Assessment	Not qualified	Qualified

Fixed Annual Costs	Cytranet	Outsource Solutions Group
Year 1 (2024 - 2025)	N/A	\$425,467
Year 2 (2025-2026)	N/A	\$446,740
Year 3 (2026-2027)	N/A	\$469,077
Optional - Year 4 (2027-2028)	N/A	\$492,531
Optional - Year 5 (2028-2029)	N/A	\$517,158



CYTRANET

CONNECTING TODAY, EMPOWERING TOMORROW

YOUR CUSTOM PROPOSAL

Telecommunications Firm, LLC
PO Box 230801
Las Vegas, NV 89105
Tel: 702-864-5000 Fax: 480-591-9820
info@Cytranet.com
www.Cytranet.com



Cytranet is honored to be given the opportunity to present this proposal to your organization. We have reviewed and accept all the terms and conditions of the request.

Cytranet is in the business of making connections. We recognize the value of matching the right people with the right company, and we take the same approach with our communication service. There are many companies that can provide a dial-tone, but we believe that you deserve a partner that takes your agency as seriously as you do, and that starts with the right connection.

Having read and evaluated your Request for Proposal, we are confident that Cytranet cannot only meet your requirements but also exceed your expectations in multiple areas — ranging from communication infrastructure and carrier-grade quality of service to technical support and customer service. We call it Amazing Support and we look forward to delivering it to you.

We started this company to provide what we call Amazing Support to our customers, and we have spent the last ten years building a culture around that concept. We knew early on that the only way to become a leader in the Unified Communications industry is to provide the best service possible to our customers. Technical innovation features, and ancillary services are very important in this industry, and we devote a large amount of resources to R & D. We believe that innovation within the service part of our organization is equally as important. In fact, by applying the concept of Amazing Support to all parts of the business, we have been able to create a company that puts the needs of our customers ahead of anything else.

Naturally, Amazing Support means that our customer service and support departments are second to none. But we take Amazing Support much further than that. In our Infrastructure and IT department, Amazing Support means only using Tier 1 class telecommunications hardware and software from vendors including Acme Packet, Oracle, Cisco, HP and Brocade. It also means co-locating our platform in Carrier-Class data centers that are geographically protected from natural disasters, located on multiple power grids, have provided 99.999% uptime for at least five years, and served by at least ten diverse fiber providers.

Please review the pricing information we provide below. If you have any questions about this response, the company Cytranet, or the services we provide, please do not hesitate to contact me directly.

Very truly yours,

A handwritten signature in black ink, appearing to read "Doug Roberts", written in a cursive style.

Doug Roberts

PRESIDENT, TELECOMMUNICATIONS FIRM, LLC



COMPANY HISTORY

Cytranet is one of the leading providers of voice, data, cloud, and managed IT services in the Southwest, as well as having a nationwide reach. Supporting over 1,000 businesses, nonprofits, and government agencies of all sizes, Cytranet is the most experienced provider of technology services in the region. Based in Las Vegas, Nevada, we offer single-source solutions that support the latest in Voice and IT Services. We serve our clients' local to global locations. Our technology experts design, deliver, and manage end-to-end solutions. For example, phone service, fiber internet, networks, equipment, data centers, monitoring, managed Wi-Fi and support.

For over 15 years, Cytranet has provided personalized support, and we take great pride in our clients' testimonials. Our experienced staff is accredited by leading technology providers, and our on-time delivery and 24x7 support consistently earn accolades from our customers. We are focused on your success.

Cytranet specializes in a wide range of services, including tailored voice and data networks, and IT services and solutions for medium size businesses and enterprises nationwide. We are committed to providing each and every one of our clients with high quality service and support. Our unique team is incredibly friendly and can help you every step of the way in growing your business. We expertly combine our services in order to provide you with customized help and support, so you only get what you need and what you want. Our innovative approach starts with a thorough investigation of your company's needs to succeed so that we can ensure a perfect fit with you and our services.

Cytranet's clients benefit greatly when they choose to partner with us. Not only will you have more energy and time to focus on your business while we handle your voice, data, and IT needs, but you will experience happier and more productive employees, too. Let us help you open the doors to more technology so that your network will always perform to your standards and that your company will be able to outperform its competitors with ease. Rest assured knowing that your voice and data services are optimized, maintained, and protected – because guaranteeing your business's technology runs smoothly is our top priority.



CONFIRMATION OF COMPLIANCE

Cytranet is nationally recognized as a leading provider of Hosted VoIP, SIP, PRI, Video, and Unified Communications. Cytranet is also ranked #1 in reliability and customer service and is one of the fastest growing companies in the VoIP industry. Cytranet's intuitive online platform allows for an unlimited number of VoIP features, all for a single, predictable monthly price. Cytranet has reviewed all of the specifications of this request, and believes that it is truly the best provider to be able to meet all of the objectives and goals of this request.

The following products and features distinguish Cytranet Communications above all competition in the communications marketplace:

Platform Ownership. Cytranet has developed—and has full ownership and control of—our proprietary Cytranet platform and all attendant cloud architecture and software. Ownership of the Cytranet platform provides for rapid application development and extremely fast turnaround on technical support issues. It also allows for more flexible pricing, as Cytranet isn't obligated to any third-party developers. Cytranet's elite team of developers and telecommunications experts has broad experience and a deep understanding of VoIP and the underlying technologies. This pool of expertise greatly strengthens the stability of the firm.

Experienced Staff. Platform ownership ensures that Cytranet is qualified and committed to supply your organization with the technology it deserves. This capability not only includes matters of maintenance but also future systems enhancements. Cytranet has already gained recognition for developing many vertical-specific features tailored to the various segments of Cytranet's client base. These features include functionality such as Emergency Outbound Notification for K-12 school districts and Broadcast Paging for food services. Our skilled engineers are passionately dedicated to maintaining system performance for our clients. Cytranet's system is backed by an aggressive Service Level Agreement (SLA), which is included in this response.

Related Experience. Cytranet has performed many of the largest true Hosted VoIP installations currently deployed throughout the US. Cytranet has garnered impressive experience in several government deployments. These deployments differentiate Cytranet above its SMB-focused competitors. For example, Cytranet recently deployed our Hosted VoIP solution in a large MLB baseball stadium, as well as in a large hospital system with over 1,000 users.

Inclusive Pricing. Cytranet has a unique pricing strategy. Our all-inclusive pricing covers the full spectrum of both classic and advanced features in its hosted VoIP suite. Cytranet does not charge additional fees for unlimited auto-attendants, voicemail boxes, ring groups, queues, schedules, user groups, or dial-plans. Nor does Cytranet charge for features such as Virtual Fax, Call Center, Conference Bridges, et cetera. Many providers charge additional fees for many of these services or restrict the number allowed.

Industry Leading Reliability. Cytranet's up-time and reliability lead the hosted VoIP industry. Many of providers experience frequent—and often prolonged—outages, impacting telecommunications clients with serious consequences.

Often such outages are caused by lack of engineering resources or lack of deep product knowledge. In contrast, the Cytranet platform has full-mesh redundancy, geographic diversity, and a skilled team of intelligent engineers dedicated to maintaining system performance for all Cytranet clients.

Dedicated Fiber Internet

100mb/100mb

\$709/month - \$550 installation

250mb/250mb

\$1065/month - \$550 installation

500mb/500mb

\$1368/month - \$550 installation

600mb/600mb

\$1467/month - \$550 installation

1000mb/1000mb

\$1515/month - \$550 installation

5000mb/5000mb

\$3111/month - \$1250 installation

10000mb/10000mb

\$4353/month - \$1250 installation

IP addresses included at no charge, up to 128 block. Complex construction may require extra fees. Taxes, fees, surcharges of up to 17.5% may be assessed. Prices are per individual circuit.

Point-to-Point MPLS Fiber

1000mb/1000mb

\$1900/month - \$550 installation

10000mb/10000mb

\$2500/month - \$1250 installation

Prices are for complete circuit (both locations). Complex construction may require extra fees. Taxes, fees, surcharges of up to 17.5% may be assessed.

Voice

PRI (23ch) – Unlimited Local & LD

\$399/month - \$550 installation

Analog Line – Unlimited Local & LD

\$29.99/month - \$50 installation

Hosted Phone Seat – Unlimited Local & LD

\$29.99/month - \$50 installation

SIP Trunk Channel – Unlimited Local & LD

\$19.99/month - \$50 installation

Each line includes a single DID, additional DIDs billed \$1 each. Toll-Free numbers billed at \$0.04/minute. Taxes, fees, surcharges of up to 17.5% may be assessed.

Managed Network

Gigabit Router with Integrated Firewall

\$299/month - \$349 installation

48-port Gigabit PoE+ Switch with 4 SFP ports

\$199/month - \$249 installation

802.11ac Wave 2 Cloud-Managed WiFi Access Point

\$39/month - \$149 installation

Gigabit Router with Integrated Firewall with Unlimited LTE Backup Plan

\$399/month - \$349 installation

SD-WAN Appliance with Traffic Shaping & Failover

\$199/month - \$149 installation

Managed 12-port Auto-Reboot Power Appliance

\$99/month - \$149 installation

Cable Drop CAT6 (Labor Only)

\$149 installation

Data Center/Cloud Services

42U Full Rack, 15A Power, 1000M Internet, 64 Public IPs

\$1999/month - \$599 installation

21U Half Rack, 15A Power, 1000M Internet, 64 Public IPs

\$999/month - \$399 installation

Exchange-compatible Email Mailbox with 25GB Storage

\$9.99/month - \$25 installation

Data Backup of VMware or Hyper-V Servers with 60 Day Retention

\$2/GB/month - \$999 installation

Data Backup of Files with 60 Day Retention

\$1/GB/month - \$499 installation

Web Content Filtering

DNS-Based CIPA compliant filter

\$0.09/student/month - \$499 installation

Internet Access

The Importance of Being Well-Connected

Internet Designed for Enterprises

Enterprise businesses today require the most reliable, scalable and cost efficient way to connect to the public Internet.

Cytranet delivers enterprise grade internet services over a wide range of access options, features and price points to fit your business needs.

Serving the Distributed Enterprise

Reliable and affordable connectivity for your business locations everywhere:

- Nationwide Points of Presence
- Extensive fiber infrastructure
- Metro footprint / On-net Locations
- Private Peering with major Internet backbones
- Inter-connecting with major providers of:
 - Telecom
 - Cable
 - Fiber
 - Ethernet
 - 4G/LTE Wireless

Flexibility to Meet Your Needs

Terrestrial and wireless options:

- Ethernet – 10Mb, 100Mb, 1Gb, 10Gb
- Cable/DOCSIS
- Fiber to the Internet (FTTI)
- TDM (T1 & NxT1)
- DSL
- 4G LTE Wireless

Trusted Network Security

In-house security expertise with services to protect your brand.

- Premises Firewalls with SPI and IPS
- SIEM and Log Management
- IPsec VPN and Hybrid Networks
- Application Control
- Content Filtering
- PCI DSS Solutions

Services

- Rapid activation intervals
- Multiple access options
- Flat rate and usage based options
- Full suite of managed security services
- 24 x 7 network monitoring management and technical support
- Industry-leading SLA's

Benefits

- Improve customer experience
- Protect your brand
- Reduce costs



Connect to Cytranet IP Services

Leverage our portfolio of IP services.

- Hosted Voice Services
- Secure WiFi & Analytics Services
- IPsec VPN and Hybrid Networks
- MPLS Networks
- Application Performance Optimization

Engineered for Enterprises

Cytranet manages for peak bandwidth utilization, and when traf c exceeds pre-set thresholds, capacity is rapidly increased to avoid congestion.

Industry leading network reliability combined with robust national infrastructure ensures low latency and jitter for reliable voice and video applications.

Comprehensive Set of Features & Options

- Managed Network Services
- Utilization monitoring via portal
- Professional Installation
- Public IP allocations to meet customer requirements
- Primary and secondary DNS registration/hosting
- Web and e-mail hosting services
- Border Gateway Protocol (BGP)
- Network Access Translation (NAT) to conserve scarce IPv4 addresses
- Network redundancy and diversity

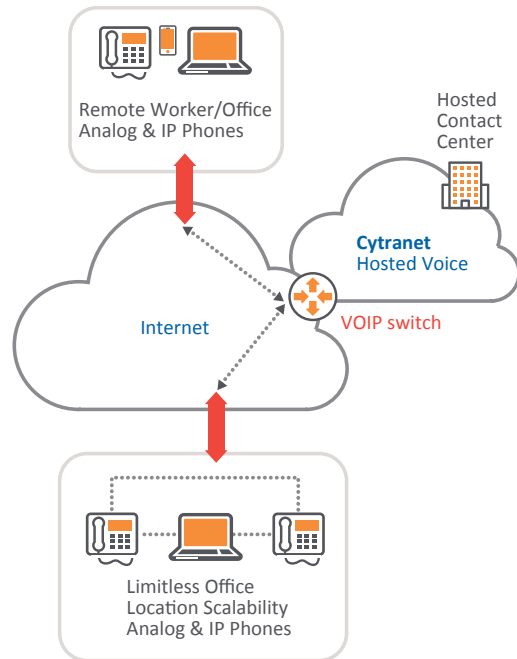
Hosted Voice Analog Service

Start Your Migration to the Cloud

Nearly 50% of all businesses have migrated away from legacy voice services to a cloud based voice service.

Isn't it time for you to make the move to eliminate voice POTS lines, consolidate providers and simplify management of voice services?

Bring your own broadband to reduce operating costs.



Keep Your Analog Phones

- No need to invest in new IP phones
- No user training required
- Leverage cloud based features

Advantages for Your Business

- Analog and IP phones on same platform – a mixed environment with free calling between locations
- Migrate to IP at your own pace, avoid capital expense of purchasing new IP phones
- Analog phone users gain access to cloud based features including unified voicemail, unified fax, Web Management Portal (CommPortal), call routing and find me/follow me.
- Reduce operating expenses by eliminating POTS lines and simplify vendor management.
- Unlimited local, long distance and Toll Free calling within the United States.

Powerful Communications Portal Tool

- Manage your phone from any web connection
- Play your voicemail anywhere

Features

- Analog Phones
- Analog Fax Machines & Modems
- Analog Telephone Adapter included
- Flexible Call Routing
- Simultaneous Ring
- Voicemail to Email
- Online Portal to Manage Services
- Unlimited Local, Long Distance & Toll Free
- Free Site-to-Site Calls
- Abbreviated Dialing Between Sites
- BYOB Option
- Hosted Contact Center Option
- Auto Attendant

Contact us at 1-877-358-9390
www.cytranet.com

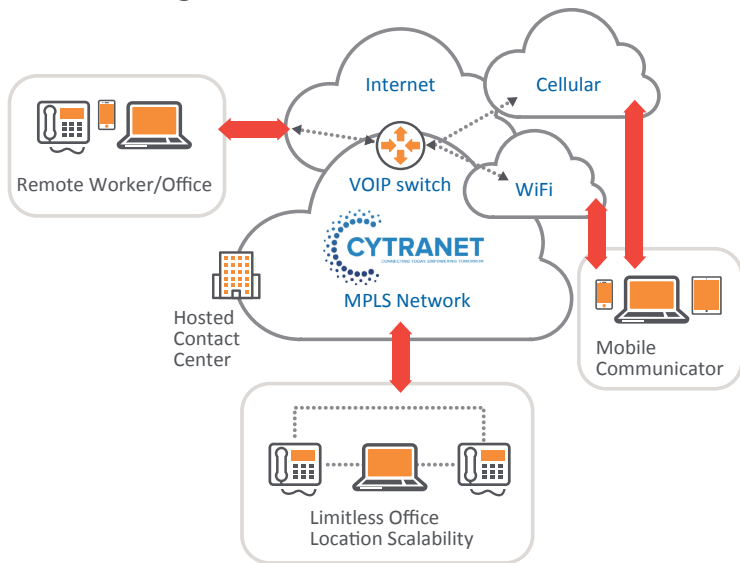


Hosted Voice

Rethink Your Phone System – Never Miss a Call

Looking for innovative ways to increase revenues and productivity? Need to ensure you never miss a call or suffer from a service outage? Want to save money and avoid capital expenses?

In the world of business, a phone system is more than a tool for facilitating conversations; it's a conduit to customer orders, more efficient employees, better customer relationships, and cost savings.



Upgrading your phone system to a Hosted Voice solution can deliver significant advantages.

Advantages for Your Business

- Scalable fully-managed flexible solution that grows as your business evolves
- Unified communications without the complexity and capital expense of a new phone system
 - Business continuity protection with flexible routing options so you never lose connections with customers
- Simple web-based management tool provides both system management control and user customization
- Reduce operating expenses with an all-inclusive service bundle
- Avoid technology obsolescence – simply add features and services as they become available
- Bring your own broadband, keep your analog phones and migrate to IP phones at your own pace
- Unlimited local, long distance and Toll Free calling within the United States

Features

- Flexible Call Routing
 - Simultaneous Ring
 - Voicemail to Email
 - Online Portal to Manage Services
 - Unlimited Local, Long Distance & Toll Free
 - Free Site-to-Site Calls
 - Abbreviated Dialing Between Sites
 - Flexible Bandwidth Options
 - Quality of Service
 - BYOB Option
 - Hosted Contact Center Option
 - Auto Attendant
 - Unified Fax
 - Incoming Call Manager
 - Mobile Communicator
 - Salesforce.com Integration
 - Analog Phones Supported
- Voice, Internet and private Data on a single connection with quality of service
 - Drive more revenue for your business with business productivity tools

Hosted Voice

Powerful Communications Portal Tool

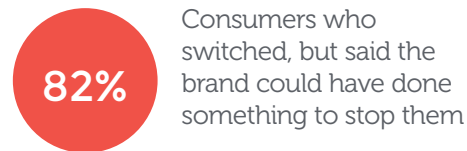
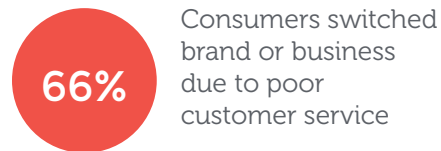
- Manage your phone from any web connection
- Play your voicemail anywhere
- Ring your office phone and cell phone at the same time and never miss calls
- Save time and money by streamlining your business operations

Mobile Communicator — Take your office anywhere!

- Turn your Android or Apple Device into your office phone
- Make and receive calls as if you were in the office
- Soft phone for your PC
- Instant Messaging and Presence keeps you connected

Hosted Contact Center

Your customers might not be as satisfied as you think¹...



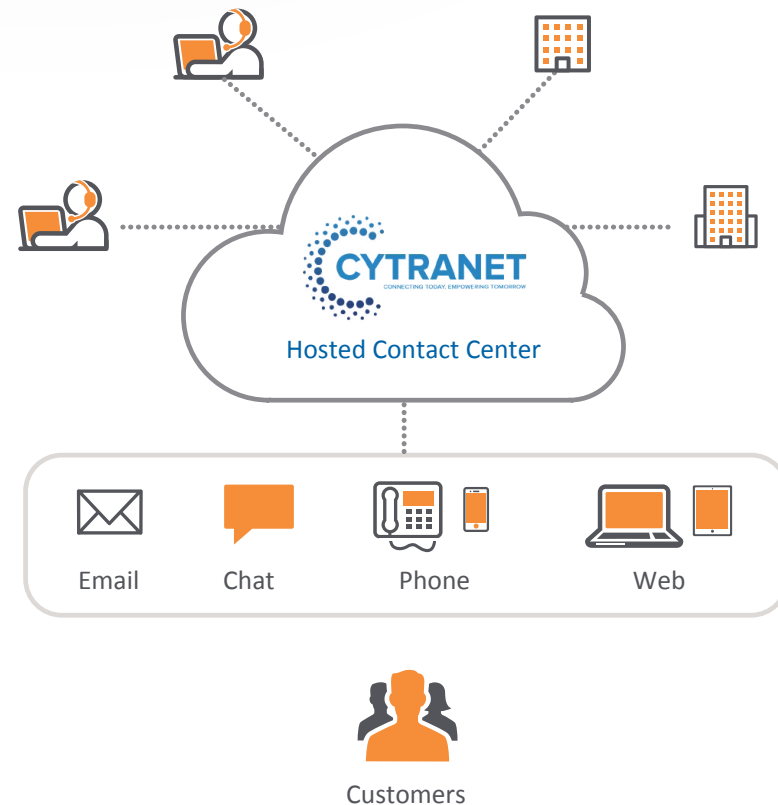
Source
1. Accenture Global Consumer Pulse Survey, 11/13
2. Ovum, Optimizing Customer Service in a Multi-Channel World, 10/10

Stay Connected with Your Customers

52% consumers use 3 or 4 channels to connect: email, chat, web, phone or social media²

Keep Your Customers Happy

Let your customers connect with your business in the methods they prefer. Be ready to connect them quickly to the right persons and to give them the answers and support they need.



PRI Services

Integrated Voice, Data and Cloud Applications

Integrate traditional voice services with Internet and data over a single, reliable connection. Leverage emerging technologies with access to advanced cloud-based applications including Hosted Contact Center and Unified Communications. Position your business for growth, enhanced collaboration, and scalability while reducing costs.

Line Side Service

- Nationwide local telephone service including long distance and dynamic Internet
- Multiple access methods including DSL, T1 and Ethernet
- Add powerful options including Auto Attendant and MPLS to connect multiple locations
- Added value with numerous free services included, such as unlimited local calling, email accounts, static IPs and managed router
- A full line of CLASS features, including hunting

CLASS Features Include

- **Call Hold:** Place callers on hold
- **Call Forward:** Forward lines to another number
- **Call Park/Pickup:** Pick up call on another phone
- **Call Transfer:** Transfer calls to another line
- **Caller ID:** See incoming name and number
- **Three Way Calling:** Add a third caller to a call
- **Call Hunting:** Forward incoming call to next available line
- **Extension Dialing:** Use abbreviated extension for intra-company calls, even at different locations
- **Auth Codes:** Provide authorized users with personalized code to make toll calls

Additional Options

- Toll Free Service
- Shared Long Distance
- Virtual Call Forwarding
- Additional Email Accounts
- Auto Attendant
- Unified Voice Mail and Fax
- Call Router

Included FREE

- Unlimited Phone Service
- One Toll Free Number
- One Voice Mail Box
- Dynamic Internet
- Up to 50 Email Accounts
- 1st year free domain name registration
- Up to 5 Usable Static IPs
- Free Calls Between Sites
- Basic Managed Router
- Professional Installation

Benefits

- Bandwidth Up To 100 Mbps
- CLASS Features
- DSL, T1 and Ethernet Access
- No Activation Charges

Contact us at 1-877-358-9390
www.cytranet.com



SIP Trunking

Simplified and Reliable Voice Network

Unified and Scalable Voice Network

Flexible deployment options to consolidate multiple locations with diverse PBXs into a unified, simplified and highly scalable enterprise voice network. Lab certified PBX compatibility.

High Performance

High quality Voice with guaranteed CoS prioritization delivers industry leading SLAs:

- 4.0 MOS
- Delay < 45ms
- Jitter < 1ms
- 99.9% delivery ratio
- 99.999% availability

Gain Economies

Optimize your network by converging Voice and Data and eliminating internal voice usage fees.

Business Continuity

Keep mission critical voice services running with our highly redundant private IP network, SIP Failover, load balancing and auto reroute.

Trunk Utilization Monitoring & Reports

Online portal visibility for quality control and capacity planning.

Features

- Private Voice and IP network
- SIP failover, auto reroute
- Load balancing
- Aggregated trunking for bursting
- G.711 or G.729
- PBX certifications
- Trunk utilization monitoring

Benefits

- Reduce costs
- Ensure high quality voice
- Eliminate voice outages
- Easy to manage unified voice system
- Highly scalable



Build Your Own Voice Network with Flexible Deployment Options



Distributed

- Direct SIP connection to each site
- Dedicated call capacity
- High redundancy



Aggregated

- SIP connection to centralized hub
- Locations share trunk capacity
- Efficient use of call capacity



Hybrid

- Combination of distributed and aggregated designs
- Multiple hubs for added redundancy
- Share resources + add resiliency

Control Your Path to SIP

Our experts will help architect a solution to match your migration path to a SIP voice network while leveraging current assets.

Contact us at 1-877-358-9390

www.cytranet.com

SIP Voice Termination

Cytranet Voice Termination service provides termination of nationwide 1+ domestic traffic for facilities-based carriers. The carrier originates and aggregates traffic on their network, then hands the traffic to a Cytranet Voice Term hub through a SIP or TDM handoff.

On Net Carrier Termination delivers Cytranet's highest quality domestic long distance termination. It uses direct ILEC connectivity to provide the highest voice quality available and guards against direct and indirect looping.

Premier Carrier Termination uses Cytranet's highest quality routes to terminate domestic long distance traffic. This product offers a high ASR% and lowest average, post-dial delay and protects against direct and indirect looping.

Preferred Carrier Termination optimizes both price and quality routes for domestic long distance call termination. This product uses a suite of quality vendors and offers our most extensive route depths, while guarding against direct and indirect looping.



Special Features

- Nationwide termination with competitive rates
- High-quality termination network including originating caller information pulled through network (i.e. Caller ID information still displays at termination)
- Multiple Access methods:
 - TDM connection (SS7/PRI)
 - SIP via a private IP connection
 - SIP via the public internet
- Competitive NPA-NXX rates
- Quality Managed at the NPA-NXX level
- Supports G.711u and G.729AB codecs
- Supports fax by G.711 fall back
- Provides daily CDRs
- Provides loop detection

Get Started

sales@cytranet.com | 1-877-358-9390 | www.cytranet.com





Cytranet Internet Customer Site Preparation Document

- Cytranet strives to provide a smooth and successful installation experience for our Customers. We will do all that we can to install your service on time and in a quality manner.
- Close coordination and effective communication between Cytranet and you is critical to ensure the Internet will be available when you need it.
- Customer site readiness is essential for delivery of service. Delays in site readiness are one of the leading causes of installation delays.
- Please try to complete site preparation of your site as quickly as possible from the time that you place your order. This includes any electrical requirements, the backboard for the network equipment and any applicable extended inside wire. This will help avoid an installation delay.
- The key to success is to be certain that the local Customer site contact is knowledgeable and empowered regarding all items on the following pages.



Internet Customer Checklist

Local Customer Site Contact:

It is critical that the Cytranet Ordering team has accurate local Customer site contact information: name, title, phone number and email address. This is important when issues arise regarding scheduling, building access and problem resolution (if needed).

The local Customer site contact must:

- The proper installation site address should be provided to the Cytranet Ordering team as well. This is the site where service is being installed.
- The local site contact must be “on site” at the proposed installation site to assist and escort the Cytranet Access Engineer or Field Technician through the site survey visit. Please note the Cytranet Access Engineer or Field Technician’s name, phone number and email address should any questions arise regarding property or room “site preparation” requirements. It is critical that the local Customer contact addresses all site requirements immediately after the site survey visit.
- The location site contact must negotiate the establishment of Cytranet’s Demarcation Point (Demarc) with the building property owner in a multi-tenant building. Note: The Demarc is the location point inside the building where Cytranet’s service terminates from the street.
- You should notify the Cytranet Project Manager after you have completed all site requirement issues identified during the site survey visit. You should also notify the Ordering team (via email) to ensure the order continues as scheduled.
- The local site contact must be present for the Fiber router installation and be familiar with the location of the Demarc.

Inside Wire Extension: If the building’s Demarc is not in your location or is on a different floor, you are responsible for providing the inside wire extension between the building’s Demarc and the proposed location of the Fiber router. Inside wire extensions take time and can delay provisioning timelines. Please discuss any delays or issues with the Cytranet Ordering team.

Conduit from Street: When a building requires fiber, the Customer or property owner is responsible for providing a clear underground (conduit) or aerial path from the property line where Cytranet facilities exist, to the room designated to support the entrance fiber. Fiber is normally connected from the property line via underground conduit facility. All conduits, on the building’s property are the responsibility of the property owner to provide, maintain and repair. Site installation work cannot begin until space within an acceptable conduit has been established (property line to Demarc).

Clear Path to Demarc & Fiber Router: The Demarc area should be clear of obstacles. Cytranet installation technicians must be able to access the Demarc area to install the network termination equipment, the jack and the Fiber router.

Wall Space: Customers should provide ample wall space for Cytranet’s network termination equipment, the jack and Fiber router. A customer-provided and installed fire-retardant plywood backboard (minimum 4’x4’x ¾”) is required for these purposes.

Power Outlets: Properly grounded 110V, 15 amp, 3-prong AC outlets are required for the Fiber router, modem and Cytranet’s network devices that terminate the data connection from the street. Power outlets should be within 6 feet of these devices.

Cytranet Managed Customer Router: The Fiber router should be installed within 6 feet of the power outlet and within 15 feet of the jack that connects to your router. This will ensure that the cable inside the router box will reach the jack. If the Fiber router is installed in a rack mount, be sure to have 4 screws that fit the rack.

Site Preparation Completion: Please try to complete site preparation of your property and equipment room as quickly as possible from the time of the order. This includes: conduit, electrical, equipment backboard and any applicable extended inside wire. This will help avoid installation delays.

Internet Customer Site Preparation Document

Local Customer Site Contact:

Please provide a local Customer site contact, including name, title, phone number and e-mail address, with whom the Cytranet Ordering team or an Cytranet Access Engineer (or Cytranet Field Technician) can speak with regarding scheduling, building access and problem resolution (if needed). An Cytranet Access Engineer (or Cytranet Field Technician) may reach out to your local site contact to schedule a site survey visit for T3 and OCx speeds.

The local Customer site contact must:

- Provide the proper installation site address to the Cytranet Ordering team.
- Be familiar with the building where service is being installed.
- Be familiar with Cytranet's Demarcation point (i.e., Demarc). NOTE: The Demarc is the location point inside the building where Cytranet's service terminates from the street.
- Be at the proposed installation site to assist and escort the Cytranet Access Engineer through the site survey visit (if required). Please be prepared to address any site requirements with the Cytranet Access Engineer.
- NOTE: Site Surveys may be required for T3 and OCx speeds.
- Have decision making power to address the service requirements for a successful installation.
- Have the authority to confirm all completion dates for any requirements that are your responsibility.
- Negotiate the establishment of your company's Demarc with the building property manager or owner in a multi-tenant building. For ease of router installation, your company's Demarc should be resident in the location that will have the Internet router. If the building's Demarc is not in your location or is on a different floor, you are responsible for providing the inside wire extension between the building's Demarc and the location of the Internet router. NOTE: We need your site contact to be Cytranet's advocate when working with the building property manager or owner.
- Disclose any of the following prior to the start of the project:
 - Building access information such as parking, unloading zones, elevators and route to work area.
 - Any noise or time restrictions.
 - Any asbestos or hazardous materials present in the work area.
- Provide adequate working space in the installation area for the Cytranet Field Technician and a clear path to the backboard (if required), the jack at the Demarc, regular telephone line (for Cytranet Provided Internet Routers) and power outlets, as well as the Cytranet Internet router.
- NOTE: Backboards or racks will be required for T3 and OCx speeds.

Internet

Customer Site Preparation Document

Site Preparation Delays

Cytranet will negotiate a project schedule with all parties to enable service completion as close to your desired date as possible. However, any changes to plans or any delays associated with site preparation can have a corresponding impact to the service delivery date. Please try to complete site preparation as quickly as possible from the time that you place your order. This includes any electrical requirements, the backboard for the network equipment and any applicable extended inside wire. This will help avoid an installation delay.

Customer Site Not Ready

You must have your site ready by the agreed upon “Ready” date to avoid delays to the requested service. Please contact the Cytranet Ordering team and your Account Representative if delays are anticipated so work forces can be rescheduled.

What to Expect if a Site Survey Visit is Required

A site survey visit may be required in certain circumstances for T3 and OCx. In order to facilitate a successful site survey, please review the following recommendations:

- The local Customer site contact must be “on site” to assist and escort the Cytranet Access Engineer (or Cytranet Field Technician) through the site survey visit. We ask the local site contact to take notes when discussing the proposed Customer-provided site requirements.
- It is advisable that the local site contact note the Cytranet Field Technician’s contact information (name, email & phone number) in the event that questions arise surrounding property site or room requirements, when preparing your site.
- After the site survey is completed, it is critical that the local Customer site contact addresses all site requirements immediately. If not, the order could be delayed.
- After you have completed the work for the site requirements identified during the site survey visit, the local Customer site contact should notify the Cytranet Project Manager and the Cytranet Ordering team (via email). Notifying the Cytranet Ordering team helps ensure that the order continues as scheduled.



Internet Customer Site Preparation Document

Following is information and a list of general requirements associated with fiber optic-based services (T1, T3 and OCx). The Cytranet Access Engineer (or Cytranet Field Technician) will identify actual requirements for the specific installation during the site survey visit.

There are typically 4 basic areas of Customer obligation to facilitate timely equipment installation and delivery of service:

Inside Path; Power; Ground; Floor Space & Environmental Requirements

Inside Path: Building's Demarc to Customer Router Location

- The Demarc is the location point inside the building where Cytranet's service terminates from the street.
- If the building's Demarc is not in your location or is on a different floor, you are responsible for providing the wire extension between the building's Demarc and the proposed location of the Internet router.
- In a multi-tenant building, the building's Demarc is not usually within your location, but rather in a common area serving multiple tenants within the building. It is your responsibility to provide the wire extension from the building's Demarc to your location. If you need assistance, contact your Cytranet Account Team or speak with the Cytranet Field Technician during the Site Survey visit. In most instances, Cytranet can place a separate order for the wire extension to the Customer location and your Cytranet Account Team will confirm any additional charges.
- When dealing with wire extensions, a clear path with conduit or cable tray needs to be provided by you from the building's Demarc to your location, where the Internet router will reside.
- The conduit must be a minimum 2", with hard plastic corrugated inner duct with pull rope through which the fiber will be placed.
- Inside wire extensions take time and can delay provisioning timelines. Specific requirements and any delays should be discussed with the Cytranet Ordering team and your Account Representative as quickly as possible.
- We encourage you to share this information with your electrical contractor.



Internet Customer Site Preparation Document

POWER

- **Network Device:** Please provide a dedicated 110V outlet and dedicated circuit breaker rated at a minimum of 15 amps for the network device that connects your building to the Cytranet network. The power cord must not be touching any other cables.
- **Internet Router:** In addition, please provide a 110V outlet for the router and the modem. A modem is provided if you ordered a Cytranet managed router.
- Please position your outlets so a standard power cord for the router, modem and network devices can reach the outlets (within 6 feet).
- The Cytranet Access Engineer (or Cytranet Field Technician) can confirm if the power supply for each device is adequate.
- We highly encourage you to consult with your electrical contractor and share this information.

FLOOR SPACE AND ENVIRONMENTAL REQUIREMENTS

- In a standard fiber installation, transport equipment is placed in a common area with access to the entire building. It is your responsibility to obtain any necessary perFibersions from the building manager or owner for use of the common area.
- Because of the small size of most network termination equipment, a wall mounted installation is recommended (please see the illustration on next page). However, a Customer provided 19" rack of suitable strength and quality is also acceptable. The choice for equipment placement should be decided before the order is placed and is subject to confirmation following the site visit by an authorized Cytranet Engineer.
- A Customer-provided backboard, minimum 4' x 4' x 3/4" fire-retardant plywood, fastened to studs is required for the network device and the jack that connects to your router. **NOTE:** Backboards or racks will be required for T3 and OCx speeds.
- The Internet router should be installed no more than 15 feet from the jack that connects to your router. This distance will ensure that the cable inside the router box will reach the jack. Customer-provided rack screws are recommended because rack screws are not standard in size.
- Operating environment should be between +40° F and 85° F at 10% to 85% relative humidity.

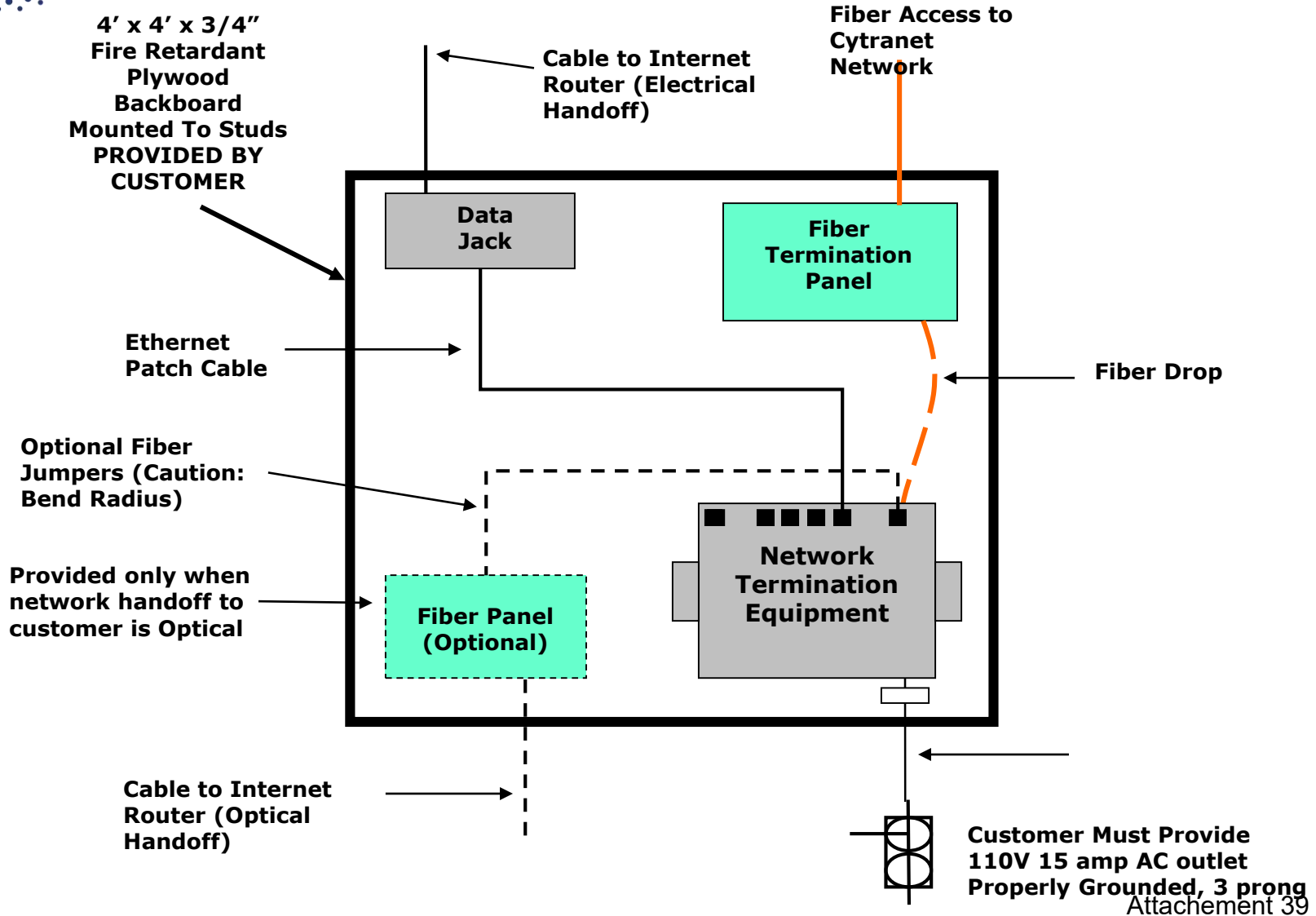


Internet Customer Site Preparation Document

GROUND

- Relay racks/cabinets must be grounded by placing an exposed #6 or larger grounding wire to the building's ground source. This ground wire will be attached to the closest ground rod (earth ground) or building bus bar available and run to the network terminating equipment location in the room.
- All equipment requires properly grounded 110V, 15 amp, 3-prong AC outlets.
- If your site will be using a stand-alone, centralized bulk power plant (now or any time in future), then grounding is required as follows:
 - #2 stranded ground is required from your earth electrode system to the equipment room. This would be connected to a grounding bus bar, or otherwise directly connected to different components.
 - A #6 stranded ground is required from the grounding bus bar to the network terminating equipment.
- If your site will not be using a stand-alone, centralized bulk power plant (now or any time in the future) and instead will be using an embedded or integrated power configuration where the power plant is located within the same rack or cabinet as the equipment it powers, then grounding is required as follows:
 - A #6 stranded ground is required from your earth electrode system to the equipment room. This would be connected to a grounding bus bar, or otherwise directly connected to different components.
 - A #6 stranded ground is required from the grounding bus bar to the network terminating equipment.
- Specific requirements may also be discussed with the Cytranet Access Engineer (or Cytranet Field Technician) at the time of the site survey visit.
- We highly encourage you to consult with your electrical contractor and share this information.

Backboard Showing Wall Mounted Installation Internet using Fiber



CARRIER & NETWORK LIST

CARRIERS

(FMT1 and FMT2)

AT&T

CenturyLink

Comcast Business

Level3

Electric Lightwave (Optic Access)

Paxio

XO Communications

Zayo (Above.net)

INTERNET EXCHANGES

(FMT1 and FMT2)

SFMIX 12276

AMS-IX Bay Area 62981

Fremont 1 (FMT1)

760 Mission Court

Fremont CA 94539

Company	ASN
Applios Inc	6565
Beijing Internet Institute	45275
CentralNic Ltd	60890
CentralNic Ltd	199330
Connections Hub Tech.	133194
EMnify GmbH	60044
Fire2Wire	11191
Hurricane Electric, LLC	6939
Intelishift Technologies	36685
Mother Lode Internet	20377
Netregistry Pty., Ltd.	24446
RackCorp	56038
Safe DNS, Inc.	57926
Tekify Broadband	46886
Vodafone US Inc	26641
Zinnia Networks, Inc.	11203

Fremont 2 (FMT2)

48233 Warm Springs Blvd.

Fremont CA 94539

Company	ASN	Company	ASN
Altiora LLC	395026	Mimosa Networks	62786
Amernet	4965	NapaNet	8046
Arista Networks Inc	55064	NIC.br	11644
Best Rate Information Tech	62662	NoAccess / SONN	15096
BizFu	11893	OARC Inc (DNS-OARC)	64238
C&B Internet Services, LLC.	30217	Octeth, Inc.	393807
California Broadband Services	54648	Outofwall, Inc.	27418
Cat Networks Hong Kong Ltd.	393884	Parlor.fm	33036
Cluecentral	31064	Planisys Corp	52438
Coastside Net	19306	Raapid Technical Services LLC	30708
Conexim Australia Pty, Ltd.	132873	Rack Foundry Inc.	54197
Console Inc.	19330	Rayservers GmbH AG	262144
Coplogic, Inc.	54333	Red Shift Internet Services	7735
Cyberworld Data Center Co.	132412	Redraw Internet	31595
Eblulite	394648	San Mateo Regional Network	19355
EIS Group Inc (Exigen Ins. Sol.)	16830	Scale Genius Inc	203282
Etherweb Network	63450	Sipartech	8309
EZ Network Systems, Inc.	7412	SkyScape Networks	46600
Farsight Security, Inc	393667	Smarter Broadband Inc	46276
Fork Networking, LLC	46841	Softcom Internet Comm. Inc.	13427
Funke Internet Services	34764	Solid Tools Technology, Inc.	54288
Goruck, LLC.	26679	Soprado GmbH	20546
Heliacal Networks	33309	Tornado Computer Systems	22395
Heliacal Networks	198362	Trijit Corporation	11301
Heliacal Networks/McKay.com	50763	Trijit Corporation	59171
Hostrocket Com Inc.	62756	Trijit Corporation	59261
Hurricane Electric, LLC	6939	Trijit Corporation	134267
HyperDSL, Inc.	53409	Turtle Systems, LLC.	6379
Invite Networks Inc	16783	USWired	46278
IT7 Networks, Inc.	25820	Velocity Inc	62728
IX Reach - IIX	43531	Vista Broadband Networks, Inc.	22667
King Servers	14576	Vodafone US Inc	26641
Linode	63949	Volt Broadband	62809
LTY Connect	394144	Vom.com	54968
MHO Networks	14755	WillitsOnline.com	11472
		ZScaler	53813



Dedicated Fiber Internet Service Level Agreement
Excludes hybrid-fiber such as DSL or Coaxial connections

SERVICE LEVEL AGREEMENTS (“SLA”). This sets forth the SLAs applicable to the Service and the service credits available to Customer (“Service Credit”). The monthly measured SLA attributes are effective as of the first day of the second month after initial installation of a Service.

COMPONENTS INCLUDED

All relevant components of the Cytranet / Underlying Carrier IP Network (e.g., POPs, routers and circuits) are subject to this SLA, and components of other Internet backbone providers (“Off Net”) are subject only to the Latency SLA as described herein. Local access/connection facilities (i.e., the local loop or tail circuits) (“Local Access”) used to access the Cytranet / Underlying Carrier IP Network or partner networks and any Customer equipment are not included as components of the Cytranet / Underlying Carrier IP Network for purposes of this SLA; provided, however, solely for purposes of the “Network Availability SLA,” the components of the Cytranet / Underlying Carrier IP Network shall include any Local Access provided by Cytranet / Underlying Carrier, but shall specifically exclude any Local Access furnished or ordered directly by Customer from a third party.

“Intra U.S.” refers to the Cytranet / Underlying Carrier’s IP Network. The “Intra U.S. - Off Net” Latency SLA refers to the latency between the Cytranet / Underlying Carrier IP Network and Off Net providers.

NETWORK PORT AVAILABILITY

Network Port Availability measures “Network Downtime” versus “Network Uptime.” Network Downtime is based on periods when a particular Intra U.S. DIA port of Customer is unable to transmit and receive data, and Network Uptime includes all other periods. Network Downtime is recorded in the Cytranet / Underlying Carrier’s IP Network trouble ticket system, and is measured from the time Customer opens a trouble ticket in the Cytranet / Underlying Carrier’s trouble management system to the time the Intra U.S. Affected Service is again able to transmit and receive data according to Cytranet / Underlying Carrier’s records. “Affected Service” refers to the DIA port that fails to meet the relevant SLA.

APPLICABLE COMPONENTS	GOAL	AVAILABILITY / REMEDY
Intra U.S.	100%	Each cumulative hour of Network Downtime qualifies Customer for credit equal to [1/720 x Customer Recurring Monthly Charges for applicable service(s)].

LATENCY

The average network delay (“Latency”) will be measured via roundtrip pings on an ongoing basis every five minutes to determine an average monthly performance level for Latency at the relevant POPs.

Latency = Σ (Roundtrip Delay for relevant POP-POP trunks)/(Total Number of relevant POP-POP trunks)

APPLICABLE COMPONENTS	GOAL	LATENCY / REMEDY ^{1,2}	LATENCY / REMEDY	LATENCY / REMEDY
Intra U.S.	50 ms	51 – 60 ms = 10% of MRC	61 – 80 ms = 25% of MRC	Greater than 80 ms = 50% of MRC
Intra U.S. - Off Net	95 ms	96 – 105 ms = 10% of MRC	106 – 115 ms = 25% of MRC	Greater than 115 ms = 50% of MRC

PACKET DELIVERY

Packet Delivery will be measured on an ongoing basis every five minutes to determine an average monthly performance level for packets delivered between the relevant Intra U.S. POPs

APPLICABLE COMPONENTS	GOAL	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY
Intra U.S.	99.50 %	99.01% - 99.49% = 10% of MRC	90.00% - 99.00% = 25% of MRC	less than 90.00% = 50% of MRC

JITTER

Jitter measures the Intra U.S. interpacket delay variance and packet loss in the Cytranet / Underlying Carrier IP Network, and is measured on an ongoing basis every five minutes by generating synthetic user datagram protocol (UDP) traffic.

APPLICABLE COMPONENTS	GOAL	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY
Intra U.S.	2 ms	2.1 – 3 ms = 10% of MRC	3.1 – 4 ms = 25% of MRC	Greater than 4 ms = 50% of MRC

¹ The term “ms means milliseconds.

² All MRCs in the SLA tables refer to the MRC of the Affected Service

DISTRIBUTED DENIAL OF SERVICE

A "Distributed Denial of Service" attack ("D/DoS") is characterized by an explicit attempt by attackers to prevent legitimate users of a service from using that service. Examples include attempts to (a) "flood" a network, thereby preventing legitimate network traffic; (b) disrupt connections between two machines, thereby preventing access to a service; and (c) disrupt service to a specific system or person. Not all service outages, even those that result from malicious activity, are necessarily D/DoS. Other types of attack may include a D/DoS as a mere component and may not be included in this SLA.

APPLICABLE COMPONENTS	GOAL	REMEDY
Intra U.S.	15 minutes from moment described in next column	Cytranet / Underlying Carrier's failure to implement a null route on an affected destination IP address within the Goal after Cytranet / Underlying Carrier concludes that a D/DoS is occurring, and has received permission and all necessary information from Customer to implement a null route, will qualify Customer for 1 days charges pro-rated from the applicable MRC of the Affected Port, at a maximum of one such credit per day.

INSTALLATION GOAL. For Service in the Intra U.S., Cytranet / Underlying Carrier's goal is to install related Local Access ordered under a different Cytranet / Underlying Carrier Exhibit by Customer within the following timeframes: DS-1 = 30 calendar days, DS-3 = 45 calendar days, OCn = 75 calendar days.

REMEDIES

General. Service Credit requests must be made within fifteen (15) calendar days from the date the outage occurs or date where goals for latency, packet delivery, or jitter are not met, to Cytranet at: Billing Department, accounting@cytranet.com, and must be accompanied by a Cytranet trouble ticket issued by the Cytranet Network Operations Center (NOC). A Service Credit shall be applied only to the month in which the event giving rise to the Service Credit occurred. The maximum Service Credits issued in any one calendar month shall not exceed: (a) seven days' charges pro-rated from the MRC of the Affected Service with respect to Network Port Availability, and D/DoS, collectively; or (b) fifty percent (50%) of the MRCs of the Affected Service with respect to the other SLAs. Notwithstanding anything in this Exhibit I to the contrary, under no circumstances shall the total Service Credit, in the aggregate for all Service Credits issued in one month, exceed the equivalent of fifty percent (50%) of the MRCs for the Affected Service.

Exceptions. Service Credits shall not be issued where the Service is not met as a result of: (a) the acts or omissions of Customer, its employees, contractors or agents, or End Users; (b) the failure or malfunction of equipment, applications or systems not owned or controlled by Cytranet / Underlying Carrier; (c) Force Majeure Events; (d) scheduled service maintenance, alteration, or implementation; or (e) the unavailability of required Customer personnel, including as a result of failure to provide Cytranet / Underlying Carrier with accurate and current contact information.

MAINTENANCE

Normal Maintenance. Cytranet / Underlying Carrier will endeavor to perform Normal Maintenance (or nonemergency maintenance) on the Cytranet / Underlying Carrier IP Network during pre-established maintenance hours (windows). "Normal Maintenance" refers to: (a) upgrades of hardware or software; (b) upgrades to increase capacity; or (c) other pre-scheduled network activity that may degrade the quality of the Service or cause Service interruptions. Cytranet / Underlying Carrier will use reasonable efforts to perform all Normal Maintenance on Sundays, Tuesdays and/or Thursdays between the hours of 12:00 midnight and 6:00 AM Local Time. For purposes of this SLA, "Local Time" refers to the time of day in the time zone in which an affected Service is located; provided, however, that if affected Services are located in multiple time zones, Local Time shall refer to Eastern Time. Cytranet / Underlying Carrier may change the maintenance window times upon posting to Cytranet / Underlying Carrier's website or other notice to Customer.

Urgent Maintenance. "Urgent Maintenance" refers to efforts to correct Cytranet / Underlying Carrier IP Network conditions, requiring immediate attention. Urgent Maintenance, while being conducted, may degrade the quality of Services and may result in total disruption of Service. Cytranet / Underlying Carrier may undertake Urgent Maintenance at any time that it deems necessary in its sole discretion. Cytranet / Underlying Carrier shall provide Customer notice of Urgent Maintenance as soon as is reasonably practicable under the circumstances.

MTTR

MTTR. Cytranet / Underlying Carrier's mean time to repair objectives are (i) 4 hours for SONET equipment; (ii) 12 hours for fiber optic cable (per Bellcore Standard). Cytranet / Underlying Carrier's cable cut rate objective is 4.39 cable cuts /year/1,000 sheath miles (per Bellcore Standard).



bandwidth

verizon^v



Tier-1 Carrier Interconnections





HOSTED VOICE FEATURE LIST

- ✓ **"0" Out Queue Option** - Enables callers to exit a queue by pressing "0", and be redirected to an operator, voicemail box or other specified phone number.
- ✓ **Additional Voice Mailboxes** - This independent voicemail package with a dedicated phone number can be used by one or many employees to check and receive voicemail messages in the office or on the road. The same mailbox also supports Fax messages for no additional charge.
- ✓ **Advanced Call Forwarding** - Define your own call forwarding rules. You can forward all of your calls to another destination, or just forward calls when your line's busy, or when you don't answer. Or, you can define criteria for certain incoming calls to be redirected to specified destinations.
- ✓ **Alternate Numbers** - Use any number of alternate phone numbers in addition to your main phone number. Assign one of four distinctive ring patterns for each alternate number.
- ✓ **Anonymous Call Rejection** - Reject calls from anonymous parties. The user's phone does not ring and there is no indication of the attempted call. Callers are notified that the called party is not accepting calls from restricted callers.
- ✓ **Anywhere Calling** - Get one-number calling from any device. Your calls appear to originate from your VoIP number and all of your calls are routed through your Hosted Voice service. Make a call from any phone and it will route through your phone system, using your company's caller ID.
- ✓ **Audio Conferencing** - Host audio conferences using a dedicated phone number for on-demand audio conferencing 24 hours a day, 7 days a week. No meeting IDs or PIN numbers, just instant conference calling by dialing a dedicated phone number.
- ✓ **Auto Attendant/Enhanced Auto Attendant** - Automated receptionist that provides a personalized message to callers with options for connecting to the operator, dialing by name or extensions, or connecting up to six configurable extensions. Additionally, Auto Attendant may be configured to provide separate business and after-hours greetings. Enhanced Auto Attendant provides all the features of Auto Attendant, and the ability to transfer to submenus.
- ✓ **Busy Lamp Field** - Plays the role of an attendant console on the phone of a user monitoring several lines on their phone. Typical application is for a receptionist that can see who is on the phone.
- ✓ **Call Analytics** - Maximize your efficiency by viewing your macro and micro phone-traffic patterns. These include data such as "mean/min/max" reports and time-of-day reports for all extensions and numbers, geography-based heat maps, and downloadable CDRs. Filters can be applied that sort data by call count, time of day, call duration, caller geography, call routing information, and more.
- ✓ **Call Center** - A complete, feature-rich Call Center Solution that offers automated, intelligent call distribution. It's ideal wherever you need to manage heavy call volume including sales, customer support, and IT support.
- ✓ **Call History** - Call history can be accessed directly on the desktop handset or via the Reports tab in the web interface. Each handset include a call history of calls made, received, and missed. The portal contains call logs indicating what calls were made, how long they lasted, and which extensions were used. Users can also view outbound vs. inbound reports, toll-free and long distance usage, and location of incoming calls based on country and state. Additionally, users can search by extension, phone number, specific calls,

specific agents, etc. Call reports are customizable and include graphs and visual guides to make information readable at a glance.

- ✓ **Call Hold** - Place a caller on hold while you transfer them or you take some time to look up an answer to a question. Callers listen to your specified hold music until you engage them again by picking up the receiver.
- ✓ **Call Logs & Call Detail Records** - Displays records of the user's most recent incoming, missed, and outgoing calls and allows the user to click-to-dial any number on the logs.
- ✓ **Call Monitoring** - Monitor a current call on any extension or line without call interruption or intervention.
- ✓ **Call Park** - Hold a call and retrieve it from another phone within a group.
- ✓ **Call Pick Up** - Enables a defined user to answer any ringing line within their pick-up group.
- ✓ **Call Recording** - Record all inbound and outbound calls for one or more employees. The call recording feature improves call center management, customer service and training, while also helping businesses meet compliance regulations and reduce potential liabilities.
*Extra fee required
- ✓ **Call Return** - Call the last party that called you.
- ✓ **Call Transfer** - Transfer a call to a specific destination. The transfer can be blind, with third-party consultation or with three-way consultation. This allows you to get your customer where they need to go without forcing them back to a main menu. You can also transfer outside of your company or to any external number.
- ✓ **Call Waiting** - Answer a call while already engaged in another call.
- ✓ **Calling Line ID/Blocking** - Outgoing number and name can be revealed or blocked by the user.
- ✓ **Consultation Hold** - Put a caller on hold, call a third party, hang up, and resume the conversation with the caller.
- ✓ **Custom Hold Music** - Upload any WAV or MP3 file to become hold music.

- ✓ **Direct Inward Dialing** - Allows users to receive calls straight to their phone from local, national, or international numbers.
- ✓ **Directed Call Pick-up with Barge-In** - Answer (with permission) or barge-in on a call directed to another phone in the user's group. Useful for call centers.
- ✓ **Do Not Disturb** - Set status to unavailable; all incoming calls are treated as if the user is busy.
- ✓ **E911 service** - Local emergency operator assistance.
- ✓ **Extension Dialing** - Call co-workers within the company, regardless of location, using only a 2- to 6-digit extension.
- ✓ **Fax Messaging** - Incoming Fax messages use the employee number and are filed alongside voicemail. Fax messages are sent by email.
- ✓ **Find Me/Follow Me** - A combination of Simultaneous and Sequential Ring, it allows users to define how incoming calls are routed or forwarded to individuals or groups of inbound callers, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.
- ✓ **Forwarding/Virtual Numbers** - Use as a basic dedicated forwarding service or as a market expansion line so that your business can enjoy a local appearance anywhere in the country.
- ✓ **Growth Reserved Numbers** - Prepare for growth by setting aside local numbers for new employees or hunt groups.
- ✓ **Hunt Groups** - Automatically distribute incoming calls to two or more extensions. Extensions may be dialed simultaneously or sequentially, and include options for simultaneous ringing and weighted distribution.
- ✓ **Individual Call Logs** - View thorough data including dates, times, duration, users, extensions dialed, and the final action of both incoming and outgoing calls from every extension.
- ✓ **Instant Group Call** - Instantly set up a conference bridge for up to 20 telephone numbers. Especially useful for an emergency or for recurring team meetings.
- ✓ **Intercom** - You can reach any colleague in any office and announce calls, visitors, and deliver quick live voice messages from your desk

phone. When intercom is enabled, the line will allow incoming intercom messages from other lines on your PBX. The intercom feature will trigger the receiving phone to automatically answer and put your voice on speakerphone unless the receiving phone is set to "Do Not Disturb."

- ✓ **Line Status Monitoring** - Enables a user—for example, a receptionist—to monitor a set of users within a business group by graphically displaying each user's status (busy, idle, do not disturb) and detailed call information. Part of Receptionist Seat.
- ✓ **Management Portal** - Administrators have control of all users across all office locations. No need to tie up your IT department or keep telephony specialists on staff. Administrators can chat with support; manage support tickets; port phone numbers from your previous provider; order new services and phones; access calling records; and pay your bill.
- ✓ **Message Call Back** - Respond to voice messages and faxes by calling the caller/sender directly from the system, removing the inconvenience of searching for and dialing numbers.
- ✓ **Message Waiting Indicator** - A stutter tone and a visual indicator signal the receipt of a new voicemail message or fax. Appears as a light on your phone indicating that you have a new voicemail message. You can continue to use these indicators, or opt to bypass them and only manage voicemail through your email inbox. It's up to you.
- ✓ **Missed Call Indicator** - Alerts you with a blinking green light whenever you miss an incoming call. This feature is independent of the voicemail-to-email feature.
- ✓ **Paging** - Allows users to quickly reach another colleague by communicating over the two-way speakerphone without waiting for a ring. Paging is particularly useful for brief, urgent messaging or for broadcasting announcements to several colleagues (or a department) at once.
- ✓ **Robocall Blocker** - Stop automated and illegal calls.
- ✓ **Secure Voice** - Customer has the option to deploy voice devices with SRTP and SIP to provide encryption for voice traffic.
- ✓ **Selective Call Acceptance** - Accept only calls that meet user configurable criteria based on

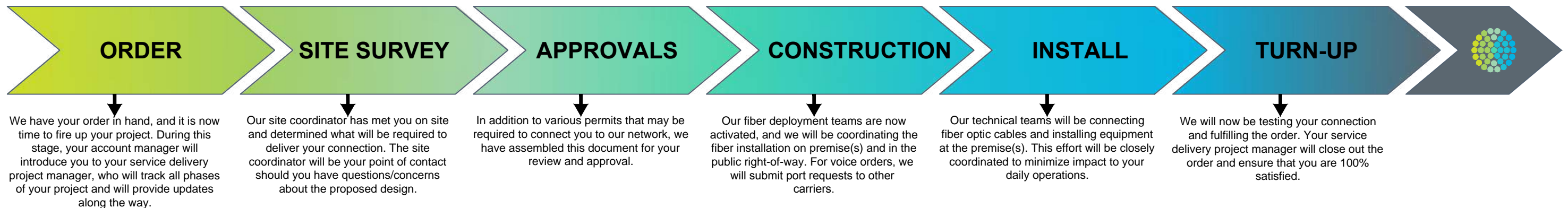
time of day, calling number, etc.

- ✓ **Selective Call Rejection** - Block calls that meet user configurable criteria based on time of day, calling number, etc.
- ✓ **Sequential Ring** - Avoid missed calls by having many phone numbers ring in a specified sequence when incoming calls meet specific criteria.
- ✓ **Shared Call Appearance** - Allows users to configure a second device for making and receiving calls with their account when they are away from their desks.
- ✓ **Simultaneous Ring** - Handle incoming calls more efficiently. Incoming calls ring up to ten phone numbers or extensions at the same time.
- ✓ **Teleworker Solution** - Enables a remote location to use an IP phone without the aid of a dedicated voice gateway.
- ✓ **Toll-Free Numbers** - Make it even easier for customers to contact you. Set incoming calls to ring to your auto-attendant, hunt group, call center, or any other extension you feel would benefit your business and your customers.
- ✓ **Vanity Telephone Numbers** - Gain mindshare with your customers with an easy to remember number like 1-800-FLOWERS.
- ✓ **Visual Voicemail** - View, play and read your voicemail and fax messages directly in your inbox. Combines Voicemail to Email which allows you to receive voicemails and faxes as email attachments and Voicemail Transcription which sends your voicemails transcribed as emails to your inbox. Faxes are included as PDF attachments.
- ✓ **Voice Messaging** - Customize personal greetings. Users can listen to, forward, delete, and save each received voice message. During playback, users can fast forward, skip, rewind, or pause messages.
- ✓ **Whisper** - One of three call monitoring modes available (see Call Monitoring, Spy Mode or Barge Mode). In this mode, a supervisor listening in on a call between a customer and an agent can speak to the agent live on the call without the customer being able to hear. This is helpful for training situations with new agents. Admins can set up permissions to decide who can monitor, giving department heads local permissions.

Service Timeline

Know what to expect before installation. You'll be kept aware of every step of the process. If there are any bumps in the road, your account manager and our service delivery team will work to make sure that the project stays on schedule. Feel free to reach out to your account manager with any questions, or if timeline dates need changing.

Doug Roberts
President, Cytranet

CUSTOMER INFORMATION

SAMPLE

TELCO REQUIREMENTS

REQ.	EXIST	CUST	UF	N/A
CONDUIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BACKBOARD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
RACK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DEDICATED POWER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GROUND	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

POINT OF CONTACT

SAMPLE





Fiber Build Process Flow

- **Order Processing-** All project specifications are entered in our project data base. Each department assign role and responsibilities, project tracking begins at the department level.
- **Service Delivery Initial Assessment and Assignment-** Project Manager is assigned. General scope of work is reviewed with department heads.
- **Engineering-** During the Engineering stage, Engineers will determine the best (in terms of distance, economics, and strategic goals) route from the closest point of fiber backbone to the site. It will also determine if aerial, underground or a combination thereof is best. After the path has been chosen and all requirements determined, a rough sketch will go to our Computer Aided Drafting (CAD) department.
 - **Inside Plant (ISP) Site Walk** - Private property is surveyed by a Site Acquisition Coordinator. ISP's Site Walk will require access on the private property and building. Cytranet will coordinate with the Access Contact to schedule the Site Walk.
 - **Outside Plant (OSP) Right of Way Survey** - An OSP Engineer will walk the route to determine the most appropriate path from the meet point in the right of way to our existing network. Once the route is engineered, plans are sent to CAD for drafting of final plans before being submitted to the required Permitting Agencies.
- **Computer Aided Drafting (CAD)-** During this stage, plans and drawings are designed for our Construction Managers, crews and for permitting/Green Light Package submittal.
- **Permitting Stage (OSP Only)-** Request(s) for approval are sent to the appropriate permitting agencies for construction in the right of way. The timeframe it takes depends on each individual entity. Some entities are also required to do "make ready work" to prepare for Cytranet - which adds additional time to the permitting process. Third parties are involved and have their own schedule for completing prep work. Once all prep work, if required, has completed, and/or all permits are approved and received by Cytranet, the order will then move to the Construction stage and will be placed on the construction schedule.
 - Standard interval: Depends on the permitting agencies involved. Typically, between 45-120 days. The Service Delivery Project Manager will be able to provide a more specific timeframe once the specific permitting agencies are determined.
- **Green Light Package (GLP/ISP Only)-** The contents of this package represent the fiber installation proposal for the customer premise. The GLP must be returned with the property owner/manager's signature before Cytranet can begin any construction work.
 - Standard interval: ISP will send the GLP to the Order Contact as soon as the order moves out of CAD. This interval is dependent on Cytranet receiving a signed GLP from the property owner/manager.
- **Ready to Construct stage (RTC)-** When the GLP and all permits have been approved and received, the project moves to an RTC stage where it will be added to the construction schedule.
- **Physical Construction-** After the project has been placed on the construction schedule, locates are called in and all utilities marked by the appropriate entities (48 hours is the minimum wait time). This is for the purposes of Cytranet knowing where other utilities (water, gas, sewer, etc.) are to be sure they are not damaged during boring or trenching. Once locates are complete, Cytranet will start construction and will then perform all the necessary boring, trenching, conduit installation, and/or hanging of fiber along the pole line, hand holes/man holes set, fiber pull through conduit to hand hole/man hole and restoration of property to previous condition or better (if boring or trench work was needed).



- **Ready to Splice (RTS) stage-** Once all construction is complete, the splicing group within ISP will place the project on their splicing schedule. After fibers have been spliced into the Cytranet network, the project will be passed off to our Network Engineering team.

- **Pending Network Engineering-** During this stage, our Network Engineering department will perform circuit writing and testing. Once this is complete, your Service Delivery Project Manager will send an FOC email notification stating the anticipated date for install and circuit activation. The order will then move to our Operations and Circuit Management departments for equipment install and onsite testing.
 - Typically, FOC is set for 7 business days from the “Engineering Complete” date.

- **Pending Operations-** An install tech will complete the final equipment install and circuit testing at the customer premise. Your Service Delivery Project Manager will then send you a Circuit Completion email notification stating that the circuit is ready for use.



SERVICE LEVEL AGREEMENTS

IP

This SIP Service Level Agreement (“SLA”) is incorporated into the Quote executed by Cytranet and Customer for SIP Services and sets forth the specific terms and conditions under which Cytranet shall supply the SIP Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

Terminology

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

- Circuit refers to a path or physical link between two points over which data is passed.
- Customer Network refers to the entire network Customer makes available to Remote Users as part of this Service. Customer Network may include many different physical locations and/or physical pieces of Equipment.
- Customer Premise/Service Address refers to the physical address (as stated in the Purchase Agreement) where the Cytranet has been requested to provide services.
- Customer Premise Equipment refers to Equipment that Cytranet has deployed at Customer Premise to enable a service.

Service Description

General

Cytranet will provide SIP service in conjunction with ported or new DID service as well as Toll Free Service. Each SIP Trunk equals one call path. Local Calling areas for SIP service will follow the out pulsed DID number and match the LEC local calling area. Service will be delivered in the form of a dedicated Cytranet Connectivity circuit(s) engineered by Cytranet, which will be dependent upon location, bandwidth and/or Services requested. Service will typically be delivered to Customer over a Connectivity circuit utilizing a Cytranet Managed Router.

The following features are included in the SIP Service:

- **Monitoring** – Cytranet performs monitoring of Service availability as a whole. If service is unavailable, Cytranet support personnel are notified immediately and will begin efforts to restore service.
- **Direct Inward Dial or DID** – An individual Direct Inward Dial phone number may be provided by Cytranet. Cytranet may either provide a new DID, or if the customer has existing local phone numbers, Cytranet will port those numbers onto the Voice platform. Cytranet cannot guarantee ability to port existing numbers. Cytranet does not allow a customer to out pulse a non-Cytranet assigned DID.

- **Directory Listing** – Cytranet will procure a listing in local phone company directories. Directory Listing may not be available for all DIDs. Customer must purchase Directory Listing through Cytranet on ported numbers; failure to do so will result in customer directory listing being cancelled (via previous provider) in printed white pages, 411 directories and online directory listing services.
- **Calling Service (Inbound/Outbound)** – Cytranet will provide access to calling plans as contracted by Customer.
 - Local – Service includes local calling area calls. NOTE: Cytranet is not authorized by the FCC to use this service as a toll by pass mechanism.
 - Domestic Outbound Long Distance – Rate stated on the Service Quote Agreement; billed in 6-second increments; no rounding on a per-call basis.
 - Domestic 800 Service – Domestic 800 services will be billed monthly at usage rates described in the Services Quote Agreement.
 - International Long Distance – International Long Distance is available based on current rate tables.
 - Directory Assistance – Directory assistance is available based on current rate tables.
 - Operator Assistance – Operator assisted calls are available based on current rate tables.
- **911 Service** – 911 Service is delivered to a Customer location via VOIP 911 Service. Customer acknowledges that it is the irresponsibility to inform any party using or any party that might use the Service of the difference between traditional 911 and this service.

Cytranet will not be responsible if 911 Service is unavailable due to the Cytranet provided equipment being tampered with or losing power.

Customer bears full responsibility for testing 911 Service after Service installation and periodically throughout the duration of Service and to notify Cytranet if any issues are noted with 911 Service.

Customer agrees to cooperatively test 911Service and share the results of such testing at the request of Cytranet.

If Cytranet requests testing of 911 Service and does not receive confirmation within one (1) business week that such testing has been performed, then Cytranet reserves the right to dispatch a technician to perform testing of 911 Services and Customer agrees to be liable for the cost of such testing.

Cytranet reserves the right to disable Service if Customer does not cooperate with 911 testing. Service so disabled shall not qualify for SLA credit nor relieve Customer of contractual obligations of Service.

Cytranet will register all phone numbers at the street address provided based on the Service address for each phone number.

Customer agrees not to hold Cytranet liable for the result of incorrect 911 geographic location information, including but not limited to lack of emergency response, incorrect location information causing first responders to be delayed, or any other issue with 911 emergency response.

Certain features may not be compatible with 911Service.

Cytranet reserves the right to refuse provisioning or modification of features or service if such provisioning or modification adversely affects 911 Service.

Cytranet will provide either basic 911 or E911 Service for each DID based on the serving rate center specification for that DID as specified by the North American Numbering Plan Association (NANPA).

With E911 Service, when you dial 911, the telephone number and registered address is simultaneously sent to the local emergency center assigned to that location, and emergency operators have access to the information they need to send help and call back if necessary. Customers in locations where the emergency center is not equipped to receive the telephone number and address have basic 911.

With basic 911, the local emergency operator answering the call will not have the call back number or location. Cytranet will not provide this service to areas where basic 911 or E911 Services are not available.

Additionally, Cytranet will not be held responsible for any inability for E911 Service operators to properly locate Customer due to changes to the calling line ID phone number in the Cytranet Voice Management Portal.

Cytranet will deliver a 911 call to the emergency center based on the address of record for the calling DID as recorded in the Cytranet voice management portal. The call will be delivered as basic 911 or E911 based on whether the emergency center is able to receive the enhanced information from a Voice over IP system.

As additional local emergency centers become capable of receiving enhanced information, Cytranet will automatically upgrade Customer with basic 911 to E911 Service. Cytranet will not provide notice of the upgrade.

Cytranet 911 and E911 Services are not compatible with a Customer moving their phone to a location other than the service address of record where the phone was originally installed or changing their phone number.

For locations with E911 Service, the failure of Geo-coding or address validation, will not allow Cytranet to process the error records in real time and Cytranet will use commercially reasonable efforts to resolve the records in error. There may be instances that will prevent a data integrity unit analyst from correcting errors, causing delays in provisioning the Customer's data into the 911 systems.

The service is predicated on using primary wire line Public Safety Answering Point (PSAP) boundaries for routing Emergency Calls to the appropriate PSAP. The primary wire-line boundary information is collected and is entered into a database for real time queries for PSAP boundary lookup. Customer acknowledges that primary wire-line PSAP boundary data may not be available for the entire United States and that Cytranet is dependent on the PSAPs to provide such information resulting in the use of wireless PSAP boundary data to route an Emergency Call.

For locations with basic 911, the service uses wireless PSAP boundaries when a primary wire-line PSAP boundary is not available. Therefore, the 24x7x365 PSAP telephone number for a Subscriber Emergency Call may correspond to a PSAP other than the PSAP that would normally receive wire-line Emergency Calls placed from the Customer location. Customer's physical service address and call back number will not be presented to the PSAP. In the event caller cannot speak, Customer acknowledges that no information will be provided to the PSAP to contact the Customer to obtain information that could allow them to dispatch emergency services to caller's location. Each PSAP's internal processes will dictate how the call should be handled. Customer acknowledges that it is possible that the emergency

call may not be able to be delivered to the PSAP due to network and systems issues outside of Cytranets' control.

Additional fees may apply should Customer want lines other than the main line to be routed to the ECRC. In the event caller cannot speak or identify their address, Customer acknowledges that Cytranet has no further ability to assist the caller and Customer agrees to indemnify and hold harmless Cytranet from all third party claims arising from such circumstances.

- **Calling Line ID Delivery** – Calling Line ID Delivery, also known as “Caller ID” is a telephone service that transmits a caller’s telephone number to the called party’s telephone equipment during the ringing signal before the call is answered. Where available, the caller ID can also provide a name associated with the calling telephone number.

Levels and Offerings

SIP is offered at a single level of service, however, Customers can opt for the different Service Options listed below.

Availability Dependencies

The availability of Service is dependent on the existence of a suitable network transport from Cytranet to User(s). Cytranet also reserves the right to limit Service availability in the event that necessary Service Components are either unavailable or unattainable at a reasonable cost to Cytranet.

The availability of the Service is also dependent upon the following:

- It is the Customer’s responsibility to ensure that all devices at Customer Premise are able to connect to Equipment and are configured properly. This includes but is not limited to Ethernet switches, Ethernet cabling, work stations, servers and operating systems.
- The availability of this service is dependent on available space, power, hardware and available network connectivity within a given data center.
- Cytranet Connectivity is required for the SIP Service.
- Director-level approval is required for SIP termination to non-Cytranet supported existing phone systems.

Limitations

Customer agrees that Cytranet is not responsible for any unauthorized access or modification of Customer's data while in electronic transmission to or from the Cytranet Data Centers. Customer also agrees that Cytranet is not responsible or liable for any content sent using, or received from, the SIP Service including that which may be illegal, obscene, defamatory, threatening, or that may infringe any trademark, copyright, or other third party intellectual property right.

- SIP Trunking local calling supports up to 2100 minutes of local usage per trunk, per calendar month. In the event that Customer traffic exceeds this limit in a given calendar month, Customer will incur a one (1) cent per minute charge for any overages.
- Fax Service is compatible with most G3 V.17 (14400baud) and V.29 (9600baud) fax machines. Service may not work reliably with Super G3V.34 fax modems. Cytranet will make reasonable efforts to ensure service works reliably with Customer’s existing fax machine. Customer agrees to set their fax machine to

a slower speed, if Cytranet feels necessary. Cytranet is not responsible for any integrator costs necessary to make this change. If reliable faxing over service is deemed unfeasible by either Cytranet or by Customer, then the Customer will bear full cost of ordering and maintaining a POTS line dedicated to faxing via the local RBOC. Cytranet will not be financially liable for inability to provide reliable faxing over this product. If Cytranet is unable to provide reliable fax service over this product, Cytranet agrees to release Customer from contract liability of the one seat being used to provide services to this fax machine. Customer will continue to be liable for remainder of contracted services in such a situation.

- Toll Fraud – Cytranet does not monitor for toll fraud. All calls terminated across the Voice network will be billed at standard rates.

Cytranet will not be responsible for additional/excessive charges or overages incurred by the customer due to toll fraud, employee abuse, or improper business practices related to use of telephone services we provide, including but not limited to:

- Any customer owned equipment not managed by Cytranet that the customer has directed us to be included in their call setup/teardown paths.
 - Any customer owned platform or operating system vulnerabilities or improper configuration that could allow toll fraud or improper use.
 - Any misconfigured or accidental call forwarding conditions placed on customer owned equipment resulting in overages or excessive charges.
- Invalid or Unassigned Calling Numbers – In the scope of calls sent to Cytranet SBCs by customer equipment, a valid assigned customer calling number is a number that has been ported and/or activated to Cytranet SIP trunking service, assigned to the customer by Cytranet, and defined for the customer in the Cytranet SBCs. When customer equipment routes an outbound call to Cytranet SBCs, the calling number identifier headers in the SIP message should contain an assigned number in the globalized E.164 format. If Cytranet receives a call from the customer with an invalid or unassigned calling number in the SIP URI fields (From, Contact, Diversion, P-Asserted-ID, Record-Route, Route, Refer-To, Referred-By), Cytranet will overwrite that number with a pre-determined BTN (Billing Telephone Number) for that customer. It is important to note that forwarded calls will also follow this rule.
 - In the case of forwarded calls, we recommend that you set the Call Manager SIP trunk “Calling Party Selection” parameter to “Last Redirect Number (External).”
 - Disconnecting Existing Customer Service – It is the Customers responsibility to disconnect any service with the losing/existing service provider. Cytranet is in no way responsible for disconnecting any existing Customer service.
 - Cytranet does not currently provide multiple directory listings per account.

Service Options

The following options may be added to the SIP Services. Description of Service options in no way entitles Customer to the feature, unless specified by Cytranet and Customer in the signed Quote or signed evaluation of a Service Change request. A Separate Service Agreement or Statement of Work may apply to such options and

may have additional costs associated with them. Options below may not be compatible with all variants of SIP Service.

Configuration, Staging and Shipment

Cytranet offers Configuration, staging and shipping of Customer Equipment used to terminate Service. Configuration includes configuration of Equipment to support Cytranet Service. Customers must open a ticket through Cytranet Customer Care to obtain configuration, staging and/or shipping of Customer equipment.

Cytranet reserves the right to bill Customer at current hourly rates for configuration requests that are not required to provide Service outlined herein. Shipping of equipment includes standard ground shipping. Cytranet reserves the right to bill Customer if any alternative shipping method is requested by Customer.

Equipment Management

Cytranet offers management of Customer Equipment used to terminate Service.

A Managed Voice Gateway is a physical device that is configured and managed by Cytranet Managed and Cloud services, provides a demarcation point for voice calls between the customer's SIP capable telephone system and the Cytranet Global SIP Session Border Controllers, and handles any non-standard, non-globalized E164 number addressing schemes and translations. The gateway provides a private interface route-able to/from the customer private network, and a public interface route-able to the Cytranet Global Session Border Controllers.

Local Dialing with Intra-/Inter-State Long Distance Rate

Long Distance Bundles may be purchased in additional minute blocks. Additional minutes will be charged based on rates stated in the Statement of Fees. Calls are billed in 6-second increments, no rounding on a per call basis. This service will terminate telephone calls received from the Customer telephone numbers in to the Public Switched Telephone Network (PSTN). Each call terminated will be measured in six (6) second increments for duration and charged on a usage basis at a rate specified in the contract. Calls are assigned a type from the following:

- Local
- Extended Area Service
- Intrastate-US/US
- Inter-Canada
- International

Each call type may be specified a different rate as specified in the contract. International LD call charged based on a per destination country (land-line and mobile) rate.

Service Delivery Requirements

General

It is Customer's responsibility to ensure that all Users are able to connect to the Service and are configured properly. This includes, but is not limited to, Ethernet switches, Ethernet cabling, workstations, servers, operating systems, and software.

Cytranet's ability to provide services is dependent upon Customer-provided information. Service delivery may be delayed if all information is not provided based on timelines set by the Project Manager.

Installation

Upon receipt of the signed Quote, Cytranet will setup the SIP Service as follows:

- A Project Manager will be assigned to every SIP installation. The Project Manager will contact the client once the order is received.
- If numbers are porting, a full list of telephone/DID numbers will be required by the Customer along with service addresses. A corresponding phone bill that associates to all provided porting numbers is also required.
- A Letter of Agency (LOA) will be provided to the Customer, which will allow Cytranet to port/move existing service. A separate LOA will be provided for Toll Free Service versus DID service.
- The Provisioning Department will submit the signed LOA along with a port request to our Carrier requesting a Firm Order Commitment (FOC) from the losing service provider.

Note about Porting Times: Cytranet will request porting dates and times from the losing service provider between 8:00 AM to 4:30 PM Monday through Friday Central Standard Time. We highly recommend not porting on a Friday because staffing levels for the carrier will be much less available after hours and on weekends.

- If new DIDs or Toll free numbers have been ordered, the Provisioning Department will request the numbers from our carrier. Once the assigned Numbers are received, the Provisioning Department will send a list of new numbers to the Client.
- The Project Manager will contact the client to schedule the port time once the provisioning Department has obtained an FOC date from our Carrier. Port orders are scheduled between 8:00AM–3:00 PM CST Monday –Friday on the FOC date.
- The Project Manager will coordinate with all parties involved by sending out a confirmation to the Customer, Voice Engineers, Provisioning Department and Field Engineer (if one is assigned to Customer). A conference call will be scheduled for all involved parties during the port when deemed necessary.
- On the scheduled port date the Voice Engineer, Provisioning Department, and Field Engineer will configure the SIP Trunks, add new DIDs and Toll Free numbers if applicable, and activate the port with our carrier and test numbers.

- Once all associated telephone numbers have been added/ported and tested, the Voice Engineer will submit the implementation as completed.
- For new Customers, once the port is complete, the Project Manager will send a welcome email to the Customer detailing the completion of services provided by Cytranet along with instructions on how to contact Client Care.
- Cytranet reserves the right to bill customer at current market rates for any cabling required to support service. Cytranet reserves the right to use outside cabling contractors to perform cabling work.
- Cytranet is not responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of such customer equipment or integration of such customer equipment in to Customer's internal network. Cytranet is not responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of any software or network application or integration of such software or hardware application in to the Customer Network. Additional managed services are available to cover customer equipment.

If additional configuration work is required due to limitations of the Customer network, Cytranet reserves the right to bill Customer at currently hourly rates for additional configuration time.

Cytranet is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application in to the Customer's internal network.



Services Proposal
For



Des Plaines Public Library
1501 Ellinwood Street
Des Plaines, IL 60016

1. Who We Are

Outsource Solutions Group (OSG) is a Microsoft Solutions Partner for Modern Work, a reseller of the products supported at DPPL, E-Rate certified, has experience consulting on E-Rate compliance, and is a systems integration and network infrastructure firm servicing the greater Chicago area since 1998. Our staff is comprised of vendor-certified professional engineers who provide progressive technology services to our customer base. This customer base has consistently grown since our founding because we maintain an unmatched customer service focus. Simply put, we help our customers utilize and manage technology solutions that provide the lowest total cost of ownership balanced with the highest opportunity for return on investment. OSG maintains strong partner/vendor relationships and offers best of breed solutions from Microsoft, Cisco, Meraki, HP, Palo Alto Networks, SentinelOne, Perch Security, Knowbe4, APC, Adobe, Dropsuite, Proofpoint, ThreatLocker, Veeam, Duo, TBS, and many others.

Managed Services:

OSG's managed network services packages offer customers affordable remote and onsite technical support, network server maintenance, and network monitoring services. These customized technical support solutions offer businesses of all sizes the support they need at a price that is fair and predictable. Maintenance services include addressing important recurring maintenance tasks such as

- Applying critical security updates to network PCs and servers on an ongoing basis.
- Daily backup job monitoring, notification, and ongoing recovery testing.
- Antivirus/spyware alert, control, and remediation.
- Network inventory, diagram, and documentation about key systems.

We also use best of breed software and hardware systems to monitor a customer's critical network assets enabling OSG to preemptively predict failures and avert potential downtime for key network systems. Managed services provide maximum network reliability and quick problem resolution when necessary.

Managed Backup and Server Virtualization Services:

OSG's managed backup and server virtualization services offer a layered approach to system backup and recovery. Augmenting current backup strategies with server virtualization, online backup, and offsite replication can offer far greater protection over legacy tape backup-based systems. By using point in time or "snapshot" based technologies, OSG's backup solutions make copies at an interval that meets business objectives rather than relying on a once-a-day backup. With the availability of image-based solutions with "bare metal" restore capabilities; organizations can reduce the time necessary to recover in the event of a hardware failure or other disaster event.

Network and Disaster Recovery Auditing Services:

OSG offers network and disaster recovery auditing services which provide businesses with an impartial third-party assessment of computer hardware and software systems and the ability to recover those systems in the event of a failure. This service allows businesses to measure any gaps in best practice which may be exposing a business to unnecessary risks. OSG uses a best practice template to analyze the present configuration with respect to both hardware systems and software applications. The audit deliverable typically consists of a written report describing the current environment and identification of the risk or potential weakness in relation to the current configuration. Network and disaster recovery audits also include a detailed network diagram and the recommended tasks to remedy any identified issues.

Design Planning Services:

Whether you need recommendations on what equipment to order for your small business network or troubleshooting your multi-national VPN, OSG has experienced certified network engineers in all areas of network design. By maintaining a relationship with Microsoft, Cisco, HP and other best of breed vendors, OSG engineers remain current and knowledgeable about not only today's technology, but also future opportunities to drive return on investment and profit using automation and technology. Need an independent validation of your in-house team's design plan? Let OSG's CCIE and MCITP certified engineers review the plan allowing your team to leverage our cross-industry experience and insights.

2. Introduction

Outsource Solutions Group (OSG) has had the opportunity to support the Des Plaines Public Library (DPPL) over the last 18 years in varying capacities. Most recently, OSG has functioned as DPPL's outsourced technology department (January 2008 to present). We appreciate the opportunity to submit our proposal to continue to provide this service beginning July 1, 2024 through June 30, 2027 with two one-year voluntary extensions.

3. General Requirements Response

- Bidder's Financial Strength.
 - OSG has maintained a strong financial cashflow, balance sheet, and accounting operations since its inception. We have the backing of the world's largest Private Equity MSP aggregator in addition to our own operational cashflow. If you would like more information on our financial position or Evergreen's please reach out to us and we will be happy to accommodate as able.
- Corporations shall provide the year and state of incorporation.
 - OSG was originally incorporated in 1998 in the state of Illinois and is now incorporated in Delaware (2022).
- Partnerships shall provide the names of the partners, and the length of its existence.
 - N/A
- State if the bidder is presently negotiating a sale, acquisition or merger that would alter the Bidder's existing structure.
 - OSG is not considering a sale, acquisition, or merger at this time.
- Any other information that demonstrates the Bidder's experience, ability, and capacity to produce the required outcomes requested in this RFP
 - OSG has successfully provided the services detailed in the RFP to DPPL over the last 14 years. During this time OSG has exceeded the expectations of the staff, patrons, and Board of Trustees. Additionally, OSG is the leading provider of IT Managed Services to Libraries in Illinois with 24 customers.
- Vendor should have experience consulting on E-Rate compliance and should be E-Rate certified. Please provide SPIN.
 - OSG has provided E-Rate compliance services and is E-rate certified. OSG's SPIN number is 143045300.
- Client references below should include at least one client with an E-Rate Funding approval for ICM services. Additional E-Rate approved client FRN's may be subsequently requested.
 - Sample FRN numbers: 2199062780 and 1799035803

4. Client references for similar work performed

Des Plaines Public Library
IT Managed Services
January 1, 2010 to present
110 Employees
Jo Bonell
Library Director
1501 Ellinwood Street
Des Plaines, IL 60016
847-827-7974
jbonell@dppl.org

Northbrook Public Library

IT Managed Services
August 1st, 2017 to Present
109 Employees
Kate Hall
Library Director
1201 Cedar Lane
Northbrook, IL 60062
847-272-7084
khall@northbrook.info

Warren Newport Public library

IT Managed Services
May 15th, 2021 to Present
90 Employees
Ryan Livergood
Library Director
224 North Oplaine Road
Gurnee, IL 60031
847-244-5150
rlivergood@wnpl.info

Tinley Park Public Library

IT Managed Services
November 2021 to present
73 Employees
Zach Musil
Library Director
7851 Timber Drive
Tinley Park, IL 60477
708-845-5711
zmusil@tplibrary.org

Morton Grove Public Library

IT Managed Services
November 2018 to Present
68 employees
Pam Leffler (she/her)
Executive Director
6140 Lincoln Avenue
Morton Grove, IL 60053
847-929-5130
pleffler@mgpl.org

Lake Forest Library

IT Managed Services
August 1st, 2020 to Present
60 Employees
Jim Lee
Facilities Director
360 E Deerpath Road
Lake Forest, IL 60045
847-810-4624
jlee@lakeforestlibrary.org

5. E-Rate

OSG has reviewed FCC Form 470 # 240015674 and is submitting a response for all E-Rate-eligible services and ineligible services.

6. Personnel skill set requirements

OSG has provided on-site support during the current agreement period and will continue to do so as outlined in the RFP.

- **CIO Services**
 - Don Sofolo: 25+ years providing IT solutions for organizations
 - Mike Ruter: 20+ years providing IT solutions for organizations
 - Drew Langlie: 14+ years providing IT solutions for organizations

- **Network Administrators**
 - Brandon Curry: 25+ years providing IT solutions for organizations throughout the Chicagoland area. CCIE, CISSP, PMP MCSE, MCNE, MCT
 - Daniel Klobnak: 25+ years providing IT solutions for organizations throughout the Chicagoland area. CCNA, MCSE Enterprise Engineer, WG 11.6, Citrix Administrator
 - Darrell Tielbur: 16 years providing IT solutions for organizations throughout the Chicagoland area. MCSA, WatchGuard
 - Jeff Lingle: 18+ years providing IT solutions for organizations throughout the Chicagoland area. A+, SPX Master Engineer.
 - Christine Huynh: 2+ years providing IT solutions for organizations

- **Staff Support Technicians**
 - Bhrugesh Patel: 13 years providing Staff and Patron Support in a Library environment
 - Dan Raker: 7+ years providing Staff and Patron Support in a Library environment
 - David Carreno: 6+ years providing Staff and Patron Support in a Library environment
 - Tony Gryka: 2.5 years providing Staff and Patron Support in a Library environment
 - Adam Legler: 1.5 years providing Staff and Patron Support in a Library environment
 - Thomas Gray: 1.5 years providing Staff and Patron Support in a Library environment
 - William Lawson: 1.75 years providing Staff and Patron Support in a Library environment

- **Patron Support Technicians**
 - Daniel Lim: 1 year providing Patron Support in a Library environment
 - Paulo Carreno: 1 year providing Patron Support in a Library environment
 - Jason Byhring: 9 months providing Patron Support in a Library environment
 - Dean Asuncion: 6 months providing Patron Support in a Library environment
 - Christian Ruiz: 1 month providing Patron Support in a Library environment
 - Corban Chang: 1 month providing Patron Support in a Library environment

- **Videography**
 - OSG has been providing this service to the library for several years and continues to employ individuals that can perform these services.

Other Service Requirements

OSG has been providing these services to the library for many years and continues to employ individuals to perform the services as described in the RFP.

7. Contract Provisions

OSG agrees to a contract provision allowing both OSG and the Library to cancel the contract with 90 days notice with or without cause.

OSG has reviewed the conditions outlined in the RFP and wishes to continue to provide these services to DPPL in the same manner as we have for the past 14 years. We respectfully submit our fixed pricing as follows:

Year 1: \$425,467 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Year 2: \$446,740 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Year 3: \$469,077 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Year 4 (Voluntary extension): \$492,531 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Year 5 (Voluntary extension): \$517,158 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Name	Date of Purchase	Make	Model	Serial Number	Replacement year	Budgeted	Tag #
PA-820 Firewall		2021 Palo Alto Networks	PA-820	12001065333	2028	No	
Premium support 3-year prepaid for PA-820		2021 Palo Alto Networks	PAN-SVC-PREM-820-3YR		2024	No	
PANDB URL filtering subscription 3-year term for PA-820		2021 Palo Alto Networks	PAN-PA-820-URL4-3YR		2024	No	
DNS Security subscription 3-year term for PA-820		2021 Palo Alto Networks	PAN-PA-820-DNS-3YR		2024	No	
Threat prevention subscription 3-year term for PA-820		2021 Palo Alto Networks	PAN-PA-820-TP-3YR		2024	No	
WildFire subscription 3-year term for PA-820		2021 Palo Alto Networks	PAN-PA-820-WF-3YR		2024	No	

Floor	Physical Location (detail)	Name in Meraki Portal & DNS	Date of Purchase	Make	Model	Model #	Tag#	Serial Number	MAC	Hostname & DHI IP	Port #	Replaceme	Budgeted	Note
1st Floor	Exterior underhang of the Northwest corner of the building	Meraki-1F-NorthWestExterior	11/27/2020	Cisco	MR74	MR74-HW		491 Q2QD-CCYD-7DR4	2c:3f:0b:ca:30:d1	Meraki-1F-North	192.168.17 -	2027	No	
1st Floor	Exterior underhang of the Northcentral area of the building	Meraki-1F-NorthCentral-Exterior	11/27/2020	Cisco	MR74	MR74-HW		492 Q2QD-ABDP-SJDM	2c:3f:0b:ca:2c:d5	Meraki-1F-North	192.168.17 -	2027	No	
1st Floor	Exterior underhang of the Northeast corner of the building	Meraki-1F-NorthEast-Exterior	11/27/2020	Cisco	MR74	MR74-HW		493 Q2QD-7GHW-VCCS	2c:3f:0b:ca:2c:d5	Meraki-1F-North	192.168.17 -	2027	No	
4th Floor	Patron Area: Southwest Corner Ceiling near Canvas Study Rooms	Meraki-4F-SouthWestCorner-IT	3/4/2022	Cisco	MR56	MR56-HW		728 Q3AB-5FL2-D4V3	A8:46:9D:33:76:E	Meraki-4F-South	192.168.17 W4-01	2029	No	Deployed 12/22/2022.
2nd Floor	Admin North Hallway Ceiling outside the Conference Room	Meraki-2F-Admin-ConferenceRoc	3/4/2022	Cisco	MR56	MR56-HW		729 Q3AB-RTRH-KY7D	A8:46:9D:33:75:C	Meraki-2F-Admin	192.168.17 W2-02	2029	No	Canvas study room AP.
3rd Floor	Patron Area: Southwest Corner Ceiling (outside Commons/CS Workroom)	Meraki-3F-SouthWestCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		730 Q3AB-847Z-WNN9	A8:46:9D:33:73:C	Meraki-3F-South	192.168.17 W3-02	2029	No	Deployed 12/28/2022
3rd Floor	Patron Area: Southeast Corner Ceiling (outside AS Office)	Meraki-3F-SouthEastCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		731 Q3AB-CZIW-ST2H	A8:46:9D:33:75:F	Meraki-3F-South	192.168.17 062-2	2029	No	Deployed 12/29/2022
3rd Floor	Patron Area: Northwest Corner Ceiling (reading area)	Meraki-3F-NorthWestCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		732 Q3AB-B69N-JUMN	A8:46:9D:33:75:F	Meraki-3F-North	192.168.17 W3-01	2029	No	Deployed 1/11/2023
4th Floor	Patron Area: Northeast Corner Ceiling	Meraki-4F-NorthEastCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		733 Q3AB-WFU3-PCLU	A8:46:9D:33:74:C	Meraki-4F-North	192.168.17 W4-03	2029	No	Deployed 1/18/2023
4th Floor	Patron Area: Northwest Corner Wall	Meraki-4F-NorthWestCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		734 Q3AB-KL38-RM99	A8:46:9D:33:74:C	Meraki-4F-North	192.168.17 W4-02	2029	No	Deployed 2/1/2023
1st Floor	PAMS Workroom ceiling above the Switchboard	Meraki-1F-PA-MS-Workroom	3/4/2022	Cisco	MR56	MR56-HW		735 Q3AB-PLS4-YT22	A8:46:9D:33:73:9	Meraki-1F-PA-M	192.168.17 W1-05	2029	No	Deployed 2/7/2023
3rd Floor	Patron Area: Northeast Corner Ceiling	Meraki-3F-NorthEastCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		736 Q3AB-UUJC-E4AY	A8:46:9D:33:72:F	Meraki-3F-North	192.168.17 W3-03	2029	No	Deployed 1/11/2023
1st Floor	BSS Ceiling outside Freight Elevator	Meraki-1F-BSS-Office	3/4/2022	Cisco	MR56	MR56-HW		737 Q3AB-E7EJ-MYCS	A8:46:9D:33:74:1	Meraki-1F-BSS-O	192.168.17 W1-01	2029	No	Deployed 1/26/2023
2nd Floor	Patron Area: Southeast Corner Ceiling (outside YS Office)	Meraki-2F-SouthEastCorner-YS	3/4/2022	Cisco	MR56	MR56-HW		738 Q3AB-GFU8-VLJA	A8:46:9D:33:73:9	Meraki-2F-South	192.168.17 W2-05	2029	No	Deployed 1/17/2023
														Deployed 2/8/2023
														Deployed 6/6/23. Still needs to be mounted.
														Ports to be re-used: 3010-27 (Copier) or 3010-247 (Jless).
3rd Floor	Creative Services Workroom	Meraki-3F-MarCom-CS-Office	2/8/2023	Cisco	MR56	MR56-HW		811 Q3AB-HYR3-JAJJ	E4:55:A8:13:C3:0	Meraki-3F-MarC	192.168.17 3010-20 (??)	2030	No	
2nd Floor	YS Office Ceiling	Meraki-2F-YS-Office	2/8/2023	Cisco	MR56	MR56-HW		812 Q3AB-T5X2-RHY8	E4:55:A8:13:C2:F	Meraki-2F-YS-Off	192.168.17 W2-04	2030	No	Deployed 12/27/2023
3rd Floor	AS Office Ceiling	Meraki-3F-AS-Office	2/8/2023	Cisco	MR56	MR56-HW		813 Q3AB-H6XM-HTMA	E4:55:A8:13:C2:A	Meraki-3F-AS-Off	192.168.17 W3-04	2030	No	Deployed 12/21/2023
1st Floor	A&C Workroom Ceiling	Meraki-1F-A&C-Workroom	2/8/2023	Cisco	MR56	MR56-HW		814 Q3AB-TAZU-P465	E4:55:A8:13:C3:1	Meraki-1F-AC-Wr	192.168.17 W1-04	2030	No	Deployed 12/21/2023
2nd Floor	Admin South Hallway Ceiling outside the Staff Lounge	Meraki-2F-Admin-StaffLounge-Hi	2/8/2023	Cisco	MR56	MR56-HW		815 Q3AB-MSKW-D4NT	E4:55:A8:13:C2:4	Meraki-2F-Admin	192.168.17 W2-03	2030	No	Deployed 12/27/2023
2nd Floor	Patron Area: YS Patron PC and iPad Table near Projector	Meraki-2F-PatronPCArea-YS	2/8/2023	Cisco	MR56	MR56-HW		816 Q3AB-2JFT-857Q	E4:55:A8:13:C2:3	Meraki-2F-Patron	192.168.17 W2-01	2030	No	Deployed 12/28/2023
1st Floor	Patron Area: Meeting Room A Ceiling	Meraki-1F-MeetingRoomA	2/8/2023	Cisco	MR56	MR56-HW		817 Q3AB-NW46-UPYG	E4:55:A8:13:C2:2	Meraki-1F-Meeti	192.168.17 W1-02	2030	No	Deployed 12/22/2023
1st Floor	Patron Area: Meeting Room C Ceiling	Meraki-1F-MeetingRoomC	2/8/2023	Cisco	MR56	MR56-HW		818 Q3AB-CVBH-72YK	E4:55:A8:13:C3:0	Meraki-1F-Meeti	192.168.17 W1-03	2030	No	Deployed 12/20/2023
4th Floor	Patron Area: 4th Floor South East Corner Ceiling	Meraki-4F-SouthEastCorner-AS	2/8/2023	Cisco	MR56	MR56-HW		819 Q3AB-TMBH-QGXR	E4:55:A8:13:C2:2	Meraki-4F-South	192.168.17 W4-04	2030	No	Deployed 12/28/2023
4th Floor	IT Office Ceiling	Meraki-4F-IT-Office	1/19/2024	Cisco	MR56	MR56-HW		975 Q3AB-5LQ8-S777	E4:55:A8:14:DC:7	Meraki-4F-IT-Offi	192.168.17 W4-05	2031	No	Deployed 1/30/2024

<u>UPS Location</u>	<u>UPS Date of Purchase</u>	<u>UPS Model</u>	<u>UPS SN</u>	<u>UPS Replacement ye</u>	<u>UPS Tag #</u>
1st Floor UPS - Smart-UPS VT	5/1/2016	APC SUVTP15K2B2S	PS1607130704	2025-2027	#000348
	ATTACHED DEVICE TYPE		QTY	MODEL	%
	6 Cisco Switches		6	C9300L-48P-4X	60% eligible
	Comcast Ciena 3930 (for Fiber Internet)		1	Ciena 3930	10% eligible
	exacqVision Security Camera Server		1	Unknown	10% ineligible
	Schlage Bright Blue security badge/door system		1	Unknown	10% ineligible
	Speaker Amplifier		1	Unknown	10% ineligible
4th Floor UPS - Symmetra LX	8/1/2017	APC SYAF16KRMT	AD1723120007	2025-2027	# 000346
	ATTACHED DEVICE TYPE		QTY	MODEL	%
	HPE Hosts/Servers		3	ProLiant DL380 Gen1	20% ineligible
	Cisco Switches		1	C9300-48T	10% eligible
	Cisco Switches		1	C9300X-12Y	10% eligible
	Cisco Switches		4	C9300L-48P-4X	40% eligible
	Palo Alto Firewall		1	PA-820	20% eligible

<u>Name</u>	<u>Date Installed</u>	<u>Make</u>	<u>Model</u>	<u>Serial Number</u>	<u>Provider</u>	<u>Notes</u>	<u>Tag #</u>
Comcast Service Delivery Switch (Fiber Internet)	2/1/2014	Ciena	3930 (170-3930-900)	M7180632	Comcast	Modem for Fiber Internete	978

Stack Name	Switch Name & Location	Make	Model	Serial Number	MAC Address	Hardware Version	Software V.	Date of Pl	Replacement y	Budgeted	Tag #	IP	Contract R	Notes	
C9300-4FL-CORE	Core Switch (1)	Cisco	C9300X-12Y	FJC2727137J	481b.a42c.2f00	V02	17.09.04a	23-Feb	2030	No		956	10.69.69.6	2028	Installed December 2023.
	Core Switch (2)	Cisco	C9300-48T	FJC272213RB	9088.559e.7d00	V05	17.09.04a	23-Feb	2030	No		957		2028	Installed December 2023.
C9300L-4FL-STAFF	4th Floor Staff Switch (1)	Cisco	C9300L-48P-4X	FVH2722L1CG	3488.18fb.3200	V05	17.09.04a	23-Feb	2030	No		958	10.69.69.6	2028	Installed December 2023.
	4th Floor Staff Switch (2)	Cisco	C9300L-48P-4X	FVH2722L12P	9088.5596.a380	V05	17.09.04a	23-Feb	2030	No		959		2028	Installed December 2023.
C9300L-4FL-PATRON	4th Floor Patron Switch (1)	Cisco	C9300L-48P-4X	FVH2721103R	9088.554f.9380	V05	17.09.04a	23-Feb	2030	No		960	10.69.69.6	2028	Installed December 2023.
	4th Floor Patron Switch (2)	Cisco	C9300L-48P-4X	FVH2722L10B	3488.18fa.f500	V05	17.09.04a	23-Feb	2030	No		961		2028	Installed December 2023.
C9300L-1FL-STAFF	1st Floor Staff Switch (1)	Cisco	C9300L-48P-4X	FVH2722L15Y	3488.18df.3b80	V05	17.09.04a	23-Feb	2030	No		962	10.69.69.6	2028	Installed December 2023.
	1st Floor Staff Switch (2)	Cisco	C9300L-48P-4X	FVH2722L15W	9088.5583.7480	V05	17.09.04a	23-Feb	2030	No		963		2028	Installed December 2023.
	1st Floor Staff Switch (3)	Cisco	C9300L-48P-4X	FVH2722L14F	9088.5596.7380	V05	17.09.04a	23-Feb	2030	No		964		2028	Installed December 2023.
C9300L-1FL-PATRON	1st Floor Staff Switch (4)	Cisco	C9300L-48P-4X	FVH2722L1CC	3488.18fb.3000	V05	17.09.04a	23-Feb	2030	No		965		2028	Installed December 2023.
	1st Floor Patron Switch (1)	Cisco	C9300L-48P-4X	FVH2722L1CR	3488.18ea.8d00	V05	17.09.04a	23-Feb	2030	No		966	10.69.69.6	2028	Installed December 2023.
	1st Floor Patron Switch (2)	Cisco	C9300L-48P-4X	FVH2722L1CN	3488.18fb.0b00	V05	17.09.04a	23-Feb	2030	No		967		2028	Installed December 2023.

Manufacturer Part Number for Products	Associated (BMIC) COST \$\$\$	Total
PA-820	21%	
PAN-SVC-PREM-820-3YR	2%	
PAN-PA-820-URL4-3YR	5%	
PAN-PA-820-DNS-3YR	4%	
PAN-PA-820-TP-3YR	2%	
PAN-PA-820-WF-3YR	2%	
Cienna 3930	3%	
C9300-48T	8%	
C9300X-12Y	5%	
C9300L-48P-4X	20%	
MR56-HW	17%	
MR74-HW	3%	
APC SUVTP15K2B2S	4%	
APC SYAF16KRMT	4%	
Total	100%	

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DPPL 2024 Security Camera Replacement Project

The aging security camera system at Des Plaines Public Library (DPPL) is 9 years old and is recommended to be replaced per limitations of the current system (and is beyond a standard lifecycle of 5 years for servers). The heavily used camera server is no longer under warranty, requires frequent hard drive replacements, and has limited recording capability. Also, the existing unsupported security cameras use a mixture of decades old low quality analog cameras and outdated IP network cameras, and the building is sparingly outfitted with mostly dated Cat 5e cable.

For the reasons above, we recommend replacing the security camera system by installing a new AXIS S1296 Rack 96 TB network video recorder (NVR/VMS) from Axis Communication. Meeting staff security needs will entail installing 65 new Axis IP cameras (keeping 5 purchased in the last 5 years). Since most existing cameras are analog and cameras will be added to new locations, a total of 53 new Cat 6 network cables will be run throughout the building (while reusing 16 existing Cat 6 cables).

Axis Communications is an industry leader in IP network cameras and have a regional office located 5.4 miles away. All Axis hardware comes with a 5-year warranty. All vendors below are Axis Communications partners, and have submitted quotes to run Cat 6 cables, procure all hardware, configure and install all components, and commission and train staff on usage and administration.

The following quotes all deliver the same Axis hardware, include installation of required network cables, and meet the project scope of work:

Vendor	Quote
NetBase Systems Solutions	\$101,834.10
Videotec Corporation	\$104,232.62
Cadre Communications, Inc. (CCI)	\$114,120.00

Des Plaines Public Library 2024 Security Camera Upgrade Project

Project Summary

Des Plaines Public Library (DPPL, owner) has initiated a security camera project utilizing an Axis Communications end to end solution. The existing VMS/NVR is to be replaced with an Axis Camera Station and standardizing on all Axis network cameras. A total of 65 Axis IP Cameras are to be procured and installed, which the Library hopes to improve security camera coverage throughout the building. New Cat 6 network cabling will be installed at all new camera locations and most existing camera locations, with a total of 53 new Cat 6 network cables.

Scope of Work:

1. **Introduction:** This document outlines the scope of work for the installation of an Axis Camera Station Video Management System (VMS) along with Axis cameras at the Des Plaines Public Library. The installation will adhere to industry standards and best practices to ensure optimal functionality and performance of the surveillance system.
2. **Objectives:** The primary objective of this project is to install a comprehensive video surveillance system utilizing Axis Camera Station VMS and Axis cameras to enhance security measures within the designated premises.
3. **Scope:** The scope of work includes but is not limited to the following tasks:
 - 3.1. Site Assessment:
 - 3.1.1. Review the attached drawings and camera schedule to identify specific installation requirements and preferences.
 - 3.2. Equipment Procurement:
 - 3.2.1. Procure all necessary Axis Camera Station licenses and software.
 - 3.2.2. Source and acquire Axis cameras as per the camera schedule and project requirements (no substitutes except for alternate submitted quotes).
 - 3.2.3. Ensure compatibility and integration of all equipment components.
 - 3.3. Installation:
 - 3.3.1. The installation will be conducted in accordance with the applicable standards and guidelines set forth by the local authorities. This includes adherence to zoning requirements, electrical codes, and any other relevant local codes and regulations governing the installation of surveillance systems within the designated premises.

3.3.2. Where required, provide, install, and terminate new CAT6 cabling to camera locations from network switch identified by the Des Plaines Public Library's IT department. All CAT6 cable to have solid copper conductors. All cables to be plenum rated and installed as a continuous run – no splices. No surface mounted raceways or conduits shall be allowed except where cinder block is located. In this case, raceways or conduits shall be metal.

3.3.3. Mount and install Axis cameras at designated locations as indicated in the camera schedule and drawings. Prior to mounting and installing each camera, seek out the Library's Building and Security Services (BSS) Manager who will give direction and final approval for where each camera is to be mounted.

3.3.4. Ensure proper alignment and positioning of cameras for optimal coverage and surveillance.

3.3.5. Install Axis Camera Station software on designated servers or workstations as per the project specifications.

3.3.6. Configure the VMS settings and parameters according to client preferences and security requirements.

3.3.7. Interior cameras shall be configured with the following recording parameters:

3.3.7.1. FPS: 15 on motion/5 continuous

3.3.7.2. Recording method: Motion based recording and continuous.

3.3.7.3. Pre-event recording time: 5 seconds

3.3.7.4. Post-event recording time: 5 seconds

3.3.7.5. Retention period: Minimum of 30 continuous days

3.3.8. Exterior cameras shall be configured with the following recording parameters:

3.3.8.1. FPS: 15 continuous

3.3.8.2. Recording method: Continuous recording

3.3.8.3. Retention period: Minimum of 30 continuous days

3.4. Create camera views and maps in accordance with direction from the Des Plaines Public Library.

4. Testing and Commissioning:

4.1. Conduct thorough testing of each installed camera and the overall surveillance system to ensure functionality and performance.

4.2. Verify camera connectivity, image quality, recording capabilities, and motion detection features.

4.3. Test remote access and monitoring capabilities through the Axis Camera Station software.

4.4. Fine-tune settings and configurations as necessary to optimize system performance.

5. Training:

- 5.1. Provide comprehensive training sessions to designated personnel (IT Department, BSS Department, etc) on the operation and management of the Axis Camera Station VMS.
- 5.2. Train users on how to access live feeds, review recordings, and utilize advanced features of the surveillance system.
- 5.3. Offer guidance on troubleshooting common issues and performing routine maintenance tasks.

6. Documentation:

- 6.1. Prepare detailed documentation including system diagrams, configuration settings, and user manuals for future reference.
- 6.2. Provide (3) sets of as-built drawings on paper in a binder reflecting the actual installation layout and camera placements. (1) copy goes to the Building & Security Services Manager and (2) copies go to the IT Department.
- 6.3. Compile a comprehensive list of equipment serial numbers and warranty information for inventory management purposes. (1) copy goes to IT, (1) copy goes to the libraries BSS Manager.
- 6.4. Provide all camera and server passwords to the DPPL IT Department.

7. Deliverables: Upon completion of the installation, the following deliverables will be provided to the client:

- 7.1. Fully functional Axis Camera Station VMS integrated with Axis cameras.
- 7.2. Comprehensive documentation including system diagrams, configuration settings, and user manuals.
- 7.3. Completed (3) sets of as-built drawings reflecting the installed surveillance system layout.
- 7.4. Training materials and session attendance records.

8. Schedule: The installation timeline will be finalized in coordination with the client and is subject to the availability of equipment and resources. The project schedule will be outlined and communicated prior to commencement of work.

9. Requirements Regarding Professional Background: The contractor or security sub-contractor shall be a licensed security contractor with a minimum of five (5) years' experience of installing and servicing systems of a similar scope and complexity. The contractor or security sub-contractor shall (on request) provide documented evidence of the completion of at least three (3) projects of similar

design and that they are currently engaged in the installation and maintenance of the system solution or product described in the specification.

The contractor shall provide four (4) current references from clients with systems of similar scope and complexity that became operational in the past three (3) years. At least three (3) of these references shall refer to the same system components in a configuration similar to the proposed system.

All solutions or products shall be installed, configured, and maintained by trained technical professionals or technicians who have been trained by the manufacturer regarding the installation, configuration and maintenance of the solutions or products provided.

The contractor or designated sub-contractor shall submit credentials of completed manufacturer certification, verified by a third-party organization.

The contractor shall follow network security best practices, and the manufacturer's cyber-hardening recommendations.

10. Site Walk-through: A site walk-through can be scheduled by calling Bhru Patel from the IT department for DPPL at (847) 376-2930.

11. Quote Due Date: All proposals shall be submitted no later than 3/1/24. Proposals should be emailed to both bpatel@dppl.org and dlanglie@dppl.org.

11.1. Vendors must submit a quote that meets the following specifications under section 12.

11.2. Vendors may also submit an alternative quote if it fulfills all the requirements.

11.3. Each quote should include three separate subtotal costs for:

11.3.1. Hardware.

11.3.2. Configuration & Installation.

11.3.3. Network Cabling.

11.3.3.1. DPPL may or may not decide to pursue this portion of the project with the winning vendor.

12. Camera Schedule and Network Cables (No substitutes):

- A total of **65 Axis IP Cameras** will be provided by the vendor.
 - Of those, 62 will be installed (3 cameras and 3 pendants will not be installed).
 - An additional 3 more cameras will be provided by DPPL to be installed.
 - In total, the vendor will make sure 62 new cameras, 3 provided cameras, and 2 existing cameras, totaling 67, will work with the new VMS/NVR.
 - The static IPs for each camera will be provided by the IT Department.
- A total of **53 new Cat 6 network cables** will be installed by the vendor.
- Of those, 49 Cat 6 network cables will need to be installed by the vendor for the below cameras.
 - The vendor will provide all required cable and patch panels.

- The vendor will terminate and punch down cable, providing necessary patch panels. The vendor will also test all cables to confirm they are working.
- All 1st & 2nd floor network cables will be run to the 1st floor server room.
- All 3rd & 4th floor network cables will be run to the 4th floor server room.
- DPPL will provide the remaining 16 cables for 16 of the below cameras, but the vendor will handle all camera installation.
- An additional 4 network cables will be run to the provided location, with an extra 25 feet of cable, and will have no current associated camera, but will be tested for functionality.
- All final camera placements must be approved by the library BSS Manager (Blake Kindl), prior to mounting.

Name	Model	Floor	Location	Notes	Network Cable (New/Existing)
EXT.CAM 1	AXIS P3268-LVE	1	Garage West	Exterior	Use Existing Cable
EXT.CAM 2	AXIS P3268-LVE	1	Garage East	Exterior	Use Existing Cable
EXT.CAM 3	AXIS P3268-LVE	1	Loading Dock Alley	Exterior	Use Existing Cable
EXT.CAM 4	AXIS P3735-PLE	1	NW Exterior	Exterior	Use Existing Cable
EXT.CAM 5	AXIS P3735-PLE	1	NE Exterior	Exterior	New Cat 6 Cable
CAM 1	AXIS P4707-PLVE	1	West Hallway Entrance		New Cat 6 Cable
CAM 2	AXIS M4328-P	1	Lobby Main Stairs	Pillar Corner & Pendant	New Cat 6 Cable
CAM 3	AXIS M3086-V	1	Lobby Selfchecks	Pillar/Pendant	New Cat 6 Cable
CAM 4	AXIS M3086-V	1	Lobby Selfchecks	Pillar/Pendant	New Cat 6 Cable
CAM 5	AXIS M3086-V	1	Lobby		New Cat 6 Cable
CAM 6	AXIS M3086-V	1	North Entrance		New Cat 6 Cable
CAM 7	AXIS P4707-PLVE	1	North Hallways		Use Existing Cable
CAM 8	AXIS M3086-V	1	Meeting Room C		New Cat 6 Cable
CAM 9	AXIS M3086-V	1	Meeting Room C		New Cat 6 Cable
CAM 10	AXIS M3086-V	1	Meeting Room B		Use Existing Cable
CAM 11	AXIS M3086-V	1	Towards Bathrooms		New Cat 6 Cable
CAM 12	AXIS M3086-V	1	Staff Elevator		New Cat 6 Cable
CAM 13	AXIS M3086-V	1	S. East Emergency Stairs		Use Existing Cable
CAM 14	AXIS M3086-V	1	PA/MS Workroom		New Cat 6 Cable
CAM 15	AXIS M3086-V	1	PA/MS Workroom		Use Existing Cable
CAM 16	AXIS M3086-V	1	West Elevator		Use Existing Cable
CAM 17	AXIS M3086-V	1	East Elevator		Use Existing Cable
CAM 18	AXIS M4328-P	2	YS Public Desk		New Cat 6 Cable
CAM 19	AXIS M3086-V	2	Admin Office		New Cat 6 Cable
CAM 20	AXIS M3086-V	2	Admin Office		New Cat 6 Cable
CAM 21	AXIS M3086-V	2	Conference Room		New Cat 6 Cable
CAM 22	AXIS M3086-V	2	YS Patron PCs		New Cat 6 Cable
CAM 23	AXIS M3086-V	2	N/W Book Stacks		New Cat 6 Cable

CAM 24	AXIS M3086-V	2	North Wall		New Cat 6 Cable
CAM 25	AXIS M3086-V	2	Poetree		New Cat 6 Cable
CAM 26	AXIS M3086-V	2	East Wall		New Cat 6 Cable
CAM 27	AXIS M3086-V	2	YS Office/Staff Elevator		New Cat 6 Cable
CAM 28	AXIS M3086-V	2	Storytime Room		New Cat 6 Cable
CAM 29	AXIS M3086-V	2	South Wall		New Cat 6 Cable
CAM 30	AXIS M3086-V	2	Towards Bathrooms		New Cat 6 Cable
CAM 31	AXIS M3086-V	2	Towards Bathrooms		New Cat 6 Cable
CAM 32	AXIS M4328-P	3	Readers Public Desk		Use Existing Cable
CAM 33	AXIS M3086-V	3	Gaming Discs		New Cat 6 Cable
CAM 34	AXIS M3086-V	3	Reading Area		New Cat 6 Cable
CAM 35	AXIS M3086-V	3	Reading Area		New Cat 6 Cable
CAM 36	AXIS P4707-PLVE	3	N/E Corner		New Cat 6 Cable
CAM 37	AXIS M3086-V	3	East Wall		New Cat 6 Cable
CAM 38	AXIS M4328-P	3	Readers E-Bar		Use Existing Cable
CAM 39	AXIS M3086-V	3	Elevator/AS Office		New Cat 6 Cable
CAM 40	AXIS M3086-V	3	Study Room		New Cat 6 Cable
CAM 41	AXIS M3086-V	3	Bathrooms/Study Room		New Cat 6 Cable
CAM 42	AXIS M3086-V	3	Commons S/W Corner		Use Existing Cable
CAM 43	AXIS M3086-V	3	Commons S/E Corner		New Cat 6 Cable
CAM 44	AXIS M4328-P	4	Reference Public Desk		Use Existing Cable
CAM 45	AXIS M3086-V	4	Canvas Hallway		New Cat 6 Cable
CAM 46	AXIS M3086-V	4	Canvas Media Room	Do Not Install	N/A
CAM 47	AXIS M3086-V	4	Canvas Patron Area	Do Not Install	N/A
CAM 48	AXIS M3086-V	4	Canvas Patron Area	Do Not Install	N/A
CAM 49	AXIS M3086-V	4	AS Patron PCs		New Cat 6 Cable
CAM 50	AXIS P4707-PLVE	4	N/E Corner		New Cat 6 Cable
CAM 51	AXIS M3086-V	4	East Wall		New Cat 6 Cable
CAM 52	AXIS M3086-V	4	Staff Elevator		New Cat 6 Cable
CAM 53	AXIS M3086-V	4	Forum S/W Wall	Wall/Pendant	New Cat 6 Cable
CAM 54	AXIS M3086-V	4	Forum S/E Wall	Wall/Pendant	Use Existing Cable
CAM 55	AXIS M4328-P	4	Vault/Copier		New Cat 6 Cable
CAM 56	AXIS M3086-V	4	AS Patron PCs		New Cat 6 Cable
CAM 57	AXIS M3086-V	4	IT Server Room		New Cat 6 Cable
CAM 58	AXIS M3086-V	4	Towards Bathrooms		New Cat 6 Cable
CAM 59	AXIS M4328-P	4	Study Rooms		New Cat 6 Cable
EXT.CAM 6	AXIS P3268-LVE	4	Exterior	Exterior	New Cat 6 Cable

The following 5 existing Axis IP Cameras will be provided by DPPL and the vendor will install as requested:

Name	Model	Floor	Location	Notes	Network Cable (New/Existing)
Existing CAM 1	AXIS M3086-V	1	Program Room A	To be deployed	New Cat 6 Cable
Existing CAM 2	AXIS M3088-V	1	Vending Machine	To be deployed	New Cat 6 Cable
Existing CAM 3	AXIS M4216-V	1	Staff Entrance	To be deployed	Use Existing Cable
Existing CAM 4	AXIS P3265-LVE	1	Exterior	COMPLETED & RETAINED	N/A
Existing CAM 5	AXIS P3265-LVE	1	Exterior	COMPLETED & RETAINED	N/A

The following 4 network cables will be run and terminated for future usage:

Location	Floor	Network Drop Location	Notes	Network Cable (New/Existing)
Pantry	1	Left in Ceiling	Future usage	New Cat 6 Cable
Program Room C	1	Left in Room C's A/V Closet	Future usage	New Cat 6 Cable
Admin Storage	2	Left in Ceiling	Future usage	New Cat 6 Cable
AS Vault	4	Left in Ceiling	Future usage	New Cat 6 Cable

13. Server/VMS/NVR Installation: The **AXIS S1296 Rack 96 TB** will be prepped, configured, setup, and deployed to the 4th floor server room by the vendor. The server room deployment will be assisted by the IT Department and IT will provide necessary IP information and exact location for the server.

13.1. Include at least two warranty options:

13.1.1. Comprehensive 5-year warranty with next business day support.

13.1.2. Comprehensive 10-year (or other Extended Warranty period) with next business day support.

13.2. Include optional support agreement or support costs for post-installation support/labor.

14. Hardware Bill of Materials

Model	Part number	Quantity
AXIS S1296 Rack 96 TB	02542-001	1
AXIS M3086-V	02374-001	48
AXIS TM3101 Pendant Wall Mount White	01742-001	7
AXIS TP3701 J-Box and Pole Adapter	01743-001	7
AXIS M4328-P	02637-004	7
AXIS T94R01B Corner Bracket	5507-601	1
AXIS T91E61 Wall Mount	5506-481	1
AXIS T94B02D Pendant Kit	5507-361	1
AXIS P4707-PLVE	02416-001	4
AXIS P3268-LVE	02332-001	4
AXIS T91E61 Wall Mount	5506-481	4
AXIS TP3103-E Pendant Kit	02548-001	4
AXIS P3735-PLE	02633-001	2
AXIS T91A64 Corner Bracket	5017-641	2
AXIS T91D61 Wall Mount 1.5" NPS	5504-821	2
AXIS T94N01D Pendant Kit	01513-001	2

Note: The above bill of materials is not all-inclusive of all materials required for this project.

- 15. Camera Removal:** All existing library cameras that are replaced will be removed and will be returned to the Library's possession in zip lock bags as to protect them. Any large holes should be covered by a basic plate, but there will be no requirements for spackling or painting.
- 16.** When removing existing cameras to be replaced, disconnect the cabling at the old camera and leave the old existing cat 5 cables, coax cables, and 24V power cables safely and securely fastened up in the ceiling. Do not remove the cabling.
- 17. J-Hooks & Cable Trays:** Use the existing J-hooks and cable trays that are up in the ceiling, where possible and feasible, for the new cat 6 cable runs.
- 18. Clean Up:** Contractor shall be responsible to clean up and dispose of all debris at the end of each work day. No debris shall be left up above the ceilings.



PO Box 1052
Lake Villa, IL 60046
Salem, WI 53168
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Tel 847.245.7325
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Estimate #6989

Friday, March 1, 2023

Project Site: Des Plaines Public Library, 1501 Ellinwood Street, Des Plaines, IL 60016

Dear Drew and Bhru,

Thank you for meeting me at the Public Library for a site visit and for the opportunity to provide an estimate for replacing some of the existing cameras with new cameras, adding some additional new cameras and upgrading the Network Video Recorder (with increased functionality over the current system). The scope of work is as follows:

Scope of Work: Replace the existing VMS/NVR with an Axis Camera Station and provide and install 65 Axis IP Cameras. Provide and install new Cat 6 network cabling to all new camera locations and to most existing camera locations with a total of 53 new Cat 6 network cables.

- A site assessment was performed.
- This estimate is based on the bill of materials provided and the review of the camera placements provided.
- This estimate covers the equipment required as outlined in the provided bill of materials and includes the licenses required for those cameras.
- The items provided are compatible with and can integrate with your desired solution.
- The installation will be conducted in accordance with the applicable standards and guidelines set forth by the local authorities. This includes adherence to zoning requirements, electrical codes, and any other relevant regulations governing the installation of surveillance systems within the designated premises.
- CCI will provide and install new CAT6 cabling to camera locations from network switch identified by the Des Plaines Public Library's IT department.
- CCI will mount install Axis cameras at designated locations as indicated in the camera schedule and drawings.
- CCI will ensure proper alignment and positioning of cameras for optimal coverage and surveillance.
- CCI will install Axis Camera Station software on designated servers and workstations as per the project specs.

- CCI will configure the VMS settings and parameters according the following client preferences and security requirements:
 - Internal Camera Parameters
 - FPS = 15 on motion / 5 continuous
 - Recording Method: Motion based recording and continuous
 - Pre-event recording time = 5 seconds
 - Post-event recording time = 5 seconds
 - Retention Period = 45 days
 - External Camera Parameters
 - FPS = 15
 - Recording Method: Continuous Recording
 - Retention Period = 45 days
- CCI will create camera views and maps in accordance with direction from the Des Plaines Public Library.
- CCI will conduct thorough testing of each installed camera and the overall surveillance system to ensure functionality and performance.
- CCI will verify camera connectivity, image quality, recording capabilities, and motion detection features.
- CCI will test remote access and monitoring capabilities through the Axis Camera Station software.
- CCI will fine-tune settings and configurations as necessary to optimize system performance.
- CCI will provide comprehensive training sessions to designated personnel (IT Department, BSS, etc.) on the operation and management of the Axis Camera Station VMS.
- CCI will train users on how to access live feeds, review recordings, and utilize advanced features of the surveillance system.
- CCI will offer guidance on troubleshooting common issues and performing routine maintenance tasks. CCI does offer ongoing maintenance agreements if desired.
- CCI will prepare detailed documentation including system diagrams, configuration settings, and user manuals for future reference.
- CCI will provide as-built drawings reflecting the actual installation layout and camera placements.
- CCI will compile a comprehensive list of equipment serial numbers and warranty information for inventory management purposes.
- CCI will provide all camera and server passwords to the DPPL IT Department.

- The Deliverables upon completion will be:
 - Fully functional Axis Camera Station VMS integrated with Axis cameras.
 - Comprehensive documentation including system diagrams, configuration settings, and user manuals.
 - Completed as-built drawings reflecting the installed surveillance system layout.
 - Training materials and session attendance records.

- References:
 - **Zion Benton Public Library**
2400 Gabriel Ave, Zion, IL, 60099

Romario Avilla (IT Associate)

847-872-4680 x133

ravila@zblibrary.org
 - **Village of Salem Lakes**
9814 Antioch Road, Salem, WI 53168

Bryan Stevens (IT Manager)

262.843.2313

bstevens@voslwi.org
 - **Fidelitone Logistics**
1260 Karl Court, Wauconda, IL 60084

Tabitha Thornhill (VP, Corporate real Estate)

847-487-5170

tthornhill@fidelitone.com
 - **Aptar Beauty**
1170 Silver Lake Rd., Cary, IL 60013

Paul Sphatt (Manager, Facilities)

847-462-3628

Paul.sphatt@aptar.com

Camera Schedule and Network Cables

- A total of **65 Axis IP Cameras** will be provided.
 - Of those, 62 will be installed (3 cameras and 3 pendants will not be installed).
 - An additional 3 more cameras will be provided by DPPL to be installed.
 - In total, the vendor will make sure 62 new cameras, 3 provided cameras, and 2 existing cameras, totaling 67, will work with the new VMS/NVR.
 - The static IPs for each camera will be provided by the IT Department.
- A total of **53 new Cat 6 network cables** will be installed.
- Of those, 49 Cat 6 network cables will need to be installed by the vendor for the below cameras.
 - The vendor will provide all required cable and patch panels.
 - The vendor will terminate and punch down cable, providing necessary patch panels. The vendor will also test all cables to confirm they are working.
 - All 1st & 2nd floor network cables will be run to the 1st floor server room.
 - All 3rd & 4th floor network cables will be run to the 4th floor server room.
 - DPPL will provide the remaining 16 cables for 16 of the below cameras, but the vendor will handle all camera installation.
- An additional 4 network cables will be run to the provided location, with an extra 25 feet of cable, and will have no current associated camera, but will be tested for functionality.
- All final camera placements must be approved by the BSS Manager (Blake Kindl).

Name	Model	Floor	Location	Notes	Network Cable (New/Existing)
EXT.CAM 1	AXIS P3268-LVE	1	Garage West	Exterior	Use Existing Cable
EXT.CAM 2	AXIS P3268-LVE	1	Garage East	Exterior	Use Existing Cable
EXT.CAM 3	AXIS P3268-LVE	1	Loading Dock Alley	Exterior	Use Existing Cable
EXT.CAM 4	AXIS P3735-PLE	1	NW Exterior	Exterior	Use Existing Cable
EXT.CAM 5	AXIS P3735-PLE	1	NE Exterior	Exterior	New Cat 6 Cable
CAM 1	AXIS P4707-PLVE	1	West Hallway Entrance		New Cat 6 Cable
CAM 2	AXIS M3086-V	1	Lobby Main Stairs	Pillar Corner & Pendant	New Cat 6 Cable
CAM 3	AXIS M3086-V	1	Lobby Selfchecks	Pillar/Pendant	New Cat 6 Cable
CAM 4	AXIS M4328-P	1	Lobby Selfchecks	Pillar/Pendant	New Cat 6 Cable
CAM 5	AXIS M3086-V	1	Lobby		New Cat 6 Cable
CAM 6	AXIS M3086-V	1	North Entrance		New Cat 6 Cable
CAM 7	AXIS P4707-PLVE	1	North Hallways		Use Existing Cable
CAM 8	AXIS M3086-V	1	Room C		New Cat 6 Cable
CAM 9	AXIS M3086-V	1	Room C		New Cat 6 Cable
CAM 10	AXIS M3086-V	1	Room B		Use Existing Cable
CAM 11	AXIS M3086-V	1	Bathrooms		New Cat 6 Cable
CAM 12	AXIS M3086-V	1	Staff Elevator		New Cat 6 Cable
CAM 13	AXIS M3086-V	1	East Emergency Stairs		Use Existing Cable
CAM 14	AXIS M3086-V	1	PA/MS Workroom		New Cat 6 Cable
CAM 15	AXIS M3086-V	1	PA/MS Workroom		Use Existing Cable
CAM 16	AXIS M3086-V	1	West Elevator		Use Existing Cable
CAM 17	AXIS M3086-V	1	East Elevator		Use Existing Cable
CAM 18	AXIS M4328-P	2	YS Public Desk		New Cat 6 Cable
CAM 19	AXIS M3086-V	2	Admin Office		New Cat 6 Cable
CAM 20	AXIS M3086-V	2	Admin Office		New Cat 6 Cable
CAM 21	AXIS M3086-V	2	Conference Room		New Cat 6 Cable

CAM 22	AXIS M3086-V	2	YS Patron PCs		New Cat 6 Cable
CAM 23	AXIS M3086-V	2	N/W Book Stacks		New Cat 6 Cable
CAM 24	AXIS M3086-V	2	North Wall		New Cat 6 Cable
CAM 25	AXIS M3086-V	2	Poetree		New Cat 6 Cable
CAM 26	AXIS M3086-V	2	East Wall		New Cat 6 Cable
CAM 27	AXIS M3086-V	2	YS Office/Staff Elevator		New Cat 6 Cable
CAM 28	AXIS M3086-V	2	Storytime Room		New Cat 6 Cable
CAM 29	AXIS M3086-V	2	South Wall		New Cat 6 Cable
CAM 30	AXIS M3086-V	2	Bathrooms		New Cat 6 Cable
CAM 31	AXIS M3086-V	2	Bathrooms		New Cat 6 Cable
CAM 32	AXIS M4328-P	3	Readers Public Desk		Use Existing Cable
CAM 33	AXIS M3086-V	3	Gaming Discs		New Cat 6 Cable
CAM 34	AXIS M3086-V	3	Reading Area		New Cat 6 Cable
CAM 35	AXIS M3086-V	3	Reading Area		New Cat 6 Cable
CAM 36	AXIS P4707-PLVE	3	N/E Corner		New Cat 6 Cable
CAM 37	AXIS M3086-V	3	East Wall		New Cat 6 Cable
CAM 38	AXIS M4328-P	3	Readers E-Bar		Use Existing Cable
CAM 39	AXIS M3086-V	3	Elevator/AS Office		New Cat 6 Cable
CAM 40	AXIS M3086-V	3	Study Room		New Cat 6 Cable
CAM 41	AXIS M3086-V	3	Bathrooms/Study Room		New Cat 6 Cable
CAM 42	AXIS M3086-V	3	Commons S/W Corner		Use Existing Cable
CAM 43	AXIS M3086-V	3	Commons S/E Corner		New Cat 6 Cable
CAM 44	AXIS M4328-P	4	Reference Public Desk		Use Existing Cable
CAM 45	AXIS M3086-V	4	Canvas Hallway		New Cat 6 Cable
CAM 46	AXIS M3086-V	4	Canvas Media Room	Do Not Install	N/A
CAM 47	AXIS M3086-V	4	Canvas Patron Area	Do Not Install	N/A
CAM 48	AXIS M3086-V	4	Canvas Patron Area	Do Not Install	N/A
CAM 49	AXIS M3086-V	4	AS Patron PCs		New Cat 6 Cable
CAM 50	AXIS P4707-PLVE	4	N/E Corner		New Cat 6 Cable
CAM 51	AXIS M3086-V	4	East Wall		New Cat 6 Cable
CAM 52	AXIS M3086-V	4	Staff Elevator		New Cat 6 Cable
CAM 53	AXIS M3086-V	4	Forum S/W Wall	Wall/Pendant	New Cat 6 Cable
CAM 54	AXIS M3086-V	4	Forum S/E Wall	Wall/Pendant	Use Existing Cable
CAM 55	AXIS M4328-P	4	Vault/Copier		New Cat 6 Cable
CAM 56	AXIS M3086-V	4	AS Patron PCs		New Cat 6 Cable
CAM 57	AXIS M3086-V	4	IT Server Room		New Cat 6 Cable
CAM 58	AXIS M3086-V	4	Bathrooms		New Cat 6 Cable
CAM 59	AXIS M4328-P	4	Study Rooms		New Cat 6 Cable
EXT.CAM 6	AXIS P3268-LVE	4	Exterior	Exterior	New Cat 6 Cable

The following 3 existing Axis IP Cameras will be provided by DPPL and CCI will install as requested:

Name	Model	Floor	Location	Notes	Network Cable (New/Existing)
Existing CAM 1	AXIS M3086-V	1	Program Room A	To be deployed	New Cat 6 Cable
Existing CAM 2	AXIS M3088-V	1	Vending Machine	To be deployed	New Cat 6 Cable
Existing CAM 3	AXIS M4216-V	1	Staff Entrance	To be deployed	Use Existing Cable

The following 4 network cables will be run and terminated by CCI for future usage:

Location	Floor	Network Drop Location	Notes	Network Cable (New/Existing)
Pantry	1	Left in Ceiling	Future usage	New Cat 6 Cable
Program Room C	1	Left in Room C's A/V Closet	Future usage	New Cat 6 Cable
Admin Storage	2	Left in Ceiling	Future usage	New Cat 6 Cable
AS Vault	4	Left in Ceiling	Future usage	New Cat 6 Cable

- **Server/VMS/NVR Installation:** The **AXIS S1296 Rack 96 TB** will be prepped, configured, setup, and deployed to the 4th floor server room by CCI. The server room deployment will be assisted by the IT department and will provide necessary IP information.

Ongoing Managed Services Contract for Cameras (5 year agreement)

Scope of Services:

CCI agrees to provide the following Managed Services:

1. Remote Health Monitoring and Management:

- Monthly health monitoring of client's IP Cameras and Network Video Recorder.
- ***Note Applies to all devices that can be accessed remotely**
- Proactive identification and resolution of potential issues.
- Remote access for all devices and servers for quick remote support.
- Patch management of operating systems and most standard desktop applications.

***Note: This agreement covers the monitoring of the system's health and is not intended to monitor the camera footage itself. Incident resolution and reporting is still the responsibility of the client.**

2. Phone / On-Site Support:

- Unlimited phone and remote access.
- One on-site support visit per month (up to two hours) is included at no cost.
- Subsequent on-site support visits will be billed at 25% off the regular service call rates.
- Additional costs will be invoiced (at actual cost) if a lift is required.

3. Managed Camera/Door Support:

- Covers the new IP Cameras being installed
- Covers the new NVR being installed
- Lifts will be billed as actual cost (if required).
- The first four hours on-site hours each month will be free of charge.
- On-site support for over four hours per month will be billed at \$71.25 per hour.

Terms and Termination:

- This Agreement shall commence on the Effective Date and is month to month, automatically renewing for another month unless terminated by either party with 15 days written notice.
- Either party may terminate this Agreement with cause upon written notice if the other party breaches any material term.

Confidentiality:

CCI agrees to keep all Client information confidential and not to disclose it to third parties.

Total Monthly estimate = \$698.00 / month

1. Hardware Bill of Materials

Model	Part number	Quantity
AXIS S1296 Rack 96 TB	02542-001	1
AXIS M3086-V	02374-001	48
AXIS TM3101 Pendant Wall Mount White	01742-001	7
AXIS TP3701 J-Box and Pole Adapter	01743-001	7
AXIS M4328-P	02637-004	7
AXIS T94R01B Corner Bracket	5507-601	1
AXIS T91E61 Wall Mount	5506-481	1
AXIS T94B02D Pendant Kit	5507-361	1
AXIS P4707-PLVE	02416-001	4
AXIS P3268-LVE	02332-001	4
AXIS T91E61 Wall Mount	5506-481	4
AXIS TP3103-E Pendant Kit	02548-001	4
AXIS P3735-PLE	02633-001	2
AXIS T91A64 Corner Bracket	5017-641	2
AXIS T91D61 Wall Mount 1.5" NPS	5504-821	2
AXIS T94N01D Pendant Kit	01513-001	2

Total Estimate for Hardware = \$48,625.00

Total Estimate for Configuration and Installation = \$15,995.00

Total Estimate for Network Cabling = 49,500.00

Total Estimate = \$114,120.00

QUALIFICATIONS:

- **Prices based on above counts only & guaranteed for 14 days from date.**
- **Payment Terms: Material upfront, remainder Net 15. (Credit card payment has a 3.5% upcharge)**
- **Sales tax and shipping will be billed in addition to the quote above unless sales tax exemption documents are provided.**
- Delays caused by customer beyond CCI's control:
 - CCI will immediately notify customer of such delays and, if those delays are not immediately remedied, CCI will generate a change order mutually acceptable to the customer and CCI. The change order will detail changes to the schedule and/or pricing.
- Figures based on all areas being available and clear to install during the installation.
- All work is to be completed in a professional manner, according to the EIA/TIA standard practices.
- All work to take place during regular business hours unless otherwise mutually agreed to between the customer and CCI. Any overtime hours will be mutually agreed to in advance and will be billed as a separate ticket for hours worked.
- All electronic network (computer) hardware provided and installed by others.
- All telephone system hardware provided and installed by others.
- This price does not include connection of cables to customer equipment. Any Demarc extensions would be additional.
- All coring, conduit stubs, Power Poles and raceways for the communication cabling are provided by others and installed by others unless noted above.
- All agreements contingent, upon strikes, accidents or delays beyond CCI's control.
- For any material shipped to the job-site:
 - Upon delivery all material is to be placed in a secured staging area and customer to inform CCI immediately with packing lists or counts of material received. Any missing product will be the customer's responsibility.
- During the duration of this project CCI requires a secure area to house CCI tools.
- CCI will warranty the installation for one full year, from the date of install. Parts and labor are covered, unless others caused damage. Service work required as a result of damages to the installation will be charged on a T&M basis. (Electronic equipment such as, but not limited to: Cameras, TV's, displays, amplifiers, speakers, network equipment, storage servers, to follow manufacturer warranty. Should electronic equipment fail during warranty period under regular use, labor and material to service or replace equipment will be charged on a T&M basis).
- **Any permits, fees, or parking will be charged additionally if required.**

ACCEPTANCE:

All work is to be completed in accordance with current standards and general installation practices. Any additions or changes to the above specifications resulting in additional cost to CCI will be performed only upon written orders and will be invoiced as a Change Order above this original quotation. Owner agrees to carry building insurance. Certificates of Insurance reflecting CCI's coverage's are available upon request. The above prices, specifications and conditions are hereby accepted. CCI has authorization to perform all work as specified in this quotation. Payment will be made as shown in the "PAYMENT TERMS:" section of this document.

Customer Signature: _____ Date of Acceptance: _____

Bob Stachowiak
Account Executive
bob@cciwired.com
CCI
Communications Division



Prepared For:

Des Plaines Public Library

**1501 Ellinwood Ave,
Des Plaines, IL 60016**

Prepared by:

Patrick Peterson – Systems Sales Engineer

NetBase Systems Solutions PLLC

930 Destiny Drive

Matteson, IL 60443

Attn: Mr. Bhrugesh Patel
Support Technician
Des Plaines Public Library

Netbase is pleased to provide the following quote to upgrade and replace the existing video surveillance system. The scope of work has been defined with all camera locations illustrated.

Client

Des Plaines Public Library is an 82,000 sqft four story community center, technology hub and cultural destination. The elegant four-story building opened on August 14, 2000.

Discussion

Netbase was referred by Axis Communications as a preferred partner. Mr. Bhruvish Patel and Mr. Drew Langlie provided additional information and a tour of the library. Camera locations were identified for the interior and exterior of the buildings.

Project Scope: Remove currently Installed video surveillance system and replace with new Axis Camera Station Video Management Software and Cameras. The new system will be accessible remotely by authorized users. All required labor will be compliant with local prevailing wage requirements. No additional electrical work will be required. All costs are included for work and equipment outlined in this proposal.

Engineered System Design Mythology

The designed is based on the concept of interior and exterior continuous site coverage. This allows for recorded video surveillance to assist preemptively or forensically. Panoramic 180, 360-degree cameras and fixed dome cameras will provide extended views that capture with detail, events that, when necessary, can be used to aid in investigations, facility maintenance, property and the safety of library patrons, and staff.

Netbase will recommend changes to the Axis Design Tool Illustration and Layout. The recommend changes will be based on specific camera functionality and a visual walk thru of the facility.

Retention of Video

All recorded video will be retained for a period of 45 days and 15 frames per second. The system is designed with a first in first out (FIFO) protocol. Once the hard drive space on the storage drives is full, the system will delete the oldest stored video to make space for new recorded video.

Deployed Headend Equipment Locations

DPPL IT resources will be used to support the new video surveillance system headend equipment. Existing racking and spacing, UPS, patch panels, power and network connectivity. IT will provide all required IP Addressing. A total of (70) IP Addresses will be provided to Netbase Systems Solutions. New cameras on floors 1 and 2 will be terminated in the 1st Floor IDF/TR and new cameras on the 3rd and 4th Floors will be terminated in the 4th Floor MDF/ER.

Rack assignments in each of the MDF/ER and IDF/TR rooms will also be provided by DPPL IT Staff.

NDA 889 Position Statement

Axis Communications products are manufactured in TAA compliant countries. NDA 889 does not prohibit the procurement of any Axis products or technology.

Project Management

NBSS will assign a Project Manager for the project. He/she will be responsible for tracking procurement of all equipment, coordinating and scheduling access for all installation staff, providing weekly updates as to percentage to completion, working with local staff to ensure a good understanding of the new systems and coordinating scheduled training.

Warranty Information

All proposed cameras and Network Video Recorder are warranted for a period of three years. Labor for warranted repairs is included for a period of one year. Other system components and equipment is warranted for a period of one year.

Post Installation Support and Maintenance

Service support will be provided. Remote connected services will allow for system diagnostic and possible repair. When required, onsite service will be provided within 24 hours by training NBSS Staff. Same day emergency service will be provided based on situation. All repairs will be based on type of system outage and replacement requirements. If a replacement part is required, it will be order with a lead time update provided.

Non-Warranted Items

If service is required, the following charges will apply:

Trip charge and first hour - \$295.00

Service hourly rate - \$150.00

After-hours, weekend, and emergency - \$225.00

Demolition

All existing cameras will be removed and returned to DPPL. Existing analog RG59U Cabling will be cutback where possible.

Training

NetBase will provide four hours of training to staff once the system has been completed and commissioned. Training materials and a record of attendance will be provided.

Scope of Work

Based on the DPPL 2024 Security Camera Upgrade Project Specification and Axis provided camera layout illustrations that were provided, there are (70) camera locations both interior and exterior. Based on the location of the camera, Cat6 cabling will be free run utilizing both existing and new bridge rings and/or J-hooks.

Cabling pathways will be determined by the nearest available IDF/TR or MDF/ER on the 1st and 2nd floors respectively. To ensure prescribed maximum distances are not exceeded, camera cables will be run a max distance of 295’.

Specified future camera locations will be run with 25’ of extra cabling left coiled in the ceiling. All cables will be prepared and tested prior to being left coiled in the ceiling.

Installation Details

Netbase will keep operational the existing system while the new system is being installed. The new headend once procured will be delivered to the site pre-configured. DPPL IT Personnel will need to provide any required IP Addresses for the cameras and other network devices.

Netbase will begin running new Cat6 Cabling and complete all cabling prior to camera deployment. A camera install schedule will be provided outlining which cameras will be replaced and installed. Once all of the cameras have been installed, tested and commissioned into the new NVR, the old HVR and all remaining IP and Analog Cameras will be de-commissioned, removed from service, and removed.

DPPL IT Department is requested to identify a system administrator for training.

Equipment Procurement and Scheduling

Upon notification of an award, and proper paperwork completed, the following schedule of events will occur:

- Administrative processing of award..... 2 business days
- Equipment ordering..... 3 business days
- Demo Interior..... 1 business days
- Demo Exterior.....1 business days
- Installation interior.....7 weeks
- Installation exterior.....1 day
- Program and Testing.....2 weeks
- Training.....1 day
- Final Commissioning.....2 days

Procurement Lead Times

Equipment lead times vary based on manufacturer’s supply chain. The following lead times vary and depend on ordering:

Video equipment – 4 weeks

Clarifications

The following are **excluded** in the price above:

- 1) 120 VAC power.
- 2) Network Switches, Jumpers, Racks, and UPS.
- 3) Existing cabling to be used per job specification.
- 4) Client owned cameras.
- 5) Network service provider (i.e. ATT, Verizon or T-Mobile).
- 6) Netbase shall not be liable for indirect loss or damage.
- 7) All bonding and/or special insurance requirements are supplied at additional cost.
- 8) Cutting, removal, replacement/patching, and painting of existing walls & ceilings.
- 9) Utility facility charges, excess charges, and any municipal permit fees.
- 10) Upon acceptance of this proposal, a 50% deposit is required with the balance due based on a progressive 25%/15%/10% schedule. A percentage to completion will be used. Completion is based on work performed by Netbase Systems Solutions.

Investment Summary

Equipment.....	\$ 64,934.10
Installation, Programming, Testing, Commissioning, Training, and Project Management.....	\$ 36,900.00
Base Bid Total.....	\$101,834.10

Optional Monthly Remote Services and Maintenance

Network Management, Remote Connected Services and Maintenance.....	\$ 249.50
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Project: Security Video Surveillance System at Des Plaines Public Library

Camera Name	Manufacturer	Part number	Description	Location Floor	New Cabling	Unit Price	Extended Price
Video Surveillance System							
Exterior Cam 1	Axis	P3268-LVE	Garage West		No	\$ 1,098.92	\$ 1,098.92
Exterior Cam 2	Axis	P3268-LVE	Garage East		No	\$ 1,098.92	\$ 1,098.92
Exterior Cam 3	Axis	P3268-LVE	Loading Dock Alley		No	\$ 1,098.92	\$ 1,098.92
Exterior Cam 4	Axis	P3735-PLE	NW Exterior		No	\$ 1,570.34	\$ 1,570.34
Exterior Cam 5	Axis	P3735-PLE	NE Exterior		Yes	\$ 1,570.34	\$ 1,570.34
Cam 01	Axis	P4707-PLVE	West Hallway Entrance		Yes	\$ 1,151.30	\$ 1,151.30
Cam 02	Axis	M3086-V	Lobby Main Stairs		Yes	\$ 386.56	\$ 386.56
Cam 03	Axis	M3086-V	Lobby Selfchecks		Yes	\$ 386.56	\$ 386.56
Cam 04	Axis	M4328-P	Lobby Selfchecks		Yes	\$ 732.27	\$ 732.27
Cam 05	Axis	M3086-V	Lobby		Yes	\$ 386.56	\$ 386.56
Cam 06	Axis	M3086-V	North Entrance		Yes	\$ 386.56	\$ 386.56
Cam 07	Axis	P4707-PLVE	North Hallways		No	\$ 1,151.30	\$ 1,151.30
Cam 08	Axis	M3086-V	Room C		Yes	\$ 386.56	\$ 386.56
Cam 09	Axis	M3086-V	Room C		Yes	\$ 386.56	\$ 386.56
Cam 10	Axis	M3086-V	Room B		No	\$ 386.56	\$ 386.56
Cam 11	Axis	M3086-V	Bathrooms		Yes	\$ 386.56	\$ 386.56
Cam 12	Axis	M3086-V	Staff Elevator		Yes	\$ 386.56	\$ 386.56
Cam 13	Axis	M3086-V	East Emergency Stairs		No	\$ 386.56	\$ 386.56
Cam 14	Axis	P4705-PLVE	PA/MS Workroom		Yes	\$ 1,151.30	\$ 1,151.30
Cam 15	Axis	P4705-PLVE	PA/MS Workroom		No	\$ 1,151.30	\$ 1,151.30
Cam 16	Axis	M3086-V	West Elevator		No	\$ 386.56	\$ 386.56
Cam 17	Axis	M3086-V	East Elevator		No	\$ 386.56	\$ 386.56
Cam 18	Axis	M4328-P	YS Public Desk		Yes	\$ 732.27	\$ 732.27
Cam 19	Axis	M3086-V	Admin Office		Yes	\$ 386.56	\$ 386.56
Cam 20	Axis	M3086-V	Admin Office		Yes	\$ 386.56	\$ 386.56
Cam 21	Axis	M3086-V	Conference Room		Yes	\$ 386.56	\$ 386.56
Cam 22	Wbox	M3086-V	YS Patron PC's		Yes	\$ 386.56	\$ 386.56
Cam 23	Axis	M3086-V	N/W Book Stacks		Yes	\$ 386.56	\$ 386.56
Cam 24	Axis	M3086-V	North Wall		Yes	\$ 386.56	\$ 386.56
Cam 25	Axis	M3086-V	Poetree		Yes	\$ 386.56	\$ 386.56
Cam 26	Axis	M3086-V	East Wall		Yes	\$ 386.56	\$ 386.56
Cam 27	Axis	M3086-V	YS Office/Staff Elevator		Yes	\$ 386.56	\$ 386.56
Cam 28	Axis	M4328-P	Storytime Room		Yes	\$ 386.56	\$ 386.56
Cam 29	Axis	M3085-V	South Wall		Yes	\$ 386.56	\$ 386.56
Cam 30	Axis	M3086-V	Bathrooms		Yes	\$ 386.56	\$ 386.56
Cam 31	Axis	M3086-V	Bathrooms		Yes	\$ 386.56	\$ 386.56
Cam 32	Axis	M3086-V	Readers Public Desk		No	\$ 386.56	\$ 386.56
Cam 33	Axis	M3086-V	Gaming Discs		Yes	\$ 386.56	\$ 386.56
Cam 34	Axis	M3086-V	Reading Area		Yes	\$ 386.56	\$ 386.56
Cam 35	Axis	M3086-V	Reading Area		Yes	\$ 386.56	\$ 386.56
Cam 36	Axis	P4707-PLVE	N/E Corner		Yes	\$ 1,151.30	\$ 1,151.30
Cam 37	Axis	M3086-V	East Wall		Yes	\$ 386.56	\$ 386.56
Cam 38	Axis	M4328-P	Readers E-Bar		No	\$ 732.27	\$ 732.27
Cam 39	Axis	M3086-V	Elevator/AS Office		Yes	\$ 386.56	\$ 386.56

Cam 40	Axis	M3086-V	Study Room		Yes	\$ 386.56	\$ 386.56	
Cam 41	Axis	M3086-V	Bathrooms/Study Room		Yes	\$ 386.56	\$ 386.56	
Cam 42	Axis	M3086-V	Commons S/W Corner		No	\$ 386.56	\$ 386.56	
Cam 43	Axis	M3086-V	Commons S/E Corner		Yes	\$ 386.56	\$ 386.56	
Cam 44	Axis	M4328-P	Reference Public Desk		No	\$ 732.27	\$ 732.27	
Cam 45	Axis	M3086-V	Canvas Hallway		Yes	\$ 386.56	\$ 386.56	
Cam 46	Axis	M3086-V	Canvas Media Room		N/A	\$ 386.56	\$ 386.56	
Cam 47	Axis	M3086-V	Canvas Patron Area		N/A	\$ 386.56	\$ 386.56	
Cam 48	Axis	M3086-V	Canvas Patron Area		N/A	\$ 386.56	\$ 386.56	
Cam 49	Axis	M3086-V	AS Patron PC's		Yes	\$ 386.56	\$ 386.56	
Cam 50	Axis	P4707-PLVE	N/E Corner		Yes	\$ 1,151.30	\$ 1,151.30	
Cam 51	Axis	M3086-V	East Wall		Yes	\$ 386.56	\$ 386.56	
Cam 52	Axis	M3086-V	Staff Elevator		Yes	\$ 386.56	\$ 386.56	
Cam 53	Axis	M3086-V	Forum S/W Wall		Yes	\$ 386.56	\$ 386.56	
Cam 54	Axis	M3086-V	Forum S/E Wall		No	\$ 386.56	\$ 386.56	
Cam 55	Axis	M4328-P	Vault/Copier		Yes	\$ 732.27	\$ 732.27	
Cam 56	Axis	M3086-V	AS Patron PC's		Yes	\$ 386.56	\$ 386.56	
Cam 57	Axis	M3086-V	IT Server Room		Yes	\$ 386.56	\$ 386.56	
Cam 58	Wbox	M3086-V	Bathrooms		Yes	\$ 386.56	\$ 386.56	
Cam 59	Axis	M4328-P	Study Rooms		Yes	\$ 732.27	\$ 732.27	
Exterior Cam 6	Axis	P3268-LVE	Exterior		Yes	\$ 1,098.92	\$ 1,098.92	
						\$ 37,006.10	\$ 37,006.10	
			Axis IP Cameras provided by DPPL				\$ -	
Existing Cam 01	Axis	M3086-V	Program Room A		Yes	\$ -	\$ -	
Existing Cam 02	Axis	M3086-V	Vending Machine		Yes	\$ -	\$ -	
Existing Cam 03	Axis	M4216-V	Staff Entrance		No	\$ -	\$ -	
			Cat6 Cables plus 25' for Future					
Pantry	ADI	Cat6	Coiled in Ceiling		Yes	\$ -	\$ -	
Program Room C	ADI	Cat6	Coiled in Ceiling		Yes	\$ -	\$ -	
Admin Storage	ADI	Cat6	Coiled in Ceiling		Yes	\$ -	\$ -	
AS Vault	ADI	Cat6	Coiled in Ceiling		Yes	\$ -	\$ -	
1st FL MDF	Axis	S1296	96TB Network Video Server			\$ 20,679.39	\$ 20,679.39	
Exterior Cam 4	Axis	T91A64	Corner Bracket			\$ 93.23	\$ 93.23	
Exterior Cam 5	Axis	T91A64	Corner Bracket			\$ 93.23	\$ 93.23	
Exterior Cam 4	Axis	T91D61	Wall Mount			\$ 103.71	\$ 103.71	
Exterior Cam 5	Axis	T91D61	Wall Mount			\$ 103.71	\$ 103.71	
Exterior Cam 4	Axis	T94N01D	Pendant Kit			\$ 103.71	\$ 103.71	
Exterior Cam 5	Axis	T94N01D	Pendant Kit			\$ 103.71	\$ 103.71	
Interior Cam 2	Axis	T94R01B	Corner Bracket			\$ 72.73	\$ 72.73	
	Axis	T91E61	Wall Mount			\$ 53.22	\$ 53.22	
	Axis	T94B02D	Pendant Kit			\$ 42.36	\$ 42.36	
	Axis	TP3701	J-Box Adapter Quantity = 7			\$ 42.36	\$ 296.54	
	Axis	TM3101	Pendant Wall Mount for Mini Fixed Dome Cameras = 7			\$ 54.64	\$ 382.48	
						\$ 21,353.42	\$ 22,128.02	

			Total					\$	-
								Total	\$ 59,134.10
Lot			Cat6 Cabling					\$	3,000.00
Lot			Misc-J-hooks, Conduit, Fastners and other ancillary parts					\$	2,800.00
								SubTotal	\$ 64,934.10
								\$	-
			Investment Labor Summary						
			Installation of Video Surveillance Cameras					\$	32,500.00
			Programming & Commissioning					\$	2,450.00
			Project Management					\$	1,950.00
								\$	36,900.00
								SubTotal	\$ 101,834.10

DES PLAINES PUBLIC LIBRARY 2024 SECURITY CAMERA UPGRADE PROJECT



1501 Ellinwood St. Des Plaines, IL 60016 www.dppl.org



www.videotecsecurity.com

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VIDEOTEC CORPORATION

EXECUTIVE SUMMARY

Founded: 1973

Mission: To help commercial, industrial, governmental, educational, and medical organizations achieve their personnel safety, physical asset protection, and intellectual property security objectives by designing, installing, maintaining, and servicing integrated security management systems (CCTV, access control, and alarm).

How we accomplish our mission: With projects created by experienced sales and project managers, working in conjunction with highly trained IBEW field technicians and installers, that utilize the ideal products for each assignment obtained through our membership in PSA (Professional Security Alliance of Denver, Colorado) an international purchasing, training, and national account sales management organization.

How to contact us:

By mail at 9801 Spring St. Highland, IN 46322

By telephone at 219-922-4500 or 708-862-0617

By fax at 708-862-2001

By e-mail at drunnells@videotecsecurity.com

On the web at www.videotecsecurity.com

February 29, 2024

To: Des Plaines Public Library

Attn: Mr. Drew Langlie

dlanglie@dppl.org

Mr. Bhruvish Patel

bpatel@dppl.org

Re: Des Plaines Public Library Camera Upgrade

STATEMENT OF OFFEROR

Videotec Corporation is a broad-based Security Integration firm with 50 years of experience in physical security design and implementation. We offer best in class security solutions from the best manufacturers, combined with our outstanding service, support and system life cycle management. All communications, documentation, and support will be conducted from our Highland, IN headquarters.

Videotec Corporation

9801 Spring St.

Highland IN, 46322

Office (219-922-4500)

Fax (708-862-2001)

VIDEOTEC APPROACH AND UNDERSTANDING OF SERVICES

Videotec Corporation is a leader in the Access Control, Alarm Monitoring Intrusion Detection, Closed Circuit Television and Digital Video Recording Systems industry. In addition to our experience installing and providing electronic security systems, we also recognize the need for a local “single point of contact” to serve the customer. Videotec, unlike much of the competition, has internal policies and procedures specifically addressing the duties and responsibilities of our Project Managers, who have overall responsibility for fulfilling the requirements of the contract.

CCTV UPGRADE

VIDEOTEC IS AN AXIS CERTIFIED GOLD LEVEL PARTNER and will provide and install a complete system wide CCTV upgrade. This system will reside on an Axis Camera Station Video Management System. Videotec will program and install one 96TB camera station video server. The video server will be mounted with rail kit and installed in the 4th floor IDF with rack elevation approved by Drew and Bhruvish. The Axis 96TB server will come with 96 camera licenses installed.

Videotec will program the Axis server and cameras prior to on-site installation. This allows Videotec staff to deliver and install with confidence that the equipment will be fully functional for the Des Plaines Public Library. All necessary IP information to be provided by Drew and Bhruvish.

NETWORK CABLING

Videotec will provide and install Cat6 plenum cable to all required locations. All cable will be installed in proper cable hanging hardware and installed in accordance with all local Electrical codes. All wall penetrations will be installed with proper pipe sleeve and sealed by use of fire stop caulking. Videotec will pull a total of 53 new network cables. 49 Cat6 cables will be used for cameras and 4 runs will be installed for future use. All cables will terminate in 1st and 4th floor network closets. All Cat6 cable will be neatly dressed into network racks and terminated on Cat6 patch panels. All cables will be labeled on each cable end and patch panel. All cables will be patched through to the network switch port as instructed by Drew and Bhruvish.

NETWORK DOCUMENTATION

Videotec will provide high level network documentation submitted after project completion. Network Documentation to include the following:

- Camera Number
- Camera Name
- Serial Number
- Mac Address
- IP Address
- Subnet
- Gateway
- Camera Username
- Camera Password
- Network Closet
- Patch Panel Port Number
- Network switch port Number

HARDWARE BILL OF MATERIAL

MFR	DESCRIPTION	QTY	UNIT \$	EXTENDED \$
AXIS	02374-001 M3086-V 4MP BULLET	48	\$336.77	\$16,164.96
AXIS	02637-004 M4328-P 12MP INDOOR PANORAMIC	7	\$641.23	\$4,488.61
AXIS	02332-001 P3268-LVE 8MP OUTDOOR DOME	4	\$962.26	\$3,849.04
AXIS	02633-001 P3735-PLV 4X2MP PANORAMIC	2	\$1,374.49	\$2,748.98
AXIS	02416-001 P4707-PLVE DUAL SENSOR 360-DEG	4	\$1,007.31	\$4,029.24
AXIS	02542-001 S1296 RACK 96TB W/LICENSES	1	\$18,714.80	\$18,714.80
AXIS	5017-641 T91A64 CORNER BRACKET	2	\$84.11	\$168.22
AXIS	5504-821 T91D61 WALL MOUNT	2	\$93.60	\$187.20
AXIS	5506-481 T91E61 WALL MOUNT	5	\$46.35	\$231.75
AXIS	5507-361 T94B02D PENDANT KIT	1	\$36.86	\$36.86
AXIS	01513-00 T94N01D PENDANT KIT	2	\$93.60	\$187.20
AXIS	5507-601 T94R01B CORNER BRACKET	1	\$66.01	\$66.01
AXIS	01742-001 TM3101 PENDANT WALL MT WHITE	7	\$46.88	\$328.16
AXIS	02548-001 TP3103-E PENDANT KIT	4	\$75.58	\$302.32
AXIS	01743-001 TP3701 J-BOX/POLE ADAPTER	7	\$37.31	\$261.17
AXIS	5025-281 T8129 INDOOR POE EXTENDER	4	\$190.40	\$761.60
VTC	SLEEVES, FIRE STOP AND MISCELLANEOUS	1	\$650.00	\$650.00
RWC	SINGLE GANG BLANK PLATES, WHITE	50	\$1.40	\$70.00

The cost for the above-listed Hardware Bill of Materials is \$53,246.12.

INSTALLATION BILL OF MATERIAL

MFR	DESCRIPTION	QTY	UNIT \$	EXTENDED \$
VTC	IT LABOR	16	\$145.00	\$2,320.00
VTC	END USER TRAINING LABOR	8	\$129.00	\$1,032.00
VTC	INSTALL LABOR	148	\$129.00	\$19,092.00

The cost for the above-listed Installation Bill of Materials is \$22,444.00

NETWORK CABLING BILL OF MATERIAL

MFR	DESCRIPTION	QTY	UNIT \$	EXTENDED \$
RWC	CAT6 PLENUM	16	\$311.15	\$4,978.40
SIGNAMAX	PATCH PANELS, 24P UNLOADED	4	\$82.55	\$330.20
SIGNAMAX	JACKS	55	\$4.64	\$255.20
SIGNAMAX	PATCH CORDS, 1M	30	\$2.35	\$70.50
SIGNAMAX	PATCH CORDS, 2M	30	\$2.84	\$85.20
VTC	CABLE HANGING HARDWARE	1	\$635.00	\$635.00
VTC	LABOR	172	\$129.00	\$22,188.00

The cost for the above-listed Network Cabling Bill of Materials is \$28,542.50.

COMPLETE JOB TOTAL WITH INSTALLATION

HARDWARE	\$ 53,246.12
INSTALLATION	\$ 22,444.00
NETWORK CABLING	<u>\$ 28,542.50</u>
GRAND TOTAL	\$104,232.62

TRAINING

Videotec will provide comprehensive training sessions to designated Des Plaines Library personnel on the operation and management of the Axis Camera System VMS.

Videotec will train users on how to access live feeds, review recordings, and utilize advanced features of the surveillance system.

Videotec will offer guidance on troubleshooting common issues and performing routine maintenance tasks.

OPTIONAL WARRANTIES

OPTIONAL COMPREHENSIVE 5-YEAR WARRANTY ON INSTALLED SYSTEM

Videotec will offer a comprehensive 5-year material and labor NBD warranty for \$610.00 per month with a signed 60-month contract.

OPTIONAL COMPREHENSIVE 10-YEAR WARRANTY ON INSTALLED SYSTEM

Videotec will offer a comprehensive 10-year material and labor NBD warranty for \$795.00 per month with a signed 120-month contract.

PROJECT TIME-LINE

<u>DES PLAINES PUBLIC LIBRARY</u>	VIDEOTEC CORP

Week #	WK 1	WK 2	WK 3	WK 4	WK 5	WK 6	WK 7	WK 8
Week Beginning (Monday)	1-Apr	8-Apr	15-Apr	22-Apr	29-Apr	6-May	13-May	20-May
Week Ending (Friday)	5-Apr	12-Apr	19-Apr	26-Apr	3-May	10-May	17-May	24-May
ACTIVITY TYPE								
PRE-INSTALLATION								
PRODUCT PROCUREMENT								
PROGRAMMING								
INSTALL								
CABLE PULL								
DEVICE INSTALLATION								
SYSTEM COMMISSIONING/TRAINING								
SYSTEM FINE TUNING								
END USER TRAINING								

REFERENCES

1. JOLIET PUBLIC LIBRARY
 150 WEST OTTAWA STREET, JOLIET IL 60432
 CONTACT: MR. JOE MASTERS, Operations Manager; (815) 846-3140;
jmasters@jolietlibrary.org

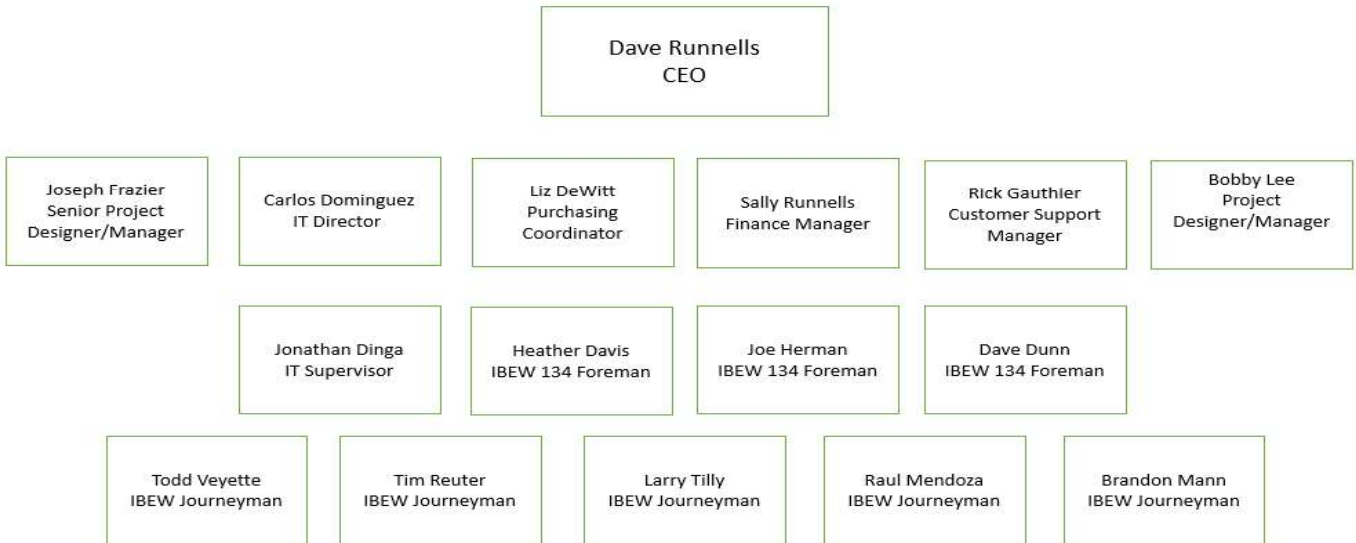
2. PORTER COUNTY PUBLIC LIBRARY SYSTEMS
 103 JEFFERSON STREET, VALPARAISO IN 46383
 CONTACT: MS. ANGELA LENEAVE, IT Coordinator; (219) 462-0524 x35120;
aleneave@pcpls.org

3. MCCORMICK PLACE
 2301 S. MARTIN LUTHER KING DRIVE, CHICAGO IL 60616
 CONTACT: MR. JASON GONZALEZ, Security Systems Manager; (219) 218-7482;
jgonzalez@mccormickplace.com

4. ATKORE
 16100 S. LATHROP, HARVEY IL 60426
 CONTACT: MARK DOMANSKI, Director of Corporate Security; (951) 692-5405;
mdomanski@atkore.com

KEY PERSONNEL

Key Personnel



CLARIFICATIONS:

- Work to be done during normal business hours.
- If work cannot be performed during normal business hours, additional labor will be quoted.
- Des Plaines Public Library to provide all necessary PoE switches.
- Des Plaines Public Library to provide all necessary IP information prior to onsite installation.
- Videotec will re-use the existing cable as shown on 16 cameras. If cable is found to be in non-working order, we will present a change order for repair or replacement.
- Customer to supply necessary 110-volt power and raceway stub-ups. of top priority.

Acceptance:

Name, Title

Date

WARRANTY AND CONDITIONS

1. Standard conditions of sale:

Videotec Security Corporation (VTC), Standard Conditions of Sales, attached, is hereby included as a part of this proposal.

2. Final Payment:

Payment is due upon receipt of Invoice. Overdue payments subject to 1.5% monthly service charge.

3. Delivery: 10-30 days after receipt of order, subject to availability of materials and labor.

PRICE OF THE SYSTEM AS DESCRIBED IN OUR PROPOSAL INCLUDES THE FOLLOWING:

- A. Furnish equipment specified in the Bills of Materials or Sales Quotation.

THESE PRICES DO NOT INCLUDE:

- A. At VTC designated locations, 110VAC power (regulated and free from interference) and an isolated ground connected to the cold-water building entry or equivalent. In the event dedicated power and/or ground are unavailable, the Customer to provide for correction of circuit noise and/or ground problems, if any.
- B. Provision of space for and a suitable operating environment for Data Collection Panel equipment in field locations as well as equipment at the monitoring control location.
- C. Idle time incurred by VTC employees due to clearances, escorts, or other factors beyond our control. **Aggregate idle time in excess of one (1) man-hour will be billed at our prevailing labor rates.**
- D. Applicable sales, user taxes, permits and/or associated submittals for governmental authorities having jurisdiction, which will be determined by final system configuration.
- E. Elimination of electromagnetic interference or RF interference which may hinder operation of system. VTC is not responsible for improper cable installation provided by General Contractor for Access Control and CCTV Systems that may hinder device operation.
- F. **NO GUARANTEE IS PROVIDED AGAINST EQUIPMENT AND/OR SYSTEM DAMAGE DUE TO EITHER LIGHTNING AND/OR LINE POWER TRANSIENTS.**
- G. Additional protection is available and may be desirable. Design and cost are dependent upon equipment type, location, site conditions, and site location, etc. A specific quotation for this protection will be provided upon requested.
- H. **Additional Materials and/or Work:** Data for the preparation of the proposal is based on existing site conditions and/or site plans and blueprints available to VTC at the time the proposal was prepared. Any changes in site conditions and/or blueprints which occur after proposal preparation may have cost and/or operational impact and will be subject to change order which may be above or below the original proposal (contract) price.
- I. The cost of parking, unless specifically included in the proposal.
- J. **Video Systems only:** Correction of Ground Loop Problems: Due to the nature of CCTV systems, especially those that involve multiple building or outdoor cameras, it is difficult to anticipate when ground loop differentials will be encountered. Although our standard design attempts to minimize the problems associated with ground loops, there are times when we must add electronic correction. In the event we encounter ground loop problems that require electronic correction; we reserve the right to provide it at customer expense.

All materials are guaranteed to be as specified and carry manufacturer's warranty. All work is to be completed in a neat and workmanlike manner. Any alteration or deviation from verbal specifications involving extra labor and/or cost of materials will be executed only upon written approval from authorized agent and will become an extra charge over and below agreed amount. **90-day labor & warranty is provided on all labor and equipment provided by VTC unless otherwise noted in the contract.**

VTC is not an insurer; it is understood and agreed: that Company is not an insurer. Contact VTC for further information...

Delivery – Once the order is received, we will mobilize the project within five (5) business days and order the required parts.

Warranty Conditions - We warranty this installation by to the original purchaser to be free from defects in material and workmanship under normal use during the warranty period. This period will be for 90-day from the time the project gets accepted and signed off.

Materials - Products will be repaired or replaced, at our option, without charge for a period of 90-days. Excludes customer provided equipment.

Labor - Products will be repaired or replaced at our option without charge for a period of 90-days. Labor to correct warranty problems is provided only during normal working hours, Monday through Friday, 8:00 a.m. - 5:00 p.m., excluding holidays.

Clarification - Consumable items such as ribbons, intensifiers, and batteries, will be warranted in accordance with the original manufacturer's warranty only. Devices including, but not limited to, fuses and/or power and/or lightning transient protectors/suppressors, which are designed to fail in order to protect the security system equipment(s) are not included in the warranty.

Software - All software is warranted to perform and operate in accordance with published specifications at the time of sale. In the event of a program defect, the sole obligation of VTC shall be to make available all published modifications that correct program problems which are published within one (1) year from date of purchase, provided the Purchaser has returned the Registration Form delivered with the software package.

Cyber Security Disclaimer of Products

This product is designed to be connected to and to communicate information and data via a network interface. It is Customer's sole responsibility to provide and continuously ensure a secure connection between the product and Customer network or any other network (as the case may be). Customer shall establish and maintain any appropriate measures (such as but not limited to the installation of firewalls, application of authentication measures, encryption of data, installation of antivirus programs, etc.) to protect the product, the network, its system and the interface against any kind of security breaches, unauthorized access, interference, intrusion, leakage and/or theft of data or information.

VTC and its affiliates are not liable for damages and/or losses related to such security breaches, any unauthorized access, interference, intrusion, leakage and/or theft of data or information.

The warranty will not apply to any product or installation, which has been misused, abused, or altered.

THE ONLY WARRANTY PROVIDED BY VTC IS THE LIMITED WARRANTY STATED ABOVE WHICH SHOULD NOT EXTEND BEYOND THE PERIOD STATED ABOVE. VTC MAKES NO OTHER WARRANTIES, EXPRESSED, IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO RESPONSIBILITY IS ASSUMED FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES EVEN IF VTC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THIS WARRANTY WILL BE VOIDED IF, DURING THE WARRANTY PERIOD, THE PURCHASER CONNECTS TO OR INTERCONNECTS WITH SUBSEQUENT TO THE INITIAL INSTALLATION, DEVICES NOT SUPPLIED OR INSTALLED BY VTC THE WARRANTY WILL ALSO BE VOIDED IF WARRANTED EQUIPMENT IS SERVICED BY A NON-VIDEOTEC SECURITY CORPORATION AUTHORIZED ORGANIZATION. THE WARRANTY PERIOD SHALL COMMENCE WHEN CUSTOMER HAS BENEFICIAL USE OF THE SYSTEM, OR COMPLETION OF SYSTEM INSTALLATION, WHICHEVER OCCURS FIRST.

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DPPL 2024 Lifecycle – 24 Replacement PCs

The twenty-four (24) HP Replacement PCs are designated for Patron usage at the Des Plaines Public Library. Library Patrons rely on our computers daily to be productive and require them to efficiently handle modern applications. Therefore, we are recommending that the library’s oldest PCs be replaced, which are all beyond their 4-year lifecycle.

The HP EliteDesk 800 G9 Mini Desktop computers will meet the needs of Patrons. They are equipped with Intel Core i7 13th Gen - 13700T (16-core 1.4 Ghz) processors, 32 GB RAM DDR5 SDRAM Memory, 512 GB M.2 SSD Hard-Drives, and Intel UHD 770 Graphics. The Mini form factor is our standard for all new PCs and allows for better usage of Patron desk space.

The following quotes all deliver the same equipment with matching part numbers:

Vendor	Quote
ConRes	\$26,697.60
CDW	\$27,703.68
SHI	\$27,759.36
OSG	\$28,207.94
Connections	\$31,764.96



Thank you for choosing CDW. We have received your quote.

Hardware Software Services IT Solutions Brands Research Hub

QUOTE CONFIRMATION

BHRU PATEL,

Thank you for considering CDW•G for your technology needs. The details of your quote are below. **If you are an eProcurement or single sign on customer, please log into your system to access the CDW site.** You can search for your quote to retrieve and transfer back into your system for processing.

For all other customers, click below to convert your quote to an order.

Convert Quote to Order

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
NSXV713	2/14/2024	NSXV713	0372665	\$27,703.68

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
HP Elite Mini 800 G9 Desktop Computer - Intel Core i7 13th Gen i7-13700T He Mfg. Part#: 86Y59UT#ABA Contract: MARKET	24	7515038	\$1,073.68	\$25,768.32
HP Care Pack Active Care Hardware Support - Extended Warranty - 3 Year - Wa Mfg. Part#: U17ZGE Electronic distribution - NO MEDIA Contract: MARKET	24	7182893	\$26.84	\$644.16
Kingston - DDR5 - module - 16 GB - SO-DIMM 262-pin - 4800 Mhz PC5-38400 - Mfg. Part#: KCP548SS8-16 Contract: MARKET	24	6978392	\$53.80	\$1,291.20

These services are considered Third Party Services, and this purchase is subject to CDW's [Third Party Cloud Services Terms and Conditions](#), unless you have a written agreement with CDW covering your purchase of products and services, in which case this purchase is subject to such other written agreement.

The third-party Service Provider will provide these services directly to you pursuant to the Service Provider's standard terms and conditions or such other terms as agreed upon directly between you and the Service Provider. The Service Provider, not CDW, will be responsible to you for delivery and performance of these services. Except as otherwise set forth in the Service Provider's agreement, these services are non-cancellable, and all fees are non-refundable.

SUBTOTAL	\$27,703.68
SHIPPING	\$0.00
SALES TAX	\$0.00
GRAND TOTAL	\$27,703.68

PURCHASER BILLING INFO	DELIVER TO
------------------------	------------

Billing Address:

DES PLAINES PUBLIC LIBRARY
 ACCTS PAYABLE
 1501 ELLINWOOD AVE
 DES PLAINES, IL 60016-4553
Phone: (847) 827-5551

Payment Terms: Net 30 Days-Govt State/Local

Shipping Address:

DES PLAINES PUBLIC LIBRARY
 BHRU PATEL
 1501 ELLINWOOD AVE
 DES PLAINES, IL 60016-4553
Phone: (847) 827-5551

Shipping Method: Expeditors Deferred 3-5 Days

Please remit payments to:

CDW Government
 75 Remittance Drive
 Suite 1515
 Chicago, IL 60675-1515

**Sales Contact Info**

Sam Raes | (877) 465-3134 | sam.raes@cdwg.com

LEASE OPTIONS

FMV TOTAL	FMV LEASE OPTION	BO TOTAL	BO LEASE OPTION
\$27,703.68	\$749.38/Month	\$27,703.68	\$863.52/Month

Monthly payment based on 36 month lease. Other terms and options are available. Contact your Account Manager for details. Payment quoted is subject to change.

Why finance?

- Lower Upfront Costs. Get the products you need without impacting cash flow. Preserve your working capital and existing credit line.
- Flexible Payment Terms. 100% financing with no money down, payment deferrals and payment schedules that match your company's business cycles.
- Predictable, Low Monthly Payments. Pay over time. Lease payments are fixed and can be tailored to your budget levels or revenue streams.
- Technology Refresh. Keep current technology with minimal financial impact or risk. Add-on or upgrade during the lease term and choose to return or purchase the equipment at end of lease.
- Bundle Costs. You can combine hardware, software, and services into a single transaction and pay for your software licenses over time! We know your challenges and understand the need for flexibility.

General Terms and Conditions:

This quote is not legally binding and is for discussion purposes only. The rates are estimate only and are based on a collection of industry data from numerous sources. All rates and financial quotes are subject to final review, approval, and documentation by our leasing partners. Payments above exclude all applicable taxes. Financing is subject to credit approval and review of final equipment and services configuration. Fair Market Value leases are structured with the assumption that the equipment has a residual value at the end of the lease term.

Need Help?

My Account



Support



Call 800.800.4239

[About Us](#) | [Privacy Policy](#) | [Terms and Conditions](#)

This order is subject to CDW's Terms and Conditions of Sales and Service Projects at

<http://www.cdwg.com/content/terms-conditions/product-sales.aspx>

For more information, contact a CDW account manager.

Bhru Patel




Organization: Des Plaines Public Library

Group: Technology


Quote: 1667540636

Expiration: 3/3/2024

Billing Information	Shipping Information
Billing Address: DES PLAINES PUBLIC LIBRARY ACCOUNTS PAYABLE 1501 ELLINWOOD STREET DES PLAINES, IL 60016	Shipping Address: DES PLAINES PUBLIC LIBRARY IT Department 1501 Ellinwood Ave DES PLAINES, IL 60016

	Product	Unit Price	Qty	Total
	HP Elite Mini 800 G9 vPro Core i7-13700T 1.4GHz/16GB/512GB SSD/UHD770/ax/BT/90W/W11P In Stock Item#: 41653139 Mfg. Part#: 86Y59UT#ABA	\$1,241.23	24	\$29,789.52
	HP 3 Year Next Business Day Onsite With Active Care In Stock Item#: 41549035 Mfg. Part#: U17ZGE	\$30.08	24	\$721.92
	Kingston 16GB PC5-38400 262-pin DDR5 SDRAM SODIMM In Stock Item#: 41429895 Mfg. Part#: KCP548SS8-16	\$52.23	24	\$1,253.52

Subtotal:	\$31,764.96
Shipping & Handling:	Best Way - Ground - \$0.00
Tax:	\$0.00
Fees:	\$0.00
Total:	\$31,764.96

	Prepared For Customer: Des Plaines Public Library 1501 Ellinwood St Des Plaines, IL 60016 Bhru Patel Email: BPatel@dppl.org	ConRes Contact: Jim McKeveitt Email: jmckeveitt@conres.com Phone#(773)304-3229
	Corporate Office: Continental Resources, Inc. - 175 Middlesex Turnpike, Bedford MA 01730 ("ConRes") Local Office: 1900 E. Golf Rd. Ste 400, Schaumburg, IL 60173	

CONFIDENTIAL This Quotation is the sole property of ConRes and may not be reproduced in any capacity without proper authorization.	Dated: 3/11/2024
	Validity Period: Expires 3/31
	Quote Number: 03.11.24-1c
	Terms (Pending Credit Approval): NET 30

Item #	Product	QTY	Description	List Price	Unit Price	Extended	Lead Time
10	86Y59UT#ABA	24	HP Elite Mini 800 G9 Desktop PC - Mini - Intel - Core i7 - 13700T - 1.4GHz - 16-Core - 4.9GHz - DDR5 - 16GB RAM - 4800MHz - 512GB SSD - Intel UHD Graphics 770 - Power Adapter - 90Watt - IEEE 802.11 ax, Bluetooth - Keyboard, Mouse - Microsoft Windows 11 Professional 64-bit - 3-Year Warranty -Note pricing expires 3/31 or until stock is depleted!	\$1,379.00	\$1,021.00	\$24,504.00	Stock PA
20	U17ZGE	24	HP 3 year Active Care Next Business Day Onsite Desktop Hardware Support	\$40.00	\$27.00	\$648.00	Electronic
30	KCP548SS816	24	Kingston 16GB DDR5 4800MTs SODIMM	\$88.00	\$51.00	\$1,224.00	Stock CA
Subtotal:						\$26,376.00	
40	Freight Ins	1	Freight Insurance		\$321.60	\$321.60	
50	Freight	1	Freight Charges assuming Best Way Ground		\$0.00	\$0.00	

Total w / o Taxes **\$26,697.60**

TERMS OF SALE
 Unless otherwise agreed upon in writing by ConRes and Customer all pages of this quotation are governed by the applicable Terms & Conditions outlined at www.conres.com and as described below.

All quoted items are Non-Cancellable and Non-Refundable unless otherwise defined within this quote and/or subject to each manufacturer's policies. Available quantities reflect a point in time and do not guarantee availability at time of order. It is your (Customer's) sole responsibility to evaluate the accuracy of, completeness, and usefulness of the information on this quotation. All payments are in United States Dollars. License and Maintenance Agreements: If customer agrees to purchase any items that carry a license or maintenance agreement and if invoice(s) for these product(s) is (are) not paid within approved credit terms, ConRes reserves the right to and customer grants ConRes the permission to revoke the agreement(s).

TERMS OF USE
 All items on this quote are governed by each manufacturer's applicable license agreements, warranties, return policies, terms of service, and privacy policies (Customer may be required to confirm acceptance of these policies). ConRes makes no representations or warranties with respect to the performance of the products and the accuracy of the information, and any and all warranties, whether oral or written, express or implied, are hereby expressly disclaimed including, but not limited to, warranties of merchantability and fitness for a particular purpose and liability arising from errors and/or omissions in the information.

TERMS APPLICABLE TO SUBSCRIPTIONS
 Customer acknowledges and agrees there may be monthly pricing fluctuation for each subscription, and a formal change management process or amended Purchase Order will not be required for such monthly pricing fluctuations and that Customer is obligated to make payments for each subscription to ConRes. ConRes will invoice Customer monthly or annually (as defined within this quote) for Customer's usage of the subscription which will include subscription usage and any one-time charges. In addition to any other remedies that may be applicable based on the type of subscription, ConRes or any of its resellers (e.g., AWS, ILAND, Ingram, Microsoft) may suspend (remove right to access or use any portion of the subscription) or cancel (also defined as "terminate") Customer's access if Customer fails to pay in full when due any two (2) invoices, other than amounts being reasonably, actively, and diligently disputed by Customer in good faith ("Disputed Charges"). ConRes will have the right to suspend or terminate Customer's access to its account and to any subscriptions if Customer has not paid in full all undisputed charges within ten (10) days following Customer's receipt of notice of past due charges. Upon termination - all undisputed amount shall be due and payable.

PRIVACY STATEMENT
 Continental Resources, Inc. ("ConRes") and its corporate affiliates ("Affiliates" or "ConRes Affiliates") are committed to the protection of your privacy, data, and personal information ("DATA") as further defined within the ConRes Privacy Policy which is available on our website www.conres.com or you may contact us at Privacy@conres.com for further information.



We have prepared a quote for you

DESKTOPS 512GB




Quote # 002745
Version 1

Prepared for:

Des Plaines Public Library

Jo Bonell
jbonell@dppl.org

Hardware

Description	Price	Qty	Ext. Price
DESKTOPS			
IN STOCK			
86Y59UT#ABA  HP Elite Mini 800 G9 Desktop Computer - Intel Core i7 13th Gen i7-13700T Hexadeca-core (16 Core) - 16 GB RAM DDR5 SDRAM - 512 GB M.2 PCI Express NVMe SSD - Mini PC - Intel Q670 Chip - Windows 11 Pro - Intel UHD Graphics 770 DDR5 SDRAM - English Keyboard	\$1,090.04	24	\$26,160.96
U17ZGE  HP Care Pack HP Care Pack Active Care Hardware Support - Extended Warranty - 3 Year - Warranty - 9 x 5 x Next Business Day - On-site - Maintenance - Parts & Labor	\$30.89	24	\$741.36
KCP548SS8-16  Kingston 16GB DDR5 SDRAM Memory Module - For PC/Server, Notebook, Desktop PC, Workstation - 16 GB (1 x 16GB) - DDR5-4800/PC5-38400 DDR5 SDRAM - 4800 MHz Single-rank Memory - CL40 - 1.10 V - Retail - Non-ECC - Unbuffered, Unregistered - 262-pin - SoDIMM	\$56.55	24	\$1,357.20
SH-OSG Shipping and Handling	\$138.42	1	\$138.42

Subtotal: \$28,397.94

DESKTOPS 512GB

Prepared by:

Outsource Solutions Group, Inc.

Ashley Caringello
630-236-6625
acaringello@osgusa.com

Prepared for:

Des Plaines Public Library

1501 Ellinwood Street
Des Plaines, IL 60016
Jo Bonell

jbonell@dppl.org

Quote Information:

Quote #: 002745

Version: 1
Delivery Date: 02/01/2024
Expiration Date: 02/29/2024

Quote Summary

Description	Amount
Hardware	\$28,397.94
Total: \$28,397.94	

THIS IS NOT AN INVOICE. PLEASE PAY FROM AN INVOICE ONLY.

Actual cost of item at time of purchase may be higher or lower. If the actual cost increases by more than 10%, OSG will contact you with the updated purchase amount prior to executing the order.

All credit card payments will be automatically charged a 5% processing fee. OSG will make an effort to honor the prices quoted for as long as possible, but be advised that our suppliers change prices daily and as a result our price may change at any time. All installation times are estimates. Clients will be billed the actual time incurred. Tax & Freight to be applied when applicable. Work scheduled M-F, 8a-5p (Unless Otherwise Noted).

Return Policy: Defective Product Returns: Customer may return most defective products directly to Outsource Solutions Group, Inc. within (15) days of invoice date and or receipt of product. OSG's option, credit, replacement exchange and or repair. After fifteen (15) days, only the manufacturer warranty applies. Non- Defective Product Returns: Customer may return most unopened, factory sealed non-defective products to OSG within fifteen (15) days of invoice. Customer is responsible for all shipping charges of the returned product. Restocking fees may apply. Special orders and restricted products: Special order products and Manufacturer restricted products may be non -returnable or may have unique return restrictions provided at the time of sale. All returnable products must be returned complete, including all original boxes, packing materials, manuals, blank warranty cards and any other accessories that were provided by the manufacturer. Open box products are returnable on a case by case basis subjected to the manufacturers return policies and restocking fees may apply. Customer is strongly advised to purchase full insurance to cover loss and damage for shipments of returned items and to use a carrier and shipping method that provide proof of delivery. OSG is not responsible for loss during such shipment. If a package containing items purchased from OSG arrives at customer's address damaged, customer should refuse to accept delivery from carrier.

1730 Park Street
Suite 225
Naperville, IL 60563

630-236-6625



Outsource Solutions Group, Inc.

Des Plaines Public Library

Signature: Ashley Caringello

Name: Ashley Caringello

Title: Sr. Inside Sales Administrator

Date: 02/01/2024

Signature: _____

Name: _____

Date: _____



Pricing Proposal
 Quotation #: 24590165
 Created On: 3/7/2024
 Valid Until: 3/29/2024

IL-City of Des Plaines Public Library

Inside Account Executive

Bhru Patel

1501 Ellinwood Street
 Des Plaines, IL 60016
 United States
 Phone: (847) 827-5551
 Fax:
 Email: bpatel@dppl.org

Thomas Feeney

290 Davidson Ave.

 Somerset, NJ 08873
 Phone: 732-667-2787
 Fax:
 Email: thomas_feeney@shi.com

All Prices are in US Dollar (USD)

Product	Qty	Retail	Your Price	Total
1 HP Elite 800 G9 - Wolf Pro Security - mini desktop - Core i7 13700 / 2.1 GHz - vPro - RAM 16 GB - SSD 512 GB - NVMe, TLC - UHD Graphics 770 - Gigabit Ethernet, Bluetooth 5.2, IEEE 802.11ax (Wi-Fi 6E) WLAN: - Bluetooth 5.2, 802.11a/b/g/n/ac/ax (Wi-Fi 6E) HP, Inc. - Part#: 86Y59UT#ABA Contract Name: Open Market Contract #: Open Market	24	\$1,409.00	\$1,072.50	\$25,740.00
2 Electronic HP Care Pack Next Business Day Active Care Service - Extended service agreement - parts and labor - 3 years - on-site - 9x5 - response time: NBD - for Presence 24, Small Space Solution with Zoom Rooms HP, Inc. - Part#: U17ZGE Contract Name: Open Market Contract #: Open Market	24	\$36.00	\$27.78	\$666.72
3 Kingston - DDR5 - module - 16 GB - SO-DIMM 262-pin - 4800 MHz / PC5-38400 - CL40 - 1.1 V - unbuffered - non-ECC - for Dell Inspiron 14, 16; Precision 34XX, 7770; Vostro 7620; Lenovo ThinkPad P15v Gen 3 Kingston Technology - Part#: KCP548SS8-16 Contract Name: Open Market Contract #: Open Market	24	\$88.00	\$56.36	\$1,352.64
			Total	\$27,759.36

Additional Comments

Please Note: HP, Inc. has a zero returns policy on custom build PCs. Ink and toner are also considered non-returnable. For these products, orders are non-cancellable and non-returnable from point of order.

Please note, if Emergency Connectivity Funds (ECF) will be used to pay for all or part of this quote, please let us know as we will need to ensure compliance with the funding program.

Hardware items on this quote may be updated to reflect changes due to industry wide constraints and fluctuations.

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084. SHI International Corp. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

The products offered under this proposal are Open Market and resold in accordance with the terms and conditions at [SHI Online Customer Resale Terms and Conditions](#).

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THREE YEAR ON-SITE COMPREHENSIVE IT SERVICES FOR THE DES PLAINES PUBLIC LIBRARY

The Des Plaines Public Library (DPPL) is requesting proposals from qualified IT service companies (hereinafter "Vendor") for IT services for a period of three years, beginning July 1, 2024 and ending on June 30, 2027, with two additional one-year voluntary extensions- up to a total of five years; ending on June 30, 2029. DPPL operates using an on-site support model provided through an IT outsourcing company. DPPL has 100 staff and an 82,000 sq. ft. building with over 400,000 visits annually.

The chosen Vendor must provide a minimum of 250 hours weekly of on-site patron and staff support at various levels of experience and expertise. The Vendor will manage all internal broadband connectivity, software licensing and upgrades including staff training, hardware upkeep and regular replacement, virtual servers and cloud management, outside vendor relations and negotiations for existing and new contracts, and all special projects. The chosen Vendor will be a Microsoft Solutions Partner for Modern Work as well as the reseller of other various products that DPPL supports. The chosen vendor will also be E-Rate certified and have experience consulting on E-Rate compliance.

GENERAL REQUIREMENTS

- Describe Vendor's financial strength.
- Corporations shall provide the year and state of incorporation.
- Partnerships shall provide the names of the partners, and the length of its existence.
- State if the Vendor is presently negotiating a sale, acquisition or merger that would alter the Vendor's existing structure.
- Any other information that demonstrates the Vendor's experience, ability and capacity to produce the required outcomes requested in this RFP.
- Vendor should have experience consulting on E-Rate compliance and must be E-Rate certified. Please provide SPIN.
- Client references below should include at least one client with an E-Rate Funding approval for ICM services. Additional E-Rate approved client FRN's may be subsequently requested.

CLIENT REFERENCES

Vendor shall submit a list of at least three clients similar in size and scope to DPPL. Information provided for each client reference must include the following:

- Client's name.
- Brief explanation of what the contract covered (Associated approved and disbursed E-Rate FRN(s) should be included)
- Date of the project or contract.
- Number of employees.
- Contact person.
- Title.
- Address.
- Phone number.

Failure to provide the above information may result in the Vendor being disqualified and its proposal not considered. The DPPL Board reserves the right to reject any and all proposals.

SPECIFIC REQUIREMENTS

PART I E-RATE

Organizations that wish to submit a proposal must review FCC Form 470 # 240015674, which outlines the specific requirements for submission of a valid proposal related to E-Rate-eligible services.

Vendors submitting a proposal must bid on all components of the RFP request. This includes both E-Rate-eligible services, and ineligible services. A proposal that does not contain responses to ALL requirements and services outlined in this RFP, with E-Rate-eligible costs separately identified from non- E-Rate-eligible costs, may be scored lower, or disqualified.

The Des Plaines Public Library may elect to open a one-time-window for an on-site walkthrough, on February 13, 2024, or February 14, 2024, from 1:00 pm - 3:00 pm. To schedule a walkthrough, prospective vendors must EMAIL the TECH CONTACT listed under the section Submittal of the Proposal, providing no less than 48 hours prior notice. Prospective vendors must provide complete RFP GENERAL REQUIREMENTS and CLIENT REFERENCES data prior to scheduling a walkthrough.

PART II PERSONNEL SKILL SET REQUIREMENTS

The Vendor will need to provide on-site support for the minimum number of hours identified below.

- 8:30am to 9:15pm Monday through Friday
- 8:30am to 5:15pm Saturday
- 12:30pm to 5:15pm Sunday

Descriptions of the required personnel are detailed as follows.

- **CIO: (on-site 6 hours per week minimum)**
 - Minimum 15 years' experience managing and supporting 200+ seat environments
 - Minimum 10 years' experience in supporting library environments
 - Proven track record of success in fulfilling an on-site "outsourced" IT support model
 - Ability to meet with DPPL Director and Assistant Director on a monthly basis to update both as to the status of IT projects and initiatives, as well as attend monthly board meetings as required
- **Network Administrators: (on-site 67 hours per week minimum)**
 - Minimum 3 years' experience supporting a similar size library environment
 - Strong and verifiable technology troubleshooting experience
 - Project management experience
 - Procurement and vendor management experience
 - Script and report writing skills
 - Excellent customer service skills
 - Strong verbal and written communication skills
- **On-site Staff Support Technicians: (on-site 62 hours per week minimum)**
 - Minimum 1 year experience supporting a similar size library environment
 - Strong and verifiable technology troubleshooting experience
 - Ability to create and maintain documentation specific to the DPPL environment
 - Ability to perform Windows and application updates
 - Ability to provide on-site support for all staff and patrons with prompt response time and follow up
 - Experience with ticketing system and ability to update tickets in real time

- Experience with ordering and maintaining inventory for consumables
- Strong customer service and communication skills
- Network cabling termination skills
- **On-site Patron Support Technicians: (120 hours per week minimum)**
 - Entry level position requiring between 0 and 1 year experience; library experience strongly desired
 - Strong customer service and communication skills
 - Strong Internet and end-user software skill set
 - Computer troubleshooting skills
- **Videography (2-5 hours per month)**
 - Availability to video Board of Trustee monthly meetings

PART III OTHER SERVICE REQUIREMENTS

The DPPL Information Systems environment supports a diverse set of technologies which provide the computing infrastructure to facilitate the services which DPPL provides to the community seven days a week. Requirements to manage and maintain this environment are:

- On-site support for Staff including break/fix/maintenance of DPPL technology systems.
- On-site support for assisting Patrons in using DPPL owned computers and printers.
 - Assist Patrons from the Adult PC Help Desk for all 72 hours the library is open each week and at the YS Youth PC Help Desk for 42 hours each week.
- Monthly meetings with the DPPL Director, communicating the status of all current projects and also plans for changes/upgrades to the technologies provided to the patrons and staff.
- Monthly meetings with management across all DPPL departments providing the tactical guidance and leadership to implement strategic technological goals.
- Project lists, reports, and statistics for the DPPL administration and Board of Trustees as required.
- Vendor relationship management including vendor quote generation and collection, utilizing best-in-class methods to minimize costs.

- Computer and A/V equipment support for all DPPL-hosted and public meeting room functions.
- Support of projects on weekends and holidays.
- Provide technology design, architecture, planning, management, detailed cost estimates, and implementation of technology services which support DPPL's strategic plan.
- Maintain detailed and current documentation, including warranty coverage, on the hardware and software resources provided at DPPL.
- Maintain calendar of all IT-related contract expiration/renewal dates and notify administration at least 60 days prior.
- Establish and maintain lifecycle policies for hardware and software, as well as other best practices that lead to predictable operating costs and best in-class system performance and up-time.
- Directly employ a pool of advanced, certified IT personnel from which to draw expertise for more advanced technological implementations.
- Develop and maintain standards and processes to manage and monitor the day-to-day IT support for both patrons and staff.
- Provide 24/7/365 security information and event management services (SIEM) for Staff Domain and Patron Domain networks, switches, firewall, and provide responsive support to a range of technological challenges on the same basis.
- Support discovery of qualified vendors and consultants for web services development.
- Assess IT security needs, and recommend products and procedures to Director, including all things necessary to comply with requirements of Cybersecurity Insurance, and requirements to comply with all federal, state, and local regulations.
- Develop annual Disaster Recovery and Business Continuity Plan.
- Develop annual Incident Response Plans.
- Be familiar with market trends in technology and best practices, and routinely advise the Director.
- The current technologies managed and maintained are contained in Exhibit A, attached.

The DPPL Information environment also involves a number of unique technology projects which must be provided as part of the contract's yearly **fixed cost** (no extra charges for projects). A partial list of completed projects in the most recent 24 months are contained in Exhibit B, attached.

PART IV - Contract Provisions

- The vendor must agree to a specific contract provision allowing both the Library and itself to cancel the contract within 90 days after written notice with or without cause.
- The contract must contain pricing for a three-year period as follows:
 - July 1, 2024 - June 30, 2025
 - July 1, 2025 - June 30, 2026
 - July 1, 2026 - June 30, 2027

Voluntary extension #1 July 1, 2027 - June 30, 2028

Voluntary extension #2 July 1, 2028 - June 30, 2029

SUBMITTAL OF THE PROPOSAL

To submit a response, EMAIL your organization's proposal to the TECH CONTACT listed below by the 28-day proposal deadline indicated in the FCC Form 470-.

Unless otherwise noted, initial proposal submission deadline is considered the 28-day proposal deadline in this 470- and initial vendor contact after the 28-day window will not be accepted unless otherwise noted. NO LATE proposals will be considered unless modifications to the Allowable Contract Date deadline are subsequently executed.

Any questions regarding this request for proposal should be directed to:
Technical Contact
Paul McLaurin
Consultant
866-828-2820
paulm@eratesupport.com

EXHIBIT A CURRENTLY SUPORTED TECHNOLOGIES

- 9 Segmented virtual networks with securely routed network interconnectivity including 12 Cisco Catalyst switches
- 1 Comcast Gigabit Fiber Internet connection
- Palo Alto Networks Firewall hardware appliance including 10 active network interfaces
- Firewall packet inspection across all library managed devices
- Firewall URL filtering on all Internet connected devices
- 2 Physical HPE Hyper-V server hosts which support 14 virtual servers
- 1 Physical HPE server for backups and disaster recovery; Veeam onsite and offsite cloud-based backup and disaster recovery software
- 2 Windows domains for Staff PCs and Patron PCs
- 232-Seat PC environment (both staff and patrons PCs and Laptops)
- 6 Apple macOS computers (Staff graphic artists and Patron use), multiple iOS devices
- 100 Handset Comcast cloud phone system (changes/maintenance/troubleshooting)
- 14 POTS Phone Lines for essential equipment and services
- 10 Verizon Android smartphones and 14 Verizon hotspots
- Various other Tablet devices (iPad and Android) in multiple library departments
- Lyngsoe automated materials handler (AMH) with 9 bins, 1 staff induction station, and 2 external material returns
- 7 Envisionware self-check kiosks, 3 security/RFID gates, and 14 RFID reader pads.
- 38 Staff and Patron networked printers and copiers
- 23 Thermal receipt printers
- 30 Barcode scanners
- 21 Thin client display systems (IDSs) and Kiosk Catalogs (OPACs) using Porteus software
- Library security camera NVR system with 25 analog and 25 IP cameras
- Assist Patrons with patron film to digital conversion workstation
- Microfilm reader system maintenance
- 23 Cisco Meraki wireless access points distributed between 3 logical networks providing patrons and staff access to the Internet and network resources

- Employee security awareness testing and phishing training platform
- Multi-media and videoconferencing support for 3 large meeting rooms, 4 instructional spaces, 6 group study rooms, and the Board conference room
- 2 APC UPS battery systems for Server Room and Telecom Room
- Multiple software packages, including:
 - Windows 10 & Windows 11 Operating Systems
 - Microsoft Office 2019 and 2021 Professional
 - Windows Server 2019 and 2022
 - Microsoft 365 Platform (Exchange, SharePoint, Teams, OneDrive, PowerApps)
 - Polaris Integrated Library System
 - Deep Freeze for Patron PCs/Laptops
 - Patron Time & Print Suite: MyPC, ePrintIt, and Papercut
 - EZproxy (public database access)
 - Adobe Creative Cloud Suite and other Adobe licenses
 - IT Ticketing System
 - Envisionware Branch Manager (self-check and gate security system)
 - Communico (meeting room management, broadcast, and calendar system)
 - JotForm (incident reporting)
 - Cricut for Youth Services & Adult Services
 - Anti-virus/EDR software on all library computers
 - Proofpoint for Email spam & malware filter
 - Dropsuite for Cloud-based Email Backup
 - ThreatLocker for zero trust application blocking and approval
 - Perch SIEM Logging for network traffic and Microsoft 365

EXHIBIT B
PROJECTS COMPLETED 2022-2023

2022

- CISA Cyber-Hygiene Vulnerability Reports & Mitigation
- Email Filter Migration to Proofpoint
- Cisco Switches SmartNet Renewal
- Refresh Policy for User Data, Email, and Backup Retention
- Admin Monitor Lifecycle Replacement (24 monitors)
- Firewall Global Threat Hardening by Blocking Traffic From High-risk Countries
- New Backup Server (BDR) and new segmented BDR Network
- Backup Migration to Veeam B&R and New Offsite Backup Provider
- Cloud Backups for Microsoft 365: SharePoint, Exchange Online, OneDrive
- Adult Service 'Job Readiness' Laptops (6)
- 2nd Floor Youth Patron PCs Reopening
- Lyngsoe Sorter Emailed Receipts
- Microfilm PC and Software Issues and Reinstall
- EnvisionWare Self check and Gate Issues
- Internet Connection Contract & Provider Audit
- New Audiovisual Network on Firewall and Switches
- Duo MFA Implementation for Microsoft 365 (Email)
- Add Air Conditioning in 4th Floor Server Closet
- Primary Host Drive Failure and Replacement
- EZProxy Server Hardening
- Large Format Printer Lifecycle
- Migrate Public Calendars to Microsoft 365 Group Calendars
- EnvisionWare 3rd Floor Self Check - Hardware Failures
- Backup Server (Veeam) Host Motherboard Replacement
- Lyngsoe Sorter Maintenance and Meeting with Lyngsoe Rep
- Project to Facilitate Patron Telecommunications
- Reconfigure Forum Laptops (11) for the Forum
- Overhead Announcements & Paging System
- Scan to Email on Copiers
- Exchange SSL Cert Renewal
- Printer Replacement for A&C
- TBS Equipment Upgrade - Credit Card Modems and 3rd Floor ScanEZ (SimpleScan)
- Room B AV Lifecycle & Teleconference Upgrade
- Patron Incident Form & JotForm Revamp

- YS Patron iPads & iPad Table
- 14 OPAC Replacements
- TBS MyPC and PaperCut Upgrades & New Patron VMs (2 Servers): DC & TBS/MyPC
- Patron to Staff Network Segmentation Improvement
- Material Services Switchboard and Patron Accounts Desk Revamp
- Room B AV Microphone Troubleshooting & Replacements
- Room A A/V: Broken Audiovisual Part
- Program Room Setup Revamp - Check In, Check Out, Stored Equipment, Procedure, Documentation
- Complete Lifecycle Replacement for 2022
- Enable MFA on Shared Desk Accounts
- PC Lifecycle (50) for YS Patrons, BSS, YS, PA, MC, A&C.

2023

- Updated Password Policy for Length and Expiration
- Cisco Switches SmartNet Renewal
- KnowBe4 AD Syncing, Phishing Campaign, & Training for All Staff
- Microsoft Teams Implementation for Staff
- Office 2021 Deployment for all PCs
- Windows 10 22H2 Upgrade for all PCs
- Microsoft 365 Groups (Migration) & PA/MS/AC Groups
- TSYS/PCI Compliance & Cyberinsurance
- Wireless Access Point Lifecycle
- Library Staff Self-Check Training
- Quarterly Disaster & Recovery Testing for Q1 2023
- Staff Computer Group Policy Revamp (Remove Desktop Authority & Clean Up Groups) & Migrate Print Server
- Primary Host Drive Failure
- Printer Contract and Copier Fleet Refresh/Lifecycle
- Phone System Replacement Vendor Selection
- Security Camera Server License Renewal and Addition
- UPS Contract Consolidation and Battery Replacement for the two UPS on 1st and 4th Floors
- DPPL.org Webpage Patron Forms - Reconfigured Email Submissions
- New Staff Alerting Software (PRTG) Server & VM Decommissioning
- Patron PC Reopening (Removal of Covid Policies)
- Veeam Backup Software Upgrade
- YS Storytime Hybrid Program Audiovisual Revamp
- New Staff VM: Domain Controller

- Patron Improvement: New Credit Card Readers for 5 Coin Towers
- CCS Polaris Server Migration
- Printer & Copier Deployment: 8 New Copiers and 13 New Printers
- New PlayStation 5 for DPPL Teen Commons
- PaperCut Vulnerability Patched
- New EZproxy Server
- Virtualize HVAC PC, Enable Veeam Backups, and Upgrade to Windows 10
- Front Desk Cash Register Replacement
- Verizon & Cellular Phone/Hotspot Audit
- Monitors Lifecycle for 2023 (65)
- Security Camera System Hard Drive Failure and Replacement
- Creative Space IT Equipment Planning and FY24 Budgeting
- Forum Projector Part Replacement
- New Patron Windows Update Server (WSUS)
- Host Server Firmware Updates (3 hosts)
- FY23 PC Lifecycle Deployment (31 PCs)
- Create BSS Network (VLAN) for HVAC System and Camera
- Comcast Fax Line Migration (PBX to eMTA) for AS/Admin
- FY23 Printer Lifecycle Purchases (3 Total: 2 Color, 1 B&W) including New 2nd Floor Patron Printer (Reconfigure TBS/PaperCut)
- Overhead Scheduled Announcements Device Implementation
- ePay Implementation for the Catalog
- Wireless Security Change: Implement Radius for Staff (Instead of Wireless Passwords)
- Microsoft LAPS Implementation to Rotate Local Admin Passwords
- Rotate Public Desk Passwords & Improve Public Desk Security
- CCS Offline & Migration for Warren-Newport Migration
- Upgrade HVAC System Software and New HVAC VM
- File Server Storage Usage Audit
- FY23 Lifecycle Laptops (10 Windows 11 Laptops)
- FY23 MarCom Computer Lifecycle (2 iMacs, 1 PC)
- Comcast Phone System Implementation for 100 Phones
- Fiber Backbone between 1st & 4th Floor Server Rooms
- LIRA Water Detection System Additions
- ePay PCI Compliance
- Overhead Paging through Comcast Phones
- Security Initiative Implementation: SIEM Logging
- Communico SSL Cert Renewal (Changed to Free Communico-managed SSL Cert)
- Illinois Public Library Internet Survey

- EnvisionWare Selfcheck Issues and Replacement
- Lyngsoe Lobby Induction Station Issues and Replacement
- Staff Domain Controllers: Decommissioning and migrating primary Domain Controller
- Security Initiative Implementation: Application Allowlisting
- EZproxy SSL Cert Renewal
- Onboarding & Offboarding Revamp with SharePoint & PowerApps

2024 RFP Onsite Comprehensive IT Services - Proposals

Requirements	Cytranet	Outsource Solutions Group
General	N	Y
Client References	N	Y
E-Rate Eligible (CAT2)	N	Y
On-site Personnel	N	Y
Other Service Requirements	N	Y
RFP Assessment	Not qualified	Qualified

Fixed Annual Costs	Cytranet	Outsource Solutions Group
Year 1 (2024 - 2025)	N/A	\$425,467
Year 2 (2025-2026)	N/A	\$446,740
Year 3 (2026-2027)	N/A	\$469,077
Optional - Year 4 (2027-2028)	N/A	\$492,531
Optional - Year 5 (2028-2029)	N/A	\$517,158



CYTRANET

CONNECTING TODAY, EMPOWERING TOMORROW

YOUR CUSTOM PROPOSAL

Telecommunications Firm, LLC
PO Box 230801
Las Vegas, NV 89105
Tel: 702-864-5000 Fax: 480-591-9820
info@Cytranet.com
www.Cytranet.com



Cytranet is honored to be given the opportunity to present this proposal to your organization. We have reviewed and accept all the terms and conditions of the request.

Cytranet is in the business of making connections. We recognize the value of matching the right people with the right company, and we take the same approach with our communication service. There are many companies that can provide a dial-tone, but we believe that you deserve a partner that takes your agency as seriously as you do, and that starts with the right connection.

Having read and evaluated your Request for Proposal, we are confident that Cytranet cannot only meet your requirements but also exceed your expectations in multiple areas — ranging from communication infrastructure and carrier-grade quality of service to technical support and customer service. We call it Amazing Support and we look forward to delivering it to you.

We started this company to provide what we call Amazing Support to our customers, and we have spent the last ten years building a culture around that concept. We knew early on that the only way to become a leader in the Unified Communications industry is to provide the best service possible to our customers. Technical innovation features, and ancillary services are very important in this industry, and we devote a large amount of resources to R & D. We believe that innovation within the service part of our organization is equally as important. In fact, by applying the concept of Amazing Support to all parts of the business, we have been able to create a company that puts the needs of our customers ahead of anything else.

Naturally, Amazing Support means that our customer service and support departments are second to none. But we take Amazing Support much further than that. In our Infrastructure and IT department, Amazing Support means only using Tier 1 class telecommunications hardware and software from vendors including Acme Packet, Oracle, Cisco, HP and Brocade. It also means co-locating our platform in Carrier-Class data centers that are geographically protected from natural disasters, located on multiple power grids, have provided 99.999% uptime for at least five years, and served by at least ten diverse fiber providers.

Please review the pricing information we provide below. If you have any questions about this response, the company Cytranet, or the services we provide, please do not hesitate to contact me directly.

Very truly yours,

A handwritten signature in black ink, appearing to read "Doug Roberts", written in a cursive style.

Doug Roberts

PRESIDENT, TELECOMMUNICATIONS FIRM, LLC



COMPANY HISTORY

Cytranet is one of the leading providers of voice, data, cloud, and managed IT services in the Southwest, as well as having a nationwide reach. Supporting over 1,000 businesses, nonprofits, and government agencies of all sizes, Cytranet is the most experienced provider of technology services in the region. Based in Las Vegas, Nevada, we offer single-source solutions that support the latest in Voice and IT Services. We serve our clients' local to global locations. Our technology experts design, deliver, and manage end-to-end solutions. For example, phone service, fiber internet, networks, equipment, data centers, monitoring, managed Wi-Fi and support.

For over 15 years, Cytranet has provided personalized support, and we take great pride in our clients' testimonials. Our experienced staff is accredited by leading technology providers, and our on-time delivery and 24x7 support consistently earn accolades from our customers. We are focused on your success.

Cytranet specializes in a wide range of services, including tailored voice and data networks, and IT services and solutions for medium size businesses and enterprises nationwide. We are committed to providing each and every one of our clients with high quality service and support. Our unique team is incredibly friendly and can help you every step of the way in growing your business. We expertly combine our services in order to provide you with customized help and support, so you only get what you need and what you want. Our innovative approach starts with a thorough investigation of your company's needs to succeed so that we can ensure a perfect fit with you and our services.

Cytranet's clients benefit greatly when they choose to partner with us. Not only will you have more energy and time to focus on your business while we handle your voice, data, and IT needs, but you will experience happier and more productive employees, too. Let us help you open the doors to more technology so that your network will always perform to your standards and that your company will be able to outperform its competitors with ease. Rest assured knowing that your voice and data services are optimized, maintained, and protected – because guaranteeing your business's technology runs smoothly is our top priority.



CONFIRMATION OF COMPLIANCE

Cytranet is nationally recognized as a leading provider of Hosted VoIP, SIP, PRI, Video, and Unified Communications. Cytranet is also ranked #1 in reliability and customer service and is one of the fastest growing companies in the VoIP industry. Cytranet's intuitive online platform allows for an unlimited number of VoIP features, all for a single, predictable monthly price. Cytranet has reviewed all of the specifications of this request, and believes that it is truly the best provider to be able to meet all of the objectives and goals of this request.

The following products and features distinguish Cytranet Communications above all competition in the communications marketplace:

Platform Ownership. Cytranet has developed—and has full ownership and control of—our proprietary Cytranet platform and all attendant cloud architecture and software. Ownership of the Cytranet platform provides for rapid application development and extremely fast turnaround on technical support issues. It also allows for more flexible pricing, as Cytranet isn't obligated to any third-party developers. Cytranet's elite team of developers and telecommunications experts has broad experience and a deep understanding of VoIP and the underlying technologies. This pool of expertise greatly strengthens the stability of the firm.

Experienced Staff. Platform ownership ensures that Cytranet is qualified and committed to supply your organization with the technology it deserves. This capability not only includes matters of maintenance but also future systems enhancements. Cytranet has already gained recognition for developing many vertical-specific features tailored to the various segments of Cytranet's client base. These features include functionality such as Emergency Outbound Notification for K-12 school districts and Broadcast Paging for food services. Our skilled engineers are passionately dedicated to maintaining system performance for our clients. Cytranet's system is backed by an aggressive Service Level Agreement (SLA), which is included in this response.

Related Experience. Cytranet has performed many of the largest true Hosted VoIP installations currently deployed throughout the US. Cytranet has garnered impressive experience in several government deployments. These deployments differentiate Cytranet above its SMB-focused competitors. For example, Cytranet recently deployed our Hosted VoIP solution in a large MLB baseball stadium, as well as in a large hospital system with over 1,000 users.

Inclusive Pricing. Cytranet has a unique pricing strategy. Our all-inclusive pricing covers the full spectrum of both classic and advanced features in its hosted VoIP suite. Cytranet does not charge additional fees for unlimited auto-attendants, voicemail boxes, ring groups, queues, schedules, user groups, or dial-plans. Nor does Cytranet charge for features such as Virtual Fax, Call Center, Conference Bridges, et cetera. Many providers charge additional fees for many of these services or restrict the number allowed.

Industry Leading Reliability. Cytranet's up-time and reliability lead the hosted VoIP industry. Many of providers experience frequent—and often prolonged—outages, impacting telecommunications clients with serious consequences.

Often such outages are caused by lack of engineering resources or lack of deep product knowledge. In contrast, the Cytranet platform has full-mesh redundancy, geographic diversity, and a skilled team of intelligent engineers dedicated to maintaining system performance for all Cytranet clients.

Dedicated Fiber Internet

100mb/100mb

\$709/month - \$550 installation

250mb/250mb

\$1065/month - \$550 installation

500mb/500mb

\$1368/month - \$550 installation

600mb/600mb

\$1467/month - \$550 installation

1000mb/1000mb

\$1515/month - \$550 installation

5000mb/5000mb

\$3111/month - \$1250 installation

10000mb/10000mb

\$4353/month - \$1250 installation

IP addresses included at no charge, up to 128 block. Complex construction may require extra fees. Taxes, fees, surcharges of up to 17.5% may be assessed. Prices are per individual circuit.

Point-to-Point MPLS Fiber

1000mb/1000mb

\$1900/month - \$550 installation

10000mb/10000mb

\$2500/month - \$1250 installation

Prices are for complete circuit (both locations). Complex construction may require extra fees. Taxes, fees, surcharges of up to 17.5% may be assessed.

Voice

PRI (23ch) – Unlimited Local & LD

\$399/month - \$550 installation

Analog Line – Unlimited Local & LD

\$29.99/month - \$50 installation

Hosted Phone Seat – Unlimited Local & LD

\$29.99/month - \$50 installation

SIP Trunk Channel – Unlimited Local & LD

\$19.99/month - \$50 installation

Each line includes a single DID, additional DIDs billed \$1 each. Toll-Free numbers billed at \$0.04/minute. Taxes, fees, surcharges of up to 17.5% may be assessed.

Managed Network

Gigabit Router with Integrated Firewall

\$299/month - \$349 installation

48-port Gigabit PoE+ Switch with 4 SFP ports

\$199/month - \$249 installation

802.11ac Wave 2 Cloud-Managed WiFi Access Point

\$39/month - \$149 installation

Gigabit Router with Integrated Firewall with Unlimited LTE Backup Plan

\$399/month - \$349 installation

SD-WAN Appliance with Traffic Shaping & Failover

\$199/month - \$149 installation

Managed 12-port Auto-Reboot Power Appliance

\$99/month - \$149 installation

Cable Drop CAT6 (Labor Only)

\$149 installation

Data Center/Cloud Services

42U Full Rack, 15A Power, 1000M Internet, 64 Public IPs

\$1999/month - \$599 installation

21U Half Rack, 15A Power, 1000M Internet, 64 Public IPs

\$999/month - \$399 installation

Exchange-compatible Email Mailbox with 25GB Storage

\$9.99/month - \$25 installation

Data Backup of VMware or Hyper-V Servers with 60 Day Retention

\$2/GB/month - \$999 installation

Data Backup of Files with 60 Day Retention

\$1/GB/month - \$499 installation

Web Content Filtering

DNS-Based CIPA compliant filter

\$0.09/student/month - \$499 installation

Internet Access

The Importance of Being Well-Connected

Internet Designed for Enterprises

Enterprise businesses today require the most reliable, scalable and cost efficient way to connect to the public Internet.

Cytranet delivers enterprise grade internet services over a wide range of access options, features and price points to fit your business needs.

Serving the Distributed Enterprise

Reliable and affordable connectivity for your business locations everywhere:

- Nationwide Points of Presence
- Extensive fiber infrastructure
- Metro footprint / On-net Locations
- Private Peering with major Internet backbones
- Inter-connecting with major providers of:
 - Telecom
 - Cable
 - Fiber
 - Ethernet
 - 4G/LTE Wireless

Flexibility to Meet Your Needs

Terrestrial and wireless options:

- Ethernet – 10Mb, 100Mb, 1Gb, 10Gb
- Cable/DOCSIS
- Fiber to the Internet (FTTI)
- TDM (T1 & NxT1)
- DSL
- 4G LTE Wireless

Trusted Network Security

In-house security expertise with services to protect your brand.

- Premises Firewalls with SPI and IPS
- SIEM and Log Management
- IPsec VPN and Hybrid Networks
- Application Control
- Content Filtering
- PCI DSS Solutions

Services

- Rapid activation intervals
- Multiple access options
- Flat rate and usage based options
- Full suite of managed security services
- 24 x 7 network monitoring management and technical support
- Industry-leading SLA's

Benefits

- Improve customer experience
- Protect your brand
- Reduce costs



Connect to Cytranet IP Services

Leverage our portfolio of IP services.

- Hosted Voice Services
- Secure WiFi & Analytics Services
- IPsec VPN and Hybrid Networks
- MPLS Networks
- Application Performance Optimization

Engineered for Enterprises

Cytranet manages for peak bandwidth utilization, and when traf c exceeds pre-set thresholds, capacity is rapidly increased to avoid congestion.

Industry leading network reliability combined with robust national infrastructure ensures low latency and jitter for reliable voice and video applications.

Comprehensive Set of Features & Options

- Managed Network Services
- Utilization monitoring via portal
- Professional Installation
- Public IP allocations to meet customer requirements
- Primary and secondary DNS registration/hosting
- Web and e-mail hosting services
- Border Gateway Protocol (BGP)
- Network Access Translation (NAT) to conserve scarce IPv4 addresses
- Network redundancy and diversity

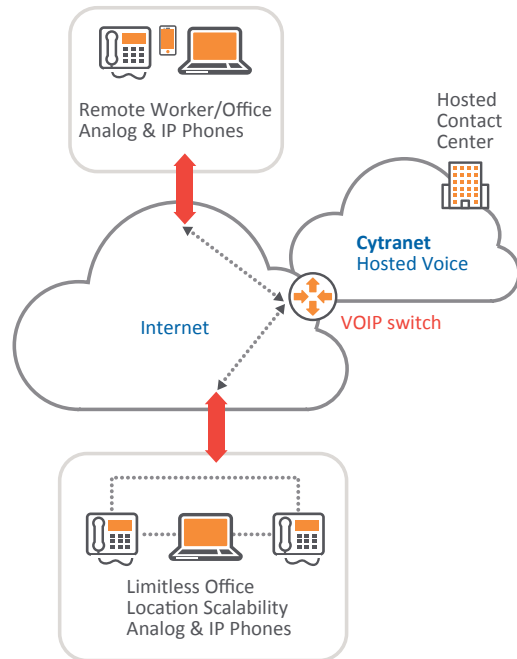
Hosted Voice Analog Service

Start Your Migration to the Cloud

Nearly 50% of all businesses have migrated away from legacy voice services to a cloud based voice service.

Isn't it time for you to make the move to eliminate voice POTS lines, consolidate providers and simplify management of voice services?

Bring your own broadband to reduce operating costs.



Keep Your Analog Phones

- No need to invest in new IP phones
- No user training required
- Leverage cloud based features

Advantages for Your Business

- Analog and IP phones on same platform – a mixed environment with free calling between locations
- Migrate to IP at your own pace, avoid capital expense of purchasing new IP phones
- Analog phone users gain access to cloud based features including unified voicemail, unified fax, Web Management Portal (CommPortal), call routing and find me/follow me.
- Reduce operating expenses by eliminating POTS lines and simplify vendor management.
- Unlimited local, long distance and Toll Free calling within the United States.

Powerful Communications Portal Tool

- Manage your phone from any web connection
- Play your voicemail anywhere

Features

- Analog Phones
- Analog Fax Machines & Modems
- Analog Telephone Adapter included
- Flexible Call Routing
- Simultaneous Ring
- Voicemail to Email
- Online Portal to Manage Services
- Unlimited Local, Long Distance & Toll Free
- Free Site-to-Site Calls
- Abbreviated Dialing Between Sites
- BYOB Option
- Hosted Contact Center Option
- Auto Attendant

Contact us at 1-877-358-9390
www.cytranet.com

Hosted Voice

Rethink Your Phone System – Never Miss a Call

Looking for innovative ways to increase revenues and productivity? Need to ensure you never miss a call or suffer from a service outage? Want to save money and avoid capital expenses?

In the world of business, a phone system is more than a tool for facilitating conversations; it's a conduit to customer orders, more efficient employees, better customer relationships, and cost savings.

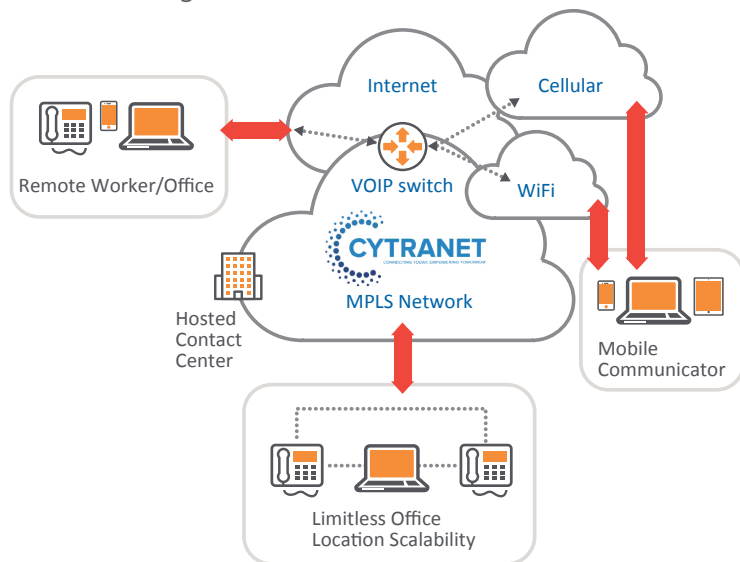
Upgrading your phone system to a Hosted Voice solution can deliver significant advantages.

Advantages for Your Business

- Scalable fully-managed flexible solution that grows as your business evolves
- Unified communications without the complexity and capital expense of a new phone system
 - Business continuity protection with flexible routing options so you never lose connections with customers
 - Simple web-based management tool provides both system management control and user customization
 - Reduce operating expenses with an all-inclusive service bundle
 - Avoid technology obsolescence – simply add features and services as they become available
 - Bring your own broadband, keep your analog phones and migrate to IP phones at your own pace
 - Unlimited local, long distance and Toll Free calling within the United States

Features

- Flexible Call Routing
 - Simultaneous Ring
 - Voicemail to Email
 - Online Portal to Manage Services
 - Unlimited Local, Long Distance & Toll Free
 - Free Site-to-Site Calls
 - Abbreviated Dialing Between Sites
 - Flexible Bandwidth Options
 - Quality of Service
 - BYOB Option
 - Hosted Contact Center Option
 - Auto Attendant
 - Unified Fax
 - Incoming Call Manager
 - Mobile Communicator
 - Salesforce.com Integration
 - Analog Phones Supported
- Voice, Internet and private Data on a single connection with quality of service
 - Drive more revenue for your business with business productivity tools



Hosted Voice

Powerful Communications Portal Tool

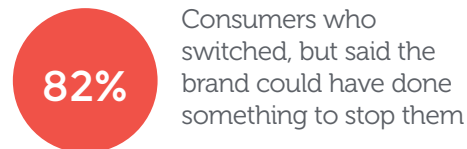
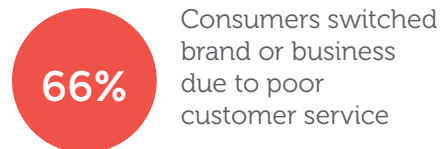
- Manage your phone from any web connection
- Play your voicemail anywhere
- Ring your office phone and cell phone at the same time and never miss calls
- Save time and money by streamlining your business operations

Mobile Communicator — Take your office anywhere!

- Turn your Android or Apple Device into your office phone
- Make and receive calls as if you were in the office
- Soft phone for your PC
- Instant Messaging and Presence keeps you connected

Hosted Contact Center

Your customers might not be as satisfied as you think¹...



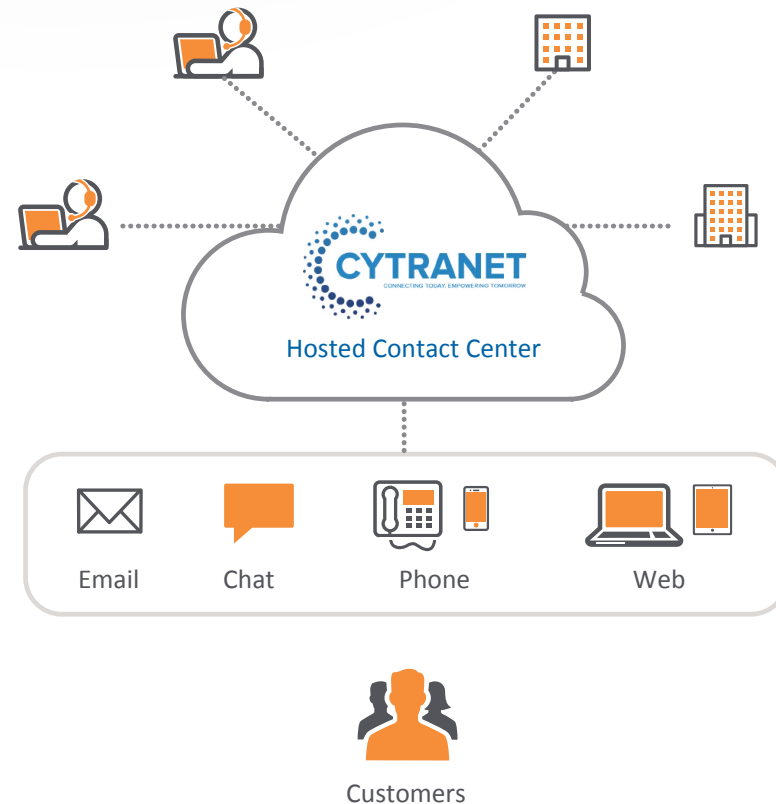
Source
1. Accenture Global Consumer Pulse Survey, 11/13
2. Ovum, Optimizing Customer Service in a Multi-Channel World, 10/10

Stay Connected with Your Customers

52% consumers use 3 or 4 channels to connect: email, chat, web, phone or social media²

Keep Your Customers Happy

Let your customers connect with your business in the methods they prefer. Be ready to connect them quickly to the right persons and to give them the answers and support they need.



Contact us at 1-877-358-9390
www.cytranet.com

PRI Services

Integrated Voice, Data and Cloud Applications

Integrate traditional voice services with Internet and data over a single, reliable connection. Leverage emerging technologies with access to advanced cloud-based applications including Hosted Contact Center and Unified Communications. Position your business for growth, enhanced collaboration, and scalability while reducing costs.

Line Side Service

- Nationwide local telephone service including long distance and dynamic Internet
- Multiple access methods including DSL, T1 and Ethernet
- Add powerful options including Auto Attendant and MPLS to connect multiple locations
- Added value with numerous free services included, such as unlimited local calling, email accounts, static IPs and managed router
- A full line of CLASS features, including hunting

CLASS Features Include

- **Call Hold:** Place callers on hold
- **Call Forward:** Forward lines to another number
- **Call Park/Pickup:** Pick up call on another phone
- **Call Transfer:** Transfer calls to another line
- **Caller ID:** See incoming name and number
- **Three Way Calling:** Add a third caller to a call
- **Call Hunting:** Forward incoming call to next available line
- **Extension Dialing:** Use abbreviated extension for intra-company calls, even at different locations
- **Auth Codes:** Provide authorized users with personalized code to make toll calls

Additional Options

- Toll Free Service
- Shared Long Distance
- Virtual Call Forwarding
- Additional Email Accounts
- Auto Attendant
- Unified Voice Mail and Fax
- Call Router

Included FREE

- Unlimited Phone Service
- One Toll Free Number
- One Voice Mail Box
- Dynamic Internet
- Up to 50 Email Accounts
- 1st year free domain name registration
- Up to 5 Usable Static IPs
- Free Calls Between Sites
- Basic Managed Router
- Professional Installation

Benefits

- Bandwidth Up To 100 Mbps
- CLASS Features
- DSL, T1 and Ethernet Access
- No Activation Charges

Contact us at 1-877-358-9390
www.cytranet.com



SIP Trunking

Simplified and Reliable Voice Network

Unified and Scalable Voice Network

Flexible deployment options to consolidate multiple locations with diverse PBXs into a unified, simplified and highly scalable enterprise voice network. Lab certified PBX compatibility.



High Performance

High quality Voice with guaranteed CoS prioritization delivers industry leading SLAs:

- 4.0 MOS
- Delay < 45ms
- Jitter < 1ms
- 99.9% delivery ratio
- 99.999% availability

Gain Economies

Optimize your network by converging Voice and Data and eliminating internal voice usage fees.

Business Continuity

Keep mission critical voice services running with our highly redundant private IP network, SIP Failover, load balancing and auto reroute.

Trunk Utilization Monitoring & Reports

Online portal visibility for quality control and capacity planning.

Features

- Private Voice and IP network
- SIP failover, auto reroute
- Load balancing
- Aggregated trunking for bursting
- G.711 or G.729
- PBX certifications
- Trunk utilization monitoring

Benefits

- Reduce costs
- Ensure high quality voice
- Eliminate voice outages
- Easy to manage unified voice system
- Highly scalable

Build Your Own Voice Network with Flexible Deployment Options



Distributed

- Direct SIP connection to each site
- Dedicated call capacity
- High redundancy



Aggregated

- SIP connection to centralized hub
- Locations share trunk capacity
- Efficient use of call capacity



Hybrid

- Combination of distributed and aggregated designs
- Multiple hubs for added redundancy
- Share resources + add resiliency

Control Your Path to SIP

Our experts will help architect a solution to match your migration path to a SIP voice network while leveraging current assets.

Contact us at 1-877-358-9390
www.cytranet.com

SIP Voice Termination

Cytranet Voice Termination service provides termination of nationwide 1+ domestic traffic for facilities-based carriers. The carrier originates and aggregates traffic on their network, then hands the traffic to a Cytranet Voice Term hub through a SIP or TDM handoff.

On Net Carrier Termination delivers Cytranet's highest quality domestic long distance termination. It uses direct ILEC connectivity to provide the highest voice quality available and guards against direct and indirect looping.

Premier Carrier Termination uses Cytranet's highest quality routes to terminate domestic long distance traffic. This product offers a high ASR% and lowest average, post-dial delay and protects against direct and indirect looping.

Preferred Carrier Termination optimizes both price and quality routes for domestic long distance call termination. This product uses a suite of quality vendors and offers our most extensive route depths, while guarding against direct and indirect looping.



Special Features

- Nationwide termination with competitive rates
- High-quality termination network including originating caller information pulled through network (i.e. Caller ID information still displays at termination)
- Multiple Access methods:
 - TDM connection (SS7/PRI)
 - SIP via a private IP connection
 - SIP via the public internet
- Competitive NPA-NXX rates
- Quality Managed at the NPA-NXX level
- Supports G.711u and G.729AB codecs
- Supports fax by G.711 fall back
- Provides daily CDRs
- Provides loop detection

Get Started

sales@cytranet.com | 1-877-358-9390 | www.cytranet.com





Cytranet Internet Customer Site Preparation Document

- Cytranet strives to provide a smooth and successful installation experience for our Customers. We will do all that we can to install your service on time and in a quality manner.
- Close coordination and effective communication between Cytranet and you is critical to ensure the Internet will be available when you need it.
- Customer site readiness is essential for delivery of service. Delays in site readiness are one of the leading causes of installation delays.
- Please try to complete site preparation of your site as quickly as possible from the time that you place your order. This includes any electrical requirements, the backboard for the network equipment and any applicable extended inside wire. This will help avoid an installation delay.
- The key to success is to be certain that the local Customer site contact is knowledgeable and empowered regarding all items on the following pages.



Internet Customer Checklist

Local Customer Site Contact:

It is critical that the Cytranet Ordering team has accurate local Customer site contact information: name, title, phone number and email address. This is important when issues arise regarding scheduling, building access and problem resolution (if needed).

The local Customer site contact must:

- The proper installation site address should be provided to the Cytranet Ordering team as well. This is the site where service is being installed.
- The local site contact must be “on site” at the proposed installation site to assist and escort the Cytranet Access Engineer or Field Technician through the site survey visit. Please note the Cytranet Access Engineer or Field Technician’s name, phone number and email address should any questions arise regarding property or room “site preparation” requirements. It is critical that the local Customer contact addresses all site requirements immediately after the site survey visit.
- The location site contact must negotiate the establishment of Cytranet’s Demarcation Point (Demarc) with the building property owner in a multi-tenant building. Note: The Demarc is the location point inside the building where Cytranet’s service terminates from the street.
- You should notify the Cytranet Project Manager after you have completed all site requirement issues identified during the site survey visit. You should also notify the Ordering team (via email) to ensure the order continues as scheduled.
- The local site contact must be present for the Fiber router installation and be familiar with the location of the Demarc.

Inside Wire Extension: If the building’s Demarc is not in your location or is on a different floor, you are responsible for providing the inside wire extension between the building’s Demarc and the proposed location of the Fiber router. Inside wire extensions take time and can delay provisioning timelines. Please discuss any delays or issues with the Cytranet Ordering team.

Conduit from Street: When a building requires fiber, the Customer or property owner is responsible for providing a clear underground (conduit) or aerial path from the property line where Cytranet facilities exist, to the room designated to support the entrance fiber. Fiber is normally connected from the property line via underground conduit facility. All conduits, on the building’s property are the responsibility of the property owner to provide, maintain and repair. Site installation work cannot begin until space within an acceptable conduit has been established (property line to Demarc).

Clear Path to Demarc & Fiber Router: The Demarc area should be clear of obstacles. Cytranet installation technicians must be able to access the Demarc area to install the network termination equipment, the jack and the Fiber router.

Wall Space: Customers should provide ample wall space for Cytranet’s network termination equipment, the jack and Fiber router. A customer-provided and installed fire-retardant plywood backboard (minimum 4’x4’x ¾”) is required for these purposes.

Power Outlets: Properly grounded 110V, 15 amp, 3-prong AC outlets are required for the Fiber router, modem and Cytranet’s network devices that terminate the data connection from the street. Power outlets should be within 6 feet of these devices.

Cytranet Managed Customer Router: The Fiber router should be installed within 6 feet of the power outlet and within 15 feet of the jack that connects to your router. This will ensure that the cable inside the router box will reach the jack. If the Fiber router is installed in a rack mount, be sure to have 4 screws that fit the rack.

Site Preparation Completion: Please try to complete site preparation of your property and equipment room as quickly as possible from the time of the order. This includes: conduit, electrical, equipment backboard and any applicable extended inside wire. This will help avoid installation delays.

Internet Customer Site Preparation Document

Local Customer Site Contact:

Please provide a local Customer site contact, including name, title, phone number and e-mail address, with whom the Cytranet Ordering team or an Cytranet Access Engineer (or Cytranet Field Technician) can speak with regarding scheduling, building access and problem resolution (if needed). An Cytranet Access Engineer (or Cytranet Field Technician) may reach out to your local site contact to schedule a site survey visit for T3 and OCx speeds.

The local Customer site contact must:

- Provide the proper installation site address to the Cytranet Ordering team.
- Be familiar with the building where service is being installed.
- Be familiar with Cytranet's Demarcation point (i.e., Demarc). NOTE: The Demarc is the location point inside the building where Cytranet's service terminates from the street.
- Be at the proposed installation site to assist and escort the Cytranet Access Engineer through the site survey visit (if required). Please be prepared to address any site requirements with the Cytranet Access Engineer.
- NOTE: Site Surveys may be required for T3 and OCx speeds.
- Have decision making power to address the service requirements for a successful installation.
- Have the authority to confirm all completion dates for any requirements that are your responsibility.
- Negotiate the establishment of your company's Demarc with the building property manager or owner in a multi-tenant building. For ease of router installation, your company's Demarc should be resident in the location that will have the Internet router. If the building's Demarc is not in your location or is on a different floor, you are responsible for providing the inside wire extension between the building's Demarc and the location of the Internet router. NOTE: We need your site contact to be Cytranet's advocate when working with the building property manager or owner.
- Disclose any of the following prior to the start of the project:
 - Building access information such as parking, unloading zones, elevators and route to work area.
 - Any noise or time restrictions.
 - Any asbestos or hazardous materials present in the work area.
- Provide adequate working space in the installation area for the Cytranet Field Technician and a clear path to the backboard (if required), the jack at the Demarc, regular telephone line (for Cytranet Provided Internet Routers) and power outlets, as well as the Cytranet Internet router.
- NOTE: Backboards or racks will be required for T3 and OCx speeds.

Internet

Customer Site Preparation Document

Site Preparation Delays

Cytranet will negotiate a project schedule with all parties to enable service completion as close to your desired date as possible. However, any changes to plans or any delays associated with site preparation can have a corresponding impact to the service delivery date. Please try to complete site preparation as quickly as possible from the time that you place your order. This includes any electrical requirements, the backboard for the network equipment and any applicable extended inside wire. This will help avoid an installation delay.

Customer Site Not Ready

You must have your site ready by the agreed upon “Ready” date to avoid delays to the requested service. Please contact the Cytranet Ordering team and your Account Representative if delays are anticipated so work forces can be rescheduled.

What to Expect if a Site Survey Visit is Required

A site survey visit may be required in certain circumstances for T3 and OCx. In order to facilitate a successful site survey, please review the following recommendations:

- The local Customer site contact must be “on site” to assist and escort the Cytranet Access Engineer (or Cytranet Field Technician) through the site survey visit. We ask the local site contact to take notes when discussing the proposed Customer-provided site requirements.
- It is advisable that the local site contact note the Cytranet Field Technician’s contact information (name, email & phone number) in the event that questions arise surrounding property site or room requirements, when preparing your site.
- After the site survey is completed, it is critical that the local Customer site contact addresses all site requirements immediately. If not, the order could be delayed.
- After you have completed the work for the site requirements identified during the site survey visit, the local Customer site contact should notify the Cytranet Project Manager and the Cytranet Ordering team (via email). Notifying the Cytranet Ordering team helps ensure that the order continues as scheduled.



Internet Customer Site Preparation Document

Following is information and a list of general requirements associated with fiber optic-based services (T1, T3 and OCx). The Cytranet Access Engineer (or Cytranet Field Technician) will identify actual requirements for the specific installation during the site survey visit.

There are typically 4 basic areas of Customer obligation to facilitate timely equipment installation and delivery of service:

Inside Path; Power; Ground; Floor Space & Environmental Requirements

Inside Path: Building's Demarc to Customer Router Location

- The Demarc is the location point inside the building where Cytranet's service terminates from the street.
- If the building's Demarc is not in your location or is on a different floor, you are responsible for providing the wire extension between the building's Demarc and the proposed location of the Internet router.
- In a multi-tenant building, the building's Demarc is not usually within your location, but rather in a common area serving multiple tenants within the building. It is your responsibility to provide the wire extension from the building's Demarc to your location. If you need assistance, contact your Cytranet Account Team or speak with the Cytranet Field Technician during the Site Survey visit. In most instances, Cytranet can place a separate order for the wire extension to the Customer location and your Cytranet Account Team will confirm any additional charges.
- When dealing with wire extensions, a clear path with conduit or cable tray needs to be provided by you from the building's Demarc to your location, where the Internet router will reside.
- The conduit must be a minimum 2", with hard plastic corrugated inner duct with pull rope through which the fiber will be placed.
- Inside wire extensions take time and can delay provisioning timelines. Specific requirements and any delays should be discussed with the Cytranet Ordering team and your Account Representative as quickly as possible.
- We encourage you to share this information with your electrical contractor.



Internet Customer Site Preparation Document

POWER

- **Network Device:** Please provide a dedicated 110V outlet and dedicated circuit breaker rated at a minimum of 15 amps for the network device that connects your building to the Cytranet network. The power cord must not be touching any other cables.
- **Internet Router:** In addition, please provide a 110V outlet for the router and the modem. A modem is provided if you ordered a Cytranet managed router.
- Please position your outlets so a standard power cord for the router, modem and network devices can reach the outlets (within 6 feet).
- The Cytranet Access Engineer (or Cytranet Field Technician) can confirm if the power supply for each device is adequate.
- We highly encourage you to consult with your electrical contractor and share this information.

FLOOR SPACE AND ENVIRONMENTAL REQUIREMENTS

- In a standard fiber installation, transport equipment is placed in a common area with access to the entire building. It is your responsibility to obtain any necessary perFibersions from the building manager or owner for use of the common area.
- Because of the small size of most network termination equipment, a wall mounted installation is recommended (please see the illustration on next page). However, a Customer provided 19" rack of suitable strength and quality is also acceptable. The choice for equipment placement should be decided before the order is placed and is subject to confirmation following the site visit by an authorized Cytranet Engineer.
- A Customer-provided backboard, minimum 4' x 4' x 3/4" fire-retardant plywood, fastened to studs is required for the network device and the jack that connects to your router. **NOTE:** Backboards or racks will be required for T3 and OCx speeds.
- The Internet router should be installed no more than 15 feet from the jack that connects to your router. This distance will ensure that the cable inside the router box will reach the jack. Customer-provided rack screws are recommended because rack screws are not standard in size.
- Operating environment should be between +40° F and 85° F at 10% to 85% relative humidity.

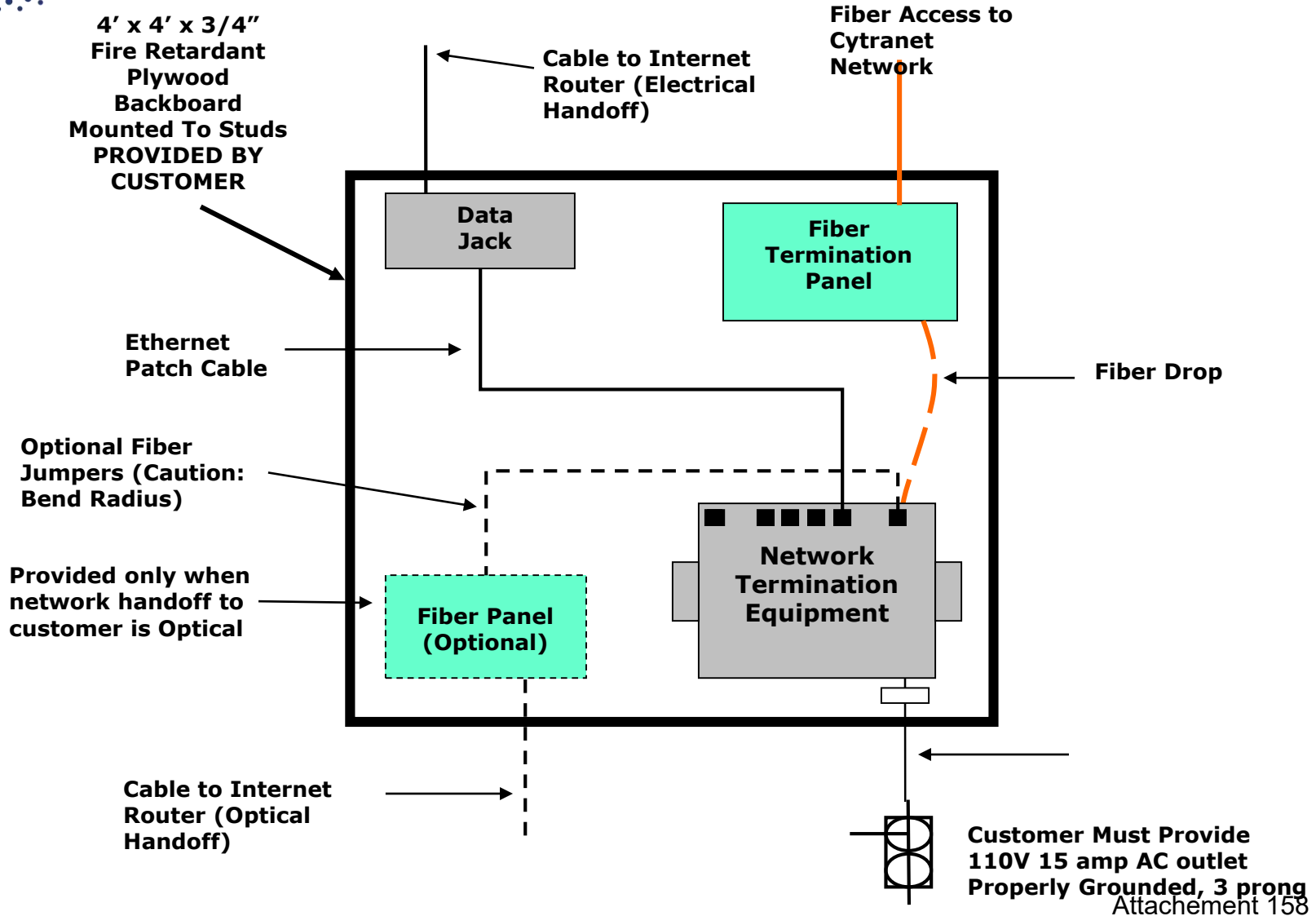


Internet Customer Site Preparation Document

GROUND

- Relay racks/cabinets must be grounded by placing an exposed #6 or larger grounding wire to the building's ground source. This ground wire will be attached to the closest ground rod (earth ground) or building bus bar available and run to the network terminating equipment location in the room.
- All equipment requires properly grounded 110V, 15 amp, 3-prong AC outlets.
- If your site will be using a stand-alone, centralized bulk power plant (now or any time in future), then grounding is required as follows:
 - #2 stranded ground is required from your earth electrode system to the equipment room. This would be connected to a grounding bus bar, or otherwise directly connected to different components.
 - A #6 stranded ground is required from the grounding bus bar to the network terminating equipment.
- If your site will not be using a stand-alone, centralized bulk power plant (now or any time in the future) and instead will be using an embedded or integrated power configuration where the power plant is located within the same rack or cabinet as the equipment it powers, then grounding is required as follows:
 - A #6 stranded ground is required from your earth electrode system to the equipment room. This would be connected to a grounding bus bar, or otherwise directly connected to different components.
 - A #6 stranded ground is required from the grounding bus bar to the network terminating equipment.
- Specific requirements may also be discussed with the Cytranet Access Engineer (or Cytranet Field Technician) at the time of the site survey visit.
- We highly encourage you to consult with your electrical contractor and share this information.

Backboard Showing Wall Mounted Installation Internet using Fiber



CARRIER & NETWORK LIST

CARRIERS

(FMT1 and FMT2)

AT&T

CenturyLink

Comcast Business

Level3

Electric Lightwave (Optic Access)

Paxio

XO Communications

Zayo (Above.net)

INTERNET EXCHANGES

(FMT1 and FMT2)

SFMIX 12276

AMS-IX Bay Area 62981

Fremont 1 (FMT1)

760 Mission Court

Fremont CA 94539

Company	ASN
Applios Inc	6565
Beijing Internet Institute	45275
CentralNic Ltd	60890
CentralNic Ltd	199330
Connections Hub Tech.	133194
EMnify GmbH	60044
Fire2Wire	11191
Hurricane Electric, LLC	6939
Intelishift Technologies	36685
Mother Lode Internet	20377
Netregistry Pty., Ltd.	24446
RackCorp	56038
Safe DNS, Inc.	57926
Tekify Broadband	46886
Vodafone US Inc	26641
Zinnia Networks, Inc.	11203

Fremont 2 (FMT2)

48233 Warm Springs Blvd.

Fremont CA 94539

Company	ASN	Company	ASN
Altiora LLC	395026	Mimosa Networks	62786
Amernet	4965	NapaNet	8046
Arista Networks Inc	55064	NIC.br	11644
Best Rate Information Tech	62662	NoAccess / SONN	15096
BizFu	11893	OARC Inc (DNS-OARC)	64238
C&B Internet Services, LLC.	30217	Octeth, Inc.	393807
California Broadband Services	54648	Outofwall, Inc.	27418
Cat Networks Hong Kong Ltd.	393884	Parlor.fm	33036
Cluecentral	31064	Planisys Corp	52438
Coastside Net	19306	Raapid Technical Services LLC	30708
Conexim Australia Pty, Ltd.	132873	Rack Foundry Inc.	54197
Console Inc.	19330	Rayservers GmbH AG	262144
Coplogic, Inc.	54333	Red Shift Internet Services	7735
Cyberworld Data Center Co.	132412	Redraw Internet	31595
Eblulite	394648	San Mateo Regional Network	19355
EIS Group Inc (Exigen Ins. Sol.)	16830	Scale Genius Inc	203282
Etherweb Network	63450	Sipartech	8309
EZ Network Systems, Inc.	7412	SkyScape Networks	46600
Farsight Security, Inc	393667	Smarter Broadband Inc	46276
Fork Networking, LLC	46841	Softcom Internet Comm. Inc.	13427
Funke Internet Services	34764	Solid Tools Technology, Inc.	54288
Goruck, LLC.	26679	Soprado GmbH	20546
Heliacal Networks	33309	Tornado Computer Systems	22395
Heliacal Networks	198362	Trijit Corporation	11301
Heliacal Networks/McKay.com	50763	Trijit Corporation	59171
Hostrocket Com Inc.	62756	Trijit Corporation	59261
Hurricane Electric, LLC	6939	Trijit Corporation	134267
HyperDSL, Inc.	53409	Turtle Systems, LLC.	6379
Invite Networks Inc	16783	USWired	46278
IT7 Networks, Inc.	25820	Velocity Inc	62728
IX Reach - IIX	43531	Vista Broadband Networks, Inc.	22667
King Servers	14576	Vodafone US Inc	26641
Linode	63949	Volt Broadband	62809
LTY Connect	394144	Vom.com	54968
MHO Networks	14755	WillitsOnline.com	11472
		ZScaler	53813

2016 Oct 26



Dedicated Fiber Internet Service Level Agreement
Excludes hybrid-fiber such as DSL or Coaxial connections

SERVICE LEVEL AGREEMENTS (“SLA”). This sets forth the SLAs applicable to the Service and the service credits available to Customer (“Service Credit”). The monthly measured SLA attributes are effective as of the first day of the second month after initial installation of a Service.

COMPONENTS INCLUDED

All relevant components of the Cytranet / Underlying Carrier IP Network (e.g., POPs, routers and circuits) are subject to this SLA, and components of other Internet backbone providers (“Off Net”) are subject only to the Latency SLA as described herein. Local access/connection facilities (i.e., the local loop or tail circuits) (“Local Access”) used to access the Cytranet / Underlying Carrier IP Network or partner networks and any Customer equipment are not included as components of the Cytranet / Underlying Carrier IP Network for purposes of this SLA; provided, however, solely for purposes of the “Network Availability SLA,” the components of the Cytranet / Underlying Carrier IP Network shall include any Local Access provided by Cytranet / Underlying Carrier, but shall specifically exclude any Local Access furnished or ordered directly by Customer from a third party.

“Intra U.S.” refers to the Cytranet / Underlying Carrier’s IP Network. The “Intra U.S. - Off Net” Latency SLA refers to the latency between the Cytranet / Underlying Carrier IP Network and Off Net providers.

NETWORK PORT AVAILABILITY

Network Port Availability measures “Network Downtime” versus “Network Uptime.” Network Downtime is based on periods when a particular Intra U.S. DIA port of Customer is unable to transmit and receive data, and Network Uptime includes all other periods. Network Downtime is recorded in the Cytranet / Underlying Carrier’s IP Network trouble ticket system, and is measured from the time Customer opens a trouble ticket in the Cytranet / Underlying Carrier’s trouble management system to the time the Intra U.S. Affected Service is again able to transmit and receive data according to Cytranet / Underlying Carrier’s records. “Affected Service” refers to the DIA port that fails to meet the relevant SLA.

APPLICABLE COMPONENTS	GOAL	AVAILABILITY / REMEDY
Intra U.S.	100%	Each cumulative hour of Network Downtime qualifies Customer for credit equal to [1/720 x Customer Recurring Monthly Charges for applicable service(s)].

LATENCY

The average network delay (“Latency”) will be measured via roundtrip pings on an ongoing basis every five minutes to determine an average monthly performance level for Latency at the relevant POPs.

Latency = Σ (Roundtrip Delay for relevant POP-POP trunks)/(Total Number of relevant POP-POP trunks)

APPLICABLE COMPONENTS	GOAL	LATENCY / REMEDY ^{1,2}	LATENCY / REMEDY	LATENCY / REMEDY
Intra U.S.	50 ms	51 – 60 ms = 10% of MRC	61 – 80 ms = 25% of MRC	Greater than 80 ms = 50% of MRC
Intra U.S. - Off Net	95 ms	96 – 105 ms = 10% of MRC	106 – 115 ms = 25% of MRC	Greater than 115 ms = 50% of MRC

PACKET DELIVERY

Packet Delivery will be measured on an ongoing basis every five minutes to determine an average monthly performance level for packets delivered between the relevant Intra U.S. POPs

APPLICABLE COMPONENTS	GOAL	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY
Intra U.S.	99.50 %	99.01% - 99.49% = 10% of MRC	90.00% - 99.00% = 25% of MRC	less than 90.00% = 50% of MRC

JITTER

Jitter measures the Intra U.S. interpacket delay variance and packet loss in the Cytranet / Underlying Carrier IP Network, and is measured on an ongoing basis every five minutes by generating synthetic user datagram protocol (UDP) traffic.

APPLICABLE COMPONENTS	GOAL	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY
Intra U.S.	2 ms	2.1 – 3 ms = 10% of MRC	3.1 – 4 ms = 25% of MRC	Greater than 4 ms = 50% of MRC

¹ The term “ms means milliseconds.

² All MRCs in the SLA tables refer to the MRC of the Affected Service

DISTRIBUTED DENIAL OF SERVICE

A "Distributed Denial of Service" attack ("D/DoS") is characterized by an explicit attempt by attackers to prevent legitimate users of a service from using that service. Examples include attempts to (a) "flood" a network, thereby preventing legitimate network traffic; (b) disrupt connections between two machines, thereby preventing access to a service; and (c) disrupt service to a specific system or person. Not all service outages, even those that result from malicious activity, are necessarily D/DoS. Other types of attack may include a D/DoS as a mere component and may not be included in this SLA.

APPLICABLE COMPONENTS	GOAL	REMEDY
Intra U.S.	15 minutes from moment described in next column	Cytranet / Underlying Carrier's failure to implement a null route on an affected destination IP address within the Goal after Cytranet / Underlying Carrier concludes that a D/DoS is occurring, and has received permission and all necessary information from Customer to implement a null route, will qualify Customer for 1 days charges pro-rated from the applicable MRC of the Affected Port, at a maximum of one such credit per day.

INSTALLATION GOAL. For Service in the Intra U.S., Cytranet / Underlying Carrier's goal is to install related Local Access ordered under a different Cytranet / Underlying Carrier Exhibit by Customer within the following timeframes: DS-1 = 30 calendar days, DS-3 = 45 calendar days, OCn = 75 calendar days.

REMEDIES

General. Service Credit requests must be made within fifteen (15) calendar days from the date the outage occurs or date where goals for latency, packet delivery, or jitter are not met, to Cytranet at: Billing Department, accounting@cytranet.com, and must be accompanied by a Cytranet trouble ticket issued by the Cytranet Network Operations Center (NOC). A Service Credit shall be applied only to the month in which the event giving rise to the Service Credit occurred. The maximum Service Credits issued in any one calendar month shall not exceed: (a) seven days' charges pro-rated from the MRC of the Affected Service with respect to Network Port Availability, and D/DoS, collectively; or (b) fifty percent (50%) of the MRCs of the Affected Service with respect to the other SLAs. Notwithstanding anything in this Exhibit I to the contrary, under no circumstances shall the total Service Credit, in the aggregate for all Service Credits issued in one month, exceed the equivalent of fifty percent (50%) of the MRCs for the Affected Service.

Exceptions. Service Credits shall not be issued where the Service is not met as a result of: (a) the acts or omissions of Customer, its employees, contractors or agents, or End Users; (b) the failure or malfunction of equipment, applications or systems not owned or controlled by Cytranet / Underlying Carrier; (c) Force Majeure Events; (d) scheduled service maintenance, alteration, or implementation; or (e) the unavailability of required Customer personnel, including as a result of failure to provide Cytranet / Underlying Carrier with accurate and current contact information.

MAINTENANCE

Normal Maintenance. Cytranet / Underlying Carrier will endeavor to perform Normal Maintenance (or nonemergency maintenance) on the Cytranet / Underlying Carrier IP Network during pre-established maintenance hours (windows). "Normal Maintenance" refers to: (a) upgrades of hardware or software; (b) upgrades to increase capacity; or (c) other pre-scheduled network activity that may degrade the quality of the Service or cause Service interruptions. Cytranet / Underlying Carrier will use reasonable efforts to perform all Normal Maintenance on Sundays, Tuesdays and/or Thursdays between the hours of 12:00 midnight and 6:00 AM Local Time. For purposes of this SLA, "Local Time" refers to the time of day in the time zone in which an affected Service is located; provided, however, that if affected Services are located in multiple time zones, Local Time shall refer to Eastern Time. Cytranet / Underlying Carrier may change the maintenance window times upon posting to Cytranet / Underlying Carrier's website or other notice to Customer.

Urgent Maintenance. "Urgent Maintenance" refers to efforts to correct Cytranet / Underlying Carrier IP Network conditions, requiring immediate attention. Urgent Maintenance, while being conducted, may degrade the quality of Services and may result in total disruption of Service. Cytranet / Underlying Carrier may undertake Urgent Maintenance at any time that it deems necessary in its sole discretion. Cytranet / Underlying Carrier shall provide Customer notice of Urgent Maintenance as soon as is reasonably practicable under the circumstances.

MTTR

MTTR. Cytranet / Underlying Carrier's mean time to repair objectives are (i) 4 hours for SONET equipment; (ii) 12 hours for fiber optic cable (per Bellcore Standard). Cytranet / Underlying Carrier's cable cut rate objective is 4.39 cable cuts /year/1,000 sheath miles (per Bellcore Standard).



bandwidth

verizon^v



Tier-1 Carrier Interconnections





HOSTED VOICE FEATURE LIST

- ✓ **"0" Out Queue Option** - Enables callers to exit a queue by pressing "0", and be redirected to an operator, voicemail box or other specified phone number.
- ✓ **Additional Voice Mailboxes** - This independent voicemail package with a dedicated phone number can be used by one or many employees to check and receive voicemail messages in the office or on the road. The same mailbox also supports Fax messages for no additional charge.
- ✓ **Advanced Call Forwarding** - Define your own call forwarding rules. You can forward all of your calls to another destination, or just forward calls when your line's busy, or when you don't answer. Or, you can define criteria for certain incoming calls to be redirected to specified destinations.
- ✓ **Alternate Numbers** - Use any number of alternate phone numbers in addition to your main phone number. Assign one of four distinctive ring patterns for each alternate number.
- ✓ **Anonymous Call Rejection** - Reject calls from anonymous parties. The user's phone does not ring and there is no indication of the attempted call. Callers are notified that the called party is not accepting calls from restricted callers.
- ✓ **Anywhere Calling** - Get one-number calling from any device. Your calls appear to originate from your VoIP number and all of your calls are routed through your Hosted Voice service. Make a call from any phone and it will route through your phone system, using your company's caller ID.
- ✓ **Audio Conferencing** - Host audio conferences using a dedicated phone number for on-demand audio conferencing 24 hours a day, 7 days a week. No meeting IDs or PIN numbers, just instant conference calling by dialing a dedicated phone number.
- ✓ **Auto Attendant/Enhanced Auto Attendant** - Automated receptionist that provides a personalized message to callers with options for connecting to the operator, dialing by name or extensions, or connecting up to six configurable extensions. Additionally, Auto Attendant may be configured to provide separate business and after-hours greetings. Enhanced Auto Attendant provides all the features of Auto Attendant, and the ability to transfer to submenus.
- ✓ **Busy Lamp Field** - Plays the role of an attendant console on the phone of a user monitoring several lines on their phone. Typical application is for a receptionist that can see who is on the phone.
- ✓ **Call Analytics** - Maximize your efficiency by viewing your macro and micro phone-traffic patterns. These include data such as "mean/min/max" reports and time-of-day reports for all extensions and numbers, geography-based heat maps, and downloadable CDRs. Filters can be applied that sort data by call count, time of day, call duration, caller geography, call routing information, and more.
- ✓ **Call Center** - A complete, feature-rich Call Center Solution that offers automated, intelligent call distribution. It's ideal wherever you need to manage heavy call volume including sales, customer support, and IT support.
- ✓ **Call History** - Call history can be accessed directly on the desktop handset or via the Reports tab in the web interface. Each handset include a call history of calls made, received, and missed. The portal contains call logs indicating what calls were made, how long they lasted, and which extensions were used. Users can also view outbound vs. inbound reports, toll-free and long distance usage, and location of incoming calls based on country and state. Additionally, users can search by extension, phone number, specific calls,

specific agents, etc. Call reports are customizable and include graphs and visual guides to make information readable at a glance.

- ✓ **Call Hold** - Place a caller on hold while you transfer them or you take some time to look up an answer to a question. Callers listen to your specified hold music until you engage them again by picking up the receiver.
- ✓ **Call Logs & Call Detail Records** - Displays records of the user's most recent incoming, missed, and outgoing calls and allows the user to click-to-dial any number on the logs.
- ✓ **Call Monitoring** - Monitor a current call on any extension or line without call interruption or intervention.
- ✓ **Call Park** - Hold a call and retrieve it from another phone within a group.
- ✓ **Call Pick Up** - Enables a defined user to answer any ringing line within their pick-up group.
- ✓ **Call Recording** - Record all inbound and outbound calls for one or more employees. The call recording feature improves call center management, customer service and training, while also helping businesses meet compliance regulations and reduce potential liabilities.
*Extra fee required
- ✓ **Call Return** - Call the last party that called you.
- ✓ **Call Transfer** - Transfer a call to a specific destination. The transfer can be blind, with third-party consultation or with three-way consultation. This allows you to get your customer where they need to go without forcing them back to a main menu. You can also transfer outside of your company or to any external number.
- ✓ **Call Waiting** - Answer a call while already engaged in another call.
- ✓ **Calling Line ID/Blocking** - Outgoing number and name can be revealed or blocked by the user.
- ✓ **Consultation Hold** - Put a caller on hold, call a third party, hang up, and resume the conversation with the caller.
- ✓ **Custom Hold Music** - Upload any WAV or MP3 file to become hold music.

- ✓ **Direct Inward Dialing** - Allows users to receive calls straight to their phone from local, national, or international numbers.
- ✓ **Directed Call Pick-up with Barge-In** - Answer (with permission) or barge-in on a call directed to another phone in the user's group. Useful for call centers.
- ✓ **Do Not Disturb** - Set status to unavailable; all incoming calls are treated as if the user is busy.
- ✓ **E911 service** - Local emergency operator assistance.
- ✓ **Extension Dialing** - Call co-workers within the company, regardless of location, using only a 2- to 6-digit extension.
- ✓ **Fax Messaging** - Incoming Fax messages use the employee number and are filed alongside voicemail. Fax messages are sent by email.
- ✓ **Find Me/Follow Me** - A combination of Simultaneous and Sequential Ring, it allows users to define how incoming calls are routed or forwarded to individuals or groups of inbound callers, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.
- ✓ **Forwarding/Virtual Numbers** - Use as a basic dedicated forwarding service or as a market expansion line so that your business can enjoy a local appearance anywhere in the country.
- ✓ **Growth Reserved Numbers** - Prepare for growth by setting aside local numbers for new employees or hunt groups.
- ✓ **Hunt Groups** - Automatically distribute incoming calls to two or more extensions. Extensions may be dialed simultaneously or sequentially, and include options for simultaneous ringing and weighted distribution.
- ✓ **Individual Call Logs** - View thorough data including dates, times, duration, users, extensions dialed, and the final action of both incoming and outgoing calls from every extension.
- ✓ **Instant Group Call** - Instantly set up a conference bridge for up to 20 telephone numbers. Especially useful for an emergency or for recurring team meetings.
- ✓ **Intercom** - You can reach any colleague in any office and announce calls, visitors, and deliver quick live voice messages from your desk

phone. When intercom is enabled, the line will allow incoming intercom messages from other lines on your PBX. The intercom feature will trigger the receiving phone to automatically answer and put your voice on speakerphone unless the receiving phone is set to "Do Not Disturb."

- ✓ **Line Status Monitoring** - Enables a user—for example, a receptionist—to monitor a set of users within a business group by graphically displaying each user's status (busy, idle, do not disturb) and detailed call information. Part of Receptionist Seat.
- ✓ **Management Portal** - Administrators have control of all users across all office locations. No need to tie up your IT department or keep telephony specialists on staff. Administrators can chat with support; manage support tickets; port phone numbers from your previous provider; order new services and phones; access calling records; and pay your bill.
- ✓ **Message Call Back** - Respond to voice messages and faxes by calling the caller/sender directly from the system, removing the inconvenience of searching for and dialing numbers.
- ✓ **Message Waiting Indicator** - A stutter tone and a visual indicator signal the receipt of a new voicemail message or fax. Appears as a light on your phone indicating that you have a new voicemail message. You can continue to use these indicators, or opt to bypass them and only manage voicemail through your email inbox. It's up to you.
- ✓ **Missed Call Indicator** - Alerts you with a blinking green light whenever you miss an incoming call. This feature is independent of the voicemail-to-email feature.
- ✓ **Paging** - Allows users to quickly reach another colleague by communicating over the two-way speakerphone without waiting for a ring. Paging is particularly useful for brief, urgent messaging or for broadcasting announcements to several colleagues (or a department) at once.
- ✓ **Robocall Blocker** - Stop automated and illegal calls.
- ✓ **Secure Voice** - Customer has the option to deploy voice devices with SRTP and SIP to provide encryption for voice traffic.
- ✓ **Selective Call Acceptance** - Accept only calls that meet user configurable criteria based on

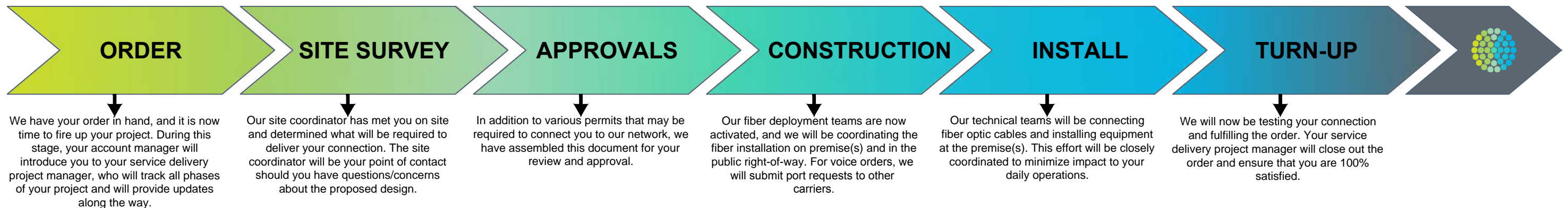
time of day, calling number, etc.

- ✓ **Selective Call Rejection** - Block calls that meet user configurable criteria based on time of day, calling number, etc.
- ✓ **Sequential Ring** - Avoid missed calls by having many phone numbers ring in a specified sequence when incoming calls meet specific criteria.
- ✓ **Shared Call Appearance** - Allows users to configure a second device for making and receiving calls with their account when they are away from their desks.
- ✓ **Simultaneous Ring** - Handle incoming calls more efficiently. Incoming calls ring up to ten phone numbers or extensions at the same time.
- ✓ **Teleworker Solution** - Enables a remote location to use an IP phone without the aid of a dedicated voice gateway.
- ✓ **Toll-Free Numbers** - Make it even easier for customers to contact you. Set incoming calls to ring to your auto-attendant, hunt group, call center, or any other extension you feel would benefit your business and your customers.
- ✓ **Vanity Telephone Numbers** - Gain mindshare with your customers with an easy to remember number like 1-800-FLOWERS.
- ✓ **Visual Voicemail** - View, play and read your voicemail and fax messages directly in your inbox. Combines Voicemail to Email which allows you to receive voicemails and faxes as email attachments and Voicemail Transcription which sends your voicemails transcribed as emails to your inbox. Faxes are included as PDF attachments.
- ✓ **Voice Messaging** - Customize personal greetings. Users can listen to, forward, delete, and save each received voice message. During playback, users can fast forward, skip, rewind, or pause messages.
- ✓ **Whisper** - One of three call monitoring modes available (see Call Monitoring, Spy Mode or Barge Mode). In this mode, a supervisor listening in on a call between a customer and an agent can speak to the agent live on the call without the customer being able to hear. This is helpful for training situations with new agents. Admins can set up permissions to decide who can monitor, giving department heads local permissions.

Service Timeline

Know what to expect before installation. You'll be kept aware of every step of the process. If there are any bumps in the road, your account manager and our service delivery team will work to make sure that the project stays on schedule. Feel free to reach out to your account manager with any questions, or if timeline dates need changing.

Doug Roberts
President, Cytranet

CUSTOMER INFORMATION

SAMPLE

TELCO REQUIREMENTS

REQ.	EXIST	CUST	UF	N/A
CONDUIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BACKBOARD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
RACK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DEDICATED POWER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GROUND	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

POINT OF CONTACT

SAMPLE





Fiber Build Process Flow

- **Order Processing-** All project specifications are entered in our project data base. Each department assign role and responsibilities, project tracking begins at the department level.
- **Service Delivery Initial Assessment and Assignment-** Project Manager is assigned. General scope of work is reviewed with department heads.
- **Engineering-** During the Engineering stage, Engineers will determine the best (in terms of distance, economics, and strategic goals) route from the closest point of fiber backbone to the site. It will also determine if aerial, underground or a combination thereof is best. After the path has been chosen and all requirements determined, a rough sketch will go to our Computer Aided Drafting (CAD) department.
 - **Inside Plant (ISP) Site Walk** - Private property is surveyed by a Site Acquisition Coordinator. ISP's Site Walk will require access on the private property and building. Cytranet will coordinate with the Access Contact to schedule the Site Walk.
 - **Outside Plant (OSP) Right of Way Survey** - An OSP Engineer will walk the route to determine the most appropriate path from the meet point in the right of way to our existing network. Once the route is engineered, plans are sent to CAD for drafting of final plans before being submitted to the required Permitting Agencies.
- **Computer Aided Drafting (CAD)-** During this stage, plans and drawings are designed for our Construction Managers, crews and for permitting/Green Light Package submittal.
- **Permitting Stage (OSP Only)-** Request(s) for approval are sent to the appropriate permitting agencies for construction in the right of way. The timeframe it takes depends on each individual entity. Some entities are also required to do "make ready work" to prepare for Cytranet - which adds additional time to the permitting process. Third parties are involved and have their own schedule for completing prep work. Once all prep work, if required, has completed, and/or all permits are approved and received by Cytranet, the order will then move to the Construction stage and will be placed on the construction schedule.
 - Standard interval: Depends on the permitting agencies involved. Typically, between 45-120 days. The Service Delivery Project Manager will be able to provide a more specific timeframe once the specific permitting agencies are determined.
- **Green Light Package (GLP/ISP Only)-** The contents of this package represent the fiber installation proposal for the customer premise. The GLP must be returned with the property owner/manager's signature before Cytranet can begin any construction work.
 - Standard interval: ISP will send the GLP to the Order Contact as soon as the order moves out of CAD. This interval is dependent on Cytranet receiving a signed GLP from the property owner/manager.
- **Ready to Construct stage (RTC)-** When the GLP and all permits have been approved and received, the project moves to an RTC stage where it will be added to the construction schedule.
- **Physical Construction-** After the project has been placed on the construction schedule, locates are called in and all utilities marked by the appropriate entities (48 hours is the minimum wait time). This is for the purposes of Cytranet knowing where other utilities (water, gas, sewer, etc.) are to be sure they are not damaged during boring or trenching. Once locates are complete, Cytranet will start construction and will then perform all the necessary boring, trenching, conduit installation, and/or hanging of fiber along the pole line, hand holes/man holes set, fiber pull through conduit to hand hole/man hole and restoration of property to previous condition or better (if boring or trench work was needed).



- **Ready to Splice (RTS) stage-** Once all construction is complete, the splicing group within ISP will place the project on their splicing schedule. After fibers have been spliced into the Cytranet network, the project will be passed off to our Network Engineering team.

- **Pending Network Engineering-** During this stage, our Network Engineering department will perform circuit writing and testing. Once this is complete, your Service Delivery Project Manager will send an FOC email notification stating the anticipated date for install and circuit activation. The order will then move to our Operations and Circuit Management departments for equipment install and onsite testing.
 - Typically, FOC is set for 7 business days from the “Engineering Complete” date.

- **Pending Operations-** An install tech will complete the final equipment install and circuit testing at the customer premise. Your Service Delivery Project Manager will then send you a Circuit Completion email notification stating that the circuit is ready for use.



SERVICE LEVEL AGREEMENTS

IP

This SIP Service Level Agreement (“SLA”) is incorporated into the Quote executed by Cytranet and Customer for SIP Services and sets forth the specific terms and conditions under which Cytranet shall supply the SIP Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

Terminology

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

- Circuit refers to a path or physical link between two points over which data is passed.
- Customer Network refers to the entire network Customer makes available to Remote Users as part of this Service. Customer Network may include many different physical locations and/or physical pieces of Equipment.
- Customer Premise/Service Address refers to the physical address (as stated in the Purchase Agreement) where the Cytranet has been requested to provide services.
- Customer Premise Equipment refers to Equipment that Cytranet has deployed at Customer Premise to enable a service.

Service Description

General

Cytranet will provide SIP service in conjunction with ported or new DID service as well as Toll Free Service. Each SIP Trunk equals one call path. Local Calling areas for SIP service will follow the out pulsed DID number and match the LEC local calling area. Service will be delivered in the form of a dedicated Cytranet Connectivity circuit(s) engineered by Cytranet, which will be dependent upon location, bandwidth and/or Services requested. Service will typically be delivered to Customer over a Connectivity circuit utilizing a Cytranet Managed Router.

The following features are included in the SIP Service:

- **Monitoring** – Cytranet performs monitoring of Service availability as a whole. If service is unavailable, Cytranet support personnel are notified immediately and will begin efforts to restore service.
- **Direct Inward Dial or DID** – An individual Direct Inward Dial phone number may be provided by Cytranet. Cytranet may either provide a new DID, or if the customer has existing local phone numbers, Cytranet will port those numbers onto the Voice platform. Cytranet cannot guarantee ability to port existing numbers. Cytranet does not allow a customer to out pulse a non-Cytranet assigned DID.

- **Directory Listing** – Cytranet will procure a listing in local phone company directories. Directory Listing may not be available for all DIDs. Customer must purchase Directory Listing through Cytranet on ported numbers; failure to do so will result in customer directory listing being cancelled (via previous provider) in printed white pages, 411 directories and online directory listing services.
- **Calling Service (Inbound/Outbound)** – Cytranet will provide access to calling plans as contracted by Customer.
 - Local – Service includes local calling area calls. NOTE: Cytranet is not authorized by the FCC to use this service as a toll by pass mechanism.
 - Domestic Outbound Long Distance – Rate stated on the Service Quote Agreement; billed in 6-second increments; no rounding on a per-call basis.
 - Domestic 800 Service – Domestic 800 services will be billed monthly at usage rates described in the Services Quote Agreement.
 - International Long Distance – International Long Distance is available based on current rate tables.
 - Directory Assistance – Directory assistance is available based on current rate tables.
 - Operator Assistance – Operator assisted calls are available based on current rate tables.
- **911 Service** – 911 Service is delivered to a Customer location via VOIP 911 Service. Customer acknowledges that it is the irresponsibility to inform any party using or any party that might use the Service of the difference between traditional 911 and this service.

Cytranet will not be responsible if 911 Service is unavailable due to the Cytranet provided equipment being tampered with or losing power.

Customer bears full responsibility for testing 911 Service after Service installation and periodically throughout the duration of Service and to notify Cytranet if any issues are noted with 911 Service.

Customer agrees to cooperatively test 911Service and share the results of such testing at the request of Cytranet.

If Cytranet requests testing of 911 Service and does not receive confirmation within one (1) business week that such testing has been performed, then Cytranet reserves the right to dispatch a technician to perform testing of 911 Services and Customer agrees to be liable for the cost of such testing.

Cytranet reserves the right to disable Service if Customer does not cooperate with 911 testing. Service so disabled shall not qualify for SLA credit nor relieve Customer of contractual obligations of Service.

Cytranet will register all phone numbers at the street address provided based on the Service address for each phone number.

Customer agrees not to hold Cytranet liable for the result of incorrect 911 geographic location information, including but not limited to lack of emergency response, incorrect location information causing first responders to be delayed, or any other issue with 911 emergency response.

Certain features may not be compatible with 911Service.

Cytranet reserves the right to refuse provisioning or modification of features or service if such provisioning or modification adversely affects 911 Service.

Cytranet will provide either basic 911 or E911 Service for each DID based on the serving rate center specification for that DID as specified by the North American Numbering Plan Association (NANPA).

With E911 Service, when you dial 911, the telephone number and registered address is simultaneously sent to the local emergency center assigned to that location, and emergency operators have access to the information they need to send help and call back if necessary. Customers in locations where the emergency center is not equipped to receive the telephone number and address have basic 911.

With basic 911, the local emergency operator answering the call will not have the call back number or location. Cytranet will not provide this service to areas where basic 911 or E911 Services are not available.

Additionally, Cytranet will not be held responsible for any inability for E911 Service operators to properly locate Customer due to changes to the calling line ID phone number in the Cytranet Voice Management Portal.

Cytranet will deliver a 911 call to the emergency center based on the address of record for the calling DID as recorded in the Cytranet voice management portal. The call will be delivered as basic 911 or E911 based on whether the emergency center is able to receive the enhanced information from a Voice over IP system.

As additional local emergency centers become capable of receiving enhanced information, Cytranet will automatically upgrade Customer with basic 911 to E911 Service. Cytranet will not provide notice of the upgrade.

Cytranet 911 and E911 Services are not compatible with a Customer moving their phone to a location other than the service address of record where the phone was originally installed or changing their phone number.

For locations with E911 Service, the failure of Geo-coding or address validation, will not allow Cytranet to process the error records in real time and Cytranet will use commercially reasonable efforts to resolve the records in error. There may be instances that will prevent a data integrity unit analyst from correcting errors, causing delays in provisioning the Customer's data into the 911 systems.

The service is predicated on using primary wire line Public Safety Answering Point (PSAP) boundaries for routing Emergency Calls to the appropriate PSAP. The primary wire-line boundary information is collected and is entered into a database for real time queries for PSAP boundary lookup. Customer acknowledges that primary wire-line PSAP boundary data may not be available for the entire United States and that Cytranet is dependent on the PSAPs to provide such information resulting in the use of wireless PSAP boundary data to route an Emergency Call.

For locations with basic 911, the service uses wireless PSAP boundaries when a primary wire-line PSAP boundary is not available. Therefore, the 24x7x365 PSAP telephone number for a Subscriber Emergency Call may correspond to a PSAP other than the PSAP that would normally receive wire-line Emergency Calls placed from the Customer location. Customer's physical service address and call back number will not be presented to the PSAP. In the event caller cannot speak, Customer acknowledges that no information will be provided to the PSAP to contact the Customer to obtain information that could allow them to dispatch emergency services to caller's location. Each PSAP's internal processes will dictate how the call should be handled. Customer acknowledges that it is possible that the emergency

call may not be able to be delivered to the PSAP due to network and systems issues outside of Cytranets' control.

Additional fees may apply should Customer want lines other than the main line to be routed to the ECRC. In the event caller cannot speak or identify their address, Customer acknowledges that Cytranet has no further ability to assist the caller and Customer agrees to indemnify and hold harmless Cytranet from all third party claims arising from such circumstances.

- **Calling Line ID Delivery** – Calling Line ID Delivery, also known as “Caller ID” is a telephone service that transmits a caller’s telephone number to the called party’s telephone equipment during the ringing signal before the call is answered. Where available, the caller ID can also provide a name associated with the calling telephone number.

Levels and Offerings

SIP is offered at a single level of service, however, Customers can opt for the different Service Options listed below.

Availability Dependencies

The availability of Service is dependent on the existence of a suitable network transport from Cytranet to User(s). Cytranet also reserves the right to limit Service availability in the event that necessary Service Components are either unavailable or unattainable at a reasonable cost to Cytranet.

The availability of the Service is also dependent upon the following:

- It is the Customer’s responsibility to ensure that all devices at Customer Premise are able to connect to Equipment and are configured properly. This includes but is not limited to Ethernet switches, Ethernet cabling, work stations, servers and operating systems.
- The availability of this service is dependent on available space, power, hardware and available network connectivity within a given data center.
- Cytranet Connectivity is required for the SIP Service.
- Director-level approval is required for SIP termination to non-Cytranet supported existing phone systems.

Limitations

Customer agrees that Cytranet is not responsible for any unauthorized access or modification of Customer's data while in electronic transmission to or from the Cytranet Data Centers. Customer also agrees that Cytranet is not responsible or liable for any content sent using, or received from, the SIP Service including that which may be illegal, obscene, defamatory, threatening, or that may infringe any trademark, copyright, or other third party intellectual property right.

- SIP Trunking local calling supports up to 2100 minutes of local usage per trunk, per calendar month. In the event that Customer traffic exceeds this limit in a given calendar month, Customer will incur a one (1) cent per minute charge for any overages.
- Fax Service is compatible with most G3 V.17 (14400baud) and V.29 (9600baud) fax machines. Service may not work reliably with Super G3V.34 fax modems. Cytranet will make reasonable efforts to ensure service works reliably with Customer’s existing fax machine. Customer agrees to set their fax machine to

a slower speed, if Cytranet feels necessary. Cytranet is not responsible for any integrator costs necessary to make this change. If reliable faxing over service is deemed unfeasible by either Cytranet or by Customer, then the Customer will bear full cost of ordering and maintaining a POTS line dedicated to faxing via the local RBOC. Cytranet will not be financially liable for inability to provide reliable faxing over this product. If Cytranet is unable to provide reliable fax service over this product, Cytranet agrees to release Customer from contract liability of the one seat being used to provide services to this fax machine. Customer will continue to be liable for remainder of contracted services in such a situation.

- Toll Fraud – Cytranet does not monitor for toll fraud. All calls terminated across the Voice network will be billed at standard rates.

Cytranet will not be responsible for additional/excessive charges or overages incurred by the customer due to toll fraud, employee abuse, or improper business practices related to use of telephone services we provide, including but not limited to:

- Any customer owned equipment not managed by Cytranet that the customer has directed us to be included in their call setup/teardown paths.
 - Any customer owned platform or operating system vulnerabilities or improper configuration that could allow toll fraud or improper use.
 - Any misconfigured or accidental call forwarding conditions placed on customer owned equipment resulting in overages or excessive charges.
- Invalid or Unassigned Calling Numbers – In the scope of calls sent to Cytranet SBCs by customer equipment, a valid assigned customer calling number is a number that has been ported and/or activated to Cytranet SIP trunking service, assigned to the customer by Cytranet, and defined for the customer in the Cytranet SBCs. When customer equipment routes an outbound call to Cytranet SBCs, the calling number identifier headers in the SIP message should contain an assigned number in the globalized E.164 format. If Cytranet receives a call from the customer with an invalid or unassigned calling number in the SIP URI fields (From, Contact, Diversion, P-Asserted-ID, Record-Route, Route, Refer-To, Referred-By), Cytranet will overwrite that number with a pre-determined BTN (Billing Telephone Number) for that customer. It is important to note that forwarded calls will also follow this rule.
 - In the case of forwarded calls, we recommend that you set the Call Manager SIP trunk “Calling Party Selection” parameter to “Last Redirect Number (External).”
 - Disconnecting Existing Customer Service – It is the Customers responsibility to disconnect any service with the losing/existing service provider. Cytranet is in no way responsible for disconnecting any existing Customer service.
 - Cytranet does not currently provide multiple directory listings per account.

Service Options

The following options may be added to the SIP Services. Description of Service options in no way entitles Customer to the feature, unless specified by Cytranet and Customer in the signed Quote or signed evaluation of a Service Change request. A Separate Service Agreement or Statement of Work may apply to such options and

may have additional costs associated with them. Options below may not be compatible with all variants of SIP Service.

Configuration, Staging and Shipment

Cytranet offers Configuration, staging and shipping of Customer Equipment used to terminate Service. Configuration includes configuration of Equipment to support Cytranet Service. Customers must open a ticket through Cytranet Customer Care to obtain configuration, staging and/or shipping of Customer equipment.

Cytranet reserves the right to bill Customer at current hourly rates for configuration requests that are not required to provide Service outlined herein. Shipping of equipment includes standard ground shipping. Cytranet reserves the right to bill Customer if any alternative shipping method is requested by Customer.

Equipment Management

Cytranet offers management of Customer Equipment used to terminate Service.

A Managed Voice Gateway is a physical device that is configured and managed by Cytranet Managed and Cloud services, provides a demarcation point for voice calls between the customer's SIP capable telephone system and the Cytranet Global SIP Session Border Controllers, and handles any non-standard, non-globalized E164 number addressing schemes and translations. The gateway provides a private interface route-able to/from the customer private network, and a public interface route-able to the Cytranet Global Session Border Controllers.

Local Dialing with Intra-/Inter-State Long Distance Rate

Long Distance Bundles may be purchased in additional minute blocks. Additional minutes will be charged based on rates stated in the Statement of Fees. Calls are billed in 6-second increments, no rounding on a per call basis. This service will terminate telephone calls received from the Customer telephone numbers in to the Public Switched Telephone Network (PSTN). Each call terminated will be measured in six (6) second increments for duration and charged on a usage basis at a rate specified in the contract. Calls are assigned a type from the following:

- Local
- Extended Area Service
- Intrastate-US/US
- Inter-Canada
- International

Each call type may be specified a different rate as specified in the contract. International LD call charged based on a per destination country (land-line and mobile) rate.

Service Delivery Requirements

General

It is Customer's responsibility to ensure that all Users are able to connect to the Service and are configured properly. This includes, but is not limited to, Ethernet switches, Ethernet cabling, workstations, servers, operating systems, and software.

Cytranet's ability to provide services is dependent upon Customer-provided information. Service delivery may be delayed if all information is not provided based on timelines set by the Project Manager.

Installation

Upon receipt of the signed Quote, Cytranet will setup the SIP Service as follows:

- A Project Manager will be assigned to every SIP installation. The Project Manager will contact the client once the order is received.
- If numbers are porting, a full list of telephone/DID numbers will be required by the Customer along with service addresses. A corresponding phone bill that associates to all provided porting numbers is also required.
- A Letter of Agency (LOA) will be provided to the Customer, which will allow Cytranet to port/move existing service. A separate LOA will be provided for Toll Free Service versus DID service.
- The Provisioning Department will submit the signed LOA along with a port request to our Carrier requesting a Firm Order Commitment (FOC) from the losing service provider.

Note about Porting Times: Cytranet will request porting dates and times from the losing service provider between 8:00 AM to 4:30 PM Monday through Friday Central Standard Time. We highly recommend not porting on a Friday because staffing levels for the carrier will be much less available after hours and on weekends.

- If new DIDs or Toll free numbers have been ordered, the Provisioning Department will request the numbers from our carrier. Once the assigned Numbers are received, the Provisioning Department will send a list of new numbers to the Client.
- The Project Manager will contact the client to schedule the port time once the provisioning Department has obtained an FOC date from our Carrier. Port orders are scheduled between 8:00AM–3:00 PM CST Monday –Friday on the FOC date.
- The Project Manager will coordinate with all parties involved by sending out a confirmation to the Customer, Voice Engineers, Provisioning Department and Field Engineer (if one is assigned to Customer). A conference call will be scheduled for all involved parties during the port when deemed necessary.
- On the scheduled port date the Voice Engineer, Provisioning Department, and Field Engineer will configure the SIP Trunks, add new DIDs and Toll Free numbers if applicable, and activate the port with our carrier and test numbers.

- Once all associated telephone numbers have been added/ported and tested, the Voice Engineer will submit the implementation as completed.
- For new Customers, once the port is complete, the Project Manager will send a welcome email to the Customer detailing the completion of services provided by Cytranet along with instructions on how to contact Client Care.
- Cytranet reserves the right to bill customer at current market rates for any cabling required to support service. Cytranet reserves the right to use outside cabling contractors to perform cabling work.
- Cytranet is not responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of such customer equipment or integration of such customer equipment in to Customer's internal network. Cytranet is not responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of any software or network application or integration of such software or hardware application in to the Customer Network. Additional managed services are available to cover customer equipment.

If additional configuration work is required due to limitations of the Customer network, Cytranet reserves the right to bill Customer at currently hourly rates for additional configuration time.

Cytranet is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application in to the Customer's internal network.



Services Proposal
For



Des Plaines Public Library
1501 Ellinwood Street
Des Plaines, IL 60016

1. Who We Are

Outsource Solutions Group (OSG) is a Microsoft Solutions Partner for Modern Work, a reseller of the products supported at DPPL, E-Rate certified, has experience consulting on E-Rate compliance, and is a systems integration and network infrastructure firm servicing the greater Chicago area since 1998. Our staff is comprised of vendor-certified professional engineers who provide progressive technology services to our customer base. This customer base has consistently grown since our founding because we maintain an unmatched customer service focus. Simply put, we help our customers utilize and manage technology solutions that provide the lowest total cost of ownership balanced with the highest opportunity for return on investment. OSG maintains strong partner/vendor relationships and offers best of breed solutions from Microsoft, Cisco, Meraki, HP, Palo Alto Networks, SentinelOne, Perch Security, Knowbe4, APC, Adobe, Dropsuite, Proofpoint, ThreatLocker, Veeam, Duo, TBS, and many others.

Managed Services:

OSG's managed network services packages offer customers affordable remote and onsite technical support, network server maintenance, and network monitoring services. These customized technical support solutions offer businesses of all sizes the support they need at a price that is fair and predictable. Maintenance services include addressing important recurring maintenance tasks such as

- Applying critical security updates to network PCs and servers on an ongoing basis.
- Daily backup job monitoring, notification, and ongoing recovery testing.
- Antivirus/spyware alert, control, and remediation.
- Network inventory, diagram, and documentation about key systems.

We also use best of breed software and hardware systems to monitor a customer's critical network assets enabling OSG to preemptively predict failures and avert potential downtime for key network systems. Managed services provide maximum network reliability and quick problem resolution when necessary.

Managed Backup and Server Virtualization Services:

OSG's managed backup and server virtualization services offer a layered approach to system backup and recovery. Augmenting current backup strategies with server virtualization, online backup, and offsite replication can offer far greater protection over legacy tape backup-based systems. By using point in time or "snapshot" based technologies, OSG's backup solutions make copies at an interval that meets business objectives rather than relying on a once-a-day backup. With the availability of image-based solutions with "bare metal" restore capabilities; organizations can reduce the time necessary to recover in the event of a hardware failure or other disaster event.

Network and Disaster Recovery Auditing Services:

OSG offers network and disaster recovery auditing services which provide businesses with an impartial third-party assessment of computer hardware and software systems and the ability to recover those systems in the event of a failure. This service allows businesses to measure any gaps in best practice which may be exposing a business to unnecessary risks. OSG uses a best practice template to analyze the present configuration with respect to both hardware systems and software applications. The audit deliverable typically consists of a written report describing the current environment and identification of the risk or potential weakness in relation to the current configuration. Network and disaster recovery audits also include a detailed network diagram and the recommended tasks to remedy any identified issues.

Design Planning Services:

Whether you need recommendations on what equipment to order for your small business network or troubleshooting your multi-national VPN, OSG has experienced certified network engineers in all areas of network design. By maintaining a relationship with Microsoft, Cisco, HP and other best of breed vendors, OSG engineers remain current and knowledgeable about not only today's technology, but also future opportunities to drive return on investment and profit using automation and technology. Need an independent validation of your in-house team's design plan? Let OSG's CCIE and MCITP certified engineers review the plan allowing your team to leverage our cross-industry experience and insights.

2. Introduction

Outsource Solutions Group (OSG) has had the opportunity to support the Des Plaines Public Library (DPPL) over the last 18 years in varying capacities. Most recently, OSG has functioned as DPPL's outsourced technology department (January 2008 to present). We appreciate the opportunity to submit our proposal to continue to provide this service beginning July 1, 2024 through June 30, 2027 with two one-year voluntary extensions.

3. General Requirements Response

- Bidder's Financial Strength.
 - OSG has maintained a strong financial cashflow, balance sheet, and accounting operations since its inception. We have the backing of the world's largest Private Equity MSP aggregator in addition to our own operational cashflow. If you would like more information on our financial position or Evergreen's please reach out to us and we will be happy to accommodate as able.
- Corporations shall provide the year and state of incorporation.
 - OSG was originally incorporated in 1998 in the state of Illinois and is now incorporated in Delaware (2022).
- Partnerships shall provide the names of the partners, and the length of its existence.
 - N/A
- State if the bidder is presently negotiating a sale, acquisition or merger that would alter the Bidder's existing structure.
 - OSG is not considering a sale, acquisition, or merger at this time.
- Any other information that demonstrates the Bidder's experience, ability, and capacity to produce the required outcomes requested in this RFP
 - OSG has successfully provided the services detailed in the RFP to DPPL over the last 14 years. During this time OSG has exceeded the expectations of the staff, patrons, and Board of Trustees. Additionally, OSG is the leading provider of IT Managed Services to Libraries in Illinois with 24 customers.
- Vendor should have experience consulting on E-Rate compliance and should be E-Rate certified. Please provide SPIN.
 - OSG has provided E-Rate compliance services and is E-rate certified. OSG's SPIN number is 143045300.
- Client references below should include at least one client with an E-Rate Funding approval for ICM services. Additional E-Rate approved client FRN's may be subsequently requested.
 - Sample FRN numbers: 2199062780 and 1799035803

4. Client references for similar work performed

Des Plaines Public Library
IT Managed Services
January 1, 2010 to present
110 Employees
Jo Bonell
Library Director
1501 Ellinwood Street
Des Plaines, IL 60016
847-827-7974
jbonell@dppl.org

Northbrook Public Library

IT Managed Services
August 1st, 2017 to Present
109 Employees
Kate Hall
Library Director
1201 Cedar Lane
Northbrook, IL 60062
847-272-7084
khall@northbrook.info

Warren Newport Public library

IT Managed Services
May 15th, 2021 to Present
90 Employees
Ryan Livergood
Library Director
224 North Oplaine Road
Gurnee, IL 60031
847-244-5150
rlivergood@wnpl.info

Tinley Park Public Library

IT Managed Services
November 2021 to present
73 Employees
Zach Musil
Library Director
7851 Timber Drive
Tinley Park, IL 60477
708-845-5711
zmusil@tplibrary.org

Morton Grove Public Library

IT Managed Services
November 2018 to Present
68 employees
Pam Leffler (she/her)
Executive Director
6140 Lincoln Avenue
Morton Grove, IL 60053
847-929-5130
pleffler@mgpl.org

Lake Forest Library

IT Managed Services
August 1st, 2020 to Present
60 Employees
Jim Lee
Facilities Director
360 E Deerpath Road
Lake Forest, IL 60045
847-810-4624
jlee@lakeforestlibrary.org

5. E-Rate

OSG has reviewed FCC Form 470 # 240015674 and is submitting a response for all E-Rate-eligible services and ineligible services.

6. Personnel skill set requirements

OSG has provided on-site support during the current agreement period and will continue to do so as outlined in the RFP.

- **CIO Services**
 - Don Sofolo: 25+ years providing IT solutions for organizations
 - Mike Ruter: 20+ years providing IT solutions for organizations
 - Drew Langlie: 14+ years providing IT solutions for organizations

- **Network Administrators**
 - Brandon Curry: 25+ years providing IT solutions for organizations throughout the Chicagoland area. CCIE, CISSP, PMP MCSE, MCNE, MCT
 - Daniel Klobnak: 25+ years providing IT solutions for organizations throughout the Chicagoland area. CCNA, MCSE Enterprise Engineer, WG 11.6, Citrix Administrator
 - Darrell Tielbur: 16 years providing IT solutions for organizations throughout the Chicagoland area. MCSA, WatchGuard
 - Jeff Lingle: 18+ years providing IT solutions for organizations throughout the Chicagoland area. A+, SPX Master Engineer.
 - Christine Huynh: 2+ years providing IT solutions for organizations

- **Staff Support Technicians**
 - Bhrugesh Patel: 13 years providing Staff and Patron Support in a Library environment
 - Dan Raker: 7+ years providing Staff and Patron Support in a Library environment
 - David Carreno: 6+ years providing Staff and Patron Support in a Library environment
 - Tony Gryka: 2.5 years providing Staff and Patron Support in a Library environment
 - Adam Legler: 1.5 years providing Staff and Patron Support in a Library environment
 - Thomas Gray: 1.5 years providing Staff and Patron Support in a Library environment
 - William Lawson: 1.75 years providing Staff and Patron Support in a Library environment

- **Patron Support Technicians**
 - Daniel Lim: 1 year providing Patron Support in a Library environment
 - Paulo Carreno: 1 year providing Patron Support in a Library environment
 - Jason Byhring: 9 months providing Patron Support in a Library environment
 - Dean Asuncion: 6 months providing Patron Support in a Library environment
 - Christian Ruiz: 1 month providing Patron Support in a Library environment
 - Corban Chang: 1 month providing Patron Support in a Library environment

- **Videography**
 - OSG has been providing this service to the library for several years and continues to employ individuals that can perform these services.

Other Service Requirements

OSG has been providing these services to the library for many years and continues to employ individuals to perform the services as described in the RFP.

7. Contract Provisions

OSG agrees to a contract provision allowing both OSG and the Library to cancel the contract with 90 days notice with or without cause.

OSG has reviewed the conditions outlined in the RFP and wishes to continue to provide these services to DPPL in the same manner as we have for the past 14 years. We respectfully submit our fixed pricing as follows:

Year 1: \$425,467 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Year 2: \$446,740 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Year 3: \$469,077 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Year 4 (Voluntary extension): \$492,531 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Year 5 (Voluntary extension): \$517,158 Total projected Erate eligibility for maintaining hardware items is 10% (see attached excel hardware list)

Name	Date of Purchase	Make	Model	Serial Number	Replacement year	Budgeted	Tag #
PA-820 Firewall		2021 Palo Alto Networks	PA-820	12001065333	2028	No	
Premium support 3-year prepaid for PA-820		2021 Palo Alto Networks	PAN-SVC-PREM-820-3YR		2024	No	
PANDB URL filtering subscription 3-year term for PA-820		2021 Palo Alto Networks	PAN-PA-820-URL4-3YR		2024	No	
DNS Security subscription 3-year term for PA-820		2021 Palo Alto Networks	PAN-PA-820-DNS-3YR		2024	No	
Threat prevention subscription 3-year term for PA-820		2021 Palo Alto Networks	PAN-PA-820-TP-3YR		2024	No	
WildFire subscription 3-year term for PA-820		2021 Palo Alto Networks	PAN-PA-820-WF-3YR		2024	No	

Floor	Physical Location (detail)	Name in Meraki Portal & DNS	Date of Purchase	Make	Model	Model #	Tag#	Serial Number	MAC	Hostname & DHI IP	Port #	Replaceme	Budgeted	Note
1st Floor	Exterior underhang of the Northwest corner of the building	Meraki-1F-NorthWestExterior	11/27/2020	Cisco	MR74	MR74-HW		491 Q2QD-CCYD-7DR4	2c:3f:0b:ca:30:d1	Meraki-1F-North	192.168.17 -	2027	No	
1st Floor	Exterior underhang of the Northcentral area of the building	Meraki-1F-NorthCentral-Exterior	11/27/2020	Cisco	MR74	MR74-HW		492 Q2QD-ABDP-SJDM	2c:3f:0b:ca:2c:d5	Meraki-1F-North	192.168.17 -	2027	No	
1st Floor	Exterior underhang of the Northeast corner of the building	Meraki-1F-NorthEast-Exterior	11/27/2020	Cisco	MR74	MR74-HW		493 Q2QD-7GHW-VCCQ5	2c:3f:0b:ca:2c:d5	Meraki-1F-North	192.168.17 -	2027	No	
4th Floor	Patron Area: Southwest Corner Ceiling near Canvas Study Rooms	Meraki-4F-SouthWestCorner-IT	3/4/2022	Cisco	MR56	MR56-HW		728 Q3AB-5FL2-D4V3	A8:46:9D:33:76:E	Meraki-4F-South	192.168.17 W4-01	2029	No	Deployed 12/22/2022.
2nd Floor	Admin North Hallway Ceiling outside the Conference Room	Meraki-2F-Admin-ConferenceRoc	3/4/2022	Cisco	MR56	MR56-HW		729 Q3AB-RTRH-KY7D	A8:46:9D:33:75:C	Meraki-2F-Admin	192.168.17 W2-02	2029	No	Canvas study room AP.
3rd Floor	Patron Area: Southwest Corner Ceiling (outside Commons/CS Workroom)	Meraki-3F-SouthWestCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		730 Q3AB-847Z-WNN9	A8:46:9D:33:73:C	Meraki-3F-South	192.168.17 W3-02	2029	No	Deployed 12/28/2022
3rd Floor	Patron Area: Southeast Corner Ceiling (outside AS Office)	Meraki-3F-SouthEastCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		731 Q3AB-CZWZ-ST2H	A8:46:9D:33:75:F	Meraki-3F-South	192.168.17 062-2	2029	No	Deployed 12/29/2022
3rd Floor	Patron Area: Northwest Corner Ceiling (reading area)	Meraki-3F-NorthWestCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		732 Q3AB-B69N-JUMN	A8:46:9D:33:75:F	Meraki-3F-North	192.168.17 W3-01	2029	No	Deployed 1/11/2023
4th Floor	Patron Area: Northeast Corner Ceiling	Meraki-4F-NorthEastCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		733 Q3AB-WFU3-PCLU	A8:46:9D:33:74:C	Meraki-4F-North	192.168.17 W4-03	2029	No	Deployed 1/18/2023
4th Floor	Patron Area: Northwest Corner Wall	Meraki-4F-NorthWestCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		734 Q3AB-KL38-RM99	A8:46:9D:33:74:C	Meraki-4F-North	192.168.17 W4-02	2029	No	Deployed 2/1/2023
1st Floor	PAMS Workroom ceiling above the Switchboard	Meraki-1F-PA-MS-Workroom	3/4/2022	Cisco	MR56	MR56-HW		735 Q3AB-PLS4-YT22	A8:46:9D:33:73:9	Meraki-1F-PA-M	192.168.17 W1-05	2029	No	Deployed 2/7/2023
3rd Floor	Patron Area: Northeast Corner Ceiling	Meraki-3F-NorthEastCorner-AS	3/4/2022	Cisco	MR56	MR56-HW		736 Q3AB-UUJC-E4AY	A8:46:9D:33:72:F	Meraki-3F-North	192.168.17 W3-03	2029	No	Deployed 1/11/2023
1st Floor	BSS Ceiling outside Freight Elevator	Meraki-1F-BSS-Office	3/4/2022	Cisco	MR56	MR56-HW		737 Q3AB-E7EJ-MYCS	A8:46:9D:33:74:1	Meraki-1F-BSS-O	192.168.17 W1-01	2029	No	Deployed 1/26/2023
2nd Floor	Patron Area: Southeast Corner Ceiling (outside YS Office)	Meraki-2F-SouthEastCorner-YS	3/4/2022	Cisco	MR56	MR56-HW		738 Q3AB-GFU8-VLJA	A8:46:9D:33:73:9	Meraki-2F-South	192.168.17 W2-05	2029	No	Deployed 1/17/2023
														Deployed 2/8/2023
														Deployed 6/6/23. Still needs to be mounted.
														Ports to be re-used: 3010-27 (Copier) or 3010-247 (Jless).
3rd Floor	Creative Services Workroom	Meraki-3F-MarCom-CS-Office	2/8/2023	Cisco	MR56	MR56-HW		811 Q3AB-HYR3-JAJJ	E4:55:A8:13:C3:0	Meraki-3F-MarC	192.168.17 3010-20 (??)	2030	No	
2nd Floor	YS Office Ceiling	Meraki-2F-YS-Office	2/8/2023	Cisco	MR56	MR56-HW		812 Q3AB-T5X2-RHY8	E4:55:A8:13:C2:F	Meraki-2F-YS-Off	192.168.17 W2-04	2030	No	Deployed 12/27/2023
3rd Floor	AS Office Ceiling	Meraki-3F-AS-Office	2/8/2023	Cisco	MR56	MR56-HW		813 Q3AB-H6XM-HTMA	E4:55:A8:13:C2:A	Meraki-3F-AS-Off	192.168.17 W3-04	2030	No	Deployed 12/21/2023
1st Floor	A&C Workroom Ceiling	Meraki-1F-A&C-Workroom	2/8/2023	Cisco	MR56	MR56-HW		814 Q3AB-TAZU-P465	E4:55:A8:13:C3:1	Meraki-1F-AC-Wr	192.168.17 W1-04	2030	No	Deployed 12/21/2023
2nd Floor	Admin South Hallway Ceiling outside the Staff Lounge	Meraki-2F-Admin-StaffLounge-Hz	2/8/2023	Cisco	MR56	MR56-HW		815 Q3AB-MSKW-D4NT	E4:55:A8:13:C2:4	Meraki-2F-Admin	192.168.17 W2-03	2030	No	Deployed 12/27/2023
2nd Floor	Patron Area: YS Patron PC and iPad Table near Projector	Meraki-2F-PatronPCArea-YS	2/8/2023	Cisco	MR56	MR56-HW		816 Q3AB-2JFT-857Q	E4:55:A8:13:C2:3	Meraki-2F-Patron	192.168.17 W2-01	2030	No	Deployed 12/28/2023
1st Floor	Patron Area: Meeting Room A Ceiling	Meraki-1F-MeetingRoomA	2/8/2023	Cisco	MR56	MR56-HW		817 Q3AB-NW46-UPYG	E4:55:A8:13:C2:2	Meraki-1F-Meeti	192.168.17 W1-02	2030	No	Deployed 12/22/2023
1st Floor	Patron Area: Meeting Room C Ceiling	Meraki-1F-MeetingRoomC	2/8/2023	Cisco	MR56	MR56-HW		818 Q3AB-CVBH-72YK	E4:55:A8:13:C3:0	Meraki-1F-Meeti	192.168.17 W1-03	2030	No	Deployed 12/20/2023
4th Floor	Patron Area: 4th Floor South East Corner Ceiling	Meraki-4F-SouthEastCorner-AS	2/8/2023	Cisco	MR56	MR56-HW		819 Q3AB-TMBH-QGXR	E4:55:A8:13:C2:2	Meraki-4F-South	192.168.17 W4-04	2030	No	Deployed 12/28/2023
4th Floor	IT Office Ceiling	Meraki-4F-IT-Office	1/19/2024	Cisco	MR56	MR56-HW		975 Q3AB-5LQ8-S777	E4:55:A8:14:DC:7	Meraki-4F-IT-Offi	192.168.17 W4-05	2031	No	Deployed 1/30/2024

<u>UPS Location</u>	<u>UPS Date of Purchase</u>	<u>UPS Model</u>	<u>UPS SN</u>	<u>UPS Replacement ye</u>	<u>UPS Tag #</u>
1st Floor UPS - Smart-UPS VT	5/1/2016	APC SUVTP15K2B2S	PS1607130704	2025-2027	#000348
	ATTACHED DEVICE TYPE		QTY	MODEL	%
	6 Cisco Switches		6	C9300L-48P-4X	60% eligible
	Comcast Ciena 3930 (for Fiber Internet)		1	Ciena 3930	10% eligible
	exacqVision Security Camera Server		1	Unknown	10% ineligible
	Schlage Bright Blue security badge/door system		1	Unknown	10% ineligible
	Speaker Amplifier		1	Unknown	10% ineligible
4th Floor UPS - Symmetra LX	8/1/2017	APC SYAF16KRMT	AD1723120007	2025-2027	# 000346
	ATTACHED DEVICE TYPE		QTY	MODEL	%
	HPE Hosts/Servers		3	ProLiant DL380 Gen1	20% ineligible
	Cisco Switches		1	C9300-48T	10% eligible
	Cisco Switches		1	C9300X-12Y	10% eligible
	Cisco Switches		4	C9300L-48P-4X	40% eligible
	Palo Alto Firewall		1	PA-820	20% eligible

<u>Name</u>	<u>Date Installed</u>	<u>Make</u>	<u>Model</u>	<u>Serial Number</u>	<u>Provider</u>	<u>Notes</u>	<u>Tag #</u>
Comcast Service Delivery Switch (Fiber Internet)	2/1/2014	Ciena	3930 (170-3930-900)	M7180632	Comcast	Modem for Fiber Internete	978

Stack Name	Switch Name & Location	Make	Model	Serial Number	MAC Address	Hardware Version	Software V.	Date of Pl	Replacement y	Budgeted	Tag #	IP	Contract R	Notes	
C9300-4FL-CORE	Core Switch (1)	Cisco	C9300X-12Y	FJC2727137J	481b.a42c.2f00	V02	17.09.04a	23-Feb	2030	No		956	10.69.69.6	2028	Installed December 2023.
	Core Switch (2)	Cisco	C9300-48T	FJC272213RB	9088.559e.7d00	V05	17.09.04a	23-Feb	2030	No		957		2028	Installed December 2023.
C9300L-4FL-STAFF	4th Floor Staff Switch (1)	Cisco	C9300L-48P-4X	FVH2722L1CG	3488.18fb.3200	V05	17.09.04a	23-Feb	2030	No		958	10.69.69.6	2028	Installed December 2023.
	4th Floor Staff Switch (2)	Cisco	C9300L-48P-4X	FVH2722L12P	9088.5596.a380	V05	17.09.04a	23-Feb	2030	No		959		2028	Installed December 2023.
C9300L-4FL-PATRON	4th Floor Patron Switch (1)	Cisco	C9300L-48P-4X	FVH2721103R	9088.554f.9380	V05	17.09.04a	23-Feb	2030	No		960	10.69.69.6	2028	Installed December 2023.
	4th Floor Patron Switch (2)	Cisco	C9300L-48P-4X	FVH2722L10B	3488.18fa.f500	V05	17.09.04a	23-Feb	2030	No		961		2028	Installed December 2023.
C9300L-1FL-STAFF	1st Floor Staff Switch (1)	Cisco	C9300L-48P-4X	FVH2722L15Y	3488.18df.3b80	V05	17.09.04a	23-Feb	2030	No		962	10.69.69.6	2028	Installed December 2023.
	1st Floor Staff Switch (2)	Cisco	C9300L-48P-4X	FVH2722L15W	9088.5583.7480	V05	17.09.04a	23-Feb	2030	No		963		2028	Installed December 2023.
	1st Floor Staff Switch (3)	Cisco	C9300L-48P-4X	FVH2722L14F	9088.5596.7380	V05	17.09.04a	23-Feb	2030	No		964		2028	Installed December 2023.
C9300L-1FL-PATRON	1st Floor Staff Switch (4)	Cisco	C9300L-48P-4X	FVH2722L1CC	3488.18fb.3000	V05	17.09.04a	23-Feb	2030	No		965		2028	Installed December 2023.
	1st Floor Patron Switch (1)	Cisco	C9300L-48P-4X	FVH2722L1CR	3488.18ea.8d00	V05	17.09.04a	23-Feb	2030	No		966	10.69.69.6	2028	Installed December 2023.
	1st Floor Patron Switch (2)	Cisco	C9300L-48P-4X	FVH2722L1CN	3488.18fb.0b00	V05	17.09.04a	23-Feb	2030	No		967		2028	Installed December 2023.

Manufacturer Part Number for Products	Associated (BMIC) COST \$\$\$	Total
PA-820	21%	
PAN-SVC-PREM-820-3YR	2%	
PAN-PA-820-URL4-3YR	5%	
PAN-PA-820-DNS-3YR	4%	
PAN-PA-820-TP-3YR	2%	
PAN-PA-820-WF-3YR	2%	
Cienna 3930	3%	
C9300-48T	8%	
C9300X-12Y	5%	
C9300L-48P-4X	20%	
MR56-HW	17%	
MR74-HW	3%	
APC SUVTP15K2B2S	4%	
APC SYAF16KRMT	4%	
Total	100%	

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DPPL 2024 Lifecycle – 24 Replacement PCs

The twenty-four (24) HP Replacement PCs are designated for Patron usage at the Des Plaines Public Library. Library Patrons rely on our computers daily to be productive and require them to efficiently handle modern applications. Therefore, we are recommending that the library’s oldest PCs be replaced, which are all beyond their 4-year lifecycle.

The HP EliteDesk 800 G9 Mini Desktop computers will meet the needs of Patrons. They are equipped with Intel Core i7 13th Gen - 13700T (16-core 1.4 Ghz) processors, 32 GB RAM DDR5 SDRAM Memory, 512 GB M.2 SSD Hard-Drives, and Intel UHD 770 Graphics. The Mini form factor is our standard for all new PCs and allows for better usage of Patron desk space.

The following quotes all deliver the same equipment with matching part numbers:

Vendor	Quote
ConRes	\$26,697.60
CDW	\$27,703.68
SHI	\$27,759.36
OSG	\$28,207.94
Connections	\$31,764.96



Thank you for choosing CDW. We have received your quote.

Hardware Software Services IT Solutions Brands Research Hub

QUOTE CONFIRMATION

BHRU PATEL,

Thank you for considering CDW•G for your technology needs. The details of your quote are below. **If you are an eProcurement or single sign on customer, please log into your system to access the CDW site.** You can search for your quote to retrieve and transfer back into your system for processing.

For all other customers, click below to convert your quote to an order.

Convert Quote to Order

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
NSXV713	2/14/2024	NSXV713	0372665	\$27,703.68

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
HP Elite Mini 800 G9 Desktop Computer - Intel Core i7 13th Gen i7-13700T He Mfg. Part#: 86Y59UT#ABA Contract: MARKET	24	7515038	\$1,073.68	\$25,768.32
HP Care Pack Active Care Hardware Support - Extended Warranty - 3 Year - Wa Mfg. Part#: U17ZGE Electronic distribution - NO MEDIA Contract: MARKET	24	7182893	\$26.84	\$644.16
Kingston - DDR5 - module - 16 GB - SO-DIMM 262-pin - 4800 Mhz PC5-38400 - Mfg. Part#: KCP548SS8-16 Contract: MARKET	24	6978392	\$53.80	\$1,291.20

These services are considered Third Party Services, and this purchase is subject to CDW's [Third Party Cloud Services Terms and Conditions](#), unless you have a written agreement with CDW covering your purchase of products and services, in which case this purchase is subject to such other written agreement.

The third-party Service Provider will provide these services directly to you pursuant to the Service Provider's standard terms and conditions or such other terms as agreed upon directly between you and the Service Provider. The Service Provider, not CDW, will be responsible to you for delivery and performance of these services. Except as otherwise set forth in the Service Provider's agreement, these services are non-cancellable, and all fees are non-refundable.

SUBTOTAL	\$27,703.68
SHIPPING	\$0.00
SALES TAX	\$0.00
GRAND TOTAL	\$27,703.68

PURCHASER BILLING INFO	DELIVER TO
------------------------	------------

Billing Address:

DES PLAINES PUBLIC LIBRARY
 ACCTS PAYABLE
 1501 ELLINWOOD AVE
 DES PLAINES, IL 60016-4553
Phone: (847) 827-5551

Payment Terms: Net 30 Days-Govt State/Local

Shipping Address:

DES PLAINES PUBLIC LIBRARY
 BHRU PATEL
 1501 ELLINWOOD AVE
 DES PLAINES, IL 60016-4553
Phone: (847) 827-5551

Shipping Method: Expeditors Deferred 3-5 Days

Please remit payments to:

CDW Government
 75 Remittance Drive
 Suite 1515
 Chicago, IL 60675-1515

**Sales Contact Info**

Sam Raes | (877) 465-3134 | sam.raes@cdwg.com

LEASE OPTIONS

FMV TOTAL	FMV LEASE OPTION	BO TOTAL	BO LEASE OPTION
\$27,703.68	\$749.38/Month	\$27,703.68	\$863.52/Month

Monthly payment based on 36 month lease. Other terms and options are available. Contact your Account Manager for details. Payment quoted is subject to change.

Why finance?

- Lower Upfront Costs. Get the products you need without impacting cash flow. Preserve your working capital and existing credit line.
- Flexible Payment Terms. 100% financing with no money down, payment deferrals and payment schedules that match your company's business cycles.
- Predictable, Low Monthly Payments. Pay over time. Lease payments are fixed and can be tailored to your budget levels or revenue streams.
- Technology Refresh. Keep current technology with minimal financial impact or risk. Add-on or upgrade during the lease term and choose to return or purchase the equipment at end of lease.
- Bundle Costs. You can combine hardware, software, and services into a single transaction and pay for your software licenses over time! We know your challenges and understand the need for flexibility.

General Terms and Conditions:

This quote is not legally binding and is for discussion purposes only. The rates are estimate only and are based on a collection of industry data from numerous sources. All rates and financial quotes are subject to final review, approval, and documentation by our leasing partners. Payments above exclude all applicable taxes. Financing is subject to credit approval and review of final equipment and services configuration. Fair Market Value leases are structured with the assumption that the equipment has a residual value at the end of the lease term.

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This order is subject to CDW's Terms and Conditions of Sales and Service Projects at

<http://www.cdwg.com/content/terms-conditions/product-sales.aspx>

For more information, contact a CDW account manager.

Bhru Patel




Organization: Des Plaines Public Library

Group: Technology

Quote: 1667540636

Expiration: 3/3/2024

Billing Information	Shipping Information
<p>Billing Address:</p> <p>DES PLAINES PUBLIC LIBRARY ACCOUNTS PAYABLE 1501 ELLINWOOD STREET DES PLAINES, IL 60016</p>	<p>Shipping Address:</p> <p>DES PLAINES PUBLIC LIBRARY IT Department 1501 Ellinwood Ave DES PLAINES, IL 60016</p>

	Product	Unit Price	Qty	Total
	<p>HP Elite Mini 800 G9 vPro Core i7-13700T 1.4GHz/16GB/512GB SSD/UHD770/ax/BT/90W/W11P</p> <p>In Stock Item#: 41653139 Mfg. Part#: 86Y59UT#ABA</p>	\$1,241.23	24	\$29,789.52
	<p>HP 3 Year Next Business Day Onsite With Active Care</p> <p>In Stock Item#: 41549035 Mfg. Part#: U17ZGE</p>	\$30.08	24	\$721.92
	<p>Kingston 16GB PC5-38400 262-pin DDR5 SDRAM SODIMM</p> <p>In Stock Item#: 41429895 Mfg. Part#: KCP548SS8-16</p>	\$52.23	24	\$1,253.52

Subtotal:	\$31,764.96
Shipping & Handling:	Best Way - Ground - \$0.00
Tax:	\$0.00
Fees:	\$0.00
Total:	\$31,764.96

	Prepared For Customer: Des Plaines Public Library 1501 Ellinwood St Des Plaines, IL 60016 Bhru Patel Email: BPatel@dppl.org	ConRes Contact: Jim McKeveitt Email: jmckeveitt@conres.com Phone#(773)304-3229
	Corporate Office: Continental Resources, Inc. - 175 Middlesex Turnpike, Bedford MA 01730 ("ConRes") Local Office: 1900 E. Golf Rd. Ste 400, Schaumburg, IL 60173	

CONFIDENTIAL This Quotation is the sole property of ConRes and may not be reproduced in any capacity without proper authorization.	Dated: 3/11/2024
	Validity Period: Expires 3/31
	Quote Number: 03.11.24-1c
Terms (Pending Credit Approval): NET 30	

Item #	Product	QTY	Description	List Price	Unit Price	Extended	Lead Time
10	86Y59UT#ABA	24	HP Elite Mini 800 G9 Desktop PC - Mini - Intel - Core i7 - 13700T - 1.4GHz - 16-Core - 4.9GHz - DDR5 - 16GB RAM - 4800MHz - 512GB SSD - Intel UHD Graphics 770 - Power Adapter - 90Watt - IEEE 802.11 ax, Bluetooth - Keyboard, Mouse - Microsoft Windows 11 Professional 64-bit - 3-Year Warranty -Note pricing expires 3/31 or until stock is depleted!	\$1,379.00	\$1,021.00	\$24,504.00	Stock PA
20	U17ZGE	24	HP 3 year Active Care Next Business Day Onsite Desktop Hardware Support	\$40.00	\$27.00	\$648.00	Electronic
30	KCP548SS816	24	Kingston 16GB DDR5 4800MTs SODIMM	\$88.00	\$51.00	\$1,224.00	Stock CA
						Subtotal:	\$26,376.00
40	Freight Ins	1	Freight Insurance		\$321.60	\$321.60	
50	Freight	1	Freight Charges assuming Best Way Ground		\$0.00	\$0.00	

Total w / o Taxes **\$26,697.60**

TERMS OF SALE
 Unless otherwise agreed upon in writing by ConRes and Customer all pages of this quotation are governed by the applicable Terms & Conditions outlined at www.conres.com and as described below.

All quoted items are Non-Cancellable and Non-Refundable unless otherwise defined within this quote and/or subject to each manufacturer's policies. Available quantities reflect a point in time and do not guarantee availability at time of order. It is your (Customer's) sole responsibility to evaluate the accuracy of, completeness, and usefulness of the information on this quotation. All payments are in United States Dollars. License and Maintenance Agreements: If customer agrees to purchase any items that carry a license or maintenance agreement and if invoice(s) for these product(s) is (are) not paid within approved credit terms, ConRes reserves the right to and customer grants ConRes the permission to revoke the agreement(s).

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 All items on this quote are governed by each manufacturer's applicable license agreements, warranties, return policies, terms of service, and privacy policies (Customer may be required to confirm acceptance of these policies). ConRes makes no representations or warranties with respect to the performance of the products and the accuracy of the information, and any and all warranties, whether oral or written, express or implied, are hereby expressly disclaimed including, but not limited to, warranties of merchantability and fitness for a particular purpose and liability arising from errors and/or omissions in the information.

TERMS APPLICABLE TO SUBSCRIPTIONS
 Customer acknowledges and agrees there may be monthly pricing fluctuation for each subscription, and a formal change management process or amended Purchase Order will not be required for such monthly pricing fluctuations and that Customer is obligated to make payments for each subscription to ConRes. ConRes will invoice Customer monthly or annually (as defined within this quote) for Customer's usage of the subscription which will include subscription usage and any one-time charges. In addition to any other remedies that may be applicable based on the type of subscription, ConRes or any of its resellers (e.g., AWS, ILAND, Ingram, Microsoft) may suspend (remove right to access or use any portion of the subscription) or cancel (also defined as "terminate") Customer's access if Customer fails to pay in full when due any two (2) invoices, other than amounts being reasonably, actively, and diligently disputed by Customer in good faith ("Disputed Charges"). ConRes will have the right to suspend or terminate Customer's access to its account and to any subscriptions if Customer has not paid in full all undisputed charges within ten (10) days following Customer's receipt of notice of past due charges. Upon termination - all undisputed amount shall be due and payable.

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We have prepared a quote for you

DESKTOPS 512GB




Quote # 002745
Version 1

Prepared for:

Des Plaines Public Library

Jo Bonell
jbonell@dppl.org

Hardware

Description	Price	Qty	Ext. Price
DESKTOPS			
IN STOCK			
86Y59UT#ABA  HP Elite Mini 800 G9 Desktop Computer - Intel Core i7 13th Gen i7-13700T Hexadeca-core (16 Core) - 16 GB RAM DDR5 SDRAM - 512 GB M.2 PCI Express NVMe SSD - Mini PC - Intel Q670 Chip - Windows 11 Pro - Intel UHD Graphics 770 DDR5 SDRAM - English Keyboard	\$1,090.04	24	\$26,160.96
U17ZGE  HP Care Pack HP Care Pack Active Care Hardware Support - Extended Warranty - 3 Year - Warranty - 9 x 5 x Next Business Day - On-site - Maintenance - Parts & Labor	\$30.89	24	\$741.36
KCP548SS8-16  Kingston 16GB DDR5 SDRAM Memory Module - For PC/Server, Notebook, Desktop PC, Workstation - 16 GB (1 x 16GB) - DDR5-4800/PC5-38400 DDR5 SDRAM - 4800 MHz Single-rank Memory - CL40 - 1.10 V - Retail - Non-ECC - Unbuffered, Unregistered - 262-pin - SoDIMM	\$56.55	24	\$1,357.20
SH-OSG	Shipping and Handling		
	\$138.42	1	\$138.42

Subtotal: \$28,397.94

DESKTOPS 512GB

Prepared by:

Outsource Solutions Group, Inc.

Ashley Caringello
630-236-6625
acaringello@osgusa.com

Prepared for:

Des Plaines Public Library

1501 Ellinwood Street
Des Plaines, IL 60016
Jo Bonell

jbonell@dppl.org

Quote Information:

Quote #: 002745

Version: 1
Delivery Date: 02/01/2024
Expiration Date: 02/29/2024

Quote Summary

Description	Amount
Hardware	\$28,397.94
Total: \$28,397.94	

THIS IS NOT AN INVOICE. PLEASE PAY FROM AN INVOICE ONLY.

Actual cost of item at time of purchase may be higher or lower. If the actual cost increases by more than 10%, OSG will contact you with the updated purchase amount prior to executing the order.

All credit card payments will be automatically charged a 5% processing fee. OSG will make an effort to honor the prices quoted for as long as possible, but be advised that our suppliers change prices daily and as a result our price may change at any time. All installation times are estimates. Clients will be billed the actual time incurred. Tax & Freight to be applied when applicable. Work scheduled M-F, 8a-5p (Unless Otherwise Noted).

Return Policy: Defective Product Returns: Customer may return most defective products directly to Outsource Solutions Group, Inc. within (15) days of invoice date and or receipt of product. OSG's option, credit, replacement exchange and or repair. After fifteen (15) days, only the manufacturer warranty applies. Non- Defective Product Returns: Customer may return most unopened, factory sealed non-defective products to OSG within fifteen (15) days of invoice. Customer is responsible for all shipping charges of the returned product. Restocking fees may apply. Special orders and restricted products: Special order products and Manufacturer restricted products may be non-returnable or may have unique return restrictions provided at the time of sale. All returnable products must be returned complete, including all original boxes, packing materials, manuals, blank warranty cards and any other accessories that were provided by the manufacturer. Open box products are returnable on a case by case basis subjected to the manufacturers return policies and restocking fees may apply. Customer is strongly advised to purchase full insurance to cover loss and damage for shipments of returned items and to use a carrier and shipping method that provide proof of delivery. OSG is not responsible for loss during such shipment. If a package containing items purchased from OSG arrives at customer's address damaged, customer should refuse to accept delivery from carrier.

1730 Park Street
Suite 225
Naperville, IL 60563

630-236-6625



Outsource Solutions Group, Inc.

Des Plaines Public Library

Signature: Ashley Caringello

Name: Ashley Caringello

Title: Sr. Inside Sales Administrator

Date: 02/01/2024

Signature: _____

Name: _____

Date: _____



Pricing Proposal
 Quotation #: 24590165
 Created On: 3/7/2024
 Valid Until: 3/29/2024

IL-City of Des Plaines Public Library

Inside Account Executive

Bhru Patel

1501 Ellinwood Street
 Des Plaines, IL 60016
 United States
 Phone: (847) 827-5551
 Fax:
 Email: bpatel@dppl.org

Thomas Feeney

290 Davidson Ave.

 Somerset, NJ 08873
 Phone: 732-667-2787
 Fax:
 Email: thomas_feeney@shi.com

All Prices are in US Dollar (USD)

Product	Qty	Retail	Your Price	Total
1 HP Elite 800 G9 - Wolf Pro Security - mini desktop - Core i7 13700 / 2.1 GHz - vPro - RAM 16 GB - SSD 512 GB - NVMe, TLC - UHD Graphics 770 - Gigabit Ethernet, Bluetooth 5.2, IEEE 802.11ax (Wi-Fi 6E) WLAN: - Bluetooth 5.2, 802.11a/b/g/n/ac/ax (Wi-Fi 6E) HP, Inc. - Part#: 86Y59UT#ABA Contract Name: Open Market Contract #: Open Market	24	\$1,409.00	\$1,072.50	\$25,740.00
2 Electronic HP Care Pack Next Business Day Active Care Service - Extended service agreement - parts and labor - 3 years - on-site - 9x5 - response time: NBD - for Presence 24, Small Space Solution with Zoom Rooms HP, Inc. - Part#: U17ZGE Contract Name: Open Market Contract #: Open Market	24	\$36.00	\$27.78	\$666.72
3 Kingston - DDR5 - module - 16 GB - SO-DIMM 262-pin - 4800 MHz / PC5-38400 - CL40 - 1.1 V - unbuffered - non-ECC - for Dell Inspiron 14, 16; Precision 34XX, 7770; Vostro 7620; Lenovo ThinkPad P15v Gen 3 Kingston Technology - Part#: KCP548SS8-16 Contract Name: Open Market Contract #: Open Market	24	\$88.00	\$56.36	\$1,352.64
			Total	\$27,759.36

Additional Comments

Please Note: HP, Inc. has a zero returns policy on custom build PCs. Ink and toner are also considered non-returnable. For these products, orders are non-cancellable and non-returnable from point of order.

Please note, if Emergency Connectivity Funds (ECF) will be used to pay for all or part of this quote, please let us know as we will need to ensure compliance with the funding program.

Hardware items on this quote may be updated to reflect changes due to industry wide constraints and fluctuations.

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084. SHI International Corp. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

The products offered under this proposal are Open Market and resold in accordance with the terms and conditions at [SHI Online Customer Resale Terms and Conditions](#).

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DPPL 2024 Security Camera Replacement Project

The aging security camera system at Des Plaines Public Library (DPPL) is 9 years old and is recommended to be replaced per limitations of the current system (and is beyond a standard lifecycle of 5 years for servers). The heavily used camera server is no longer under warranty, requires frequent hard drive replacements, and has limited recording capability. Also, the existing unsupported security cameras use a mixture of decades old low quality analog cameras and outdated IP network cameras, and the building is sparingly outfitted with mostly dated Cat 5e cable.

For the reasons above, we recommend replacing the security camera system by installing a new AXIS S1296 Rack 96 TB network video recorder (NVR/VMS) from Axis Communication. Meeting staff security needs will entail installing 65 new Axis IP cameras (keeping 5 purchased in the last 5 years). Since most existing cameras are analog and cameras will be added to new locations, a total of 53 new Cat 6 network cables will be run throughout the building (while reusing 16 existing Cat 6 cables).

Axis Communications is an industry leader in IP network cameras and have a regional office located 5.4 miles away. All Axis hardware comes with a 5-year warranty. All vendors below are Axis Communications partners, and have submitted quotes to run Cat 6 cables, procure all hardware, configure and install all components, and commission and train staff on usage and administration.

The following quotes all deliver the same Axis hardware, include installation of required network cables, and meet the project scope of work:

Vendor	Quote
NetBase Systems Solutions	\$101,834.10
Videotec Corporation	\$104,232.62
Cadre Communications, Inc. (CCI)	\$114,120.00

Des Plaines Public Library 2024 Security Camera Upgrade Project

Project Summary

Des Plaines Public Library (DPPL, owner) has initiated a security camera project utilizing an Axis Communications end to end solution. The existing VMS/NVR is to be replaced with an Axis Camera Station and standardizing on all Axis network cameras. A total of 65 Axis IP Cameras are to be procured and installed, which the Library hopes to improve security camera coverage throughout the building. New Cat 6 network cabling will be installed at all new camera locations and most existing camera locations, with a total of 53 new Cat 6 network cables.

Scope of Work:

1. **Introduction:** This document outlines the scope of work for the installation of an Axis Camera Station Video Management System (VMS) along with Axis cameras at the Des Plaines Public Library. The installation will adhere to industry standards and best practices to ensure optimal functionality and performance of the surveillance system.
2. **Objectives:** The primary objective of this project is to install a comprehensive video surveillance system utilizing Axis Camera Station VMS and Axis cameras to enhance security measures within the designated premises.
3. **Scope:** The scope of work includes but is not limited to the following tasks:
 - 3.1. Site Assessment:
 - 3.1.1. Review the attached drawings and camera schedule to identify specific installation requirements and preferences.
 - 3.2. Equipment Procurement:
 - 3.2.1. Procure all necessary Axis Camera Station licenses and software.
 - 3.2.2. Source and acquire Axis cameras as per the camera schedule and project requirements (no substitutes except for alternate submitted quotes).
 - 3.2.3. Ensure compatibility and integration of all equipment components.
 - 3.3. Installation:
 - 3.3.1. The installation will be conducted in accordance with the applicable standards and guidelines set forth by the local authorities. This includes adherence to zoning requirements, electrical codes, and any other relevant local codes and regulations governing the installation of surveillance systems within the designated premises.

3.3.2. Where required, provide, install, and terminate new CAT6 cabling to camera locations from network switch identified by the Des Plaines Public Library's IT department. All CAT6 cable to have solid copper conductors. All cables to be plenum rated and installed as a continuous run – no splices. No surface mounted raceways or conduits shall be allowed except where cinder block is located. In this case, raceways or conduits shall be metal.

3.3.3. Mount and install Axis cameras at designated locations as indicated in the camera schedule and drawings. Prior to mounting and installing each camera, seek out the Library's Building and Security Services (BSS) Manager who will give direction and final approval for where each camera is to be mounted.

3.3.4. Ensure proper alignment and positioning of cameras for optimal coverage and surveillance.

3.3.5. Install Axis Camera Station software on designated servers or workstations as per the project specifications.

3.3.6. Configure the VMS settings and parameters according to client preferences and security requirements.

3.3.7. Interior cameras shall be configured with the following recording parameters:

3.3.7.1. FPS: 15 on motion/5 continuous

3.3.7.2. Recording method: Motion based recording and continuous.

3.3.7.3. Pre-event recording time: 5 seconds

3.3.7.4. Post-event recording time: 5 seconds

3.3.7.5. Retention period: Minimum of 30 continuous days

3.3.8. Exterior cameras shall be configured with the following recording parameters:

3.3.8.1. FPS: 15 continuous

3.3.8.2. Recording method: Continuous recording

3.3.8.3. Retention period: Minimum of 30 continuous days

3.4. Create camera views and maps in accordance with direction from the Des Plaines Public Library.

4. Testing and Commissioning:

4.1. Conduct thorough testing of each installed camera and the overall surveillance system to ensure functionality and performance.

4.2. Verify camera connectivity, image quality, recording capabilities, and motion detection features.

4.3. Test remote access and monitoring capabilities through the Axis Camera Station software.

4.4. Fine-tune settings and configurations as necessary to optimize system performance.

5. Training:

- 5.1. Provide comprehensive training sessions to designated personnel (IT Department, BSS Department, etc) on the operation and management of the Axis Camera Station VMS.
- 5.2. Train users on how to access live feeds, review recordings, and utilize advanced features of the surveillance system.
- 5.3. Offer guidance on troubleshooting common issues and performing routine maintenance tasks.

6. Documentation:

- 6.1. Prepare detailed documentation including system diagrams, configuration settings, and user manuals for future reference.
- 6.2. Provide (3) sets of as-built drawings on paper in a binder reflecting the actual installation layout and camera placements. (1) copy goes to the Building & Security Services Manager and (2) copies go to the IT Department.
- 6.3. Compile a comprehensive list of equipment serial numbers and warranty information for inventory management purposes. (1) copy goes to IT, (1) copy goes to the libraries BSS Manager.
- 6.4. Provide all camera and server passwords to the DPPL IT Department.

7. Deliverables: Upon completion of the installation, the following deliverables will be provided to the client:

- 7.1. Fully functional Axis Camera Station VMS integrated with Axis cameras.
- 7.2. Comprehensive documentation including system diagrams, configuration settings, and user manuals.
- 7.3. Completed (3) sets of as-built drawings reflecting the installed surveillance system layout.
- 7.4. Training materials and session attendance records.

8. Schedule: The installation timeline will be finalized in coordination with the client and is subject to the availability of equipment and resources. The project schedule will be outlined and communicated prior to commencement of work.

9. Requirements Regarding Professional Background: The contractor or security sub-contractor shall be a licensed security contractor with a minimum of five (5) years' experience of installing and servicing systems of a similar scope and complexity. The contractor or security sub-contractor shall (on request) provide documented evidence of the completion of at least three (3) projects of similar

design and that they are currently engaged in the installation and maintenance of the system solution or product described in the specification.

The contractor shall provide four (4) current references from clients with systems of similar scope and complexity that became operational in the past three (3) years. At least three (3) of these references shall refer to the same system components in a configuration similar to the proposed system.

All solutions or products shall be installed, configured, and maintained by trained technical professionals or technicians who have been trained by the manufacturer regarding the installation, configuration and maintenance of the solutions or products provided.

The contractor or designated sub-contractor shall submit credentials of completed manufacturer certification, verified by a third-party organization.

The contractor shall follow network security best practices, and the manufacturer's cyber-hardening recommendations.

10. Site Walk-through: A site walk-through can be scheduled by calling Bhru Patel from the IT department for DPPL at (847) 376-2930.

11. Quote Due Date: All proposals shall be submitted no later than 3/1/24. Proposals should be emailed to both bpatel@dppl.org and dlanglie@dppl.org.

11.1. Vendors must submit a quote that meets the following specifications under section 12.

11.2. Vendors may also submit an alternative quote if it fulfills all the requirements.

11.3. Each quote should include three separate subtotal costs for:

11.3.1. Hardware.

11.3.2. Configuration & Installation.

11.3.3. Network Cabling.

11.3.3.1. DPPL may or may not decide to pursue this portion of the project with the winning vendor.

12. Camera Schedule and Network Cables (No substitutes):

- A total of **65 Axis IP Cameras** will be provided by the vendor.
 - Of those, 62 will be installed (3 cameras and 3 pendants will not be installed).
 - An additional 3 more cameras will be provided by DPPL to be installed.
 - In total, the vendor will make sure 62 new cameras, 3 provided cameras, and 2 existing cameras, totaling 67, will work with the new VMS/NVR.
 - The static IPs for each camera will be provided by the IT Department.
- A total of **53 new Cat 6 network cables** will be installed by the vendor.
- Of those, 49 Cat 6 network cables will need to be installed by the vendor for the below cameras.
 - The vendor will provide all required cable and patch panels.

- The vendor will terminate and punch down cable, providing necessary patch panels. The vendor will also test all cables to confirm they are working.
- All 1st & 2nd floor network cables will be run to the 1st floor server room.
- All 3rd & 4th floor network cables will be run to the 4th floor server room.
- DPPL will provide the remaining 16 cables for 16 of the below cameras, but the vendor will handle all camera installation.
- An additional 4 network cables will be run to the provided location, with an extra 25 feet of cable, and will have no current associated camera, but will be tested for functionality.
- All final camera placements must be approved by the library BSS Manager (Blake Kindl), prior to mounting.

Name	Model	Floor	Location	Notes	Network Cable (New/Existing)
EXT.CAM 1	AXIS P3268-LVE	1	Garage West	Exterior	Use Existing Cable
EXT.CAM 2	AXIS P3268-LVE	1	Garage East	Exterior	Use Existing Cable
EXT.CAM 3	AXIS P3268-LVE	1	Loading Dock Alley	Exterior	Use Existing Cable
EXT.CAM 4	AXIS P3735-PLE	1	NW Exterior	Exterior	Use Existing Cable
EXT.CAM 5	AXIS P3735-PLE	1	NE Exterior	Exterior	New Cat 6 Cable
CAM 1	AXIS P4707-PLVE	1	West Hallway Entrance		New Cat 6 Cable
CAM 2	AXIS M4328-P	1	Lobby Main Stairs	Pillar Corner & Pendant	New Cat 6 Cable
CAM 3	AXIS M3086-V	1	Lobby Selfchecks	Pillar/Pendant	New Cat 6 Cable
CAM 4	AXIS M3086-V	1	Lobby Selfchecks	Pillar/Pendant	New Cat 6 Cable
CAM 5	AXIS M3086-V	1	Lobby		New Cat 6 Cable
CAM 6	AXIS M3086-V	1	North Entrance		New Cat 6 Cable
CAM 7	AXIS P4707-PLVE	1	North Hallways		Use Existing Cable
CAM 8	AXIS M3086-V	1	Meeting Room C		New Cat 6 Cable
CAM 9	AXIS M3086-V	1	Meeting Room C		New Cat 6 Cable
CAM 10	AXIS M3086-V	1	Meeting Room B		Use Existing Cable
CAM 11	AXIS M3086-V	1	Towards Bathrooms		New Cat 6 Cable
CAM 12	AXIS M3086-V	1	Staff Elevator		New Cat 6 Cable
CAM 13	AXIS M3086-V	1	S. East Emergency Stairs		Use Existing Cable
CAM 14	AXIS M3086-V	1	PA/MS Workroom		New Cat 6 Cable
CAM 15	AXIS M3086-V	1	PA/MS Workroom		Use Existing Cable
CAM 16	AXIS M3086-V	1	West Elevator		Use Existing Cable
CAM 17	AXIS M3086-V	1	East Elevator		Use Existing Cable
CAM 18	AXIS M4328-P	2	YS Public Desk		New Cat 6 Cable
CAM 19	AXIS M3086-V	2	Admin Office		New Cat 6 Cable
CAM 20	AXIS M3086-V	2	Admin Office		New Cat 6 Cable
CAM 21	AXIS M3086-V	2	Conference Room		New Cat 6 Cable
CAM 22	AXIS M3086-V	2	YS Patron PCs		New Cat 6 Cable
CAM 23	AXIS M3086-V	2	N/W Book Stacks		New Cat 6 Cable

CAM 24	AXIS M3086-V	2	North Wall		New Cat 6 Cable
CAM 25	AXIS M3086-V	2	Poetree		New Cat 6 Cable
CAM 26	AXIS M3086-V	2	East Wall		New Cat 6 Cable
CAM 27	AXIS M3086-V	2	YS Office/Staff Elevator		New Cat 6 Cable
CAM 28	AXIS M3086-V	2	Storytime Room		New Cat 6 Cable
CAM 29	AXIS M3086-V	2	South Wall		New Cat 6 Cable
CAM 30	AXIS M3086-V	2	Towards Bathrooms		New Cat 6 Cable
CAM 31	AXIS M3086-V	2	Towards Bathrooms		New Cat 6 Cable
CAM 32	AXIS M4328-P	3	Readers Public Desk		Use Existing Cable
CAM 33	AXIS M3086-V	3	Gaming Discs		New Cat 6 Cable
CAM 34	AXIS M3086-V	3	Reading Area		New Cat 6 Cable
CAM 35	AXIS M3086-V	3	Reading Area		New Cat 6 Cable
CAM 36	AXIS P4707-PLVE	3	N/E Corner		New Cat 6 Cable
CAM 37	AXIS M3086-V	3	East Wall		New Cat 6 Cable
CAM 38	AXIS M4328-P	3	Readers E-Bar		Use Existing Cable
CAM 39	AXIS M3086-V	3	Elevator/AS Office		New Cat 6 Cable
CAM 40	AXIS M3086-V	3	Study Room		New Cat 6 Cable
CAM 41	AXIS M3086-V	3	Bathrooms/Study Room		New Cat 6 Cable
CAM 42	AXIS M3086-V	3	Commons S/W Corner		Use Existing Cable
CAM 43	AXIS M3086-V	3	Commons S/E Corner		New Cat 6 Cable
CAM 44	AXIS M4328-P	4	Reference Public Desk		Use Existing Cable
CAM 45	AXIS M3086-V	4	Canvas Hallway		New Cat 6 Cable
CAM 46	AXIS M3086-V	4	Canvas Media Room	Do Not Install	N/A
CAM 47	AXIS M3086-V	4	Canvas Patron Area	Do Not Install	N/A
CAM 48	AXIS M3086-V	4	Canvas Patron Area	Do Not Install	N/A
CAM 49	AXIS M3086-V	4	AS Patron PCs		New Cat 6 Cable
CAM 50	AXIS P4707-PLVE	4	N/E Corner		New Cat 6 Cable
CAM 51	AXIS M3086-V	4	East Wall		New Cat 6 Cable
CAM 52	AXIS M3086-V	4	Staff Elevator		New Cat 6 Cable
CAM 53	AXIS M3086-V	4	Forum S/W Wall	Wall/Pendant	New Cat 6 Cable
CAM 54	AXIS M3086-V	4	Forum S/E Wall	Wall/Pendant	Use Existing Cable
CAM 55	AXIS M4328-P	4	Vault/Copier		New Cat 6 Cable
CAM 56	AXIS M3086-V	4	AS Patron PCs		New Cat 6 Cable
CAM 57	AXIS M3086-V	4	IT Server Room		New Cat 6 Cable
CAM 58	AXIS M3086-V	4	Towards Bathrooms		New Cat 6 Cable
CAM 59	AXIS M4328-P	4	Study Rooms		New Cat 6 Cable
EXT.CAM 6	AXIS P3268-LVE	4	Exterior	Exterior	New Cat 6 Cable

The following 5 existing Axis IP Cameras will be provided by DPPL and the vendor will install as requested:

Name	Model	Floor	Location	Notes	Network Cable (New/Existing)
Existing CAM 1	AXIS M3086-V	1	Program Room A	To be deployed	New Cat 6 Cable
Existing CAM 2	AXIS M3088-V	1	Vending Machine	To be deployed	New Cat 6 Cable
Existing CAM 3	AXIS M4216-V	1	Staff Entrance	To be deployed	Use Existing Cable
Existing CAM 4	AXIS P3265-LVE	1	Exterior	COMPLETED & RETAINED	N/A
Existing CAM 5	AXIS P3265-LVE	1	Exterior	COMPLETED & RETAINED	N/A

The following 4 network cables will be run and terminated for future usage:

Location	Floor	Network Drop Location	Notes	Network Cable (New/Existing)
Pantry	1	Left in Ceiling	Future usage	New Cat 6 Cable
Program Room C	1	Left in Room C's A/V Closet	Future usage	New Cat 6 Cable
Admin Storage	2	Left in Ceiling	Future usage	New Cat 6 Cable
AS Vault	4	Left in Ceiling	Future usage	New Cat 6 Cable

13. Server/VMS/NVR Installation: The **AXIS S1296 Rack 96 TB** will be prepped, configured, setup, and deployed to the 4th floor server room by the vendor. The server room deployment will be assisted by the IT Department and IT will provide necessary IP information and exact location for the server.

13.1. Include at least two warranty options:

13.1.1. Comprehensive 5-year warranty with next business day support.

13.1.2. Comprehensive 10-year (or other Extended Warranty period) with next business day support.

13.2. Include optional support agreement or support costs for post-installation support/labor.

14. Hardware Bill of Materials

Model	Part number	Quantity
AXIS S1296 Rack 96 TB	02542-001	1
AXIS M3086-V	02374-001	48
AXIS TM3101 Pendant Wall Mount White	01742-001	7
AXIS TP3701 J-Box and Pole Adapter	01743-001	7
AXIS M4328-P	02637-004	7
AXIS T94R01B Corner Bracket	5507-601	1
AXIS T91E61 Wall Mount	5506-481	1
AXIS T94B02D Pendant Kit	5507-361	1
AXIS P4707-PLVE	02416-001	4
AXIS P3268-LVE	02332-001	4
AXIS T91E61 Wall Mount	5506-481	4
AXIS TP3103-E Pendant Kit	02548-001	4
AXIS P3735-PLE	02633-001	2
AXIS T91A64 Corner Bracket	5017-641	2
AXIS T91D61 Wall Mount 1.5" NPS	5504-821	2
AXIS T94N01D Pendant Kit	01513-001	2

Note: The above bill of materials is not all-inclusive of all materials required for this project.

15. **Camera Removal:** All existing library cameras that are replaced will be removed and will be returned to the Library's possession in zip lock bags as to protect them. Any large holes should be covered by a basic plate, but there will be no requirements for spackling or painting.
16. When removing existing cameras to be replaced, disconnect the cabling at the old camera and leave the old existing cat 5 cables, coax cables, and 24V power cables safely and securely fastened up in the ceiling. Do not remove the cabling.
17. **J-Hooks & Cable Trays:** Use the existing J-hooks and cable trays that are up in the ceiling, where possible and feasible, for the new cat 6 cable runs.
18. **Clean Up:** Contractor shall be responsible to clean up and dispose of all debris at the end of each work day. No debris shall be left up above the ceilings.



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Lake Villa, IL 60046
Salem, WI 53168
Holt, MI 48842

Tel 847.245.7325
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www.cciwired.com

Estimate #6989

Friday, March 1, 2023

Project Site: Des Plaines Public Library, 1501 Ellinwood Street, Des Plaines, IL 60016

Dear Drew and Bhru,

Thank you for meeting me at the Public Library for a site visit and for the opportunity to provide an estimate for replacing some of the existing cameras with new cameras, adding some additional new cameras and upgrading the Network Video Recorder (with increased functionality over the current system). The scope of work is as follows:

Scope of Work: Replace the existing VMS/NVR with an Axis Camera Station and provide and install 65 Axis IP Cameras. Provide and install new Cat 6 network cabling to all new camera locations and to most existing camera locations with a total of 53 new Cat 6 network cables.

- A site assessment was performed.
- This estimate is based on the bill of materials provided and the review of the camera placements provided.
- This estimate covers the equipment required as outlined in the provided bill of materials and includes the licenses required for those cameras.
- The items provided are compatible with and can integrate with your desired solution.
- The installation will be conducted in accordance with the applicable standards and guidelines set forth by the local authorities. This includes adherence to zoning requirements, electrical codes, and any other relevant regulations governing the installation of surveillance systems within the designated premises.
- CCI will provide and install new CAT6 cabling to camera locations from network switch identified by the Des Plaines Public Library's IT department.
- CCI will mount install Axis cameras at designated locations as indicated in the camera schedule and drawings.
- CCI will ensure proper alignment and positioning of cameras for optimal coverage and surveillance.
- CCI will install Axis Camera Station software on designated servers and workstations as per the project specs.

- CCI will configure the VMS settings and parameters according the following client preferences and security requirements:
 - Internal Camera Parameters
 - FPS = 15 on motion / 5 continuous
 - Recording Method: Motion based recording and continuous
 - Pre-event recording time = 5 seconds
 - Post-event recording time = 5 seconds
 - Retention Period = 45 days
 - External Camera Parameters
 - FPS = 15
 - Recording Method: Continuous Recording
 - Retention Period = 45 days
- CCI will create camera views and maps in accordance with direction from the Des Plaines Public Library.
- CCI will conduct thorough testing of each installed camera and the overall surveillance system to ensure functionality and performance.
- CCI will verify camera connectivity, image quality, recording capabilities, and motion detection features.
- CCI will test remote access and monitoring capabilities through the Axis Camera Station software.
- CCI will fine-tune settings and configurations as necessary to optimize system performance.
- CCI will provide comprehensive training sessions to designated personnel (IT Department, BSS, etc.) on the operation and management of the Axis Camera Station VMS.
- CCI will train users on how to access live feeds, review recordings, and utilize advanced features of the surveillance system.
- CCI will offer guidance on troubleshooting common issues and performing routine maintenance tasks. CCI does offer ongoing maintenance agreements if desired.
- CCI will prepare detailed documentation including system diagrams, configuration settings, and user manuals for future reference.
- CCI will provide as-built drawings reflecting the actual installation layout and camera placements.
- CCI will compile a comprehensive list of equipment serial numbers and warranty information for inventory management purposes.
- CCI will provide all camera and server passwords to the DPPL IT Department.

- The Deliverables upon completion will be:
 - Fully functional Axis Camera Station VMS integrated with Axis cameras.
 - Comprehensive documentation including system diagrams, configuration settings, and user manuals.
 - Completed as-built drawings reflecting the installed surveillance system layout.
 - Training materials and session attendance records.

- References:
 - **Zion Benton Public Library**
2400 Gabriel Ave, Zion, IL, 60099

Romario Avilla (IT Associate)

847-872-4680 x133

ravila@zblibrary.org
 - **Village of Salem Lakes**
9814 Antioch Road, Salem, WI 53168

Bryan Stevens (IT Manager)

262.843.2313

bstevens@voslwi.org
 - **Fidelitone Logistics**
1260 Karl Court, Wauconda, IL 60084

Tabitha Thornhill (VP, Corporate real Estate)

847-487-5170

tthornhill@fidelitone.com
 - **Aptar Beauty**
1170 Silver Lake Rd., Cary, IL 60013

Paul Sphatt (Manager, Facilities)

847-462-3628

Paul.sphatt@aptar.com

Camera Schedule and Network Cables

- A total of **65 Axis IP Cameras** will be provided.
 - Of those, 62 will be installed (3 cameras and 3 pendants will not be installed).
 - An additional 3 more cameras will be provided by DPPL to be installed.
 - In total, the vendor will make sure 62 new cameras, 3 provided cameras, and 2 existing cameras, totaling 67, will work with the new VMS/NVR.
 - The static IPs for each camera will be provided by the IT Department.
- A total of **53 new Cat 6 network cables** will be installed.
- Of those, 49 Cat 6 network cables will need to be installed by the vendor for the below cameras.
 - The vendor will provide all required cable and patch panels.
 - The vendor will terminate and punch down cable, providing necessary patch panels. The vendor will also test all cables to confirm they are working.
 - All 1st & 2nd floor network cables will be run to the 1st floor server room.
 - All 3rd & 4th floor network cables will be run to the 4th floor server room.
 - DPPL will provide the remaining 16 cables for 16 of the below cameras, but the vendor will handle all camera installation.
- An additional 4 network cables will be run to the provided location, with an extra 25 feet of cable, and will have no current associated camera, but will be tested for functionality.
- All final camera placements must be approved by the BSS Manager (Blake Kindl).

Name	Model	Floor	Location	Notes	Network Cable (New/Existing)
EXT.CAM 1	AXIS P3268-LVE	1	Garage West	Exterior	Use Existing Cable
EXT.CAM 2	AXIS P3268-LVE	1	Garage East	Exterior	Use Existing Cable
EXT.CAM 3	AXIS P3268-LVE	1	Loading Dock Alley	Exterior	Use Existing Cable
EXT.CAM 4	AXIS P3735-PLE	1	NW Exterior	Exterior	Use Existing Cable
EXT.CAM 5	AXIS P3735-PLE	1	NE Exterior	Exterior	New Cat 6 Cable
CAM 1	AXIS P4707-PLVE	1	West Hallway Entrance		New Cat 6 Cable
CAM 2	AXIS M3086-V	1	Lobby Main Stairs	Pillar Corner & Pendant	New Cat 6 Cable
CAM 3	AXIS M3086-V	1	Lobby Selfchecks	Pillar/Pendant	New Cat 6 Cable
CAM 4	AXIS M4328-P	1	Lobby Selfchecks	Pillar/Pendant	New Cat 6 Cable
CAM 5	AXIS M3086-V	1	Lobby		New Cat 6 Cable
CAM 6	AXIS M3086-V	1	North Entrance		New Cat 6 Cable
CAM 7	AXIS P4707-PLVE	1	North Hallways		Use Existing Cable
CAM 8	AXIS M3086-V	1	Room C		New Cat 6 Cable
CAM 9	AXIS M3086-V	1	Room C		New Cat 6 Cable
CAM 10	AXIS M3086-V	1	Room B		Use Existing Cable
CAM 11	AXIS M3086-V	1	Bathrooms		New Cat 6 Cable
CAM 12	AXIS M3086-V	1	Staff Elevator		New Cat 6 Cable
CAM 13	AXIS M3086-V	1	East Emergency Stairs		Use Existing Cable
CAM 14	AXIS M3086-V	1	PA/MS Workroom		New Cat 6 Cable
CAM 15	AXIS M3086-V	1	PA/MS Workroom		Use Existing Cable
CAM 16	AXIS M3086-V	1	West Elevator		Use Existing Cable
CAM 17	AXIS M3086-V	1	East Elevator		Use Existing Cable
CAM 18	AXIS M4328-P	2	YS Public Desk		New Cat 6 Cable
CAM 19	AXIS M3086-V	2	Admin Office		New Cat 6 Cable
CAM 20	AXIS M3086-V	2	Admin Office		New Cat 6 Cable
CAM 21	AXIS M3086-V	2	Conference Room		New Cat 6 Cable

CAM 22	AXIS M3086-V	2	YS Patron PCs		New Cat 6 Cable
CAM 23	AXIS M3086-V	2	N/W Book Stacks		New Cat 6 Cable
CAM 24	AXIS M3086-V	2	North Wall		New Cat 6 Cable
CAM 25	AXIS M3086-V	2	Poetree		New Cat 6 Cable
CAM 26	AXIS M3086-V	2	East Wall		New Cat 6 Cable
CAM 27	AXIS M3086-V	2	YS Office/Staff Elevator		New Cat 6 Cable
CAM 28	AXIS M3086-V	2	Storytime Room		New Cat 6 Cable
CAM 29	AXIS M3086-V	2	South Wall		New Cat 6 Cable
CAM 30	AXIS M3086-V	2	Bathrooms		New Cat 6 Cable
CAM 31	AXIS M3086-V	2	Bathrooms		New Cat 6 Cable
CAM 32	AXIS M4328-P	3	Readers Public Desk		Use Existing Cable
CAM 33	AXIS M3086-V	3	Gaming Discs		New Cat 6 Cable
CAM 34	AXIS M3086-V	3	Reading Area		New Cat 6 Cable
CAM 35	AXIS M3086-V	3	Reading Area		New Cat 6 Cable
CAM 36	AXIS P4707-PLVE	3	N/E Corner		New Cat 6 Cable
CAM 37	AXIS M3086-V	3	East Wall		New Cat 6 Cable
CAM 38	AXIS M4328-P	3	Readers E-Bar		Use Existing Cable
CAM 39	AXIS M3086-V	3	Elevator/AS Office		New Cat 6 Cable
CAM 40	AXIS M3086-V	3	Study Room		New Cat 6 Cable
CAM 41	AXIS M3086-V	3	Bathrooms/Study Room		New Cat 6 Cable
CAM 42	AXIS M3086-V	3	Commons S/W Corner		Use Existing Cable
CAM 43	AXIS M3086-V	3	Commons S/E Corner		New Cat 6 Cable
CAM 44	AXIS M4328-P	4	Reference Public Desk		Use Existing Cable
CAM 45	AXIS M3086-V	4	Canvas Hallway		New Cat 6 Cable
CAM 46	AXIS M3086-V	4	Canvas Media Room	Do Not Install	N/A
CAM 47	AXIS M3086-V	4	Canvas Patron Area	Do Not Install	N/A
CAM 48	AXIS M3086-V	4	Canvas Patron Area	Do Not Install	N/A
CAM 49	AXIS M3086-V	4	AS Patron PCs		New Cat 6 Cable
CAM 50	AXIS P4707-PLVE	4	N/E Corner		New Cat 6 Cable
CAM 51	AXIS M3086-V	4	East Wall		New Cat 6 Cable
CAM 52	AXIS M3086-V	4	Staff Elevator		New Cat 6 Cable
CAM 53	AXIS M3086-V	4	Forum S/W Wall	Wall/Pendant	New Cat 6 Cable
CAM 54	AXIS M3086-V	4	Forum S/E Wall	Wall/Pendant	Use Existing Cable
CAM 55	AXIS M4328-P	4	Vault/Copier		New Cat 6 Cable
CAM 56	AXIS M3086-V	4	AS Patron PCs		New Cat 6 Cable
CAM 57	AXIS M3086-V	4	IT Server Room		New Cat 6 Cable
CAM 58	AXIS M3086-V	4	Bathrooms		New Cat 6 Cable
CAM 59	AXIS M4328-P	4	Study Rooms		New Cat 6 Cable
EXT.CAM 6	AXIS P3268-LVE	4	Exterior	Exterior	New Cat 6 Cable

The following 3 existing Axis IP Cameras will be provided by DPPL and CCI will install as requested:

Name	Model	Floor	Location	Notes	Network Cable (New/Existing)
Existing CAM 1	AXIS M3086-V	1	Program Room A	To be deployed	New Cat 6 Cable
Existing CAM 2	AXIS M3088-V	1	Vending Machine	To be deployed	New Cat 6 Cable
Existing CAM 3	AXIS M4216-V	1	Staff Entrance	To be deployed	Use Existing Cable

The following 4 network cables will be run and terminated by CCI for future usage:

Location	Floor	Network Drop Location	Notes	Network Cable (New/Existing)
Pantry	1	Left in Ceiling	Future usage	New Cat 6 Cable
Program Room C	1	Left in Room C's A/V Closet	Future usage	New Cat 6 Cable
Admin Storage	2	Left in Ceiling	Future usage	New Cat 6 Cable
AS Vault	4	Left in Ceiling	Future usage	New Cat 6 Cable

- **Server/VMS/NVR Installation:** The **AXIS S1296 Rack 96 TB** will be prepped, configured, setup, and deployed to the 4th floor server room by CCI. The server room deployment will be assisted by the IT department and will provide necessary IP information.

Ongoing Managed Services Contract for Cameras (5 year agreement)

Scope of Services:

CCI agrees to provide the following Managed Services:

1. Remote Health Monitoring and Management:

- Monthly health monitoring of client's IP Cameras and Network Video Recorder.
- ***Note Applies to all devices that can be accessed remotely**
- Proactive identification and resolution of potential issues.
- Remote access for all devices and servers for quick remote support.
- Patch management of operating systems and most standard desktop applications.

***Note: This agreement covers the monitoring of the system's health and is not intended to monitor the camera footage itself. Incident resolution and reporting is still the responsibility of the client.**

2. Phone / On-Site Support:

- Unlimited phone and remote access.
- One on-site support visit per month (up to two hours) is included at no cost.
- Subsequent on-site support visits will be billed at 25% off the regular service call rates.
- Additional costs will be invoiced (at actual cost) if a lift is required.

3. Managed Camera/Door Support:

- Covers the new IP Cameras being installed
- Covers the new NVR being installed
- Lifts will be billed as actual cost (if required).
- The first four hours on-site hours each month will be free of charge.
- On-site support for over four hours per month will be billed at \$71.25 per hour.

Terms and Termination:

- This Agreement shall commence on the Effective Date and is month to month, automatically renewing for another month unless terminated by either party with 15 days written notice.
- Either party may terminate this Agreement with cause upon written notice if the other party breaches any material term.

Confidentiality:

CCI agrees to keep all Client information confidential and not to disclose it to third parties.

Total Monthly estimate = \$698.00 / month

1. Hardware Bill of Materials

Model	Part number	Quantity
AXIS S1296 Rack 96 TB	02542-001	1
AXIS M3086-V	02374-001	48
AXIS TM3101 Pendant Wall Mount White	01742-001	7
AXIS TP3701 J-Box and Pole Adapter	01743-001	7
AXIS M4328-P	02637-004	7
AXIS T94R01B Corner Bracket	5507-601	1
AXIS T91E61 Wall Mount	5506-481	1
AXIS T94B02D Pendant Kit	5507-361	1
AXIS P4707-PLVE	02416-001	4
AXIS P3268-LVE	02332-001	4
AXIS T91E61 Wall Mount	5506-481	4
AXIS TP3103-E Pendant Kit	02548-001	4
AXIS P3735-PLE	02633-001	2
AXIS T91A64 Corner Bracket	5017-641	2
AXIS T91D61 Wall Mount 1.5" NPS	5504-821	2
AXIS T94N01D Pendant Kit	01513-001	2

Total Estimate for Hardware = \$48,625.00

Total Estimate for Configuration and Installation = \$15,995.00

Total Estimate for Network Cabling = 49,500.00

Total Estimate = \$114,120.00

QUALIFICATIONS:

- **Prices based on above counts only & guaranteed for 14 days from date.**
- **Payment Terms: Material upfront, remainder Net 15. (Credit card payment has a 3.5% upcharge)**
- **Sales tax and shipping will be billed in addition to the quote above unless sales tax exemption documents are provided.**
- Delays caused by customer beyond CCI's control:
 - CCI will immediately notify customer of such delays and, if those delays are not immediately remedied, CCI will generate a change order mutually acceptable to the customer and CCI. The change order will detail changes to the schedule and/or pricing.
- Figures based on all areas being available and clear to install during the installation.
- All work is to be completed in a professional manner, according to the EIA/TIA standard practices.
- All work to take place during regular business hours unless otherwise mutually agreed to between the customer and CCI. Any overtime hours will be mutually agreed to in advance and will be billed as a separate ticket for hours worked.
- All electronic network (computer) hardware provided and installed by others.
- All telephone system hardware provided and installed by others.
- This price does not include connection of cables to customer equipment. Any Demarc extensions would be additional.
- All coring, conduit stubs, Power Poles and raceways for the communication cabling are provided by others and installed by others unless noted above.
- All agreements contingent, upon strikes, accidents or delays beyond CCI's control.
- For any material shipped to the job-site:
 - Upon delivery all material is to be placed in a secured staging area and customer to inform CCI immediately with packing lists or counts of material received. Any missing product will be the customer's responsibility.
- During the duration of this project CCI requires a secure area to house CCI tools.
- CCI will warranty the installation for one full year, from the date of install. Parts and labor are covered, unless others caused damage. Service work required as a result of damages to the installation will be charged on a T&M basis. (Electronic equipment such as, but not limited to: Cameras, TV's, displays, amplifiers, speakers, network equipment, storage servers, to follow manufacturer warranty. Should electronic equipment fail during warranty period under regular use, labor and material to service or replace equipment will be charged on a T&M basis).
- **Any permits, fees, or parking will be charged additionally if required.**

ACCEPTANCE:

All work is to be completed in accordance with current standards and general installation practices. Any additions or changes to the above specifications resulting in additional cost to CCI will be performed only upon written orders and will be invoiced as a Change Order above this original quotation. Owner agrees to carry building insurance. Certificates of Insurance reflecting CCI's coverage's are available upon request. The above prices, specifications and conditions are hereby accepted. CCI has authorization to perform all work as specified in this quotation. Payment will be made as shown in the "PAYMENT TERMS:" section of this document.

Customer Signature: _____ Date of Acceptance: _____

Bob Stachowiak
Account Executive
bob@cciwired.com
CCI
Communications Division



Prepared For:

Des Plaines Public Library

**1501 Ellinwood Ave,
Des Plaines, IL 60016**

Prepared by:

Patrick Peterson – Systems Sales Engineer

NetBase Systems Solutions PLLC

930 Destiny Drive

Matteson, IL 60443

Attn: Mr. Bhrugesh Patel
Support Technician
Des Plaines Public Library

Netbase is pleased to provide the following quote to upgrade and replace the existing video surveillance system. The scope of work has been defined with all camera locations illustrated.

Client

Des Plaines Public Library is an 82,000 sqft four story community center, technology hub and cultural destination. The elegant four-story building opened on August 14, 2000.

Discussion

Netbase was referred by Axis Communications as a preferred partner. Mr. Bhruvish Patel and Mr. Drew Langlie provided additional information and a tour of the library. Camera locations were identified for the interior and exterior of the buildings.

Project Scope: Remove currently Installed video surveillance system and replace with new Axis Camera Station Video Management Software and Cameras. The new system will be accessible remotely by authorized users. All required labor will be compliant with local prevailing wage requirements. No additional electrical work will be required. All costs are included for work and equipment outlined in this proposal.

Engineered System Design Mythology

The designed is based on the concept of interior and exterior continuous site coverage. This allows for recorded video surveillance to assist preemptively or forensically. Panoramic 180, 360-degree cameras and fixed dome cameras will provide extended views that capture with detail, events that, when necessary, can be used to aid in investigations, facility maintenance, property and the safety of library patrons, and staff.

Netbase will recommend changes to the Axis Design Tool Illustration and Layout. The recommend changes will be based on specific camera functionality and a visual walk thru of the facility.

Retention of Video

All recorded video will be retained for a period of 45 days and 15 frames per second. The system is designed with a first in first out (FIFO) protocol. Once the hard drive space on the storage drives is full, the system will delete the oldest stored video to make space for new recorded video.

Deployed Headend Equipment Locations

DPPL IT resources will be used to support the new video surveillance system headend equipment. Existing racking and spacing, UPS, patch panels, power and network connectivity. IT will provide all required IP Addressing. A total of (70) IP Addresses will be provided to Netbase Systems Solutions. New cameras on floors 1 and 2 will be terminated in the 1st Floor IDF/TR and new cameras on the 3rd and 4th Floors will be terminated in the 4th Floor MDF/ER.

Rack assignments in each of the MDF/ER and IDF/TR rooms will also be provided by DPPL IT Staff.

NDA 889 Position Statement

Axis Communications products are manufactured in TAA compliant countries. NDA 889 does not prohibit the procurement of any Axis products or technology.

Project Management

NBSS will assign a Project Manager for the project. He/she will be responsible for tracking procurement of all equipment, coordinating and scheduling access for all installation staff, providing weekly updates as to percentage to completion, working with local staff to ensure a good understanding of the new systems and coordinating scheduled training.

Warranty Information

All proposed cameras and Network Video Recorder are warranted for a period of three years. Labor for warranted repairs is included for a period of one year. Other system components and equipment is warranted for a period of one year.

Post Installation Support and Maintenance

Service support will be provided. Remote connected services will allow for system diagnostic and possible repair. When required, onsite service will be provided within 24 hours by training NBSS Staff. Same day emergency service will be provided based on situation. All repairs will be based on type of system outage and replacement requirements. If a replacement part is required, it will be order with a lead time update provided.

Non-Warranted Items

If service is required, the following charges will apply:

Trip charge and first hour - \$295.00

Service hourly rate - \$150.00

After-hours, weekend, and emergency - \$225.00

Demolition

All existing cameras will be removed and returned to DPPL. Existing analog RG59U Cabling will be cutback where possible.

Training

NetBase will provide four hours of training to staff once the system has been completed and commissioned. Training materials and a record of attendance will be provided.

Scope of Work

Based on the DPPL 2024 Security Camera Upgrade Project Specification and Axis provided camera layout illustrations that were provided, there are (70) camera locations both interior and exterior. Based on the location of the camera, Cat6 cabling will be free run utilizing both existing and new bridge rings and/or J-hooks.

Cabling pathways will be determined by the nearest available IDF/TR or MDF/ER on the 1st and 2nd floors respectively. To ensure prescribed maximum distances are not exceeded, camera cables will be run a max distance of 295’.

Specified future camera locations will be run with 25’ of extra cabling left coiled in the ceiling. All cables will be prepared and tested prior to being left coiled in the ceiling.

Installation Details

Netbase will keep operational the existing system while the new system is being installed. The new headend once procured will be delivered to the site pre-configured. DPPL IT Personnel will need to provide any required IP Addresses for the cameras and other network devices.

Netbase will begin running new Cat6 Cabling and complete all cabling prior to camera deployment. A camera install schedule will be provided outlining which cameras will be replaced and installed. Once all of the cameras have been installed, tested and commissioned into the new NVR, the old HVR and all remaining IP and Analog Cameras will be de-commissioned, removed from service, and removed.

DPPL IT Department is requested to identify a system administrator for training.

Equipment Procurement and Scheduling

Upon notification of an award, and proper paperwork completed, the following schedule of events will occur:

- Administrative processing of award..... 2 business days
- Equipment ordering..... 3 business days
- Demo Interior..... 1 business days
- Demo Exterior.....1 business days
- Installation interior.....7 weeks
- Installation exterior.....1 day
- Program and Testing.....2 weeks
- Training.....1 day
- Final Commissioning.....2 days

Procurement Lead Times

Equipment lead times vary based on manufacturer’s supply chain. The following lead times vary and depend on ordering:

Video equipment – 4 weeks

Clarifications

The following are **excluded** in the price above:

- 1) 120 VAC power.
- 2) Network Switches, Jumpers, Racks, and UPS.
- 3) Existing cabling to be used per job specification.
- 4) Client owned cameras.
- 5) Network service provider (i.e. ATT, Verizon or T-Mobile).
- 6) Netbase shall not be liable for indirect loss or damage.
- 7) All bonding and/or special insurance requirements are supplied at additional cost.
- 8) Cutting, removal, replacement/patching, and painting of existing walls & ceilings.
- 9) Utility facility charges, excess charges, and any municipal permit fees.
- 10) Upon acceptance of this proposal, a 50% deposit is required with the balance due based on a progressive 25%/15%/10% schedule. A percentage to completion will be used. Completion is based on work performed by Netbase Systems Solutions.

Investment Summary

Equipment.....	\$ 64,934.10
Installation, Programming, Testing, Commissioning, Training, and Project Management.....	\$ 36,900.00
Base Bid Total.....	\$101,834.10

Optional Monthly Remote Services and Maintenance

Network Management, Remote Connected Services and Maintenance.....	\$ 249.50
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Project: Security Video Surveillance System at Des Plaines Public Library

Camera Name	Manufacturer	Part number	Description	Location Floor	New Cabling	Unit Price	Extended Price
Video Surveillance System							
Exterior Cam 1	Axis	P3268-LVE	Garage West		No	\$ 1,098.92	\$ 1,098.92
Exterior Cam 2	Axis	P3268-LVE	Garage East		No	\$ 1,098.92	\$ 1,098.92
Exterior Cam 3	Axis	P3268-LVE	Loading Dock Alley		No	\$ 1,098.92	\$ 1,098.92
Exterior Cam 4	Axis	P3735-PLE	NW Exterior		No	\$ 1,570.34	\$ 1,570.34
Exterior Cam 5	Axis	P3735-PLE	NE Exterior		Yes	\$ 1,570.34	\$ 1,570.34
Cam 01	Axis	P4707-PLVE	West Hallway Entrance		Yes	\$ 1,151.30	\$ 1,151.30
Cam 02	Axis	M3086-V	Lobby Main Stairs		Yes	\$ 386.56	\$ 386.56
Cam 03	Axis	M3086-V	Lobby Selfchecks		Yes	\$ 386.56	\$ 386.56
Cam 04	Axis	M4328-P	Lobby Selfchecks		Yes	\$ 732.27	\$ 732.27
Cam 05	Axis	M3086-V	Lobby		Yes	\$ 386.56	\$ 386.56
Cam 06	Axis	M3086-V	North Entrance		Yes	\$ 386.56	\$ 386.56
Cam 07	Axis	P4707-PLVE	North Hallways		No	\$ 1,151.30	\$ 1,151.30
Cam 08	Axis	M3086-V	Room C		Yes	\$ 386.56	\$ 386.56
Cam 09	Axis	M3086-V	Room C		Yes	\$ 386.56	\$ 386.56
Cam 10	Axis	M3086-V	Room B		No	\$ 386.56	\$ 386.56
Cam 11	Axis	M3086-V	Bathrooms		Yes	\$ 386.56	\$ 386.56
Cam 12	Axis	M3086-V	Staff Elevator		Yes	\$ 386.56	\$ 386.56
Cam 13	Axis	M3086-V	East Emergency Stairs		No	\$ 386.56	\$ 386.56
Cam 14	Axis	P4705-PLVE	PA/MS Workroom		Yes	\$ 1,151.30	\$ 1,151.30
Cam 15	Axis	P4705-PLVE	PA/MS Workroom		No	\$ 1,151.30	\$ 1,151.30
Cam 16	Axis	M3086-V	West Elevator		No	\$ 386.56	\$ 386.56
Cam 17	Axis	M3086-V	East Elevator		No	\$ 386.56	\$ 386.56
Cam 18	Axis	M4328-P	YS Public Desk		Yes	\$ 732.27	\$ 732.27
Cam 19	Axis	M3086-V	Admin Office		Yes	\$ 386.56	\$ 386.56
Cam 20	Axis	M3086-V	Admin Office		Yes	\$ 386.56	\$ 386.56
Cam 21	Axis	M3086-V	Conference Room		Yes	\$ 386.56	\$ 386.56
Cam 22	Wbox	M3086-V	YS Patron PC's		Yes	\$ 386.56	\$ 386.56
Cam 23	Axis	M3086-V	N/W Book Stacks		Yes	\$ 386.56	\$ 386.56
Cam 24	Axis	M3086-V	North Wall		Yes	\$ 386.56	\$ 386.56
Cam 25	Axis	M3086-V	Poetree		Yes	\$ 386.56	\$ 386.56
Cam 26	Axis	M3086-V	East Wall		Yes	\$ 386.56	\$ 386.56
Cam 27	Axis	M3086-V	YS Office/Staff Elevator		Yes	\$ 386.56	\$ 386.56
Cam 28	Axis	M4328-P	Storytime Room		Yes	\$ 386.56	\$ 386.56
Cam 29	Axis	M3085-V	South Wall		Yes	\$ 386.56	\$ 386.56
Cam 30	Axis	M3086-V	Bathrooms		Yes	\$ 386.56	\$ 386.56
Cam 31	Axis	M3086-V	Bathrooms		Yes	\$ 386.56	\$ 386.56
Cam 32	Axis	M3086-V	Readers Public Desk		No	\$ 386.56	\$ 386.56
Cam 33	Axis	M3086-V	Gaming Discs		Yes	\$ 386.56	\$ 386.56
Cam 34	Axis	M3086-V	Reading Area		Yes	\$ 386.56	\$ 386.56
Cam 35	Axis	M3086-V	Reading Area		Yes	\$ 386.56	\$ 386.56
Cam 36	Axis	P4707-PLVE	N/E Corner		Yes	\$ 1,151.30	\$ 1,151.30
Cam 37	Axis	M3086-V	East Wall		Yes	\$ 386.56	\$ 386.56
Cam 38	Axis	M4328-P	Readers E-Bar		No	\$ 732.27	\$ 732.27
Cam 39	Axis	M3086-V	Elevator/AS Office		Yes	\$ 386.56	\$ 386.56

Cam 40	Axis	M3086-V	Study Room		Yes	\$ 386.56	\$ 386.56	
Cam 41	Axis	M3086-V	Bathrooms/Study Room		Yes	\$ 386.56	\$ 386.56	
Cam 42	Axis	M3086-V	Commons S/W Corner		No	\$ 386.56	\$ 386.56	
Cam 43	Axis	M3086-V	Commons S/E Corner		Yes	\$ 386.56	\$ 386.56	
Cam 44	Axis	M4328-P	Reference Public Desk		No	\$ 732.27	\$ 732.27	
Cam 45	Axis	M3086-V	Canvas Hallway		Yes	\$ 386.56	\$ 386.56	
Cam 46	Axis	M3086-V	Canvas Media Room		N/A	\$ 386.56	\$ 386.56	
Cam 47	Axis	M3086-V	Canvas Patron Area		N/A	\$ 386.56	\$ 386.56	
Cam 48	Axis	M3086-V	Canvas Patron Area		N/A	\$ 386.56	\$ 386.56	
Cam 49	Axis	M3086-V	AS Patron PC's		Yes	\$ 386.56	\$ 386.56	
Cam 50	Axis	P4707-PLVE	N/E Corner		Yes	\$ 1,151.30	\$ 1,151.30	
Cam 51	Axis	M3086-V	East Wall		Yes	\$ 386.56	\$ 386.56	
Cam 52	Axis	M3086-V	Staff Elevator		Yes	\$ 386.56	\$ 386.56	
Cam 53	Axis	M3086-V	Forum S/W Wall		Yes	\$ 386.56	\$ 386.56	
Cam 54	Axis	M3086-V	Forum S/E Wall		No	\$ 386.56	\$ 386.56	
Cam 55	Axis	M4328-P	Vault/Copier		Yes	\$ 732.27	\$ 732.27	
Cam 56	Axis	M3086-V	AS Patron PC's		Yes	\$ 386.56	\$ 386.56	
Cam 57	Axis	M3086-V	IT Server Room		Yes	\$ 386.56	\$ 386.56	
Cam 58	Wbox	M3086-V	Bathrooms		Yes	\$ 386.56	\$ 386.56	
Cam 59	Axis	M4328-P	Study Rooms		Yes	\$ 732.27	\$ 732.27	
Exterior Cam 6	Axis	P3268-LVE	Exterior		Yes	\$ 1,098.92	\$ 1,098.92	
						\$ 37,006.10	\$ 37,006.10	
			Axis IP Cameras provided by DPPL				\$ -	
Existing Cam 01	Axis	M3086-V	Program Room A		Yes	\$ -	\$ -	
Existing Cam 02	Axis	M3086-V	Vending Machine		Yes	\$ -	\$ -	
Existing Cam 03	Axis	M4216-V	Staff Entrance		No	\$ -	\$ -	
			Cat6 Cables plus 25' for Future					
Pantry	ADI	Cat6	Coiled in Ceiling		Yes	\$ -	\$ -	
Program Room C	ADI	Cat6	Coiled in Ceiling		Yes	\$ -	\$ -	
Admin Storage	ADI	Cat6	Coiled in Ceiling		Yes	\$ -	\$ -	
AS Vault	ADI	Cat6	Coiled in Ceiling		Yes	\$ -	\$ -	
1st FL MDF	Axis	S1296	96TB Network Video Server			\$ 20,679.39	\$ 20,679.39	
Exterior Cam 4	Axis	T91A64	Corner Bracket			\$ 93.23	\$ 93.23	
Exterior Cam 5	Axis	T91A64	Corner Bracket			\$ 93.23	\$ 93.23	
Exterior Cam 4	Axis	T91D61	Wall Mount			\$ 103.71	\$ 103.71	
Exterior Cam 5	Axis	T91D61	Wall Mount			\$ 103.71	\$ 103.71	
Exterior Cam 4	Axis	T94N01D	Pendant Kit			\$ 103.71	\$ 103.71	
Exterior Cam 5	Axis	T94N01D	Pendant Kit			\$ 103.71	\$ 103.71	
Interior Cam 2	Axis	T94R01B	Corner Bracket			\$ 72.73	\$ 72.73	
	Axis	T91E61	Wall Mount			\$ 53.22	\$ 53.22	
	Axis	T94B02D	Pendant Kit			\$ 42.36	\$ 42.36	
	Axis	TP3701	J-Box Adapter Quantity = 7			\$ 42.36	\$ 296.54	
	Axis	TM3101	Pendant Wall Mount for Mini Fixed Dome Cameras = 7			\$ 54.64	\$ 382.48	
						\$ 21,353.42	\$ 22,128.02	

			Total					\$	-
								Total	\$ 59,134.10
Lot			Cat6 Cabling					\$	3,000.00
Lot			Misc-J-hooks, Conduit, Fastners and other ancillary parts					\$	2,800.00
								SubTotal	\$ 64,934.10
								\$	-
			Investment Labor Summary						
			Installation of Video Surveillance Cameras					\$	32,500.00
			Programming & Commissioning					\$	2,450.00
			Project Management					\$	1,950.00
								\$	36,900.00
								SubTotal	\$ 101,834.10

DES PLAINES PUBLIC LIBRARY 2024 SECURITY CAMERA UPGRADE PROJECT



1501 Ellinwood St. Des Plaines, IL 60016 www.dppl.org



www.videotecsecurity.com

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VIDEOTEC CORPORATION

EXECUTIVE SUMMARY

Founded: 1973

Mission: To help commercial, industrial, governmental, educational, and medical organizations achieve their personnel safety, physical asset protection, and intellectual property security objectives by designing, installing, maintaining, and servicing integrated security management systems (CCTV, access control, and alarm).

How we accomplish our mission: With projects created by experienced sales and project managers, working in conjunction with highly trained IBEW field technicians and installers, that utilize the ideal products for each assignment obtained through our membership in PSA (Professional Security Alliance of Denver, Colorado) an international purchasing, training, and national account sales management organization.

How to contact us:

By mail at 9801 Spring St. Highland, IN 46322

By telephone at 219-922-4500 or 708-862-0617

By fax at 708-862-2001

By e-mail at drunnells@videotecsecurity.com

On the web at www.videotecsecurity.com

February 29, 2024

To: Des Plaines Public Library

Attn: Mr. Drew Langlie

dlanglie@dppl.org

Mr. Bhruvish Patel

bpatel@dppl.org

Re: Des Plaines Public Library Camera Upgrade

STATEMENT OF OFFEROR

Videotec Corporation is a broad-based Security Integration firm with 50 years of experience in physical security design and implementation. We offer best in class security solutions from the best manufacturers, combined with our outstanding service, support and system life cycle management. All communications, documentation, and support will be conducted from our Highland, IN headquarters.

Videotec Corporation

9801 Spring St.

Highland IN, 46322

Office (219-922-4500)

Fax (708-862-2001)

VIDEOTEC APPROACH AND UNDERSTANDING OF SERVICES

Videotec Corporation is a leader in the Access Control, Alarm Monitoring Intrusion Detection, Closed Circuit Television and Digital Video Recording Systems industry. In addition to our experience installing and providing electronic security systems, we also recognize the need for a local “single point of contact” to serve the customer. Videotec, unlike much of the competition, has internal policies and procedures specifically addressing the duties and responsibilities of our Project Managers, who have overall responsibility for fulfilling the requirements of the contract.

CCTV UPGRADE

VIDEOTEC IS AN AXIS CERTIFIED GOLD LEVEL PARTNER and will provide and install a complete system wide CCTV upgrade. This system will reside on an Axis Camera Station Video Management System. Videotec will program and install one 96TB camera station video server. The video server will be mounted with rail kit and installed in the 4th floor IDF with rack elevation approved by Drew and Bhruvish. The Axis 96TB server will come with 96 camera licenses installed.

Videotec will program the Axis server and cameras prior to on-site installation. This allows Videotec staff to deliver and install with confidence that the equipment will be fully functional for the Des Plaines Public Library. All necessary IP information to be provided by Drew and Bhruvish.

NETWORK CABLING

Videotec will provide and install Cat6 plenum cable to all required locations. All cable will be installed in proper cable hanging hardware and installed in accordance with all local Electrical codes. All wall penetrations will be installed with proper pipe sleeve and sealed by use of fire stop caulking. Videotec will pull a total of 53 new network cables. 49 Cat6 cables will be used for cameras and 4 runs will be installed for future use. All cables will terminate in 1st and 4th floor network closets. All Cat6 cable will be neatly dressed into network racks and terminated on Cat6 patch panels. All cables will be labeled on each cable end and patch panel. All cables will be patched through to the network switch port as instructed by Drew and Bhruvish.

NETWORK DOCUMENTATION

Videotec will provide high level network documentation submitted after project completion. Network Documentation to include the following:

- Camera Number
- Camera Name
- Serial Number
- Mac Address
- IP Address
- Subnet
- Gateway
- Camera Username
- Camera Password
- Network Closet
- Patch Panel Port Number
- Network switch port Number

HARDWARE BILL OF MATERIAL

MFR	DESCRIPTION	QTY	UNIT \$	EXTENDED \$
AXIS	02374-001 M3086-V 4MP BULLET	48	\$336.77	\$16,164.96
AXIS	02637-004 M4328-P 12MP INDOOR PANORAMIC	7	\$641.23	\$4,488.61
AXIS	02332-001 P3268-LVE 8MP OUTDOOR DOME	4	\$962.26	\$3,849.04
AXIS	02633-001 P3735-PLV 4X2MP PANORAMIC	2	\$1,374.49	\$2,748.98
AXIS	02416-001 P4707-PLVE DUAL SENSOR 360-DEG	4	\$1,007.31	\$4,029.24
AXIS	02542-001 S1296 RACK 96TB W/LICENSES	1	\$18,714.80	\$18,714.80
AXIS	5017-641 T91A64 CORNER BRACKET	2	\$84.11	\$168.22
AXIS	5504-821 T91D61 WALL MOUNT	2	\$93.60	\$187.20
AXIS	5506-481 T91E61 WALL MOUNT	5	\$46.35	\$231.75
AXIS	5507-361 T94B02D PENDANT KIT	1	\$36.86	\$36.86
AXIS	01513-00 T94N01D PENDANT KIT	2	\$93.60	\$187.20
AXIS	5507-601 T94R01B CORNER BRACKET	1	\$66.01	\$66.01
AXIS	01742-001 TM3101 PENDANT WALL MT WHITE	7	\$46.88	\$328.16
AXIS	02548-001 TP3103-E PENDANT KIT	4	\$75.58	\$302.32
AXIS	01743-001 TP3701 J-BOX/POLE ADAPTER	7	\$37.31	\$261.17
AXIS	5025-281 T8129 INDOOR POE EXTENDER	4	\$190.40	\$761.60
VTC	SLEEVES, FIRE STOP AND MISCELLANEOUS	1	\$650.00	\$650.00
RWC	SINGLE GANG BLANK PLATES, WHITE	50	\$1.40	\$70.00

The cost for the above-listed Hardware Bill of Materials is \$53,246.12.

INSTALLATION BILL OF MATERIAL

MFR	DESCRIPTION	QTY	UNIT \$	EXTENDED \$
VTC	IT LABOR	16	\$145.00	\$2,320.00
VTC	END USER TRAINING LABOR	8	\$129.00	\$1,032.00
VTC	INSTALL LABOR	148	\$129.00	\$19,092.00

The cost for the above-listed Installation Bill of Materials is \$22,444.00

NETWORK CABLING BILL OF MATERIAL

MFR	DESCRIPTION	QTY	UNIT \$	EXTENDED \$
RWC	CAT6 PLENUM	16	\$311.15	\$4,978.40
SIGNAMAX	PATCH PANELS, 24P UNLOADED	4	\$82.55	\$330.20
SIGNAMAX	JACKS	55	\$4.64	\$255.20
SIGNAMAX	PATCH CORDS, 1M	30	\$2.35	\$70.50
SIGNAMAX	PATCH CORDS, 2M	30	\$2.84	\$85.20
VTC	CABLE HANGING HARDWARE	1	\$635.00	\$635.00
VTC	LABOR	172	\$129.00	\$22,188.00

The cost for the above-listed Network Cabling Bill of Materials is \$28,542.50.

COMPLETE JOB TOTAL WITH INSTALLATION

HARDWARE	\$ 53,246.12
INSTALLATION	\$ 22,444.00
NETWORK CABLING	<u>\$ 28,542.50</u>
GRAND TOTAL	\$104,232.62

TRAINING

Videotec will provide comprehensive training sessions to designated Des Plaines Library personnel on the operation and management of the Axis Camera System VMS.

Videotec will train users on how to access live feeds, review recordings, and utilize advanced features of the surveillance system.

Videotec will offer guidance on troubleshooting common issues and performing routine maintenance tasks.

OPTIONAL WARRANTIES

OPTIONAL COMPREHENSIVE 5-YEAR WARRANTY ON INSTALLED SYSTEM

Videotec will offer a comprehensive 5-year material and labor NBD warranty for \$610.00 per month with a signed 60-month contract.

OPTIONAL COMPREHENSIVE 10-YEAR WARRANTY ON INSTALLED SYSTEM

Videotec will offer a comprehensive 10-year material and labor NBD warranty for \$795.00 per month with a signed 120-month contract.

PROJECT TIME-LINE

<u>DES PLAINES PUBLIC LIBRARY</u>	VIDEOTEC CORP

Week #	WK 1	WK 2	WK 3	WK 4	WK 5	WK 6	WK 7	WK 8
Week Beginning (Monday)	1-Apr	8-Apr	15-Apr	22-Apr	29-Apr	6-May	13-May	20-May
Week Ending (Friday)	5-Apr	12-Apr	19-Apr	26-Apr	3-May	10-May	17-May	24-May
ACTIVITY TYPE								
PRE-INSTALLATION								
PRODUCT PROCUREMENT								
PROGRAMMING								
INSTALL								
CABLE PULL								
DEVICE INSTALLATION								
SYSTEM COMMISSIONING/TRAINING								
SYSTEM FINE TUNING								
END USER TRAINING								

REFERENCES

1. JOLIET PUBLIC LIBRARY
 150 WEST OTTAWA STREET, JOLIET IL 60432
 CONTACT: MR. JOE MASTERS, Operations Manager; (815) 846-3140;
jmasters@jolietlibrary.org

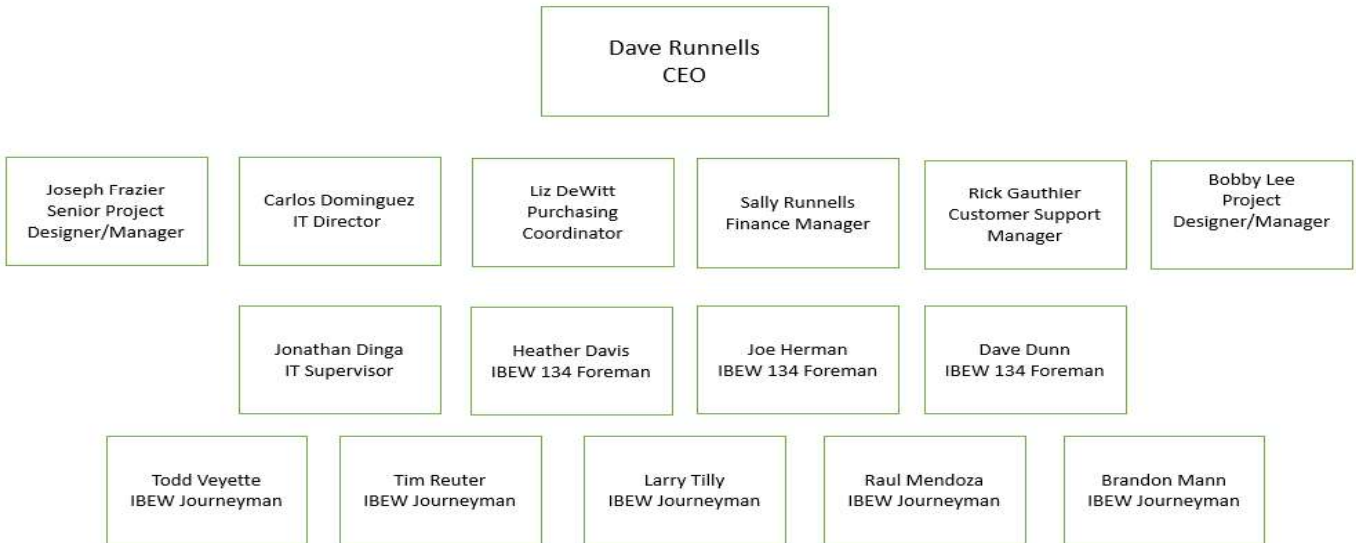
2. PORTER COUNTY PUBLIC LIBRARY SYSTEMS
 103 JEFFERSON STREET, VALPARAISO IN 46383
 CONTACT: MS. ANGELA LENEAVE, IT Coordinator; (219) 462-0524 x35120;
aleneave@pcpls.org

3. MCCORMICK PLACE
 2301 S. MARTIN LUTHER KING DRIVE, CHICAGO IL 60616
 CONTACT: MR. JASON GONZALEZ, Security Systems Manager; (219) 218-7482;
jgonzalez@mccormickplace.com

4. ATKORE
 16100 S. LATHROP, HARVEY IL 60426
 CONTACT: MARK DOMANSKI, Director of Corporate Security; (951) 692-5405;
mdomanski@atkore.com

KEY PERSONNEL

Key Personnel



CLARIFICATIONS:

- Work to be done during normal business hours.
- If work cannot be performed during normal business hours, additional labor will be quoted.
- Des Plaines Public Library to provide all necessary PoE switches.
- Des Plaines Public Library to provide all necessary IP information prior to onsite installation.
- Videotec will re-use the existing cable as shown on 16 cameras. If cable is found to be in non-working order, we will present a change order for repair or replacement.
- Customer to supply necessary 110-volt power and raceway stub-ups. of top priority.

Acceptance:

Name, Title

Date

WARRANTY AND CONDITIONS

1. Standard conditions of sale:

Videotec Security Corporation (VTC), Standard Conditions of Sales, attached, is hereby included as a part of this proposal.

2. Final Payment:

Payment is due upon receipt of Invoice. Overdue payments subject to 1.5% monthly service charge.

3. Delivery: 10-30 days after receipt of order, subject to availability of materials and labor.

PRICE OF THE SYSTEM AS DESCRIBED IN OUR PROPOSAL INCLUDES THE FOLLOWING:

- A. Furnish equipment specified in the Bills of Materials or Sales Quotation.

THESE PRICES DO NOT INCLUDE:

- A. At VTC designated locations, 110VAC power (regulated and free from interference) and an isolated ground connected to the cold-water building entry or equivalent. In the event dedicated power and/or ground are unavailable, the Customer to provide for correction of circuit noise and/or ground problems, if any.
- B. Provision of space for and a suitable operating environment for Data Collection Panel equipment in field locations as well as equipment at the monitoring control location.
- C. Idle time incurred by VTC employees due to clearances, escorts, or other factors beyond our control. **Aggregate idle time in excess of one (1) man-hour will be billed at our prevailing labor rates.**
- D. Applicable sales, user taxes, permits and/or associated submittals for governmental authorities having jurisdiction, which will be determined by final system configuration.
- E. Elimination of electromagnetic interference or RF interference which may hinder operation of system. VTC is not responsible for improper cable installation provided by General Contractor for Access Control and CCTV Systems that may hinder device operation.
- F. **NO GUARANTEE IS PROVIDED AGAINST EQUIPMENT AND/OR SYSTEM DAMAGE DUE TO EITHER LIGHTNING AND/OR LINE POWER TRANSIENTS.**
- G. Additional protection is available and may be desirable. Design and cost are dependent upon equipment type, location, site conditions, and site location, etc. A specific quotation for this protection will be provided upon requested.
- H. **Additional Materials and/or Work:** Data for the preparation of the proposal is based on existing site conditions and/or site plans and blueprints available to VTC at the time the proposal was prepared. Any changes in site conditions and/or blueprints which occur after proposal preparation may have cost and/or operational impact and will be subject to change order which may be above or below the original proposal (contract) price.
- I. The cost of parking, unless specifically included in the proposal.
- J. **Video Systems only:** Correction of Ground Loop Problems: Due to the nature of CCTV systems, especially those that involve multiple building or outdoor cameras, it is difficult to anticipate when ground loop differentials will be encountered. Although our standard design attempts to minimize the problems associated with ground loops, there are times when we must add electronic correction. In the event we encounter ground loop problems that require electronic correction; we reserve the right to provide it at customer expense.

All materials are guaranteed to be as specified and carry manufacturer's warranty. All work is to be completed in a neat and workmanlike manner. Any alteration or deviation from verbal specifications involving extra labor and/or cost of materials will be executed only upon written approval from authorized agent and will become an extra charge over and below agreed amount. **90-day labor & warranty is provided on all labor and equipment provided by VTC unless otherwise noted in the contract.**

VTC is not an insurer; it is understood and agreed: that Company is not an insurer. Contact VTC for further information...

Delivery – Once the order is received, we will mobilize the project within five (5) business days and order the required parts.

Warranty Conditions - We warranty this installation by to the original purchaser to be free from defects in material and workmanship under normal use during the warranty period. This period will be for 90-day from the time the project gets accepted and signed off.

Materials - Products will be repaired or replaced, at our option, without charge for a period of 90-days. Excludes customer provided equipment.

Labor - Products will be repaired or replaced at our option without charge for a period of 90-days. Labor to correct warranty problems is provided only during normal working hours, Monday through Friday, 8:00 a.m. - 5:00 p.m., excluding holidays.

Clarification - Consumable items such as ribbons, intensifiers, and batteries, will be warranted in accordance with the original manufacturer's warranty only. Devices including, but not limited to, fuses and/or power and/or lightning transient protectors/suppressors, which are designed to fail in order to protect the security system equipment(s) are not included in the warranty.

Software - All software is warranted to perform and operate in accordance with published specifications at the time of sale. In the event of a program defect, the sole obligation of VTC shall be to make available all published modifications that correct program problems which are published within one (1) year from date of purchase, provided the Purchaser has returned the Registration Form delivered with the software package.

Cyber Security Disclaimer of Products

This product is designed to be connected to and to communicate information and data via a network interface. It is Customer's sole responsibility to provide and continuously ensure a secure connection between the product and Customer network or any other network (as the case may be). Customer shall establish and maintain any appropriate measures (such as but not limited to the installation of firewalls, application of authentication measures, encryption of data, installation of antivirus programs, etc.) to protect the product, the network, its system and the interface against any kind of security breaches, unauthorized access, interference, intrusion, leakage and/or theft of data or information.

VTC and its affiliates are not liable for damages and/or losses related to such security breaches, any unauthorized access, interference, intrusion, leakage and/or theft of data or information.

The warranty will not apply to any product or installation, which has been misused, abused, or altered.

THE ONLY WARRANTY PROVIDED BY VTC IS THE LIMITED WARRANTY STATED ABOVE WHICH SHOULD NOT EXTEND BEYOND THE PERIOD STATED ABOVE. VTC MAKES NO OTHER WARRANTIES, EXPRESSED, IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO RESPONSIBILITY IS ASSUMED FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES EVEN IF VTC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THIS WARRANTY WILL BE VOIDED IF, DURING THE WARRANTY PERIOD, THE PURCHASER CONNECTS TO OR INTERCONNECTS WITH SUBSEQUENT TO THE INITIAL INSTALLATION, DEVICES NOT SUPPLIED OR INSTALLED BY VTC THE WARRANTY WILL ALSO BE VOIDED IF WARRANTED EQUIPMENT IS SERVICED BY A NON-VIDEOTEC SECURITY CORPORATION AUTHORIZED ORGANIZATION. THE WARRANTY PERIOD SHALL COMMENCE WHEN CUSTOMER HAS BENEFICIAL USE OF THE SYSTEM, OR COMPLETION OF SYSTEM INSTALLATION, WHICHEVER OCCURS FIRST.