

This meeting is being held via telephonic attendance

**AGENDA
FINANCE COMMITTEE
Village of Hoffman Estates
September 21, 2020**

Immediately following Public Health & Safety

Members:	Gary Pilafas, Chairperson	Karen Mills, Trustee
	Anna Newell, Vice Chairperson	Gary Stanton, Trustee
	Michael Gaeta, Trustee	Karen Arnet, Trustee
		William McLeod, Mayor

- I. Roll Call**
- II. Approval of Minutes – August 17, 2020**

NEW BUSINESS

- 1. Request authorization to award a contract for the purchase of seven (7) Cisco switches with corresponding licenses and accessories to ZONES LLC., Auburn Washington (low bid) in an amount not to exceed \$27,056.84.
- 2. Request authorization to award a one year contract for the service and support of the Village's telephone and voicemail system to Sentinel Technologies, Inc. Downers Grove IL, in an amount not to exceed \$27,013.00.

REPORTS (INFORMATION ONLY)

- 1. Finance Department Monthly Report.
- 2. Information System Department Monthly Report.
- 3. NOW Arena Monthly Report.

- III. President's Report**
- IV. Other**
- V. Items in Review**
- VI. Adjournment**

Further details and information can be found in the agenda packet attached hereto and incorporated herein and can also be viewed online at www.hoffmanestates.org and/or in person in the Village Clerk's office.

The Village of Hoffman Estates complies with the Americans with Disabilities Act (ADA). For accessibility assistance, call the ADA Coordinator at 847/882-9100.

FINANCE COMMITTEE MEETING MINUTES

August 17, 2020

I. Roll call

Members in Attendance:

**Gary Pilafas, Chair (via electronically)
Anna Newell, Vice Chairperson
Michael Gaeta, Trustee
Gary Stanton, Trustee
Karen Mills, Trustee
Karen Arnet, Trustee
William McLeod, Mayor**

**Management Team Members
in Attendance:**

**Rachel Musiala, Acting Village Manager
Art Janura, Corporation Counsel
Dan O'Malley, Deputy Village Manager
Patti Cross, Asst. Corporation Counsel
Patrick Seger, Director of HRM
Patrick Fortunato, Fire Chief
Fred Besenhoffer, Director of IS
Joe Nebel, Director of Public Works
Bev Romanoff, Village Clerk
Ted Bos, Police Chief
Audra Marks, Asst. Director of HHS
Pete Gugliotta, Director of Development Services
Al Wenderski, Director of Engineering
Ric Signorella, CATV Coordinator
Suzanne Ostrovsky, Asst. to the Village Mgr.**

The Finance Committee meeting was called to order at 7:00 p.m.

II. Approval of Minutes

Motion by Trustee Gaeta, seconded by Trustee Arnet, to approve the Finance Committee meeting minutes for July 20, 2020. Roll call vote taken. All ayes. Motion carried.

Motion by Trustee Mills, seconded by Trustee Gaeta, to approve the Special Finance Committee meeting minutes for August 3, 2020. Roll call vote taken. All ayes. Motion carried.

NEW BUSINESS

- 1. Request approval of a resolution evidencing the authorization of the Intergovernmental and Subrecipient Agreement for Coronavirus Relief Funds between the County of Cook, IL and the Village of Hoffman Estates.**

An item summary sheet from Rachel Musiala was presented to Committee.

Motion by Trustee Stanton, seconded by Trustee Mills, to approve a resolution evidencing the authorization of the Intergovernmental and Subrecipient Agreement for Coronavirus Relief Funds between the County of Cook, IL and the Village of Hoffman Estates. Roll call vote taken. All ayes. Motion carried.

REPORTS (INFORMATION ONLY)

1. Finance Department Monthly Report

The Finance Department Monthly Report was received and filed.

2. Information System Department Monthly Report

The Information System Department Monthly Report was received and filed.

3. Sears Centre Monthly Report

The Sears Centre Monthly Report was received and filed.

III. President’s Report

IV. Other

V. Items in Review

VI. Adjournment

Motion by Trustee Gaeta, seconded by Trustee Mills, to adjourn the meeting at 7:04 p.m. Roll call vote taken. All ayes. Motion carried.

Minutes submitted by:

Debbie Schoop, Executive Assistant

Date

COMMITTEE AGENDA ITEM VILLAGE OF HOFFMAN ESTATES

SUBJECT: Request authorization to award a contract for the purchase of seven (7) Cisco switches with corresponding licenses and accessories to ZONES LLC., Auburn Washington (low bid) in an amount not to exceed \$27,056.84.

MEETING DATE: September 21, 2020

COMMITTEE: Finance Committee

FROM: Fred Besenhoffer, Director of Information Systems

PURPOSE: To replace a number of network switches that have gone End of Life (EoL) and outlived their warranty.

DISCUSSION

This is the initial phase of a multi-year project to replace the Village's network switching infrastructure. The majority of the Village's network infrastructure was put in place in 2007 when the building was undergoing renovation and the ISDEPT over saw the installation of the Voice over IP telephone system.

Although the equipment is still operational the manufacturer has deemed many of the models we are using to be End of Life making it nearly impossible to obtain and apply security, firmware and operating system updates. In addition to replacing some of the oldest network components, the new equipment will relieve some of the bottlenecks and stress caused by the video feeds from the Village's security system by increasing the throughput from 1 gigabit per second to 10.

In June of 2020 the ISDEPT issued a bid notice for the purchase of seven (7) Cisco switches with corresponding licenses and accessories, the bids were due by August 3, 2020. The Village Clerk received five (5) responses, of these all were found to be in compliance with our technical specifications. Zones LLC. Of Auburn Washington submitted the lowest bid of the five entries. The bid tabulation sheet summarizes the results of the bid process.

I.S. staff reached out to the references included with the returned bid which included City Utilities of Springfield (MO), University at Buffalo (NY) and Danbury Local School District (OH).Richard

Gardner from the City Utilities of Springfield was the only one to return our call.

FINANCIAL IMPACT

The purchase of this equipment is in the 2020 Capital Improvements Program and is under the amount budgeted for this project.

RECOMMENDATION

To award a contract for the purchase of seven (7) Cisco switches with corresponding licenses and accessories to ZONES LLC., Auburn Washington (low bid) in an amount not to exceed \$27,056.84.

VILLAGE OF HOFFMAN ESTATES

BID DOCUMENTS

CISCO SWITCHES, LICENSING, CABLES and ACCESSORIES

BID OPENING DATE: AUGUST 3, 2020

BID OPENING TIME: 10:00 am Local Time

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Bidder Introduction Letter

To Prospective Bidder:

On behalf of the citizens of the Village of Hoffman Estates, I want to express my appreciation for your interest in becoming a part of our bid process.

I call your special attention to the Instructions to Bidders section of the attached bid documents. Please be sure that you read thoroughly and fully understand these instructions prior to the preparation of your bid. Note that the instructions call for no deviation from the bid specifications except for those deviations which are listed as such on the vendor's bid detail sheet and which are expressly approved as part of the Village's acceptance of the bid.

All of the equipment described in the bid notice and specified herewith must meet the performance required for heavy duty municipal, utility, or construction type usage. Unless denoted "No Substitution", the Village minimum required specifications may be exceeded. This is an attempt to insure the non-exclusion of any manufacturer's product from the bidding effort. Remember, however, to list all deviations and provide a description of the upgraded item in the proper space provided. Final bid acceptance will be based upon that equipment which is deemed most favorable to the interests of the Village after all bids have been examined and canvassed. Remember, minimum specifications requirements must be met or exceeded.

We encourage you to participate in our bid process and will be happy to answer any questions you may have regarding the accompanying documents. Thank you for your effort and time, be competitive, and good luck.

Questions with regards to specifications should be directed to Fred Besenhoffer, Director of Information Systems at (847) 843-4880

Sincerely,
Fred Besenhoffer
Director of Information Systems

Instructions to Bidders

VILLAGE OF HOFFMAN ESTATES

The general rules and conditions, which follow apply to all bids requested and accepted by the Village of Hoffman Estates unless otherwise specified. Bidders or their authorized representatives are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting bids. Failure to do so will be at the bidder's own risk. Submitting of a bid is assumption that vendor has familiarized himself with all conditions and intends to comply with them unless noted otherwise.

1. FORMS

Bid forms are furnished. All bids must be submitted on the forms provided, complete and intact, properly signed in ink in the proper spaces, and submitted in a sealed envelope. All bids must be delivered to the Village Clerk, 1900 Hassell Road, Hoffman Estates, Illinois, 60169, prior to the bid opening date and time.

The following forms must be returned with the bid, in the order below and clearly identified:

- [Bid Certification Form](#)
- [Bid Form](#)
- [Reference Form](#)
- [Substance Abuse Prevention Form](#)

Bids must be identified as such on the outside of the sealed envelope. This can be done by label as may be provided by the agency, or by marking the envelope "**SEALED BID**" and with the following information: Company's name, address, item bid, date and time of opening.

2. ALTERNATE MULTIPLE BIDS/SPECIFICATIONS

The specifications describe the supplies and/or service which the Village feels are necessary to meet the performance requirements of the Village. It is not the desire or the intent to eliminate or exclude any bidder from bidding because of minor deviations, alternates, or changes.

Bidders desiring to bid on items which deviate from these specifications, but which they believe are equivalent, are requested to submit alternate bids. However, **ALTERNATE BIDS MUST BE CLEARLY INDICATED AS SUCH, AND DEVIATIONS FROM THE APPLICABLE SPECIFICATIONS PLAINLY NOTED.** The bid must be accompanied by complete specifications for the items offered. Any questions regarding the specifications, drawings, etc., shall be referred to that individual so referenced in the Specification section. **Vendors wishing to submit a secondary bid must submit it as an alternate bid. Only one bid per envelope.**

The Village shall be the sole and final judge unequivocally as to whether any substitute is of equivalent or better quality. This decision is final and will not be subject to recourse by any person, firm or corporation.

3. RECEIVING OF BIDS

Bids received prior to the time of opening will be securely kept, unopened. The Village Clerk, whose duty it is to open them, will decide when the specified time has arrived, and no bid received thereafter will be considered. No responsibility will be attached to the Village Clerk or the Village for the premature or non-opening of a bid not properly addressed and identified, except as otherwise provided by law.

- LATE BIDS

Bids arriving after the specified time, whether sent by mail, courier, or in person, **will not be accepted**. These bids will either be refused or returned unopened. It is the bidder's responsibility for timely delivery regardless of the methods used. Mailed bids which are delivered after the specified hour will not be accepted regardless of post marked time on the envelope.

4. BIDS BY FAX, Email or Digital Media

Bids must be submitted on the original forms provided by the Village completely intact as issued. Bids submitted via fax, email or digital media (CD, thumb drive etc.) **will not be accepted**, nor will the Village fax or email bid documents to prospective bidders.

5. ERROR IN BIDS

When an error is made in extending total prices, the unit bid price will govern. Otherwise, the bidder is not relieved from errors in bid preparation. Erasures in bids must be explained over signature of bidder.

6. WITHDRAWAL OF BIDS

A written request for the withdrawal of a bid or any part thereof may be granted if the request is received by the Village Clerk prior to the specified time of opening. After the opening, the bidder cannot withdraw or cancel his bid for a period of sixty (60) calendar days, or such longer time as stated in the bid documents.

7. CONSIDERATION OF BID

No bid will be accepted from or contract awarded to any person, firm or corporation that is in arrears or is in default to the Village upon any debt or contract, or that is a defaulter, as surety or otherwise, upon any obligation to the Village or had failed to perform faithfully any previous contract with the Village.

The bidder, if requested, shall present, within 48 hours, evidence satisfactory to the Village of performance ability and possession of necessary facilities, pecuniary resources and adequate insurance to comply with the terms of these specifications and contract documents.

8. PRICES

Unit prices shall be shown for each unit on which there is a bid, and shall include all equipment fuel charges, packing, crating, freight, and shipping charges, and cost of unloading at the destination unless otherwise stated in the bid.

Unit prices shall not include any local, state, or federal taxes. The Village is exempt, by law, from paying State and Village Retailer's Occupation Tax, State Service Occupation Use Tax, and Federal Excise Tax. The Village will supply the successful bidder with its tax exemption number.

Cash discounts will not be considered in determining overall price, but may be used in an overall evaluation.

9. AWARD OR REJECTION

The Village reserves the right to reject and/or award any and all bids or parts thereof and to waive formalities and technicalities according to the best interests of the Village. Any bid submitted will be binding for sixty (60) days subsequent to the date of the bid opening.

Bidders shall make all investigations necessary to thoroughly inform themselves regarding the supplies and/or service to be furnished in accordance with the bid. No plea of ignorance by the bidder of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the bidder to make the necessary examinations and investigations will be accepted as a basis for varying the requirements of the Village of the compensation to the bidder.

ANY EXCEPTIONS NOT TAKEN BY THE BIDDER SHALL BE ASSUMED BY THE VILLAGE TO BE INCLUDED.

A contract will be awarded to the lowest responsible bidder complying with the conditions of the contract documents only when it is in the best interest of the Village to accept the bid. The Village shall be the sole judge of compliance with the specifications and reserves the right to accept or reject any and/or all bids or parts thereof.

10. PAYMENT

Payment will be made within thirty (30) days after acceptance of the equipment or services by the Village agent, and bidder's compliance with all stipulations relating to the bid/contract.

11. REQUIREMENTS OF BIDDER

The successful bidder shall, within ten (10) days after notification of the award: a) enter into a contract in writing with the Village covering all matters and things as are set forth in the specifications and his bid; b) carry insurance acceptable to the Village, covering public liability, property damage and workmen's compensation.

12. COMPLIANCE WITH ALL LAWS

All work under the contract must be executed in accordance with all applicable federal, state and local laws, ordinances, rules and regulations.

13. CONTRACT ALTERATIONS

No amendment of a contract shall be valid unless made in writing and signed by the Village Manager or his authorized agent.

14. NOTICES

All notices required by the contract shall be given in writing.

15. NONASSIGNABILITY

The Contractor shall not assign the contract, or any part thereof, to any other person, firm or corporation without the previous written consent of the Village Manager or his authorized agent. Such assignment shall not relieve the contractor from his obligations, or change the terms of the contract.

16. INDEMNITY

The Contractor shall indemnify and save harmless the Village, its officers and employees from any and all liability, losses or damages, including attorney's fees and costs of defense, the Village may suffer as a result of claims, demands, suits, actions or proceedings of any kind or nature, including worker's compensation claims, in any way resulting from or arising out of the operations of contractor under this contract, including operations of subcontractors; and the contractor shall, at his own expense, appear, defend and pay all fees of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith; and, if any judgments shall be rendered against the Village in any such action, the contractor shall, at his own expense, satisfy and discharge same. The Contractor expressly understands and agrees that any performance bond or insurance protection required by the contract, or otherwise provided by contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village as herein provided.

17. EQUAL EMPLOYMENT OPPORTUNITY

During the performance of the contract and/or supplying of materials, equipment and supplies, bidder must be in full compliance with all provisions of the Acts of the General Assembly of the State of Illinois relating to employment, including equal opportunity requirements.

18. REQUIRED INSURANCE

In submission of a bid, the bidder is certifying that he has all insurance coverages required by law or would normally be expected for bidder's type of business. In addition, the bidder is certifying that he has at least the following insurance coverages:

<u>Type of Insurance</u>	<u>Liability Limits</u>	
	<u>Occurrence</u>	<u>Aggregate</u>
Each		
GENERAL LIABILITY		
Bodily Injury	\$1,000,000	\$3,000,000
Property Damage	1,000,000	3,000,000
Contractual Insurance- Broad Form	1,000,000	3,000,000
AUTOMOBILE LIABILITY		
Bodily Injury	\$1,000,000	\$1,000,000
Property Damage	1,000,000	1,000,000

This insurance must include non-owned, hired, or rented vehicles, as well as owned vehicles.

WORKMEN'S COMPENSATION & OCCUPATIONAL DISEASES: Statutory for Illinois
Employers Liability Coverage: \$1,000,000 per accident

NOTE: The specifications may require higher limits or additional types of insurance coverages than shown above and the contractor will be required to furnish a certificate of proof of insurance coverages.

The bidder further agrees to indemnify the Village and save it harmless against and from all loss, damage, expense, liability or claim of liability arising out of the performance of the contractor, any subcontractors or his employees in connection with the contract. Contractors and subcontractors are to grant the Village an "additionally insured" status on all applicable insurance policies and provide the Village with original endorsements affecting coverage required by this clause. Said policies will not be canceled unless the Village is provided a thirty (30) day written notice. Any deductibles or self-insured retentions must be declared to and approved by the Village. At the option of the Village, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Village or the Contractor shall procure a bond guaranteeing payment of losses and related investigation, claim administration and defense expenses. Nothing contained in the insurance requirement shall be construed as limiting the extent of the contractor's responsibilities for payment of damages resulting from his operations under this agreement.

19. **BID PERFORMANCE DEPOSIT – NOT REQUIRED**

When it is required, it will be so stated elsewhere within this bid package along with the amount required. In all cases where a deposit is required it must accompany the bid. The deposit is to be in the form of a certified check, or a bank cashier's check. All bid performance deposit checks will be retained by the Village until the bid award is made, at which time the checks will be promptly returned to the unsuccessful bidders. The bid performance deposit check of the successful bidder will be retained until the goods or services have been received or completed/installed and found to be in compliance with the specification or until surety bonding requirements have been satisfied and proof of insurance coverage is provided in accordance with the Special Provisions Section of these

specifications.

20. ACCEPTANCE

After the acceptance and award of the bid, and upon receipt of a written purchase order executed by the proper officials of the Village, this instruction to bidders, and all other portions of the bid documents, including the specifications, will constitute part of the legal contract between the Village of Hoffman Estates and the successful bidder.

21. DEFAULT

The Village may terminate a contract by written notice of default to the contractor if:

- a. The contractor fails to make delivery of the materials or perform the services within the time specified in the proposal, or
- b. fails to make progress so as to endanger performance of the contract, or
- c. fails to provide or maintain in full force and effect, the liability and indemnification coverages or performance bond as is required.

If the Village terminates the contract, the Village may procure supplies or services similar to those so terminated, and the Contractor shall be liable to the Village for any excess costs for similar supplies and services, unless the Contractor provides acceptable evidence that failure to perform the contract was due to causes beyond the control and without the fault or negligence of the Contractor.

22. SPECIAL CONDITIONS

Wherever special conditions/requirements are written into the Specifications or Special Provisions which are in conflict with conditions stated in these Instructions to Bidders, the conditions stated in the Specifications or Special Provisions/Requirement shall take precedence.

23. PERMITS AND LICENSES

The successful bidder shall obtain, at their own expense, all permits and licenses which may be required to complete the contract (where applicable).

24. GENERAL GUARANTY

Neither the final certificate of payment nor any provision in the contract nor partial or entire use of the equipment embraced in this contract by the Village or the Public shall constitute an acceptance of work not done in accordance with the contract, or relieve the Contractor of liability in respect to any express warranties or responsibility for failure to comply with the terms of those Contract Documents.

It is expressly agreed by the parties hereto that in the event any defects or imperfections in the materials or workmanship to be furnished by the Contractor herein appear within the period of one year from the date of completion of all the work mentioned herein and acceptance thereof by the Village of Hoffman Estates, the Contractor will, upon notice from the said Village (which notice may be given by letter to said Contractor to the business address of the Contractor shown in the Proposal),

repair and make good at his own cost any such defects or imperfections and replace any defective or imperfect materials or workmanship with other materials or workmanship satisfactory to said Village, and furnish all such new materials and labor as may be necessary to do so; and in the event of the failure, refusal or delay of said workmanship or materials said Village may do so or have same done by others, and said Contractor and surety or sureties on his bond given for the faithful performance of this contract shall be liable to the Village of Hoffman Estates for all damages and expenses occasioned by such failure, refusal or delay.

25. PREVAILING WAGE ACT

State law requires anyone performing work for the Village to comply with the Prevailing Wage Act (820 ILCS 130/0.01 *et seq.* The Prevailing Wage Act requires the “general prevailing hour rate . . . in the locality in which the work is performed” to be paid to those “employed by or on behalf of any and all public bodies engaged in public works.” This letter provides notice of recent changes to the Prevailing Wage Act and future Village requirements for the processing of invoices. The Prevailing Wage Act applies to the wages of laborers, mechanics, and other workers employed by any public body under contract for public works.

The Prevailing Wage Act required certified payroll and compliance affidavits for applicable work performed for the Village to be supplied with all invoices submitted to the Village to ensure payment.

For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor’s website: <http://www.illinois.gov/idol/Laws-Rules/CONMED/Pages/prevailing-wage-rates.aspx>. All contractors and subcontractors rendering service under this contract must comply with all requirements of the Act, including but not limited to, all wage, notice and record keeping duties.

26. BIDDER'S QUALIFICATIONS

All bidders must submit the following information on or before the time at which the Proposal is required to be submitted:

1. The location and description of the Bidder's permanent place of business.
2. Evidence of ability to provide an efficient and adequate plant for executing the work.
3. List of similar projects carried out by the Bidder.
4. List of projects the Bidder presently has under contract.
5. Any additional evidence tending to show that the bidder is adequately prepared to fulfill the contract.

In submitting a bid, the person signing the Bid Form is certifying that he is duly authorized to act on behalf of the bidder.

27. BID CERTIFICATION FORM

All bid submittals must include a signed Bid Certification form (copy included in document) certifying that bidder is in compliance with Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961 regarding Bid Rigging/Rotating.

Illinois State Law Article 33E-3 and 33E-4 states it is unlawful to participate in bid rigging and/or rotating. State law further states it is unlawful to award a contract to any individual or entity that is delinquent in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting the amount and/or liability through proper procedures.

Therefore, all bidders must certify that they are not barred from bidding on the contract as a result of a violation of State Law 33E-3 and 33E-4, prohibiting bid rigging and/or rotation, and that the bidder is not delinquent in the payment of any tax, unless it is contested in accordance with the procedures established by the appropriate revenue act. IT IS NECESSARY THAT THIS BE DONE UNDER OATH; THEREFORE, THE FORM INCLUDED WITH BID SUBMITTAL SHEETS MUST BE NOTARIZED.

28. **DEVIATIONS**

Unless denoted "No Substitution", the Villages minimum required specifications may be exceeded. **However, vendors must list all specification deviations and provide a description and/or catalog sheet that fully describes that which they propose to furnish, in lieu of that specified!** Final bid acceptance shall be based upon that bid deemed most favorable to the interests of the Village after all bids have been examined and canvassed.

Bid Certification Form

Return with Bid

Note: THIS FORM MUST BE NOTARIZED

**VILLAGE OF HOFFMAN ESTATES
BID CERTIFICATION FORM**

RE: CERTIFICATION OF BIDDER, COMPLIANCE WITH THE ILLINOIS CRIMINAL CODE.

I, We hereby certify that _____
(Name of Bidder)

By bidding on this contract, no action has occurred that would result in a violation of 720 1LCS 5/33E,
Public Contracts of the Illinois Criminal Code.

Signed: _____

Attest: _____
Notary Public

Title: _____

Commission expiry: _____

Date: _____

Date: _____

Specifications

- **All equipment will be new, sealed and in the original packaging. No previously used or refurbished equipment will be accepted.**
- **All equipment will include manuals and original manufacturer's documentation.**
- **Ownership of all equipment must be transferred to the Village of Hoffman Estates**
- **All of all equipment will be delivered within 30 days of the winner being notified**
- **The bidder will include delivery schedule and method of shipping.**
- **Failure to comply with any of these requirements is sufficient cause for rejection of proposed bid.**
- **The Village reserves the right to accept only those materials which are in full compliance with these specifications and deemed most advantageous to its interests.**

Bid Form

Return with Bid

VILLAGE OF HOFFMAN ESTATES

Purchase of

NO SUBSTITUTIONS

Individual Unit Cost	Item	Quantity	Total
	C9300L-48P-4X-A	1	
	PWR-C1-715WAC-P/2	1	
	CON-SNT-CA00LXL8	1	
	CIS-C9300L-DNA-A-48-3Y	1	
	C9300L-24P-4X-A	1	
	PWR-C1-715WAC-P	1	
	CON-SNTP-C93024PX	1	
	CIS-C9300L-DNA-A-24-3Y	1	
	C9200L-24P-4X-E	2	
	CON-SNTP-C920024X	2	
	CIS-C9200L-DNA-E-24-3Y	2	
	C9200L-48P-4X-E	3	
	C9200L-STACK-KIT	3	
	CON-SNTP-C9200L4X	3	
	CIS-C9200L-DNA-E-48-3Y	3	
	Equipment Cost:		
	Shipping and Insurance:		
	Method of Shipping:		
	Total:		

TOTAL: \$ _____

Company: _____

Bidder's Name (print): _____

Title: _____

Address: _____

Telephone: _____ **Fax:** _____

Email address: _____

Signature: _____

Reference Form

Return with Bid

BIDDER FIRM NAME: _____

BIDDER NOTE: Bidder shall provide as many customer references as possible for work/equipment **IDENTICAL** to that which bidder has proposed within this call for bids.

MANDATORY INFORMATION

BUSINESS: _____
ADDRESS: _____
CONTACT PERSON: _____
PHONE NUMBER: _____
APPROXIMATE DATE: _____

BUSINESS: _____
ADDRESS: _____
CONTACT PERSON: _____
PHONE NUMBER: _____
APPROXIMATE DATE: _____

BUSINESS: _____
ADDRESS: _____
CONTACT PERSON: _____
PHONE NUMBER: _____
APPROXIMATE DATE: _____

Substance Abuse Prevention Form

Return with Bid

SUBSTANCE ABUSE PREVENTION PROGRAM CERTIFICATE

The undersigned, upon being first duly sworn, hereby certifies to the (Client) _____

_____ that

(Contractor) has in place a written Substance Abuse Prevention Program that meets or exceeds the requirements of the State of Illinois P.A. 095-0635, or has a collective bargaining agreement in effect dealing with the subject matter of P.A. 095-0635. The Contractor and Subcontractors will file a copy of the Substance Abuse Prevention Program, or collective bargaining agreement, with the Client prior to any work being conducted on the project.

By: _____
(Name of Contractor)

(Title)

Subscribed and sworn to before me
this _____ day of _____, 20__.

My Commission Expires:

Notary Public

SEAL

VILLAGE OF HOFFMAN ESTATES

BID DOCUMENTS

CISCO SWITCHES, LICENSING, CABLES and ACCESSORIES

BID OPENING DATE: AUGUST 3, 2020

BID OPENING TIME: 10:00 am Local Time

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Bidder Introduction Letter

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I call your special attention to the Instructions to Bidders section of the attached bid documents. Please be sure that you read thoroughly and fully understand these instructions prior to the preparation of your bid. Note that the instructions call for no deviation from the bid specifications except for those deviations which are listed as such on the vendor's bid detail sheet and which are expressly approved as part of the Village's acceptance of the bid.

All of the equipment described in the bid notice and specified herewith must meet the performance required for heavy duty municipal, utility, or construction type usage. Unless denoted "No Substitution", the Village minimum required specifications may be exceeded. This is an attempt to insure the non-exclusion of any manufacturer's product from the bidding effort. Remember, however, to list all deviations and provide a description of the upgraded item in the proper space provided. Final bid acceptance will be based upon that equipment which is deemed most favorable to the interests of the Village after all bids have been examined and canvassed. Remember, minimum specifications requirements must be met or exceeded.

We encourage you to participate in our bid process and will be happy to answer any questions you may have regarding the accompanying documents. Thank you for your effort and time, be competitive, and good luck.

Questions with regards to specifications should be directed to Fred Besenhoffer, Director of Information Systems at (847) 843-4880

Sincerely,
Fred Besenhoffer
Director of Information Systems

Instructions to Bidders

VILLAGE OF HOFFMAN ESTATES

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1. FORMS

Bid forms are furnished. All bids must be submitted on the forms provided, complete and intact, properly signed in ink in the proper spaces, and submitted in a sealed envelope. All bids must be delivered to the Village Clerk, 1900 Hassell Road, Hoffman Estates, Illinois, 60169, prior to the bid opening date and time.

The following forms must be returned with the bid, in the order below and clearly identified:

- *Bid Certification Form*
- *Bid Form*
- *Reference Form*
- *Substance Abuse Prevention Form*

Bids must be identified as such on the outside of the sealed envelope. This can be done by label as may be provided by the agency, or by marking the envelope "**SEALED BID**" and with the following information: Company's name, address, item bid, date and time of opening.

2. ALTERNATE MULTIPLE BIDS/SPECIFICATIONS

The specifications describe the supplies and/or service which the Village feels are necessary to meet the performance requirements of the Village. It is not the desire or the intent to eliminate or exclude any bidder from bidding because of minor deviations, alternates, or changes.

Bidders desiring to bid on items which deviate from these specifications, but which they believe are equivalent, are requested to submit alternate bids. However, **ALTERNATE BIDS MUST BE CLEARLY INDICATED AS SUCH, AND DEVIATIONS FROM THE APPLICABLE SPECIFICATIONS PLAINLY NOTED.** The bid must be accompanied by complete specifications for the items offered. Any questions regarding the specifications, drawings, etc., shall be referred to that individual so referenced in the Specification section. **Vendors wishing to submit a secondary bid must submit it as an alternate bid. Only one bid per envelope.**

The Village shall be the sole and final judge unequivocally as to whether any substitute is of equivalent or better quality. This decision is final and will not be subject to recourse by any person, firm or corporation.

3. RECEIVING OF BIDS

Bids received prior to the time of opening will be securely kept, unopened. The Village Clerk, whose duty it is to open them, will decide when the specified time has arrived, and no bid received thereafter will be considered. No responsibility will be attached to the Village Clerk or the Village for the premature or non-opening of a bid not properly addressed and identified, except as otherwise provided by law.

- LATE BIDS

Bids arriving after the specified time, whether sent by mail, courier, or in person, **will not be accepted.** These bids will either be refused or returned unopened. It is the bidder's responsibility for timely delivery regardless of the methods used. Mailed bids which are delivered after the specified hour will not be accepted regardless of post marked time on the envelope.

4. BIDS BY FAX, Email or Digital Media

Bids must be submitted on the original forms provided by the Village completely intact as issued. Bids submitted via fax, email or digital media (CD, thumb drive etc.) **will not be accepted,** nor will the Village fax or email bid documents to prospective bidders.

5. ERROR IN BIDS

When an error is made in extending total prices, the unit bid price will govern. Otherwise, the bidder is not relieved from errors in bid preparation. Erasures in bids must be explained over signature of bidder.

6. WITHDRAWAL OF BIDS

A written request for the withdrawal of a bid or any part thereof may be granted if the request is received by the Village Clerk prior to the specified time of opening. After the opening, the bidder cannot withdraw or cancel his bid for a period of sixty (60) calendar days, or such longer time as stated in the bid documents.

7. CONSIDERATION OF BID

No bid will be accepted from or contract awarded to any person, firm or corporation that is in arrears or is in default to the Village upon any debt or contract, or that is a defaulter, as surety or otherwise, upon any obligation to the Village or had failed to perform faithfully any previous contract with the Village.

The bidder, if requested, shall present, within 48 hours, evidence satisfactory to the Village of performance ability and possession of necessary facilities, pecuniary resources and adequate insurance to comply with the terms of these specifications and contract documents.

8. PRICES

Unit prices shall be shown for each unit on which there is a bid, and shall include all equipment fuel charges, packing, crating, freight, and shipping charges, and cost of unloading at the destination unless otherwise stated in the bid.

Unit prices shall not include any local, state, or federal taxes. The Village is exempt, by law, from paying State and Village Retailer's Occupation Tax, State Service Occupation Use Tax, and Federal Excise Tax. The Village will supply the successful bidder with its tax exemption number.

Cash discounts will not be considered in determining overall price, but may be used in an overall evaluation.

9. AWARD OR REJECTION

The Village reserves the right to reject and/or award any and all bids or parts thereof and to waive formalities and technicalities according to the best interests of the Village. Any bid submitted will be binding for sixty (60) days subsequent to the date of the bid opening.

Bidders shall make all investigations necessary to thoroughly inform themselves regarding the supplies and/or service to be furnished in accordance with the bid. No plea of ignorance by the bidder of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the bidder to make the necessary examinations and investigations will be accepted as a basis for varying the requirements of the Village of the compensation to the bidder.

ANY EXCEPTIONS NOT TAKEN BY THE BIDDER SHALL BE ASSUMED BY THE VILLAGE TO BE INCLUDED.

A contract will be awarded to the lowest responsible bidder complying with the conditions of the contract documents only when it is in the best interest of the Village to accept the bid. The Village shall be the sole judge of compliance with the specifications and reserves the right to accept or reject any and/or all bids or parts thereof.

10. PAYMENT

Payment will be made within thirty (30) days after acceptance of the equipment or services by the Village agent, and bidder's compliance with all stipulations relating to the bid/contract.

11. REQUIREMENTS OF BIDDER

The successful bidder shall, within ten (10) days after notification of the award: a) enter into a contract in writing with the Village covering all matters and things as are set forth in the specifications and his bid; b) carry insurance acceptable to the Village, covering public liability, property damage and workmen's compensation.

12. COMPLIANCE WITH ALL LAWS

All work under the contract must be executed in accordance with all applicable federal, state and local laws, ordinances, rules and regulations.

13. **CONTRACT ALTERATIONS**

No amendment of a contract shall be valid unless made in writing and signed by the Village Manager or his authorized agent.

14. **NOTICES**

All notices required by the contract shall be given in writing.

15. **NONASSIGNABILITY**

The Contractor shall not assign the contract, or any part thereof, to any other person, firm or corporation without the previous written consent of the Village Manager or his authorized agent. Such assignment shall not relieve the contractor from his obligations, or change the terms of the contract.

16. **INDEMNITY**

The Contractor shall indemnify and save harmless the Village, its officers and employees from any and all liability, losses or damages, including attorney's fees and costs of defense, the Village may suffer as a result of claims, demands, suits, actions or proceedings of any kind or nature, including worker's compensation claims, in any way resulting from or arising out of the operations of contractor under this contract, including operations of subcontractors; and the contractor shall, at his own expense, appear, defend and pay all fees of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith; and, if any judgments shall be rendered against the Village in any such action, the contractor shall, at his own expense, satisfy and discharge same. The Contractor expressly understands and agrees that any performance bond or insurance protection required by the contract, or otherwise provided by contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village as herein provided.

17. **EQUAL EMPLOYMENT OPPORTUNITY**

During the performance of the contract and/or supplying of materials, equipment and supplies, bidder must be in full compliance with all provisions of the Acts of the General Assembly of the State of Illinois relating to employment, including equal opportunity requirements.

18. **REQUIRED INSURANCE**

In submission of a bid, the bidder is certifying that he has all insurance coverages required by law or would normally be expected for bidder's type of business. In addition, the bidder is certifying that he has at least the following insurance coverages:

<u>Type of Insurance</u>	<u>Liability Limits</u>	
	<u>Occurrence</u>	<u>Aggregate</u>
GENERAL LIABILITY		
Bodily Injury	\$1,000,000	\$3,000,000
Property Damage	1,000,000	3,000,000
Contractual Insurance- Broad Form	1,000,000	3,000,000
AUTOMOBILE LIABILITY		
Bodily Injury	\$1,000,000	\$1,000,000
Property Damage	1,000,000	1,000,000

This insurance must include non-owned, hired, or rented vehicles, as well as owned vehicles.

WORKMEN'S COMPENSATION & OCCUPATIONAL DISEASES:	Statutory for Illinois
Employers Liability Coverage:	\$1,000,000 per accident

NOTE: The specifications may require higher limits or additional types of insurance coverages than shown above and the contractor will be required to furnish a certificate of proof of insurance coverages.

The bidder further agrees to indemnify the Village and save it harmless against and from all loss, damage, expense, liability or claim of liability arising out of the performance of the contractor, any subcontractors or his employees in connection with the contract. Contractors and subcontractors are to grant the Village an "additionally insured" status on all applicable insurance policies and provide the Village with original endorsements affecting coverage required by this clause. Said policies will not be canceled unless the Village is provided a thirty (30) day written notice. Any deductibles or self-insured retentions must be declared to and approved by the Village. At the option of the Village, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Village or the Contractor shall procure a bond guaranteeing payment of losses and related investigation, claim administration and defense expenses. Nothing contained in the insurance requirement shall be construed as limiting the extent of the contractor's responsibilities for payment of damages resulting from his operations under this agreement.

19. **BID PERFORMANCE DEPOSIT – NOT REQUIRED**

When it is required, it will be so stated elsewhere within this bid package along with the amount required. In all cases where a deposit is required it must accompany the bid. The deposit is to be in the form of a certified check, or a bank cashier's check. All bid performance deposit checks will be retained by the Village until the bid award is made, at which time the checks will be promptly returned to the unsuccessful bidders. The bid performance deposit check of the successful bidder will be retained until the goods or services have been received or completed/installed and found to be in compliance with the specification or until surety bonding requirements have been satisfied and proof of insurance coverage is provided in accordance with the Special Provisions Section of these

specifications.

20. ACCEPTANCE

After the acceptance and award of the bid, and upon receipt of a written purchase order executed by the proper officials of the Village, this instruction to bidders, and all other portions of the bid documents, including the specifications, will constitute part of the legal contract between the Village of Hoffman Estates and the successful bidder.

21. DEFAULT

The Village may terminate a contract by written notice of default to the contractor if:

- a. The contractor fails to make delivery of the materials or perform the services within the time specified in the proposal, or
- b. fails to make progress so as to endanger performance of the contract, or
- c. fails to provide or maintain in full force and effect, the liability and indemnification coverages or performance bond as is required.

If the Village terminates the contract, the Village may procure supplies or services similar to those so terminated, and the Contractor shall be liable to the Village for any excess costs for similar supplies and services, unless the Contractor provides acceptable evidence that failure to perform the contract was due to causes beyond the control and without the fault or negligence of the Contractor.

22. SPECIAL CONDITIONS

Wherever special conditions/requirements are written into the Specifications or Special Provisions which are in conflict with conditions stated in these Instructions to Bidders, the conditions stated in the Specifications or Special Provisions/Requirement shall take precedence.

23. PERMITS AND LICENSES

The successful bidder shall obtain, at their own expense, all permits and licenses which may be required to complete the contract (where applicable).

24. GENERAL GUARANTY

Neither the final certificate of payment nor any provision in the contract nor partial or entire use of the equipment embraced in this contract by the Village or the Public shall constitute an acceptance of work not done in accordance with the contract, or relieve the Contractor of liability in respect to any express warranties or responsibility for failure to comply with the terms of those Contract Documents.

It is expressly agreed by the parties hereto that in the event any defects or imperfections in the materials or workmanship to be furnished by the Contractor herein appear within the period of one year from the date of completion of all the work mentioned herein and acceptance thereof by the Village of Hoffman Estates, the Contractor will, upon notice from the said Village (which notice may be given by letter to said Contractor to the business address of the Contractor shown in the Proposal),

repair and make good at his own cost any such defects or imperfections and replace any defective or imperfect materials or workmanship with other materials or workmanship satisfactory to said Village, and furnish all such new materials and labor as may be necessary to do so; and in the event of the failure, refusal or delay of said workmanship or materials said Village may do so or have same done by others, and said Contractor and surety or sureties on his bond given for the faithful performance of this contract shall be liable to the Village of Hoffman Estates for all damages and expenses occasioned by such failure, refusal or delay.

25. PREVAILING WAGE ACT

State law requires anyone performing work for the Village to comply with the Prevailing Wage Act (820 ILCS 130/0.01 *et seq.* The Prevailing Wage Act requires the "general prevailing hour rate . . . in the locality in which the work is performed" to be paid to those "employed by or on behalf of any and all public bodies engaged in public works." This letter provides notice of recent changes to the Prevailing Wage Act and future Village requirements for the processing of invoices. The Prevailing Wage Act applies to the wages of laborers, mechanics, and other workers employed by any public body under contract for public works.

The Prevailing Wage Act required certified payroll and compliance affidavits for applicable work performed for the Village to be supplied with all invoices submitted to the Village to ensure payment.

For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website: <http://www.illinois.gov/idol/Laws-Rules/CONMED/Pages/prevailing-wage-rates.aspx>. All contractors and subcontractors rendering service under this contract must comply with all requirements of the Act, including but not limited to, all wage, notice and record keeping duties.

26. BIDDER'S QUALIFICATIONS

All bidders must submit the following information on or before the time at which the Proposal is required to be submitted:

1. The location and description of the Bidder's permanent place of business.
2. Evidence of ability to provide an efficient and adequate plant for executing the work.
3. List of similar projects carried out by the Bidder.
4. List of projects the Bidder presently has under contract.
5. Any additional evidence tending to show that the bidder is adequately prepared to fulfill the contract.

In submitting a bid, the person signing the Bid Form is certifying that he is duly authorized to act on behalf of the bidder.

27. BID CERTIFICATION FORM

All bid submittals must include a signed Bid Certification form (copy included in document) certifying that bidder is in compliance with Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961 regarding Bid Rigging/Rotating.

Illinois State Law Article 33E-3 and 33E-4 states it is unlawful to participate in bid rigging and/or rotating. State law further states it is unlawful to award a contract to any individual or entity that is delinquent in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting the amount and/or liability through proper procedures.

Therefore, all bidders must certify that they are not barred from bidding on the contract as a result of a violation of State Law 33E-3 and 33E-4, prohibiting bid rigging and/or rotation, and that the bidder is not delinquent in the payment of any tax, unless it is contested in accordance with the procedures established by the appropriate revenue act. IT IS NECESSARY THAT THIS BE DONE UNDER OATH; THEREFORE, THE FORM INCLUDED WITH BID SUBMITTAL SHEETS MUST BE NOTARIZED.

28. **DEVIATIONS**

Unless denoted "No Substitution", the Villages minimum required specifications may be exceeded. However, vendors must list all specification deviations and provide a description and/or catalog sheet that fully describes that which they propose to furnish, in lieu of that specified! Final bid acceptance shall be based upon that bid deemed most favorable to the interests of the Village after all bids have been examined and canvassed.

Bid Certification Form

Return with Bid

Note: THIS FORM MUST BE NOTARIZED

**VILLAGE OF HOFFMAN ESTATES
BID CERTIFICATION FORM**

RE: CERTIFICATION OF BIDDER, COMPLIANCE WITH THE ILLINOIS CRIMINAL CODE.

I, We hereby certify that Jon Bailey
(Name of Bidder)

By bidding on this contract, no action has occurred that would result in a violation of 720 1LCS 5/33E, Public Contracts of the Illinois Criminal Code.

Signed: [Signature]

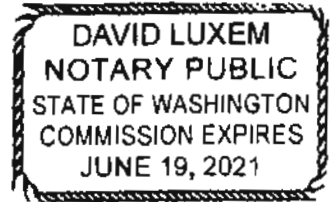
Attest: [Signature]
Notary Public

Title: VP, Business and Legal Affairs

Commission expiry: JUNE 19, 2021

Date: July 28, 2020

Date: JULY 28, 2020



Specifications

- **All equipment will be new, sealed and in the original packaging. No previously used or refurbished equipment will be accepted.**
- **All equipment will include manuals and original manufacturer's documentation.**
- **Ownership of all equipment must be transferred to the Village of Hoffman Estates**
- **All of all equipment will be delivered within 30 days of the winner being notified**
- **The bidder will include delivery schedule and method of shipping.**
- **Failure to comply with any of these requirements is sufficient cause for rejection of proposed bid.**
- **The Village reserves the right to accept only those materials which are in full compliance with these specifications and deemed most advantageous to its interests.**

Bid Form

Return with Bid

VILLAGE OF HOFFMAN ESTATES

Purchase of

NO SUBSTITUTIONS

Individual Unit Cost	Item	Quantity	Total
\$3,617.71	C9300L-48P-4X-A	1	\$3,617.71
\$509.25	PWR-C1-715WAC-P/2	1	\$509.25
\$501.13	CON-SNT-CA00LXL8	1	\$501.13
\$1,535.90	CIS-C9300L-DNA-A-48-3Y	1	\$1,535.90
\$2,460.70	C9300L-24P-4X-A	1	\$2,460.70
\$509.25	PWR-C1-715WAC-P	1	\$509.25
\$545.83	CON-SNTP-C93024PX	1	\$545.83
\$818.87	CIS-C9300L-DNA-A-24-3Y	1	\$818.87
\$1,287.89	C9200L-24P-4X-E	2	\$2,575.79
\$380.36	CON-SNTP-C920024X	2	\$760.72
\$248.51	CIS-C9200L-DNA-E-24-3Y	2	\$497.03
\$2,593.36	C9200L-48P-4X-E	3	\$7,780.07
\$534.71	C9200L-STACK-KIT	3	\$1,604.14
\$657.20	CON-SNTP-C9200L4X	3	\$1,971.59
\$456.29	CIS-C9200L-DNA-E-48-3Y	3	\$1,368.86
	Equipment Cost:		\$27,056.84
	Shipping and Insurance:		Ground
	Method of Shipping:		
	Total:		\$27,056.84

Reference Form

Return with Bid

BIDDER FIRM NAME: Zones, LLC

BIDDER NOTE: Bidder shall provide as many customer references as possible for work/equipment IDENTICAL to that which bidder has proposed within this call for bids.

MANDATORY INFORMATION

BUSINESS: City utilities of springfield
ADDRESS: 301 E. Central (65802-3834)P.O. Box 551 Springfield MO 65801-0551
CONTACT PERSON: Richard gardner
PHONE NUMBER: 417.831.8440
APPROXIMATE DATE: 7/12/2020

Handwritten notes: Contract was done in 2019...

BUSINESS: University at Buffalo
ADDRESS: 224 Crofts Hall, Buffalo, NY 14260
CONTACT PERSON: David Markey
PHONE NUMBER: 716-645-4550
APPROXIMATE DATE: 03/08/2020

Handwritten notes: 5/6 5:30 PM, 7/16 12:32 PM

BUSINESS: Danbury Local School District
ADDRESS: 9451 EAST HARBOR RD LAKESIDE MARBLEHEAD, OH 43440 USA
CONTACT PERSON: Daniel Nitecki
PHONE NUMBER: 419-798-5185
APPROXIMATE DATE: 7/16/2020

Substance Abuse Prevention Form

Return with Bid

SUBSTANCE ABUSE PREVENTION PROGRAM CERTIFICATE

The undersigned, upon being first duly sworn, hereby certifies to the (Client) The Village of Hoffman ESTATES, 1900 Hassell Road, Hoffman Estates, Illinois, 60169

that

(Contractor) has in place a written Substance Abuse Prevention Program that meets or exceeds the requirements of the State of Illinois P.A. 095-0635, or has a collective bargaining agreement in effect dealing with the subject matter of P.A. 095-0635. The Contractor and Subcontractors will file a copy of the Substance Abuse Prevention Program, or collective bargaining agreement, with the Client prior to any work being conducted on the project.

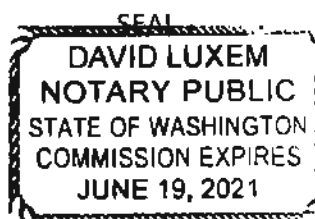
By: Jon Bailey (Zones, LLC) (Name of Contractor)

Vice President, Business and Legal Affairs (Title)

Subscribed and sworn to before me this 28th day of July, 2020

My Commission Expires: JUNE 19, 2021

Notary Public



Vendor Name	Bid Cert Form	Bid Form	Reference Form	S/A form	Price
Zones LLC	Yes	Yes	Yes	Yes	\$ 27,056.84
Sentinel Technologies, Inc.	Yes	Yes	Yes	Yes	\$ 31,133.00
Tiles and Style LLC	Yes	Yes	Yes	Yes	\$ 31,754.00
Howard Technology, Inc.	Yes	Yes	Yes	Yes	\$ 33,406.00
Old American, Inc.	Yes	Yes	Yes	Yes	\$ 35,947.00

COMMITTEE AGENDA ITEM VILLAGE OF HOFFMAN ESTATES

SUBJECT: Request authorization to award a one year contract for the service and support of the Village's telephone and voicemail system to Sentinel Technologies, Inc. Downers Grove Il., in an amount not to exceed \$27,013.00.

MEETING DATE: September 21, 2020

COMMITTEE: Finance Committee

FROM: Fred Besenhoffer, Director of Information Systems

PURPOSE: To purchase a one year service and support contract for the Village's Voice over IP (VoIP) telephone system.

BACKGROUND We have maintained a High Availability Network Support (HANS) contract with Sentinel Technologies since the system was first installed in 2007. After the initial five (5) year support contract ended we chose to renew the contract on a yearly basis.

DISCUSSION After reviewing the renewal contract for 2020/2021 we noted a significant increase in the contract over previous years. When we reached out we were told it was a "global increase" in maintenance costs. As a result of the increase policy dictated we release a formal Request for Proposal (RFP).

On July 28th we published an RFP for a Telephone Systems Support Agreement with a due date of August 10th. Respondents to the proposal were asked to provide the following:

- A comprehensive and detailed Service Level Agreement (SLA) that addresses severity, commitment and response in detail to calls for service.

- The SLA should detail any and all services included (i.e. perform system hardware/software/firmware updates, patches, configuration changes etc.).

- Services outside of the SLA should be listed on a time and materials basis.

- Must, at minimum be an active CISCO GOLD partner and be able to provide proof.

-Must have a minimum of five (5) years servicing and supporting CISCO VoIP systems

We received one response to the RFP and that was from Sentinel Technologies, our current HANS agreement provider. Sentinel met all requirements set forth in the RFP including:

-24x7x365 Access to Sentinel TAC

-A Sentinel employee in the US

-A Primary and a Secondary Engineer assigned to the account, so they build some familiarity with your account and thus can make more educated solution proposals

-15 minute SLA's for tickets opened

-The ability to contact Michael Kmiotek, Greg Ward (Sr. National Support Manager), or Kurt Conway (National Support Manager) to help escalate tickets

-Monthly or Quarterly Reporting's

-Proactive renewal notices

-Access to Sentinel loaner equipment in Downers Grove

-Remote Engineering Diagnosis and Repair

For a complete list and comparison see the attached matrix

FINANCIAL IMPACT

This item, even with the increase to the original contract is budgeted and below the amount originally in the 2020 budget.

RECOMMENDATION

Request authorization to award a one year contract for the service and support of the Village's telephone and voicemail system to Sentinel Technologies, Inc. Downers Grove Il., in an amount not to exceed \$27,013.00

Village of Hoffman Estates Telephone System Support Agreement

Request for Proposal And Response Document

Company Response for: _____

July 27, 2020

PLEASE NOTE: MANDATORY PRE-PROPOSAL MEETING ON PAGE 3

THIS IS A REQUIRED MEETING FOR ALL WHO SUBMIT PROPOSALS

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Invitation to Submit Proposal

July 27, 2020

Dear Vendor:

The Village of Hoffman Estates invites you to submit a sealed proposal for:

Village of Hoffman Estates Telephone System Support

The enclosed proposal form(s) **must** be used in submitting the proposal. Proposal must be addressed as follows:

**Village of Hoffman Estates
Information Systems Department
Village of Hoffman Estates Telephone System Support
1900 Hassell Road
Hoffman Estates, Illinois 60169**

Proposals will be received until - **3:30PM CDT, Friday, August 21, 2020.**

Interested vendors must attend a mandatory pre-proposal meeting on August 10, 2020 at 10:00 a.m. at the Hoffman Estates Village Hall located at 1900 Hassell Rd., Hoffman Estates IL 60169.

The required Contractor's Certification forms must be completed and returned with the proposal.

The Village of Hoffman Estates is seeking proposals from qualified vendors who have a minimum of five (5) years of experience in installing, configuring and supporting enterprise level Cisco telephone and communication technology solutions.

This RFP is not a contract offer. Receipt of a proposal neither commits the Village of Hoffman Estates to award a contract to any vendor, nor limits our rights to negotiate in our best interest. The Village of Hoffman Estates reserves the right to contract with a vendor for reasons other than price. Failure to answer any questions in this RFP may subject the proposal to disqualification. The Village of Hoffman Estates reserves the right to request additional information that is necessary and pertinent to the project or to assure that the vendor's adequate competence to perform according to bid specifications. Products and services which are not specifically requested in the RFP but which are necessary to provide the functional capabilities proposed by the vendor shall be included in the proposal.

Proposals, to be considered and evaluated, must be sealed and received on or before 3:30 p.m. August 21, 2020 to the Customer Service desk within the Village Hall, 1900 Hassell Rd, Hoffman Estates IL 60169. **Proposals received after 3:30 p.m. will not be accepted or considered.**

Each proposal, one (1) original hard copy and one (1) digital copy must be appropriately signed by an authorized representative of the vendor and must be submitted in a sealed envelope or package. The notation

“Village of Hoffman Estates Telephone System Support” and the specified due date and must be clearly marked on the front of that sealed envelope or package.

Submittals, including one (1) original and one (1) digital copy, along with supporting documentation should be sent to:

Fred Besenhoffer, Information Systems Director
Village of Hoffman Estates
1900 Hassell Rd.
Hoffman Estates, IL 60169

Public Notice

NOTICE TO Vendors

The Village of Hoffman Estates is accepting sealed proposals for:

Village of Hoffman Estates Telephone System Support

Sealed proposals will be accepted until 3:30PM CDT, Friday, August 21, 2020 at the Hoffman Estates Village Hall.

Proposal specifications will be available on Tuesday, July 28, 2020 through our website at <http://www.hoffmanestates.org> to obtain proposal specifications please follow these instructions:

- Go to: <http://www.hoffmanestates.org>
- Go to Business tab
- Click on RFPs area for the document
- Download the RFP in PDF format
- Download W-9 Form from <http://www.irs.gov/pub/irs-pdf/fw9.pdf> and complete
- Submit with your response
- Questions regarding this RFP can be submitted to rfp@hoffmanestates.org

Proposed Project Timeline

TIMELINE - AS OF 7/27/2020

ACTION	DATE	TIME	LOCATION
SPECIFICATIONS RELEASED	07/28/2020	8:00AM	www.hoffmanestates.org
PRE-PROPOSAL VENDOR MEETING	08/10/2020	10:00AM	1900 Hassell Road Hoffman Estates, IL 60169
The Village Hall will be open for this meeting. We will make arrangements for social distancing to be followed but we ask that you please bring PPE with you (mask)			
PROPOSAL DEADLINE	08/21/2020	3:30PM	1900 Hassell Road Hoffman Estates, IL 60169

Instructions to Vendor

1. GENERAL

- a. Proposal shall be hardcopy, signed and submitted in an envelope properly marked with the title of the proposal and date and time of opening. Unsigned proposals will be rejected. **Note, this document is your response.**
- b. Seal and deliver proposals to the Information Systems Department on or before the time scheduled for the opening. Late proposals will not be opened nor considered.
- c. All proposals shall be made using the forms response areas included in this RFP document.
- d. The Village Board is not subject to Federal Excise Tax or Illinois Retailers Occupational Tax.
- e. Prices quoted shall include all charges for packing, transportation and delivery to the locations designated on the proposal specification and installation as called for in the proposal specifications.
- f. Correspondence shall be addressed to the Director of Information Technology, Fred Besenhoffer.
- g. Oral, telephonic, telegraphic, facsimile or electronically transmitted bids will not be accepted.

2. ERRORS AND OMISSIONS

All proposals shall be submitted with each space properly completed. The special attention of vendors is directed to the policy that no claim for relief because of errors or omissions in the proposal will be considered, and vendors will be held strictly to the proposals as submitted. Should a vendor find any claimed discrepancies in, or omissions from, any of the documents, or be in doubt as to their meanings, vendor shall advise the purchasing official first orally, followed by written (FAX, Email attachment or letter) with specification of the claimed problems which must be received during regular working hours at least 10 days before the date set for proposal opening so that a written notification can be prepared by any purchasing official, who will issue the necessary clarifications to all prospective vendor by means of addenda.

3. PROPOSALS

All proposals will be considered to be firm for a period of sixty (60) days from the date established for the opening of proposals.

4. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn by letter, email, or fax received by the Village or in person prior to the time and date established for the opening of bids.

5. INVESTIGATION OF VENDORS

- a. The purchasing official will make such investigation as is necessary to determine the ability of the vendor to fulfill proposal requirements. The vendor shall furnish such information as may be requested and shall be prepared to show completed installations of equipment, types of service or supplies similar to those included in the proposal.
- b. The Village Board reserves the right to reject any proposal if it is determined that the vendor is not

properly qualified to carry out the obligations of the contract. The Village Board reserves the right to reject any or all proposals, to waive irregularities and to accept that proposal which is considered to be in the best interest of the institution. Any such decision shall be considered final. All items proposed shall be new unless otherwise specified in the requirements.

6. VENDOR APPLICATION AND W-9 FORM

The Village of Hoffman Estates requires that a current W-9 form be included with your sealed proposal. This form can be found at <http://www.irs.gov/pub/irs-pdf/fw9.pdf>. Submit the first page of the form with a signature attached to this document with your response.

7. COMPLIANCE WITH LEGISLATION

It shall be mandatory upon the Contractor(s) to whom the contract is awarded and upon any sub-Contractor thereof to pay to all laborers, workmen and mechanics employed by them not less than the general prevailing rate of wages in the locality for each craft or type of workman or mechanic needed to perform such work and the general prevailing rate for legal holiday and overtime work as ascertained by the Department of Labor. Vendors are required to increase wages as necessary during the term of this contract so as to keep current with prevailing wage rates. No changes will be allowed in the amount of this contract as additional compensation for such changes.

8. SIGNATURE CONSTITUTES ACCEPTANCE

The signing of these proposal forms shall be construed as acceptance of all provisions contained herein.

9. CONTRACTS

The successful vendor will be required to enter into a contract incorporating the terms and conditions of this proposal.

10. EQUAL EMPLOYMENT OPPORTUNITY

During the performance of this contract (whether or not federal funds are involved) the Contractor agrees as follows:

- a. The Contractor will not unlawfully discriminate against any employee or applicant for employment because of age, race, creed, color, sex, religion, ancestry, marital status, handicap, military status, unfavorable discharge from military service or national origin, as those terms are contained in the Illinois Human Rights Act (775ILCS 5/1-10 et seq., hereinafter "unlawful discrimination". The Contractor will take affirmative action to ensure the applicants are employed, and that employees are treated equally during employment, without unlawful discrimination. Such action shall include but not be limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.
- b. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without unlawful discrimination.

11. COMPLETION DELIVERY TIME

If delivery time for materials will exceed thirty (30) days after receipt of a purchase order, vendor shall state the delivery time by each respective item. All prices must be quoted FOB Destination. Shipments shall become property of consignee after delivery and acceptance. Regardless of statements to the contrary, payment terms will begin no sooner than the date of delivery of goods.

12. EVALUATIONS

The Village Board reserves the right to reject any and all proposals, to waive any technicalities in the proposal and to award each item to a different vendor or all items to a single vendor unless otherwise noted on proposal request, and to determine whether in the opinion of the Village Board: (1) an early delivery date is entitled to more consideration than price, (2) an earlier delivery date is to be disregarded because of the reputation of the vendor for not meeting delivery dates, (3) a vendor is not a responsible bidder and should be disregarded. The Village Board will authorize the release of purchase orders upon acceptance of proposals. In the event of pricing errors, the unit count(s) listed will prevail and be considered accurate.

13. EXAMINATION OF DOCUMENTS AND SITE

Before submitting a proposal for work on any project, each vendor shall carefully examine the project site and the contract documents, fully inform itself of existing conditions and limitations of the project sites, rely entirely upon its own judgment in making the proposal, and include in its own proposal all sums sufficient to provide all work required by the contract documents. After opening of proposals, no additional allowance will be made for changes in project scope and/or price due to work, which would have been apparent, by examination of the documents and sites. By submitting a proposal, each vendor shall be held to represent that vendor has made the examination in complete detail and has determined beyond doubt that the documents and existing conditions are sufficient, adequate and satisfactory for completion of the work.

14. PERFORMANCE BONDS - LABOR AND MATERIAL PAYMENT BOND REQUIREMENTS

Within ten days of the date of the Notice of Award, the successful Contractor shall enter into a formal contract with the Village Board and shall provide a Performance Bond and a Labor and Material Payment Bond, each in the full amount of the contract. Each bond shall be in accordance with AIA Document A311. The Contractor shall pay the cost of premiums for said bonds. The bonds shall be signed and sealed by an authorized representative of the bonding company and authorized officer or representative of the Contractor, and a certificate of the authority of those signing the bonds, if not officers, shall be attached thereto.

The Performance Bond and the Labor and Material Payment Bond shall guarantee the performance of the duties placed on the Contractor by the Prevailing Wage Act, as well as all other duties undertaken pursuant to the contract with the Village Board, and shall indemnify the Village Board from any liability or loss resulting to the Village Board from any failure of the Contractor fully to perform each or all of said duties.

The Performance Bond and the Labor and Material Payment Bond herein provided shall be placed with a Surety company or companies having a policy holder's rating not lower than "A" and a financial rating not lower than "AAA" in Best's Insurance Guide (current edition).

15. BID SECURITY

A Bid Bond may be required for this project.

16. SCOPE OF WORK

See Attachment 8 for the Scope of Work and Materials Requirements for this project. Also see Attachment 10 for additional site information.

17. INSURANCE REQUIREMENTS

The Contractor shall provide and maintain insurance in the amounts outlined below with companies acceptable to the Village Board:

MINIMUM INSURANCE REQUIREMENTS

General Liability	General Aggregate	\$2,000,000
	Products-Comp/OP Aggregate	2,000,000
	Personal Injury	1,000,000
	Each Occurrence	1,000,000
	Fire Damage (Any one fire)	50,000
	Medical Exp. (Any one person)	5,000
Excess Liability	Each Occurrence	2,000,000
	Aggregate	2,000,000
Automobile Liability	Bodily Injury (each occurrence)	1,000,000
	Property Damage (each occurrence)	1,000,000
Worker's Compensation	Statutory Limits	
	Each Accident	500,000
	Disease-Policy Limit	500,000
	Disease-Each employee	500,000

All such insurance shall not be cancelable without thirty (30) days prior written notice being given to the Village Board.

With respect to the insurance required herein, the Contractor shall provide such insurance naming the Village, the Village Board and its members individually, and its employees and agents as **additional named insured**. The Contractor shall also purchase and maintain such insurance as will protect the institution from and against all claims, damages, loss and expenses, including attorney's fees arising out of or resulting from the performance of the work, provided that any such claim, damage, loss or expense, (1) is attributable to bodily injury to or destruction of tangible property (other than the work itself), including the loss of use resulting there from, and (2) is caused in whole or in part by a negligent act or omission of the Contractor, Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts they may be liable, regardless of whether or not it is caused in part by a party to whom insurance is afforded pursuant to this paragraph.

It is MANDATORY within ten (10) days after the bid award, that the Certificate(s) of Insurance shall be submitted to the Village Risk Manager for approval.

18. TOTAL PRICE FOR ALL ITEMS PROPOSED

A total proposed dollar amount, regardless of whether or not the vendor is proposing all items, must be entered in the appropriate section of the proposal form before signing and submitting the proposal.

19. HOLD HARMLESS AND INDEMNIFICATION

The Contractor shall assume all liability for, and shall protect, defend, indemnify and hold harmless, the Village, Village Board and its members individually, their officers, employees, servants and agents, from and against all claims, actions suits, judgments, costs, losses, expenses and liabilities of whatsoever kind or nature including reasonable legal fees incurred by owner arising out of:

- A. Any infringement (actual or claimed) of any patents, copyrights or trade names by reason of any work performed or to be performed by the Contractor under this contract or by reason of anything to be supplied by the Contractor pursuant to this contract.
- B. Bodily injury, including death, to any person or persons (including Contractor's officers, employees, agents and servants) or damage to or destruction of any property, including the loss of use thereof:

- Caused in whole or in part by an act, error or omissions by the Contractor or any Subcontractor or anyone directly or indirectly employed by any of them regardless of whether or not it is caused in part by a party to be indemnified hereunder.

- Arising directly or indirectly out of the presence of any person in or about any part of the project site or the streets, sidewalks and property adjacent thereto.

- Arising directly or indirectly out of the use, misuse or failure of any machinery or equipment used directly or indirectly in the performance of this contract.

20. LATE PROPOSALS

Proposals received after the time specified in the Invitation will not be opened or considered. The method of transmittal of the proposal is at the vendor's risk of untimely receipt by the Village Board. The use of Village Board equipment for transmission of proposals is prohibited.

21. PAYMENT

Partial payment may be acceptable at the time of the PO to cover the cost of materials. The remaining balance minus ten percent of the project cost shall be made upon project completion. The final ten percent shall be retained for 60 days after the final acceptance date.

22. MANUALS

For equipment, the successful vendor shall supply, at no cost to the Village Board, a detailed service manual, parts list, and list of service locations.

23. COMPLETION OF WORK

Product and installation must be completed as-soon-as-possible. We understand that permits are required from other government agencies and will provide every assistance to expedite approvals.

24. PERSONNEL

If any person employed on the work site was, in the opinion of the Village, intemperate, disorderly, incompetent, willfully negligent or dishonest on the performance of his/her duties, he or she shall be directed by the Contractor to cease work and vacate the job site immediately.

26. SEXUAL HARASSMENT

775 ILCS 5/2-105, Human Rights Act Requirement – Written Sexual Harassment Policies contained as follows: Bidder shall have written sexual harassment policies that shall include, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) the vendor's internal complaint process including penalties; (v) the legal recourse, investigative and complaint process available through the Department and the Commission; (vi) directions on how to contact the Department and Commission; and (vii) protection against retaliation as provided by Section 6-101 of this Act. A copy of the policies shall be provided to the Department upon request.

27. QUALIFICATIONS

Vendor must be an authorized dealer and installer of products vendor is proposing on. Vendor must supply a list of references of like products and installations. Your references shall be entered in Attachment 1.

28. CANCELLATION

The Village of Hoffman Estates reserves the right to cancel this contract at any time for reasons of unsatisfactory services.

29. SPECIFICATIONS

All material provided under this contract must be equivalent, meet or exceed the specifications stated in this document.

30. ADDITIONAL INFORMATION

Contact Fred Besenhoffer, Director of Information Technology, by email – RFP@Hoffmanestates.org

Required Forms to be returned with the Proposal

- References
- Certificate of Eligibility
- Certificate of Compliance with Illinois Drug – Free Workplace Act
- Certificate Regarding Sexual Harassment Policy
- Certificate Regarding Equal Employment Opportunity
- Certificate regarding Employment of Illinois Workers on Public Works
- Non Collusion Affidavit
- W-9
- Pricing Summary

Attachment 1 - References

List below the last three (3) businesses or other organizations for which you have provided comparable services.

1. ORGANIZATION: _____
ADDRESS: _____
CITY, STATE, and ZIP CODE: _____
TELEPHONE NUMBER: _____
CONTACT PERSON: _____
DATE OF SERVICES: _____
DOLLAR AMOUNT OF THE JOB: _____

2. ORGANIZATION: _____
ADDRESS: _____
CITY, STATE, and ZIP CODE: _____
TELEPHONE NUMBER: _____
CONTACT PERSON: _____
DATE OF SERVICES: _____
DOLLAR AMOUNT OF THE JOB: _____

REFERENCES (CONTINUED)

3. ORGANIZATION: _____
ADDRESS: _____
CITY, STATE, and ZIP CODE: _____
TELEPHONE NUMBER: _____
CONTACT PERSON: _____
DATE OF SERVICES: _____
DOLLAR AMOUNT OF THE JOB: _____

OFFEROR'S NAME: _____

SIGNATURE: _____

DATE: _____

COMMENTS

Attachment 2 - Certificate of Eligibility

720 ILCS 5/33E-11 requires that all Contractors bidding for public agencies in the State of Illinois certify that they are not barred from bidding on public contracts for bid rigging or bid rotation.

The following certification must be signed and submitted with bidder's bid proposal. FAILURE TO DO SO MAY RESULT IN DISQUALIFICATION OF THE BIDDER.

_____, as part of its bid for the _____ work for Hoffman Estates, 1900 Hassell Road, Hoffman Estates, Illinois 60169, of Cook County, Illinois certifies that said Contractor is not barred from bidding on the aforementioned contract as a result of a violation of either 720 ILCS 5/33E-3 or 720 ILCS 5/33-E4.

Firm: _____

By: _____
(Signature)

(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This _____ day of _____, 2020

NOTARY PUBLIC

Attachment 3 - Certificate of Compliance with Illinois Drug - Free Workplace Act

_____, having 25 or more employees, does hereby certify pursuant to section 3 of the *Illinois Drug-Free Workplace Act* (30 ILCS 580/3) that it shall provide a drug-free workplace for all employees engaged in the performance of work under the contract by complying with the requirements of the *Illinois Drug-Free Workplace Act* and, further certifies that it is not ineligible for award of this contract by reason of debarment for a violation of the *Illinois Drug-Free Workplace Act*.

Firm: _____

By: _____

(Signature)

(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This _____ day of _____, 2020

NOTARY PUBLIC

Attachment 4 - Certificate Regarding Sexual Harassment Policy

_____, does hereby certify pursuant to Section 2-105 of the *Illinois Human Rights Act* (775 ILCS 5/2-105) that it has a written sexual harassment policy that includes, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) an internal complaint process including penalties; (v) the legal recourse, investigative and complaint process available through the Department of Human Rights and Human Rights Commission; (vi) directions on how to contact the Department of Human Rights and Human Rights Commission; and (vii) protection against retaliation.

Firm: _____

By: _____
(Signature)

(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This _____ day of _____, 2020

NOTARY PUBLIC

Attachment 5 - Certificate Regarding Equal Employment Opportunity

_____ does hereby certify pursuant to Section 2-105 of the *Illinois Human Rights Act* (775 ILCS 5/2-105) that it has a written equal employment opportunity policy that is in compliance with all terms and conditions of the Equal Employment Opportunity provisions of the Illinois Human Rights Act.

Firm: _____

By: _____
(Signature)

(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This _____ day of _____, 2020

NOTARY PUBLIC

Attachment 6 - Certificate Regarding Employment of Illinois Workers on Public Works

_____ agrees if at the time the Agreement is executed, or if during the term of the Agreement, there is excessive unemployment in Illinois as defined in the Employment of Illinois Workers on Public Works Act, 30 ILCS 570/0/01 et seq., as two consecutive months of unemployment exceeding 5%, then _____ agrees to employ Illinois laborers in accordance with the Employment of Illinois Workers on Public Works Act. An "Illinois laborer" is defined as any person who has resided in Illinois for at least thirty (30) days and intends to become or remain an Illinois resident.

Firm: _____

By: _____
(Signature)

(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This _____ day of _____, 2020

NOTARY PUBLIC

Attachment 7 - Non-Collusion Affidavit

AFFIDAVIT: "I (we) hereby certify and affirm that my (our) proposal was prepared independently for this project and that it contains no fees or amounts other than that for the legitimate execution of this work as specified and that it includes no understanding or agreements in restraint of trade."

The following affidavit must be signed and submitted with bidder's bid proposal. FAILURE TO DO SO MAY RESULT IN DISQUALIFICATION OF THE BIDDER.

_____, as part of its bid for the _____ work for Hoffman Estates, 1900 Hassell Road, Hoffman Estates, Illinois 60169 certifies that said Contractor is not barred from bidding on the aforementioned contract as a result of a violation of the above Non-Collusion Affidavit.

Firm: _____

By: _____
(Signature)

(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This _____ day of _____, 2020

NOTARY PUBLIC

Attachment 8 - Scope of Work

1. Overview

The Village is currently looking for a CISCO GOLD Partner to provide multi-tier technical service support and licensing for its on premise Cisco VoIP telephone system. The system currently consists of the following:

Device	QTY
BE6M-M5-K9	(x2)
ER10-USR-1	(400)
LIC-CUCM-10X-ENH-A	(400)
UNITYCN10-STD USR	(400)
VH – CUCM Publisher, Unity and CER	
PD – CUCM Subscriber, Unity	
Cisco 2911	(3x)
Cisco 2901	(4x)
Cisco ATA190	(18x)

2. Additional Information

- a. Respondents to this proposal will return to the Village a comprehensive and detailed Service Level Agreement (SLA) that addresses severity, commitment and response in detail to calls for service. The SLA should detail any and all services included (i.e. perform system hardware/software/firmware updates, patches, configuration changes etc.). Services outside of the SLA should be listed on a time and materials basis.
- b. Respondents to this proposal must, at minimum be an active CISCO GOLD partner and be able to provide proof.
- c. Respondents to this proposal must have a minimum of five (5) years servicing and supporting CISCO VoIP systems

Complete the pricing summaries in Attachment 9 to complete your quote. Note, this RFP document is also your quote response.

The proposal shall be written to address the following objectives:

- **Proposals must include a listing of all services to be provided by the vendor and any services or materials that must be provided by the Village.**
- **Proposals must include a full description of the proposed agreement**

Attachment 9 - Village of Hoffman Estates Pricing Summary

Contractor _____

Technology Service Level Agreement

Equipment \$ _____

Labor \$ _____

Materials \$ _____

Support \$ _____

Maintenance \$ _____

Vendor Comments:



ALWAYS LEADING

Telephone System Support Agreement RFP



A PROPOSAL TO

Village of Hoffman Estates

AUGUST 21, 2020



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General Contact Information

CUSTOMER CONTACT INFORMATION

Fred Besenhoffer

Information Systems

Village of Hoffman Estates

1900 Hassell Road, Hoffman Estates, IL 60169

SENTINEL CONTACT INFORMATION

Michael Kmotek

Sales Executive

2550 Warrenville Rd., Downers Grove, IL 60515

630.769.4311 fax 630.769.1399

mkmotek@sentinel.com

Chris Bergeson

CLM Development Supervisor

2550 Warrenville Rd., Downers Grove, IL 60515

630.769.4339 fax 630.769.1399

cbergeson@sentinel.com

ENVIRONMENTAL POLICY STATEMENT

At Sentinel, environmental protection is a management responsibility as well as the responsibility of every employee. Our environmental protection policy addresses all aspects of the corporation's operations which can potentially impact the environment. In creating this policy, we have taken into account the following factors:

- Compliance with applicable laws, regulations, and standards concerning environmental protection
- Establish corporate environmental objectives and targets
- Minimize the environmental risks to our employees and the communities in which we operate
- Promote employee awareness of environmental concerns, actions, and responsibilities
- The efficient use of energy and materials in our operations
- Reduce/ eliminate waste through recycling and responsible disposal
- Continuous improvement and monitoring of the current environmental policy

Further, Sentinel suppliers are encouraged to develop an Environmental Policy and Environmental Management System by following the Environmental Protection Agency guidelines.

NEVER FOLLOW

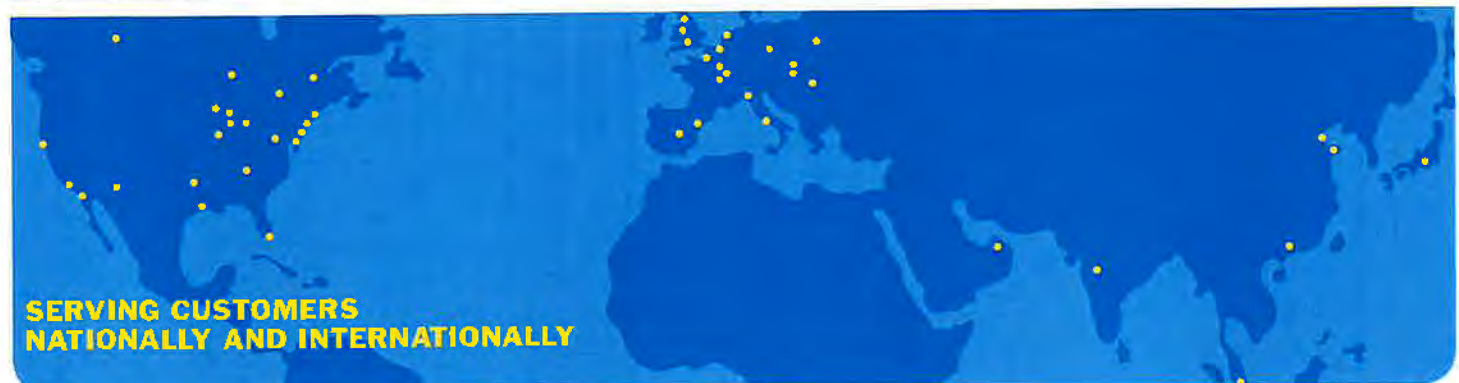
At Sentinel we've always taken the lead. Since 1982, Sentinel Technologies has been recognized as a premier business technology services provider dedicated to delivering the highest quality IT solutions, consulting, customer service and support. Even as our services have spanned generations of technology, Sentinel has stayed at the forefront of IT developments and maintained a singular focus on providing practical and innovative solutions. With single-source accountability, Sentinel processes and teams can efficiently address a range of IT needs – from communications, to data center, to cloud and managed services. Our proven success has allowed us to expand from our original charter of providing technology maintenance services to our current standing as one of the leading IT services and solutions provider in the U.S.

By aligning with many of today's global technology leaders including Cisco, Microsoft, EMC, NetApp and VMware, Sentinel solutions achieve tangible results.

When it comes to achieving a tangible ROI and sustainable performance from your IT environment, Sentinel takes the lead!

SENTINEL TECHNOLOGIES OVERVIEW

Headquartered in Downers Grove IL, Sentinel Technologies has independently managed offices in eleven locations: Chicago IL, Springfield IL, Milwaukee WI, Phoenix AZ, Ann Arbor MI, Lansing MI, Grand Rapids MI, Crystal Falls MI, Atlanta GA, and Denver CO, allowing us to service our customers both nationally and internationally.



ALWAYS INVOLVED

At Sentinel, we understand technology is a “living, breathing” organism that is continually changing and evolving to better meet the demands of business. We call it “Living Technology”. However, the term not only applies to how technology adapts to better serve business, it also describes our culture at Sentinel. Because here, we are “living technology” everyday — it’s part of our DNA. Customizing technology to enhance the companies we serve is our life. Therefore, we remain dedicated to always be looking forward in discovering how the latest technological advancements can translate into tangible benefits for our customers. For us, “always involved” means providing the complete solution; from inception – to production turn-up of the solution – to post-install support model.

**VISION | DESIGN | PRODUCT | IMPLEMENTATION |
DOCUMENTATION | TRAINING | SUPPORT**

THE COMPLETE PACKAGE

Sentinel provides our customers with a comprehensive solution: vision, design, product, implementation, documentation, training and support.



COMPREHENSIVE SOLUTIONS

ANY INDUSTRY

Sentinel's services span the range of business verticals in mid-market, upper mid-market and enterprise level organizations. Companies in the Healthcare, Financial/ Banking, Government, Education, Legal, Utilities, and Manufacturing verticals have taken advantage of Sentinel's ability to take either full responsibility or act as a supplemental contributor to our customer's business technology initiatives.



DIVERSE INDUSTRIES

THE SENTINEL DIFFERENCE

Sentinel applies an extraordinary breadth of technical solution expertise to design, sell, deploy and support our customer's business technology needs. Our unwavering commitment to thought leadership and customer satisfaction maximize both the value of technology investments and its impact to the business.

500
EMPLOYEES

HIGHLY-TRAINED

SENTINEL CORE SOLUTIONS

Sentinel understands your business is in constant motion. We take the initiative to make solutions happen that drive your business forward.

To jumpstart solution development, we perform analyses ranging from a rapidly-delivered “technical review” focused in a specific technology to an in-depth audit and analysis of IT processes, continuity plans, and compliance.

During solution development, our LMC methodology – Location/Management/Consumption – uncovers the preferred solution Location (customer site or colocation), Management (customer or Sentinel) and the financial Consumption model (CAPEX/OPEX).

If you need assistance evaluating your LMC, Sentinel Advisory Services determine how to best balance your computing workloads – whether cloud, private cloud or hybrid cloud – based on business needs.

Once the direction is set, highly skilled Sentinel teams provide technology solutions and products that keep you always engaged and always connected:

COMMUNICATION | DATA CENTER | CLOUD & MANAGED SERVICES



ALWAYS ENGAGED When your needs require the design, sale and implementation of a technology solution, Sentinel project teams are always up to the task! We combine the strength of a seasoned technical design team with highly-trained field engineers and a world-class Project Management Organization. The Sentinel team remains “always engaged” throughout the life of the project to ensure the highest quality solution is delivered on time and on budget.

- Unified Communications
- Collaboration Tools
- Mobility/Wireless
- Conferencing
- Unified Contact Center
- Software Defined Networking
- Video Signage and Security
- Unified Computing
- Private and Hybrid Cloud
- Big Data
- Virtualization – Network/Desktop
- High Performance Storage
- Backup and Recovery
- Cyber Security – Network/Email/Web
- Data Center Design

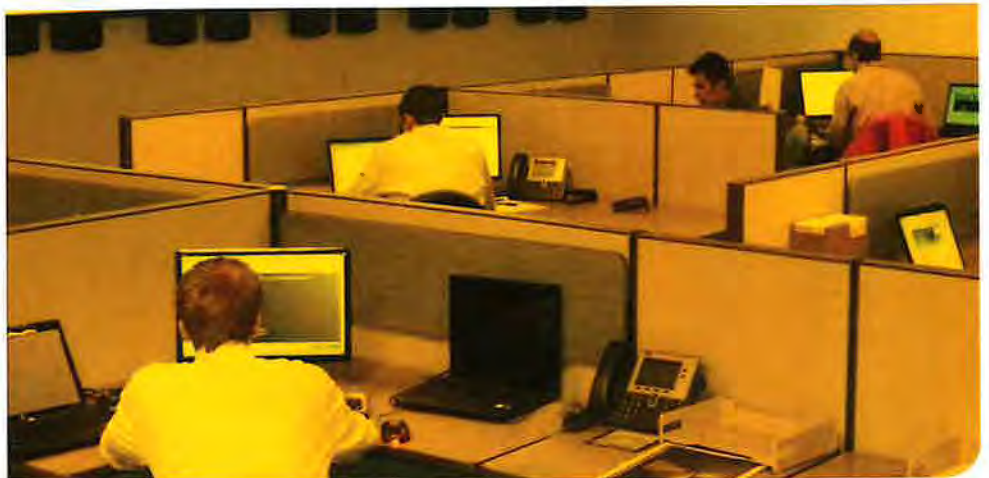




ALWAYS CONNECTED When customers seek to maximize the lifespan of their current systems or desire a more efficient model to deliver IT, Sentinel's support teams and cloud services make certain you are "always connected".

- Maximizing the availability of current systems through consulting, managed services, maintenance, monitoring and staffing has always been a cornerstone of our business.
- Sentinel's CloudSelect® offerings are built on a high-availability platform that delivers cloud or hybrid cloud computing solutions through a customized, cost effective model.

- Sentinel CloudSelect® – Compute, Storage, Backup/DR, Voice, Wireless, Colocation
- Fully Managed Solutions
- Complete System Monitoring and Support
- IT Processes, Continuity Plans, and Compliance
- Supplemental Staffing
- Technology Assessment and Advisory Services
- Maintenance and Support Contracts
- Sentinel High Availability Network Support (HANS™)
- Outsourced Support Models

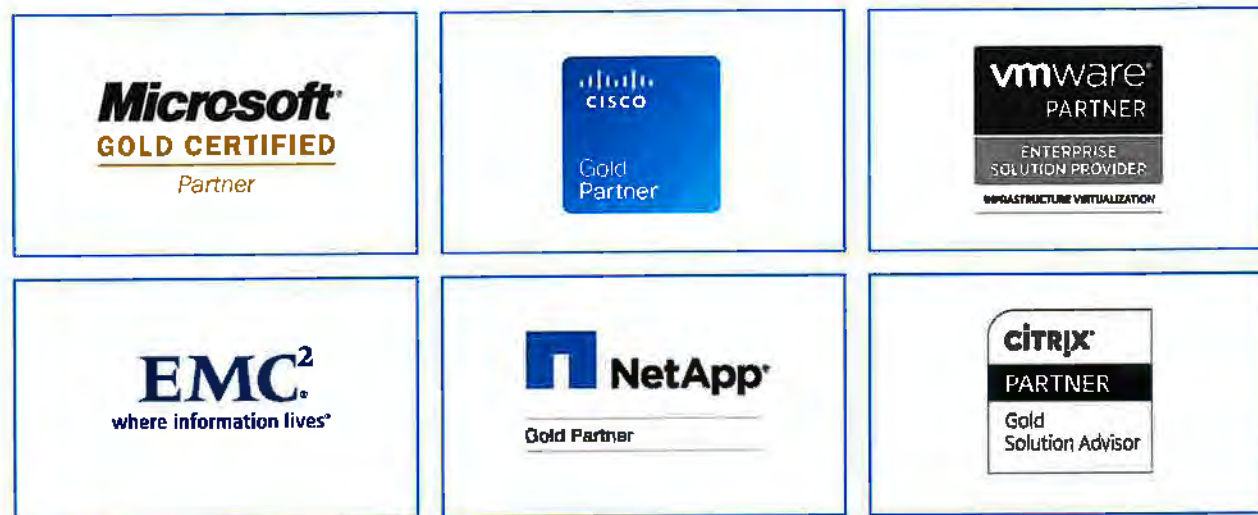


OUR VALUED PARTNERS

Sentinel recognizes that the quality of our solution partners directly affects the quality and value of the solutions we deliver to our customers. Our strategy is to partner with the best in the industry and obtain the highest level of certification available from all our key partners which, in turn, enables us to buy at the best price available. This ensures that we not only have the technical and business expertise to deliver on our promise, but we can do so in the most cost-effective manner possible.

Sentinel is proud to maintain the following organizations as our strategic business partners:

Key Partner Certification Levels



Valued Partners



OUR CUSTOMERS



GOVERNMENT

Chicago Housing Authority
City of Ann Arbor
City of Joliet
City of Naperville
City of Phoenix
City of Rockford
City of Tucson
Cook County
DuPage County
Genesee County
Gila River Indian Community
Maricopa County
State of Illinois
Tohono O'Odham Gaming Ent.
Village of Downers Grove
Village of Huntley
Village of Palatine
Village of Wheeling
US RRB



EDUCATION

Ann Arbor Public Schools
Arizona State University
Champaign CUSD 4
Chicago City Colleges
Chicago Public Schools
Chippewa Valley Schools
Eastern Illinois University
Glendale School District
ITT Technical Institute
Joliet Junior College
Kalamazoo College
Loyola University Chicago
New Trier High School
Perspectives Charter Schools
Roosevelt University
Schaumburg SD 54
University of Chicago
University of Michigan
Washtenaw Intermediate School



HEALTHCARE

Access Community Health
Advocate Healthcare
Altarum Institute
Cancer Treatment Centers of America
CFNI
Children's Memorial
Cook County Hospital
DuPage Medical Group
Fort Defiance Indian Hospital
Gila River Healthcare Corporation
Hospice of Northeastern Illinois
Midwest Palliative & Hospice CareCenter
Northwestern Memorial Hospital
Passavant Area Hospitals
Resurrection Healthcare
Rush Presbyterian St. Luke's Hospital
Sarah Bush Lincoln Health Center
Silver Cross Hospital
Sparrow Health Systems
University of Wisconsin Hospitals



MANUFACTURING

Agro-Culture Liquid Fertilizers
AM Castle
Amcol
Chicago Bridge and Iron-CB&I
Danfoss Inc
Gardner Denver Inc.
GATX
Kohler Co.
Komatsu Corporation
Kone
Nalco Company
Panduit
Rustoleum Corporation
Steelcase, Inc.
Tate & Lyle
Tenneco Automotive



BANKING & FINANCIAL SERVICES

ABN Amro
Acquity Group
American Express
Banco Popular
BMO Harris Bank
Chicago Trading Company Holdings
Citibank
Euclid Insurance
First Analysis
First Midwest Bank
Fortune Brands
Michigan State Univ. Federal Credit Union
OptionsXpress
Optiver
PPM America LLP
Wheels, Inc.



RETAIL

Art Van Furniture
Apothecary Shop Inc.
Brookfield Zoo
Capital Fitness
Casino Arizona
Coinstar
Crescent Crown
Dot Foods
East Bank Club
Field Museum
Koch Foods
National Van Lines
Personalization Mall.Com
Redbox Automated Retail
SC Johnson & Sons Inc.
Sears



PROFESSIONAL SERVICES

Axiom Corporation
A.J. Gallagher
AT Kearney
Duff and Phelps, LLP
HPR Partners
Locke Lord Bissell and Liddell
Mayer Brown Rowe & Maw
Reyes Holdings
Schiff Hardin LLP
Unitrin Data Systems
Videojet
Zenith Administrators



UTILITIES

Arizona Electric Power Cooperative
Central IL. Water, Light and Power
City Water Light & Power-Springfield, IL
Exelon
We Energies-Wisconsin



REAL ESTATE

Ambitech Engineering Corp.
AMLI Residential Properties
Bentley Forbes
CB Richard Ellis
Equity Residential
GITC-Greater Illinois Title Company
LeaseCorp
Marmon Group
NAI Hiffman
NPL Construction
IIS Equities

ALWAYS KNOWLEDGEABLE

At Sentinel Technologies, we are committed to being at the forefront of thought leadership. Our strategy is to partner with the best in the industry. We then obtain the highest level of solution specialization available from these key partners.

SPECIALIZATIONS | CERTIFICATIONS

Company Specialization / Certifications

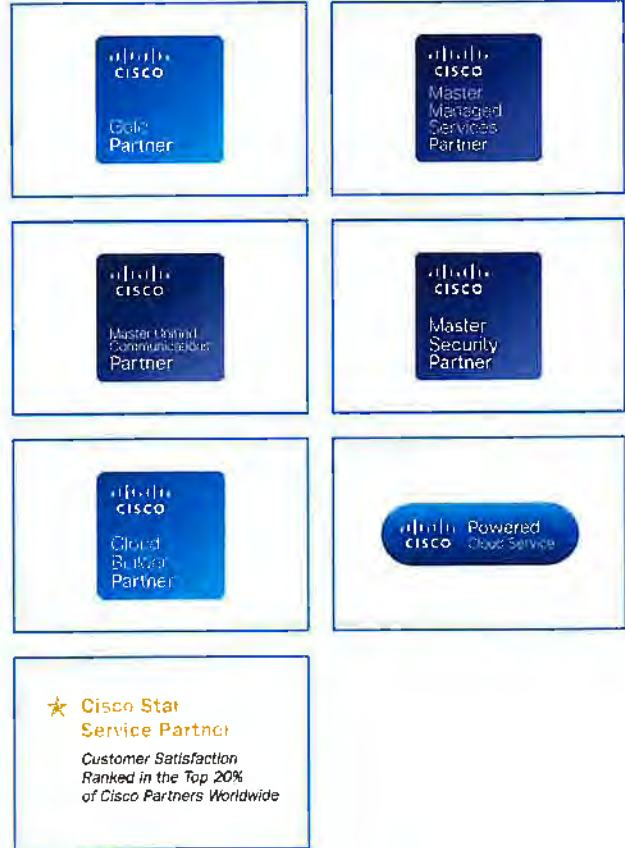
The following Manufacturer Technology Certifications recognize Sentinel's expertise within each of our manufacturer partner's technologies:

SPECIALIST DESIGNATION FROM CISCO IN:

- Master Collaboration
- Master Security
- Master Cloud & Managed Services
- Master Cloud Builder
- Cisco Powered Cloud Services
- Cisco Powered Managed Services
- Advanced Routing & Switching
- Advanced Data Center Architecture
- Advanced Borderless Network
- Advanced Content Security
- Advanced Unified Fabric
- Advanced Wireless LAN
- TelePresence Video Advanced Plus
- Cisco Partner Support Services

ADVANCED TECHNOLOGY PARTNER (ATP) FROM CISCO IN THE FOLLOWING AREAS:

- Application Centric Infrastructure (ACI)
- Identity Services Engine (ISE)
- Cloud Partner – EMC, NetApp, Microsoft and VMware
- Unified Contact Center Enterprise
- Customer Voice Portal
- Advanced Internet of Things – Safety & Security Specialized Partner
- VBlock



MICROSOFT AUTHORIZATIONS:

- Gold Management and Virtualization
- Gold Communications
- Silver Midmarket Solution Provider
- Silver Server Platform
- Silver Messaging
- Silver Data Center



OUR QUALIFICATIONS

EMC AUTHORIZATIONS:

- Premier Partner Level
- Velocity Advantage Partner
- Authorized Service Partner
- Consolidate Specialty
- BRS Specialty
- VCE Design & Installation



VMWARE AUTHORIZATIONS:

- Solution Provider Enterprise Partner
- Infrastructure Virtualization
- Business Continuity
- Desktop Virtualization



NETAPP AUTHORIZATIONS:

- Gold Level Partner
- Virtualization Specialized
- FlexPod Specialized
- NetApp Support Services Certified



SSAE16 AUDITOR CERTIFIED



50+

COMPANY
CERTIFICATIONS

Individual Technical Certifications

Sentinel makes substantial investments in keeping the training of our technical, sales, and design team members up to date to ensure we have the technical and business expertise to deliver on our promise.

Sentinel possesses over 2,400 technical certifications from our manufacturer partners. A sampling is below.

NETWORK AND DATA CENTER

584 CISCO CERTIFICATIONS

- CCIE – 28, CCDP – 12, CCDA – 22, CCNA – 146, CCNP – 72, CCSP – 2, Cisco Data Center – 62
- 50+ Unified Communications Specialist Certifications
- 100+ Sales and Design certified



44 EMC CERTIFICATIONS

- ASN Partner – certified for complete installation and implementation of the entire EMC portfolio
- Storage / Cloud / Big Data / Data Protection / Security / Content Management / Converged Infrastructure



OTHER PROFESSIONAL CERTIFICATIONS



87 Certifications



18 Certifications



16 Certifications



Certified Professional

2,400+
INDIVIDUAL
CERTIFICATIONS

OUR QUALIFICATIONS

MAINTENANCE AND REPAIR

- **HP** – 698 certifications (workstations, notebooks, server, printer etc)
- **DELL** – 229 certifications (server, storage, notebook etc)
- **LENOVO** – 86 certifications (desktop/laptop)
- **LEXMARK** – 34+ certifications (printers)
- **PC SUPPORT** – 163 Certifications (workstations, notebooks, server, printer etc)

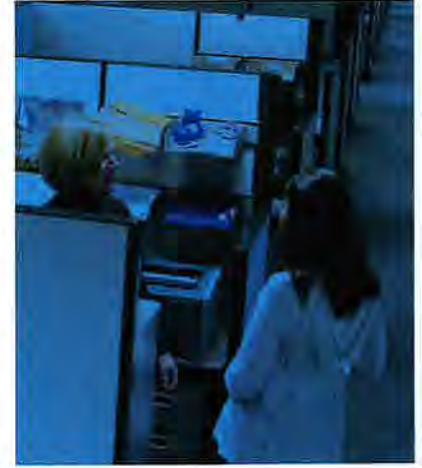


CUSTOMER SATISFACTION QUALIFICATIONS

- Recipient of Advocate Healthcare Corporate Partner Award
- Recipient of AM Castle Supplier of the Year Award
- Recipient of Illinois Auto Auctions Inc. Outstanding Performance Award
- Recipient of hundreds of letters from customers recognizing outstanding contribution and performance

TECHNOLOGY PARTNER AWARDS

- Recipient of Cisco Customer Satisfaction Excellence Award for seven straight years
- Best year over year performance in Central Operations District
- Cisco Southwest Territory Partner of Year for three consecutive years
- Best year over year performance U.S. Regional VAR
- Southwest Territory Enterprise Networks Cisco Partner of the Year
- Best of AVVID Show Award in Customer Satisfaction for Sentinel's IQ for Education application suite for Cisco IP phones
- Awarded Cisco "Global IP Communications Partner of the Year"
- Southwest Territory Security Cisco Partner of the Year
- Awarded Cisco "Great-Lakes-Region – Partner of the Year"
- Southwest Territory Data Center Cisco Partner of the Year
- Awarded Cisco "Central Region IP Communications – Top Partner"
- Awarded Cisco "Central Region Partner Summit - Partner of the Year"
- Awarded Cisco Wireless "Excellence in Partnership"
- Six time HP Service Excellence Award Winner
- Excellence in Cisco Collaboration Architecture Award - Cisco U.S./Canada Partner Summit
- 2014 EMC Quality Service Award
- Outstanding Customer Satisfaction Award – Cisco U.S./Canada Partner Summit
- Cisco 2015 SLED Partner of the Year



Since the inception of Sentinel in 1982, the Company has abided by a simple philosophy – “happy and motivated employees equal happy customers”. To that end, Sentinel has been vigilant in creating a work environment that encourages creativity, fosters growth, and rewards success.

Sentinel has received independent recognition for their ability to create an outstanding work environment and has been recognized as a “Best Place to Work” by the Chicago Tribune, Crain’s Chicago Business, and AZCentral.com. The Company has also received hundreds of letters of recommendation from national and international customers for the outstanding support delivered by the Sentinel team.



Sentinel is proud to have been recognized as a “Best Place to Work” in the U.S. Midwest and Southwest regions. In the Midwest, Sentinel has been named a Top 100 Workplace by the Chicago Tribune for four consecutive years and also recently received recognition as a “Top 100 Workplace” for Arizona. In both cases, Sentinel was selected based on employee feedback compared to other companies in the region. Sentinel has also been recognized as a “Best Place to Work” by Crain’s Chicago Business.



ALWAYS EFFICIENT

Sentinel is committed to producing high quality results as efficiently as possible for our customers. This is why we have embraced professional project management as the cornerstone of every project we undertake.

Sentinel's approach to Project Management incorporates a unique blending of both Strategic and Tactical monitoring and control techniques thus realizing the "how" of the work we perform. We have achieved this via formal planning techniques and sophisticated virtualized work-flows – "Guides to Assembly" which are real mechanisms that help guide project participants through communication channels and work assignments in order to realize task sequence, manage risk, and avoid re-work.

Sentinel’s Enterprise Project Management Organization (EPMO) has a large core of PMP certified Project Managers who work with our customer and the assigned Sentinel technical project team to ensure we deliver on our promise. Our PM’s have the professional certification and a strong technical background necessary to provide the management and guidance required to keep projects on time and on budget. Sentinel’s EPMO utilizes tools such as Microsoft SharePoint Portal and Organizational Project Management Maturity Model (OPM3) along with basic blocking and tackling around issues like defects, root cause analysis, and risk mitigation to deliver optimum results.

For projects requiring project management (typically 80+ hours of technical services), Sentinel will adhere to the following guidelines:

1 INTRODUCTION CALL

Within two business days of PMO notification, a Sentinel Project Manager will contact you for an introduction and to answer any questions you might have.

2 SCHEDULE EXTERNAL KICK-OFF

Within three business days of the Introduction Call, the Project Manager will call again to arrange a time and date to set up an initial “Customer Kick-Off” meeting with you and your Team.

(Between the Introduction Call and the subsequent Kick-Off Meeting, Sentinel assembles the project team for a Internal Kick-Off or formal review of the project’s characteristics, inherent risks, and to perform formal planning and scheduling.)

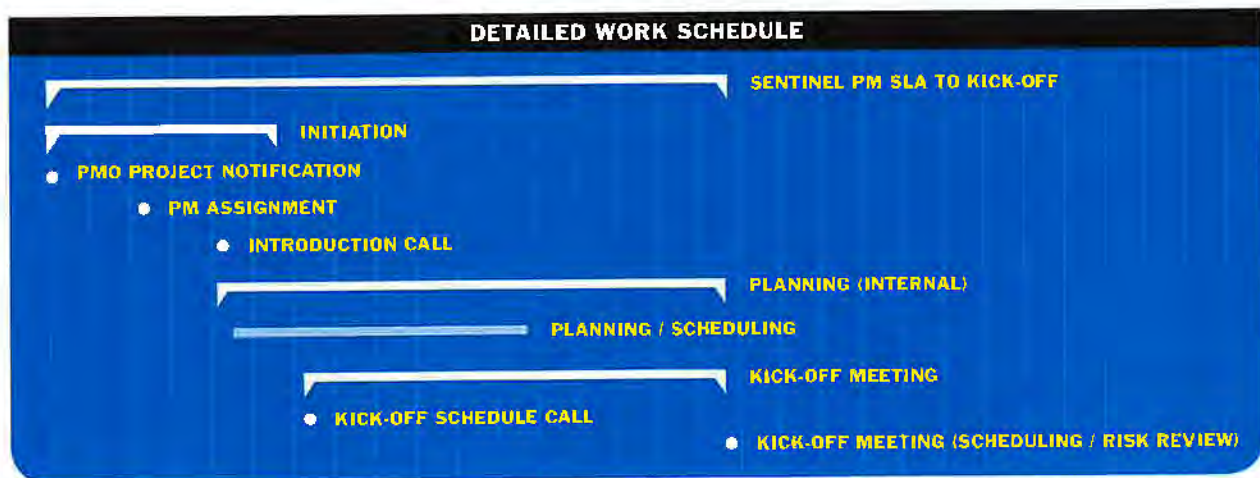
3 KICK-OFF MEETING (CUSTOMER SITE)

Ten business days from the Introduction Call, the Customer Kick-Off will be held at the customer location.

The purpose of this meeting:

- Acceptance of Initiation Documentation, Risk Review and Top Down Structured Planning (TDSP)
- Walk through (if needed depending on Solution purchased)
- Scheduling of Blueprint Meeting(s)

As a result of this session, a detailed *final* work schedule (*MS Project*) will be created and used to track and control the project. Once completed and resources are scheduled, the Design phase can commence.



* Depending on the size and complexity of the project, planning sessions and the subsequent creation of schedules and other administrative project management artifacts such as risk plans, communications plans, and resource scheduling, can extend out from the intervals shown above.

Project Management process may be customized based on factors such as project size, urgency or complexity.

SSAE 16 SOC 2, Type II Attestation

Standing at the apex of Sentinel's myriad awards, honors and certifications is its SSAE 16 Service Organization Control (SOC) 2, Type II Attestation which has been undertaken annually by the nationally-renowned auditing firm Plante Moran, PLLC for the past three years. The SOC 2, Type II attestation is the highest and most rigorous in the SSAE 16 portfolio of audits, evaluating Controls and Processes that encompass the Five Trust Service Principles of Security, Availability, Processing Integrity, Confidentiality and Privacy.

Why should this matter to you? The SSAE 16 attestation provides independent validation and assurance that Sentinel is in compliance with best practices regarding items of critical importance to you -- security, confidentiality, data protection, project management and IT strategic solutions, to name a few. If you are seeking consulting or services support for your IT environment, the SOC 2, Type II attestation should be one of the most important factors in your evaluation.



The SSAE 16 Attestation is a standard that was created by the American Institute of Certified Public Accountants (AICPA) in 2010 to replace the SAS 70 certification process, and expand reporting to the effectiveness of a service organization's controls relating to operations and compliance.

Attachment 1 – References

Sentinel Response: NOTE: Sentinel is proud to have a significant number of customers willing to share their experiences with our prospective customers such as Village of Hoffman Estates. We have provided the above references at your request. As a courtesy to our current customers (and the same courtesy we will afford you in the future when we have the opportunity to share your name as a reference), we would like to request that you please contact your Sentinel Sales Executive to check with these customers to find a time that would be mutually convenient for your schedules.

Please see Attachment 1 – References fom below.

Attachment 1 - References

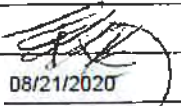
List below the last three (3) businesses or other organizations for which you have provided comparable services.

1. ORGANIZATION: Village of Northbrook
ADDRESS: 1225 Cedar Lane
CITY, STATE, and ZIP CODE: Northbrook, IL 60062
TELEPHONE NUMBER: 847-272-5050
CONTACT PERSON: Jerick Cabral
DATE OF SERVICES: 2018
DOLLAR AMOUNT OF THE JOB: \$145,000.00

2. ORGANIZATION: J. Sterling Morton H.S.
ADDRESS: 5601 W. Cermak Rd
CITY, STATE, and ZIP CODE: Cicero, IL 60804
TELEPHONE NUMBER: 708.780.2800
CONTACT PERSON: Bob Niedermeyer
DATE OF SERVICES: 2019
DOLLAR AMOUNT OF THE JOB: \$96,000.00

REFERENCES (CONTINUED)

3. ORGANIZATION: Peotone CUSD 207U
ADDRESS: 212 West Wilson Street
CITY, STATE, and ZIP CODE: Peotone, IL 60468
TELEPHONE NUMBER: 708-258-0991
CONTACT PERSON: Charles Vitton
DATE OF SERVICES: Since July 2016
DOLLAR AMOUNT OF THE JOB: \$450,000.00

OFFEROR'S NAME: Timothy Hill
SIGNATURE: 
DATE: 08/21/2020

COMMENTS

Attachment 2 – Certificate of Eligibility

Attachment 2 - Certificate of Eligibility

720 ILCS 5/33E-11 requires that all Contractors bidding for public agencies in the State of Illinois certify that they are not barred from bidding on public contracts for bid rigging or bid rotation.

The following certification must be signed and submitted with bidder's bid proposal. FAILURE TO DO SO MAY RESULT IN DISQUALIFICATION OF THE BIDDER.

Sentinel Technologies, Inc. as part of its bid for the Phone Systems Support work for Hoffman Estates, 1900 Hassell Road, Hoffman Estates, Illinois 60169, of Cook County, Illinois certifies that said Contractor is not barred from bidding on the aforementioned contract as a result of a violation of either 720 ILCS 5/33E-3 or 720 ILCS 5/33-E4.

Firm: Sentinel Technologies, Inc.

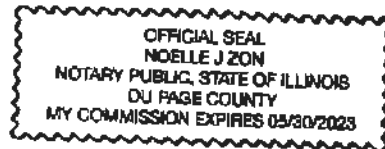
BY: 
(Signature)

EDWARD J. TENSDALE, SUP
(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This 17th day of August, 2020

Noelle J. Zon
NOTARY PUBLIC



Attachment 3 – Certificate of Compliance with Illinois Drug-Free Workplace Act

Attachment 3 - Certificate of Compliance with Illinois Drug - Free Workplace Act

Sentinel Technologies, Inc., having 25 or more employees, does hereby certify pursuant to section 3 of the *Illinois Drug-Free Workplace Act (30 ILCS 580/3)* that it shall provide a drug-free workplace for all employees engaged in the performance of work under the contract by complying with the requirements of the *Illinois Drug-Free Workplace Act* and, further certifies that it is not ineligible for award of this contract by reason of debarment for a violation of the *Illinois Drug-Free Workplace Act*.

Firm: Sentinel Technologies Inc

By: 
(Signature)

Stephen J. Truesdell, SVP
(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This 17th day of August, 2020

Nancy J. Zorn
NOTARY PUBLIC



Attachment 4 – Certificate Regarding Sexual Harassment Policy

Attachment 4 - Certificate Regarding Sexual Harassment Policy

Sentinel Technologies, Inc, does hereby certify pursuant to Section 2-105 of the Illinois Human Rights Act (775 ILCS 5/2-105) that it has a written sexual harassment policy that includes, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) an internal complaint process including penalties; (v) the legal recourse, investigative and complaint process available through the Department of Human Rights and Human Rights Commission; (vi) directions on how to contact the Department of Human Rights and Human Rights Commission; and (vii) protection against retaliation.

Firm: Sentinel Technologies, Inc

By [Signature]
(Signature)

Edward J. Stawicki, SVP
(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This 17th day of August, 2020

Noelle J. Zon
NOTARY PUBLIC



Attachment 5 – Certificate Regarding Equal Employment Opportunity

Attachment 5 - Certificate Regarding Equal Employment Opportunity

Sentinel Technologies, Inc., does hereby certify pursuant to Section 2-105 of the *Illinois Human Rights Act* (775 ILCS 5/2-105) that it has a written equal employment opportunity policy that is in compliance with all terms and conditions of the Equal Employment Opportunity provisions of the Illinois Human Rights Act.

Firm: Sentinel Technologies, Inc

By: 
(Signature)

Pamela Stiles, SVP
(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This 17th day of August, 2020

Noelle J. Zon
NOTARY PUBLIC



Attachment 6 – Certificate Regarding Employment of Illinois Working on Public Works

Attachment 6 - Certificate Regarding Employment of Illinois Workers on Public Works

Sentinel Technologies agrees if at the time the Agreement is executed, or if during the term of the Agreement, there is excessive unemployment in Illinois as defined in the Employment of Illinois Workers on Public Works Act, 30 ILCS 570/0/01 et seq., as two consecutive months of unemployment exceeding 5%, then Sentinel Technologies agrees to employ Illinois laborers in accordance with the Employment of Illinois Workers on Public Works Act. An "Illinois laborer" is defined as any person who has resided in Illinois for at least thirty (30) days and intends to become or remain an Illinois resident.

Firm: Sentinel Technologies, Inc.

By: 
(Signature)

Edward S. Truesdale, SVP
[Printed Name & Title]

SUBSCRIBED and SWORN TO before me

This 17th day of August, 2020


NOTARY PUBLIC



Attachment 7 – Non-Collusion Affidavit

Attachment 7 - Non-Collusion Affidavit

AFFIDAVIT: "I (we) hereby certify and affirm that my (our) proposal was prepared independently for this project and that it contains no fees or amounts other than that for the legitimate execution of this work as specified and that it includes no understanding or agreements in restraint of trade."

The following affidavit must be signed and submitted with bidder's bid proposal. FAILURE TO DO SO MAY RESULT IN DISQUALIFICATION OF THE BIDDER.

Sentinel Technologies, Inc., as part of its bid for the Phone System Support work for Hoffman Estates, 1900 Hassell Road, Hoffman Estates, Illinois 60169 certifies that said Contractor is not barred from bidding on the aforementioned contract as a result of a violation of the above Non-Collusion Affidavit.

Firm: Sentinel Technologies, Inc.

By: 
(Signature)
EDWARD STRUSSLER, SVP
(Printed Name & Title)

SUBSCRIBED and SWORN TO before me

This 17th day of August, 2020

Noelle J. Zon
NOTARY PUBLIC



Attachment 9 – Village of Hoffman Estates Pricing Summary

Attachment 9 - Village of Hoffman Estates Pricing Summary

Contractor Sentinel Technologies, Inc.

Technology Service Level Agreement

Equipment \$ _____

Labor \$ _____

Materials \$ _____

Support \$ _____

Maintenance \$ 27,013.00

Vendor Comments:

This is for HANS. There is also a SMARTnet proposal. Thanks!

Attachment 9 - Village of Hoffman Estates Pricing Summary

Contractor	<u>Sentinel Technologies, Inc.</u>
Technology	Service Level Agreement
Equipment	\$ _____
Labor	\$ _____
Materials	\$ _____
Support	\$ _____
Maintenance	\$ <u>24,849.00</u>

Vendor Comments:

This is our SMARTnet Proposal. We will also be proposing HANS. Thank you!

ATTACHMENT 9 – VILLAGE OF HOFFMAN ESTATES PRICING SUMMARY

Bill of Materials – HANS™

VILLAGE OF HOFFMAN ESTATES										
City	State	Manufacturer	Device	Serial Number	Start Date	End Date	Qty	Unit Price	Ext. Price	
HOFFMAN ESTATES	IL	1900 HASSELL RD	S11 HANS™ GOLD PARTS ONLY 8X5XNB							
		CISCO	BERM-M5-K9	WZF234316VM	28-Feb-21	31-Jul-21	1	\$ 161.00	\$ 161.00	
		CISCO	BERM-M5-K9	WZF234415YR	28-Feb-21	31-Jul-21	1	\$ 161.00	\$ 161.00	
		CISCO	C2901-CME-SRST7K9	FTX183084WT	1-Sep-20	31-Jul-21	1	\$ 347.00	\$ 347.00	
		CISCO	C2901-CME-SRST7K9	FTX183084XM	1-Sep-20	31-Jul-21	1	\$ 347.00	\$ 347.00	
		CISCO	C2901-CME-SRST7K9	FTX183084XR	1-Sep-20	31-Jul-21	1	\$ 347.00	\$ 347.00	
		CISCO	C2901-CME-SRST7K9	FTX183084Y1	1-Sep-20	31-Jul-21	1	\$ 347.00	\$ 347.00	
		CISCO	C2911-CME-SRST7K9	FTX1833AHXB	1-Sep-20	31-Jul-21	1	\$ 501.00	\$ 501.00	
		CISCO	C2911-CME-SRST7K9	FTX1833AHXC	1-Sep-20	31-Jul-21	1	\$ 345.00	\$ 345.00	
		CISCO	C2911-CME-SRST7K9	FTX1833AHYT	1-Sep-20	31-Jul-21	1	\$ 345.00	\$ 345.00	
		CISCO	CISCO2951-SEC7K9	FTX1533AMP6	1-Sep-20	31-Jul-21	1	\$ 1,256.00	\$ 1,256.00	
		CISCO	CISCO2951-SEC7K9	FTX1808AJTL	1-Sep-20	31-Jul-21	1	\$ 1,256.00	\$ 1,256.00	
HOFFMAN ESTATES	IL	1900 HASSELL RD	S11 HANS™ GOLD SOFTWARE							
		CISCO	ER12-USR-1	1830494717	1-Aug-20	31-Jul-21	400	\$ 2.00	\$ 800.00	
		CISCO	LIC-CUOM-12X-BNH	1830494716	1-Aug-20	31-Jul-21	400	\$ 37.00	\$ 14,800.00	
		CISCO	UNITY CN12-STD-USR	1830494718	1-Aug-20	31-Jul-21	400	\$ 15.00	\$ 6,000.00	
Total									\$27,013.00	

Bill of Materials – SMARTnet

VILLAGE OF HOFFMAN ESTATES										
City	State	Manufacturer	Device	Serial Number	Start Date	End Date	Qty	Unit Price	Ext. Price	
HOFFMAN ESTATES	IL	1900 HASSELL RD	CISCO SMARTnet PARTS ONLY 8X5XNB							
		CISCO	BERM-M5-K9	WZF234316VM	28-Feb-21	31-Jul-21	1	\$ 144.00	\$ 144.00	
		CISCO	BERM-M5-K9	WZF234415YR	28-Feb-21	31-Jul-21	1	\$ 144.00	\$ 144.00	
		CISCO	C2901-CME-SRST7K9	FTX183084WT	1-Sep-20	31-Jul-21	1	\$ 311.00	\$ 311.00	
		CISCO	C2901-CME-SRST7K9	FTX183084XM	1-Sep-20	31-Jul-21	1	\$ 311.00	\$ 311.00	
		CISCO	C2901-CME-SRST7K9	FTX183084XR	1-Sep-20	31-Jul-21	1	\$ 311.00	\$ 311.00	
		CISCO	C2901-CME-SRST7K9	FTX183084Y1	1-Sep-20	31-Jul-21	1	\$ 311.00	\$ 311.00	
		CISCO	C2911-CME-SRST7K9	FTX1833AHXB	1-Sep-20	31-Jul-21	1	\$ 448.00	\$ 448.00	
		CISCO	C2911-CME-SRST7K9	FTX1833AHXC	1-Sep-20	31-Jul-21	1	\$ 309.00	\$ 309.00	
		CISCO	C2911-CME-SRST7K9	FTX1833AHYT	1-Sep-20	31-Jul-21	1	\$ 309.00	\$ 309.00	
		CISCO	CISCO2951-SEC7K9	FTX1533AMP6	1-Sep-20	31-Jul-21	1	\$ 1,125.00	\$ 1,125.00	
		CISCO	CISCO2951-SEC7K9	FTX1808AJTL	1-Sep-20	31-Jul-21	1	\$ 1,125.00	\$ 1,125.00	
HOFFMAN ESTATES	IL	1900 HASSELL RD	CISCO SMARTnet SOFTWARE							
		CISCO	ER12-USR-1	1830494717	1-Aug-20	31-Jul-21	400	\$ 2.00	\$ 800.00	
		CISCO	LIC-CUOM-12X-BNH	1830494716	1-Aug-20	31-Jul-21	400	\$ 34.00	\$ 13,600.00	
		CISCO	UNITY CN12-STD-USR	1830494718	1-Aug-20	31-Jul-21	400	\$ 14.00	\$ 5,600.00	
Total									\$24,849.00	

Exhibit 1 - W-9

Form W-9 (Rev. October 2018) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification ▶ Go to www.irs.gov/FormW9 for instructions and the latest information.	Give Form to the requester. Do not send to the IRS.
--	---	---

Print or type. See Specific instructions on page 9.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. SENTINEL TECHNOLOGIES, INC.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 9): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ (Applies to accounts maintained outside the U.S.)
	5 Address (number, street, and apt. or suite no.) See instructions. 2550 WARRENVILLE ROAD	Requestor's name and address (optional)
	6 City, state, and ZIP code DOWNERS GROVE IL 60515	
	7 Use account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Notes: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number												
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or												
Employer identification number												
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36	-	3	1	9	9							
		1	8									

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here

Signature of U.S. person ▶		Date ▶	JAN 2 2020
----------------------------	--	--------	-------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

EXHIBIT 1 - SAMPLE CERTIFICATE OF INSURANCE

Exhibit 1 - Sample Certificate of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/27/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER HUB International Midwest Limited 55 East Jackson Boulevard Chicago IL 60604	CONTACT NAME: CSU Chicago	FAX (A/C No.):
	PHONE (A/C No. Ext): 312-922-5000	FAX (A/C No.):
	E-MAIL ADDRESS: CSUChicago@hubinternational.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Great Northern Insurance Company	20303
	INSURER B: Federal Insurance Company	20281
	INSURER C: Chubb Indemnity Insurance Company	12777
	INSURER D:	
	INSURER E:	
	INSURER F:	

INSURED: Sentinel Technologies, Inc. 2550 Warnerville Rd. Downers Grove IL 60515

COVERAGES CERTIFICATE NUMBER: 1941290834 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSTR LTR	TYPE OF INSURANCE	ADDITIONAL INSURER (IND) (W/D)	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		3603-15-77	9/29/2019	9/29/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (1st occurrence) \$ 500,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP ABG \$ 2,000,000 EMPLOYEE BENEFITS \$ 1,000,000 COMBINED SINGLE LIMIT (per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/>		7359-07-85	9/29/2019	9/29/2020	BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> COB <input checked="" type="checkbox"/> RETENTION \$ IN NOB		7359-05-16	9/29/2019	9/29/2020	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MSB/ER EXCLUDED? (Mandatory in IN) If yes, describe under DESCRIPTION OF OPERATIONS below.	Y/N N	7175-37-24	9/29/2019	9/29/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Property EAG/Cyber		3603-15-77 3603-15-77	9/29/2019 9/29/2019	9/29/2020 9/29/2020	Business Prop Prop Limit \$ 11,000,000 10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Coverage: Abuse or Molestation
 Policy No: 3603-15-77
 Policy Period: 9/29/19 to 9/29/20
 Insurer: Great Northern Insurance
 NAIC: 20303
 Limit: \$1,000,000
 Evidence of Insurance

CERTIFICATE HOLDER	CANCELLATION
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
EVIDENCE OF INSURANCE	

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ACORD 25 (2016/03)

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	Manufacturer Support	High Availability Network Support		
		Silver	Gold	Platinum
Maintenance Activities				
24X7X365 Access to Sentinel Technical Assistance Center		X	X	X
Access to Manufacturer Support Web	X	X	X	X
Advanced Replacement of Hardware	X	X	X	X
Self Service Web for Incident and Change Ticket Creation	X	X	X	X
Access to Cisco Software Downloads	X		X	X
Access to Cisco WW Parts Depot	X		X	X
Customer Direct access to Manufacturer TAC	X			X
Sentinel Customer Service Center First Call		X	X	X
Primary & Secondary Engineers Assigned to each account		X	X	X
Assigned Service/Escalation Manager		X	X	X
Monthly Automated Quality/SLA Reporting		X	X	X
ITIL based process for incident and change		X	X	X
Continuous Effort - Coverage beyond hours of service when necessary		X	X	X
Contract and Inventory Management		X	X	X
Proactive Renewal Notices		X	X	X
Access to Sentinel Loaner Equipment		X	X	X
Remote Engineering Diagnosis and Repair		X	X	X
Software Installation for Issue Remediation			X	X
Sentinel/Cisco Smart Collector			X	
- Alert Reporting (Field Notices, EOX reports, Security Notices)			X	
- Device Diagnostics (Self Diagnostics, Environmental, System Log, Config)			X	
- Automated Inventory Management Software			X	
Complete System Restoration *		X	X	X
On-site Engineering Remediation		Available	Available	Available

* To fulfill complete restoration device must be under Sentinel Managed Service or customer must provide the configuration at time of failure to the engineering resources

APPENDIX A

Customer Name: Village of Hoffman Estates

Street Address: 1900 Hassell Road

City, State, Zip: Hoffman Estates, IL 60169

The Agreement referenced below by and between Sentinel Technologies, Inc., (Contractor) with principal offices at 2550 Warrenville Road, Downers Grove, Illinois 60515, and Village of Hoffman Estates (Customer) with principal offices at 1900 Hassell Road, Hoffman Estates, IL 60169 is hereby amended to include the following:

Commencement Date

Agreement No. 001

Addendum No. 035-MK

1. Inspection and Repair

Prior to the Commencement Date of Maintenance under this Appendix, the equipment covered hereunder and delineated in Appendix B ("the Equipment"), shall be subject to inspection by the Contractor at no charge to the Customer, to determine if it is in acceptable condition for maintenance. Any repairs, adjustments or replacement of missing items deemed necessary by the Contractor to bring the Equipment up to an acceptable condition shall be the responsibility of the Customer. The Contractor reserves the right to modify, repudiate or terminate this Appendix if, in Contractor's opinion, the Equipment is not capable of maintenance or if Customer refuses or fails to bring the Equipment up to an acceptable condition.

2. Responsibilities of Contractor

The Contractor shall, for the total charges set forth in Appendix B, maintain the Equipment in good operating condition and furnish maintenance service during the Contracted Periods of Maintenance Service selected by the Customer as designated on Appendix B.

The Maintenance Service includes:

- a. **Unscheduled Remedial Maintenance Service** during the Contracted Periods of Maintenance Service when notified by the Customer that the Equipment is inoperative.
- b. All costs of labor and field installable parts deemed necessary by Contractor to be required for maintaining the Equipment as a result of normal wear and tear. At Customer's request, Contractor will, for additional time and material cost, make required repairs not attributable to normal wear and tear.
- c. The installation of new parts or parts equivalent to new in performance. Replaced parts shall become the property of Contractor. Contractor shall be responsible for the replacement of only those parts unusable as a result of normal usage and wear and tear.
- d. With regard to end of life products, Contractor shall use its commercially reasonable best efforts to support said products until such time it is determined, in Contractor's sole discretion, that the support of these products is not economically viable. At the time that determination is made, Contractor shall notify Customer, in writing, and Contractor shall then be relieved of any and all obligation or liability relating to said products.

3. Responsibility of the Customer

- a. The Customer shall notify Contractor's maintenance personnel upon Equipment failure and shall allow Contractor full and free access to the Equipment, subject to the Customer's commercially reasonable internal security rules.
- b. The Customer shall not permit maintenance or repairs to the Equipment to be made or attempted, except as specified and approved in advance by Contractor.
- c. The Customer shall maintain the site environmental conditions throughout the Contracted Periods of Maintenance Service in accordance with the specifications established by the Equipment manufacturer.
- d. Prior to the Commencement Date of Maintenance under this Appendix, the Customer shall provide Contractor with an accurate inventory of the Equipment to be covered hereunder. Should Customer's inventory be incomplete or otherwise inaccurate, Customer acknowledges that Contractor shall be absolved of any liability relating to the equipment not listed or misidentified, unless the parties agree to an additional charge for provision of service to that equipment. For multi-year contracts, this inventory shall be updated

by Customer annually. At Customer's request and for an additional charge, Contractor can perform an inventory of Customer's Equipment to be covered hereunder. If the Customer requests that modifications be made to the inventory during the Contracted Periods of Maintenance Service, then maintenance service will be supplied unless such modifications make it impractical for Contractor to render maintenance service, in which case Contractor shall be relieved of its responsibilities. If the requested modifications increase maintenance costs, Contractor shall have the right to adjust accordingly the maintenance charges specified on Appendix B.

- e. In order to activate Contractor's restoration guarantees, Customer agrees to present Contractor with up to date configurations of the covered devices at time of failure. However, if the Customer has a monitoring/managed services agreement in place, Sentinel can provide the configs via monitoring/managed services. Contractor's restoration guarantees will not be in full force or effect until Customer provides engineer active configuration at time of failure. In the event Customer does not provide the configuration information, any incremental effort required during the restoration process that is attributable to missing configuration information may result in additional charges.
- f. It is the Customer's responsibility to maintain and supply Contractor with current server backups as requested to facilitate system restoration. Contractor is only responsible to restore data based on the latest known good backup that Customer has supplied. In the event Customer does not provide a conforming backup, any incremental effort required by Contractor as a result of the non-conforming backup may result in additional charges.
- g. Customer shall inform Contractor of any end of life, replacement or phase out notifications it receives from Equipment manufacturers, dealers or agents.

4. Call Recording

The recording and/or monitoring of incoming and outgoing telephone calls between Contractor and Customer will be undertaken by Contractor, subject to the consent of all parties to such calls, for the purpose of providing constructive performance feedback, pursuing complaints, taking corrective action, measuring satisfaction or for any other purpose Contractor deems relevant to improving customer service.

5. Periods of Maintenance Service Availability

- a. The Annual Maintenance Fee and the Contracted Periods of Maintenance Service available to the Customer are stated in Appendix B. Notwithstanding the terms therein, the activation of the obligations under this Appendix commence no later than the date Contractor purchases any contracts or equipment on Customer's behalf.
- b. If the Customer removes individual Equipment from the system configuration, said individual Equipment may be added or deleted from maintenance coverage under this Appendix by giving Contractor thirty (30) days advance written notice. SMARTnet contracts purchased on the Customer's behalf are non-refundable. Contractor agrees to provide information to assist Customer in requesting a refund for prepaid SMARTnet contracts.

6. Excluded Services

The following services are outside the scope of this Appendix, but can be provided at an additional charge:

- a. Maintenance or repairs attributable to unauthorized attempts by or for the Customer to repair or maintain the Equipment; Equipment being used for purposes other than that for which it was designed; maintenance or repairs necessitated by Acts of God, war, government regulation, terrorism, disaster, strikes, civil disorder, accident, transportation, or similar emergency beyond the parties' control; failure to provide suitable environmental conditions; fault or negligence of the Customer, its agents, employees or assigns; improper use or misuse of the Equipment; and causes external to the Equipment, such as, but not limited to, power failure, air conditioning failure, and electrostatic conditions.
- b. Furnishing supplies or accessories, or refurbishing of Equipment.
- c. Installation, moves, adds, or changes to Equipment/software.
- d. Maintenance or repairs attributable to manufacturer defects, bugs, viruses, or other similar defects.

7. Service Level Agreement ("SLA") for Sentinel HANS™

SLAs are noted below, in accordance with the following general Severity Level definitions and the provisions of Section 8 below:

- a. **Severity 1:** Interruption making a critical functionality inaccessible or a complete network interruption causing a severe impact on services availability. There is no possible alternative.



- b. **Severity 2:** Critical functionality or network access interrupted, degraded or unusable, having a severe impact on services availability. No acceptable alternative is possible.
- c. **Severity 3:** Non critical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability. A workaround is available.

Note: Due to the time required for set up to support HANS™ agreements, adherence to SLAs will become effective no sooner than 30 days after Customer signature.

Incident Service Level

Severity	Notification SLA	SLA Commitment	Response SLA	SLA Commitment	MTTR (Mean Time to Repair)	SLA Commitment
Severity 1	15 Minutes	99.5%	1 Hour	99.5%	Dependent on SLA purchased, See Appendix B	99.5%
Severity 2	15 Minutes	99.5%	2 Hours	99.5%	Dependent on SLA purchased, See Appendix B	99.5%
Severity 3	4 Hours	99.5%	NBD	99.5%	Two Business Days	99.5%

8. SLA Options

There are three SLA options for Sentinel HANS™. The definitions below describe the components of each SLA offering. The SLA of each device under contract is detailed on Appendix B.

HANS™ Silver – provides all the services detailed under Item 8a. below. This service does not allow the Customer the ability to call the Manufacturer TAC directly for support or receive software updates to a device.

HANS™ Gold – provides all the services detailed under Item 8a. and 8b. below. Contractor is authorized to deliver Manufacturer Support and as such, Contractor has the ability to escalate to Manufacturer TAC for incidents, as well as receive all software updates for devices. Contractor is ultimately responsible for supplying parts to support Manufacturer hardware.

HANS™ Platinum - provides all the services detailed under Item 8a. below with all Equipment backed by a Manufacturer support agreement which provides Customer and Contractor access to Manufacturer's support resources, and the ability to update software. Contractor is ultimately responsible for supplying parts to support Manufacturer hardware.

- a. The following details the level of support provided under all HANS™ service agreements:
 - All calls for service are to be placed with, monitored and escalated by Contractor.
 - Contractor will reload/configure system components with Customer-supplied back up as required to ensure complete functionality and restoration.
 - For service calls that are started within the Contracted Period of Maintenance Services, Contractor will, when necessary, provide continuous effort to extend service beyond the contracted hours of coverage.
 - Contractor will provide maintenance management services and, if requested by Customer, will act as the Customer's agent in attempting to resolve issues with other vendors/suppliers.
 - Contractor will utilize remote diagnosis and remote repair capability to expedite problem resolution.
 - Contractor will supply loaner equipment on a best efforts basis in emergency situations for non-core network equipment.
 - Contractor will provide primary and secondary engineers to gain knowledge of the configurations, along with an assigned escalation manager.
 - Contractor will provide advanced replacement of hardware in accordance with the SLA defined per device in Appendix B.



- b. The following details the additional level of support provided under all HANS™ Gold service agreements:
- Cisco Specific Items
 - Contractor will provide the software for the Smart Collector upon Customer's request. The Smart Collector will only provide the functionality outlined below and without the Smart Collector, these functions will not be possible. Specification of the hardware requirements will be given to Customer during the kick-off phase, the Customer will be responsible for provisioning the OVA provided by Sentinel. Customer is also responsible for providing Contractor with SNMP Read-Only community strings for each device and Customer will be responsible for re-configuring the community string if it is not configured correctly on the devices.
 - Alert reporting – alerts to bug fixes, service alerts, EOX alerts
 - Device Diagnostics alerting and providing access to hundreds of symptom/fix data points. Customer is responsible for configuring and registering each device in order to activate this service. A sample configuration can be provided at time of installation.
 - NetApp/EMC Specific Items
 - Sentinel will setup the Manufacturer Phone Home capability to notify both the Manufacturer and Sentinel at the time of failure so that a ticket will automatically be generated in the Sentinel system for immediate response.
 - General Items
 - Contractor provides TAC support and escalation of cases to Manufacturer TAC on behalf of the Customer. In addition, in certain circumstances Customer may participate in Contractor's call with Manufacturer TAC.
 - Contractor will provide Contract and Inventory Management on the Customer infrastructure.

With regard to any software licenses installed by Contractor as necessary to effectuate the provision of services under this Agreement, thus not within the scope of the deliverables, Customer is hereby prohibited from duplicating said software in any form or fashion and is further restricted from using the software beyond the intended scope set forth herein. Moreover, Customer is restricted from licensing, sublicensing or transferring said software to any third party (except to a related party) without the express permission of Contractor, under which circumstance the software shall stay under the control and auspices of the Contractor. In the event Customer loses or damages the software, a copy may be provided at a nominal charge. Contractor may, at its discretion, remove said software upon the completion of its provision of services. Alternatively, at the end of this engagement or the license period, whichever occurs first, Customer is required to either destroy or return all copies of said software to Contractor, as expressly directed by Contractor.

CUSTOMER:
 Village of Hoffman Estates

Signature: _____

Printed Name: _____

Title: _____

Date: _____

CONTRACTOR:
 Sentinel Technologies, Inc.

Signature: _____

Printed Name: _____

Title: _____

Date: _____



Payment Terms:

Net 30 days.

The manufacturer/support provider has the right to inspect any products that have either never had support coverage or have not had support coverage for an extended period to determine their eligibility for maintenance/support. Devices subject to inspection will be flagged as such and are subject to a non-refundable inspection fee, which shall be the responsibility of Customer. Sentinel will work with the manufacturer/support provider on Customer's behalf until device eligibility is determined. Devices that do not pass the inspection will be ineligible for support.

This quote is valid until 09 / 25 / 2020.

CUSTOMER:
Village of Hoffman Estates

Signature: _____

Printed Name: _____

Title: _____

Date: _____

P.O. #: _____

CONTRACTOR:
Sentinel Technologies, Inc.

Signature: _____

Printed Name: _____

Title: _____

Date: _____



SENTINEL

ALWAYS LEADING

- **Founded 1982 - 500+ employees**
- **50+ company certifications and specializations**
- **2400+ individual certificates**
- **24x7x365 maintenance, monitoring, and managed services**
- **Award-winning customer service**
- **Enterprise Project Management Office (EPMO) with PMP Certified Project Managers**
- **SOC 2 Attestation**
- **Best Places to Work Award Winner in IL, MI, WI, AZ, and CO**

Sentinel Technologies is a recognized premier business technology services provider dedicated to delivering the highest quality IT solutions, customer service, and support. As our services have spanned generations of technology, we have stayed at the forefront of IT developments and maintained a strong focus on providing practical and innovative solutions. With single-source accountability, Sentinel processes and teams can efficiently address a range of IT needs - including cloud, software as a service, security, communications, managed services, and lifecycle.

Sentinel understands your business is in constant motion. We take the initiative to make solutions happen that drive your business forward.

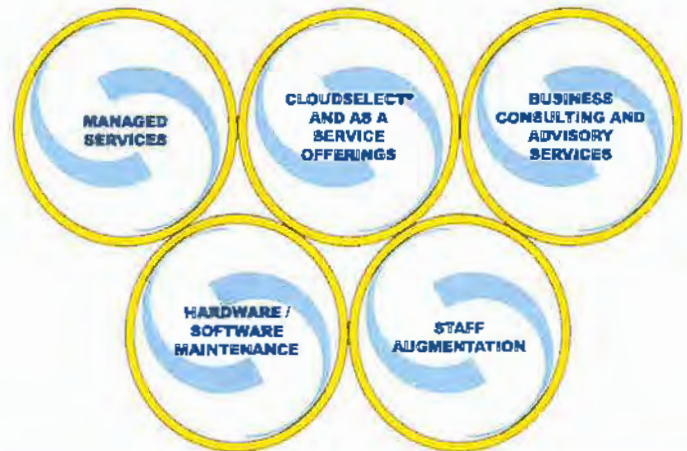
Always Engaged

When your needs require the design, sale, and implementation of a technology solution, Sentinel project teams are always up to the task. The Sentinel team remains always engaged throughout the life of the project to ensure the highest quality solution is delivered on time and on budget.



Always Connected

When maximizing the productivity and availability of current systems is your priority, Sentinel's expert support and cloud teams deliver consulting, managed services, maintenance, and staffing to ensure you are always connected.



The Complete Solution

- Vision / Design
- Product Implementation
- Documentation / Training
- Post Installation Support Services
- Ongoing advisory assessments, advanced proof of value engagements

IT Consumption Alternatives

- Customer premise / Colocation facility or Sentinel CloudSelect[®]
- Customer Hybrid or Sentinel Managed
- Pay for what you consume through Flexpay or metered billing

CLOUD

Cloud Advisory, Cloud Migration, Managed Cloud, Public Cloud, Hybrid & Multicloud Services, Backup aaS, Disaster Recovery aaS, Colocation Hosting, Desktop aaS, Collaboration aaS, Wireless aaS



SAAS

Enterprise Applications, Application Security, MS Office 365, Microsoft 365, ServiceNow



CONNECTED BUSINESS

Unified Communications, Unified Contact Center, Mobility and Wireless, Conferencing Solutions, Video Conferencing, Converged Infrastructure, Backup and Recovery, Storage and Big Data, Cloud DNA, Data Center Design



ALWAYS SECURE

Security Assessments & Prevention, Security aaS, Security Operations Center, Application Security, Identity Access & Endpoint Security, Network & Perimeter Security, Safety & Security



MANAGED SERVICES

Managed Infrastructure, Managed Cloud, Security Operations Center, Staffing Services



LIFECYCLE

Enterprise Lifecycle Services, Sentinel High Availability Network Support (HANS™), Maintenance & Support, Service Desk & End User Support



CORE INDUSTRIES

Sentinel's services span the range of business verticals in mid-market, upper mid-market and enterprise level organizations.

EDUCATION

GOVERNMENT

REAL ESTATE

HEALTHCARE

MANUFACTURING

RETAIL

FINANCE

PROFESSIONAL SERVICES

UTILITIES

Sentinel Products

Sentinel offers a variety of technology solutions and services designed to ensure your organization is receiving maximum benefit from your investment in IT platforms and personnel.

ASSESSMENT SERVICES

ADVISORY SERVICES

CLOUD SERVICES

MANAGED SERVICES

SUPPORT

Key Partner Certification Levels



Corporate Headquarters
Sentinel Technologies, Inc.
2550 Warrenville Road
Downers Grove, IL 60515

Illinois
Chicago
Springfield

Arizona
Phoenix

Colorado
Denver

Michigan
Detroit
Grand Rapids
Lansing

Wisconsin
Milwaukee



ALWAYS LEADING

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HOFFMAN ESTATES

GROWING TO GREATNESS

DEPARTMENT OF FINANCE MONTHLY REPORT AUGUST 2020

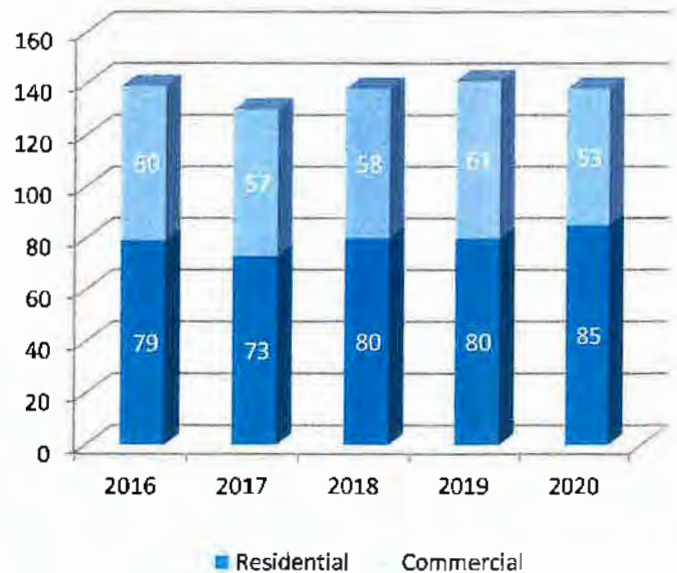
Water Billing

A total of 14,799 residential water bills were mailed on August 1st for June's water consumption. Average consumption was 5,718 gallons, resulting in an average residential water bill of \$78.23. Total consumption for all customers was 138 million gallons, with 85 million gallons attributable to residential consumption. When compared to the August 2019 billing, residential consumption increased by 6.3%.

**Total Water Consumption
Year-To-Date Comparison
Month of August**

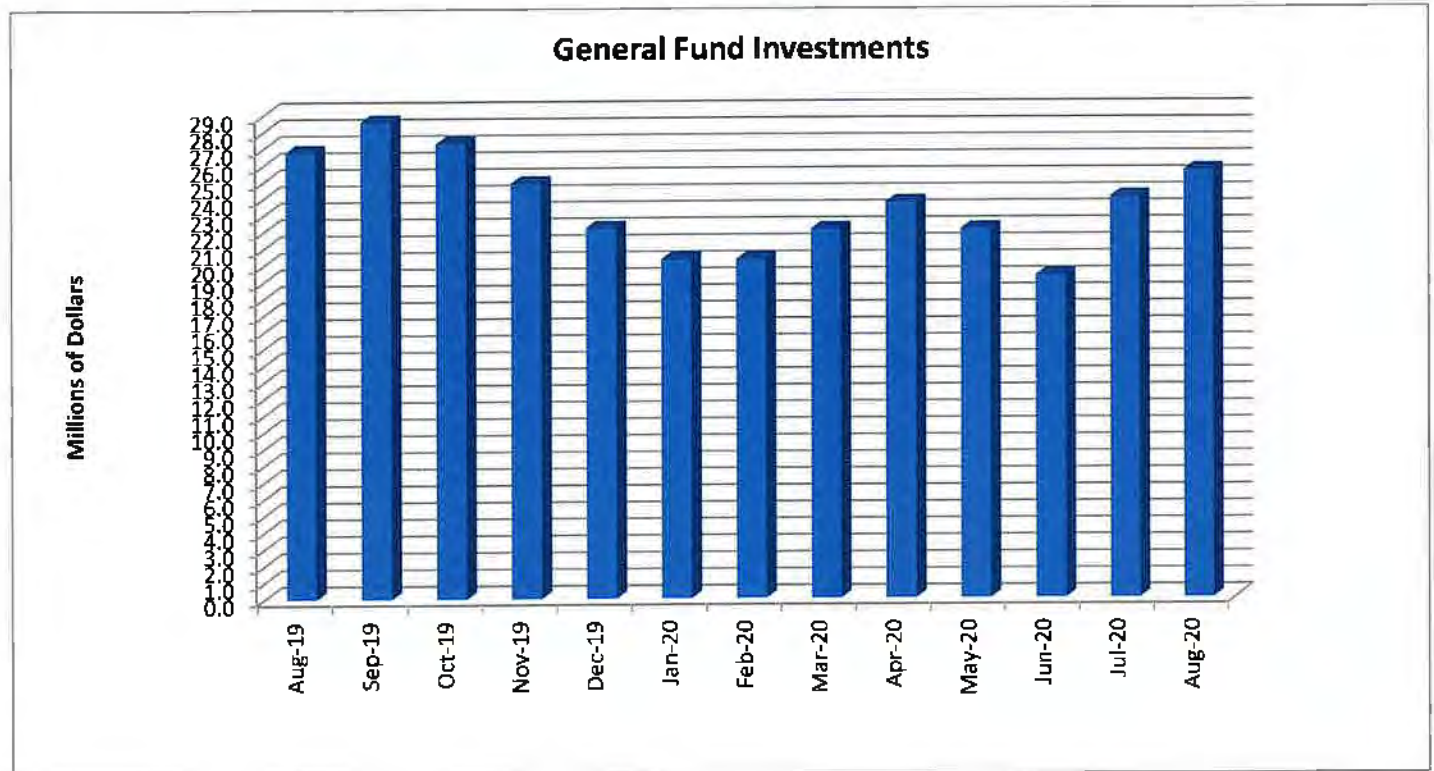
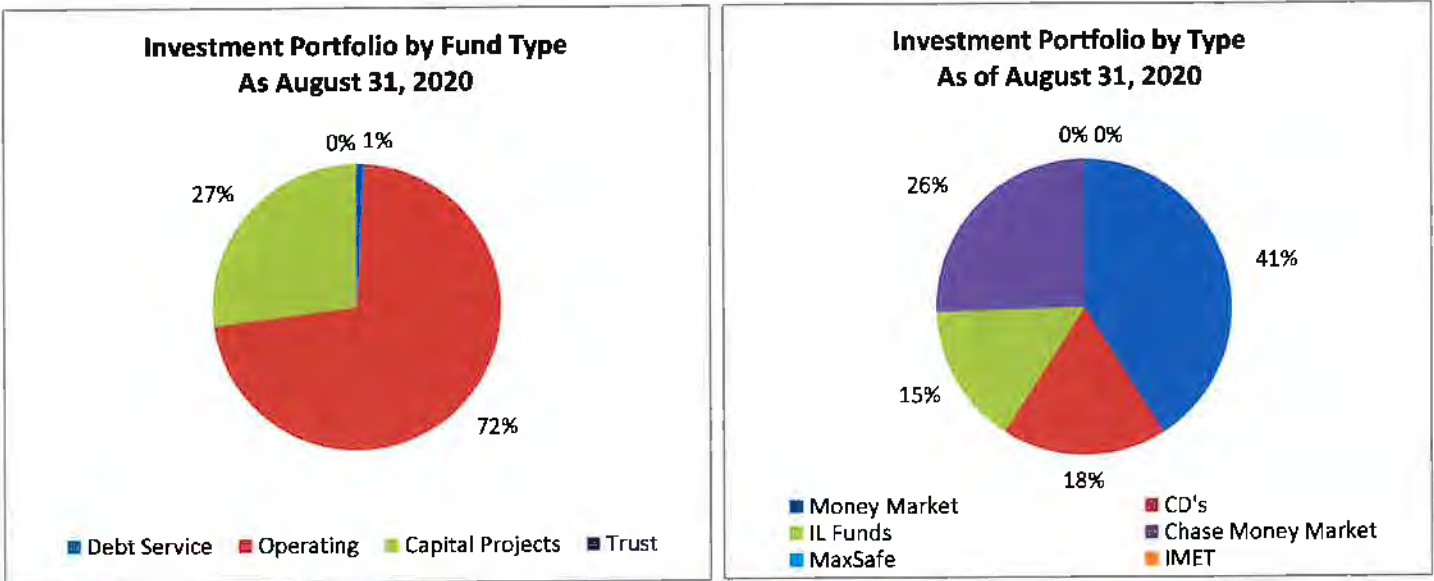


**Total Water Consumption
Month of August**



Village Investments

As of August 31, 2020, the Village's investment portfolio (not including pension trust funds) totaled \$65.7 million. Of this amount, \$47.3 million pertained to the various operating funds. As can be seen in the following graphs, the remaining \$18.4 million is related to debt service, capital projects and trust funds.



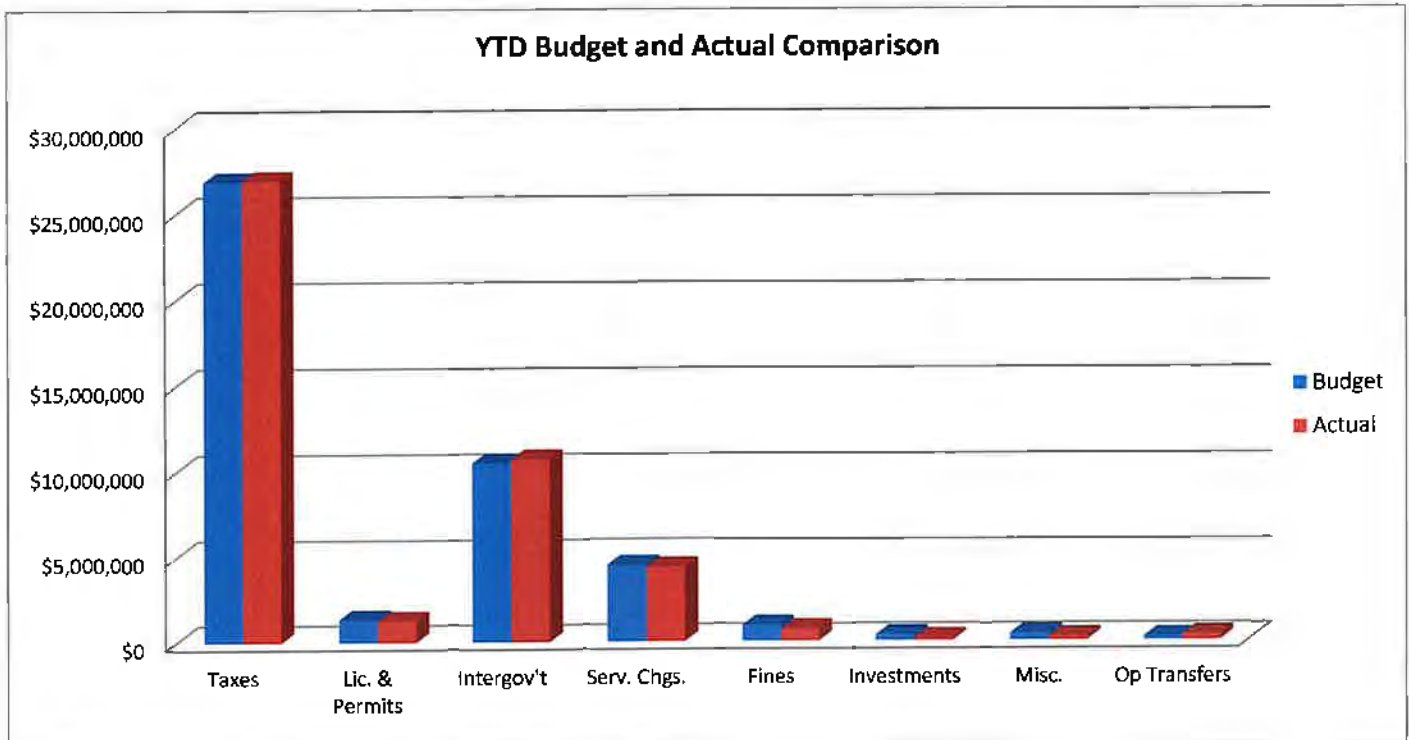
Operating Funds

General Fund

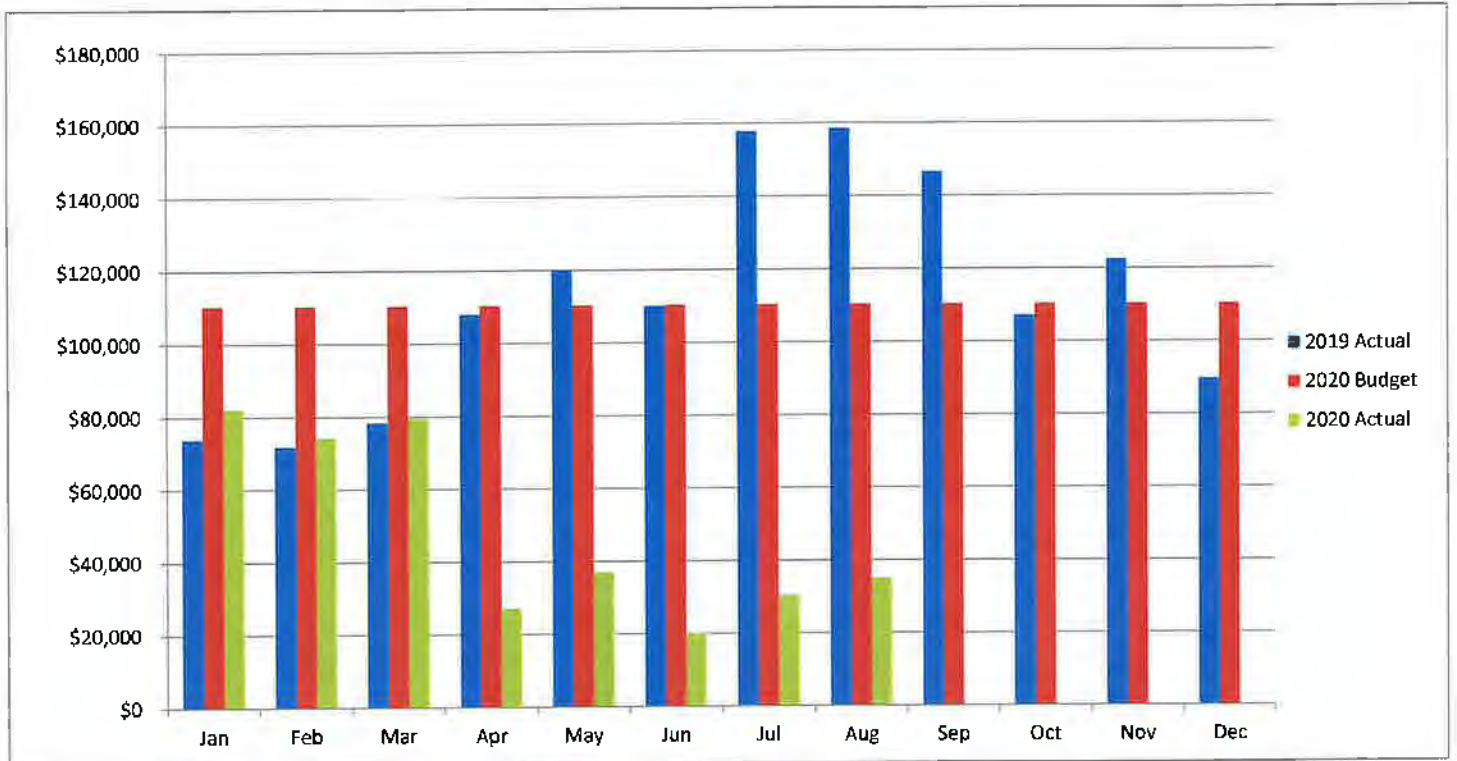
For the month of August, General Fund revenues totaled \$7,966,839 and expenditures totaled \$5,657,882 resulting in a surplus of \$2,308,957.

Revenues: August year-to-date figures are detailed in the table below. Fines and Forfeits are under budget because ticket revenue is not performing as expected. Investment income is under budget due to lower interest rates being realized. Most miscellaneous revenues are not received on a monthly basis.

REVENUES	YEAR-TO-DATE	YEAR-TO-DATE	VARIANCE
	BUDGET	ACTUAL	
Taxes	\$ 26,882,757	\$ 26,957,193	0.3%
Licenses & Permits	1,358,667	1,285,331	-5.4%
Intergovernmental	10,457,340	10,695,946	2.3%
Charges for Services	4,472,300	4,364,964	-2.4%
Fines & Forfeits	928,133	716,913	-22.8%
Investments	333,333	160,513	-51.8%
Miscellaneous	405,133	232,313	-42.7%
Operating Transfers	200,000	324,739	62.4%
TOTAL	\$ 45,037,663	\$ 44,737,911	-0.7%

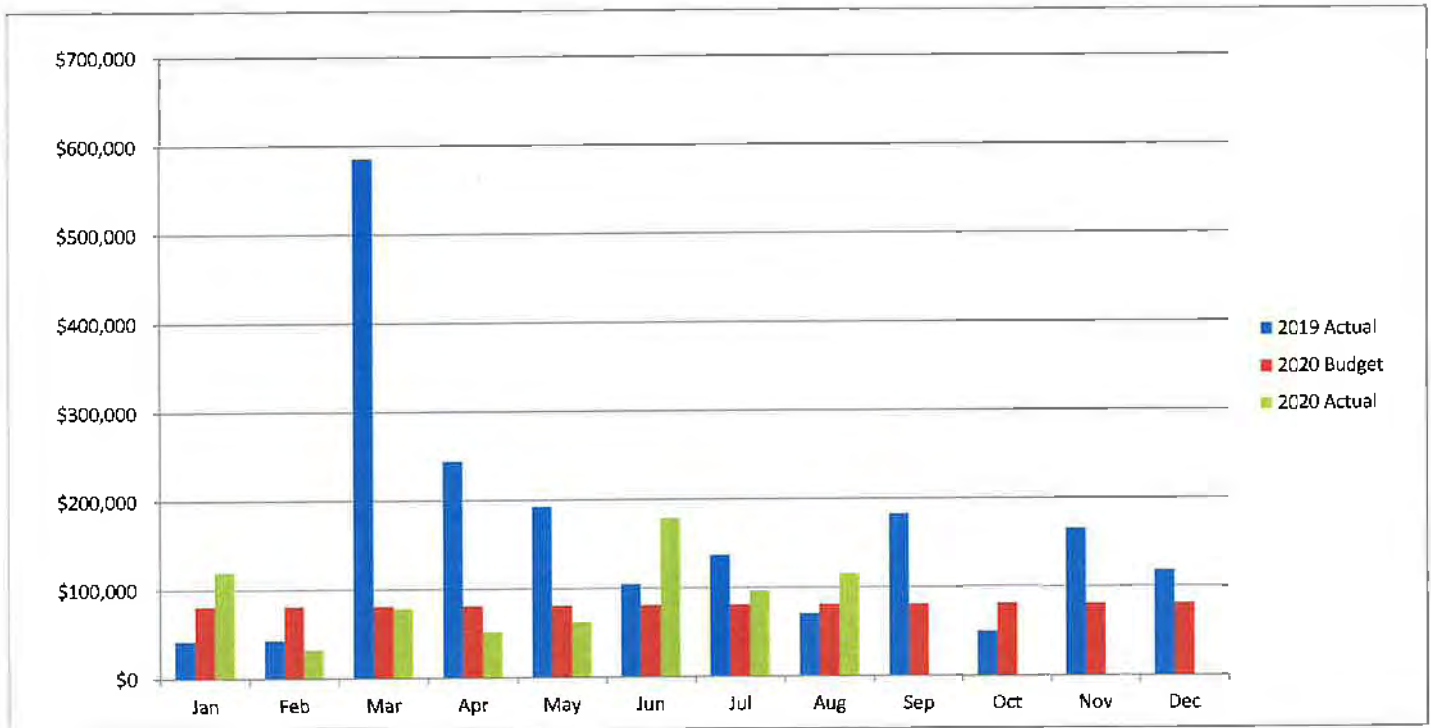


Hotel Tax



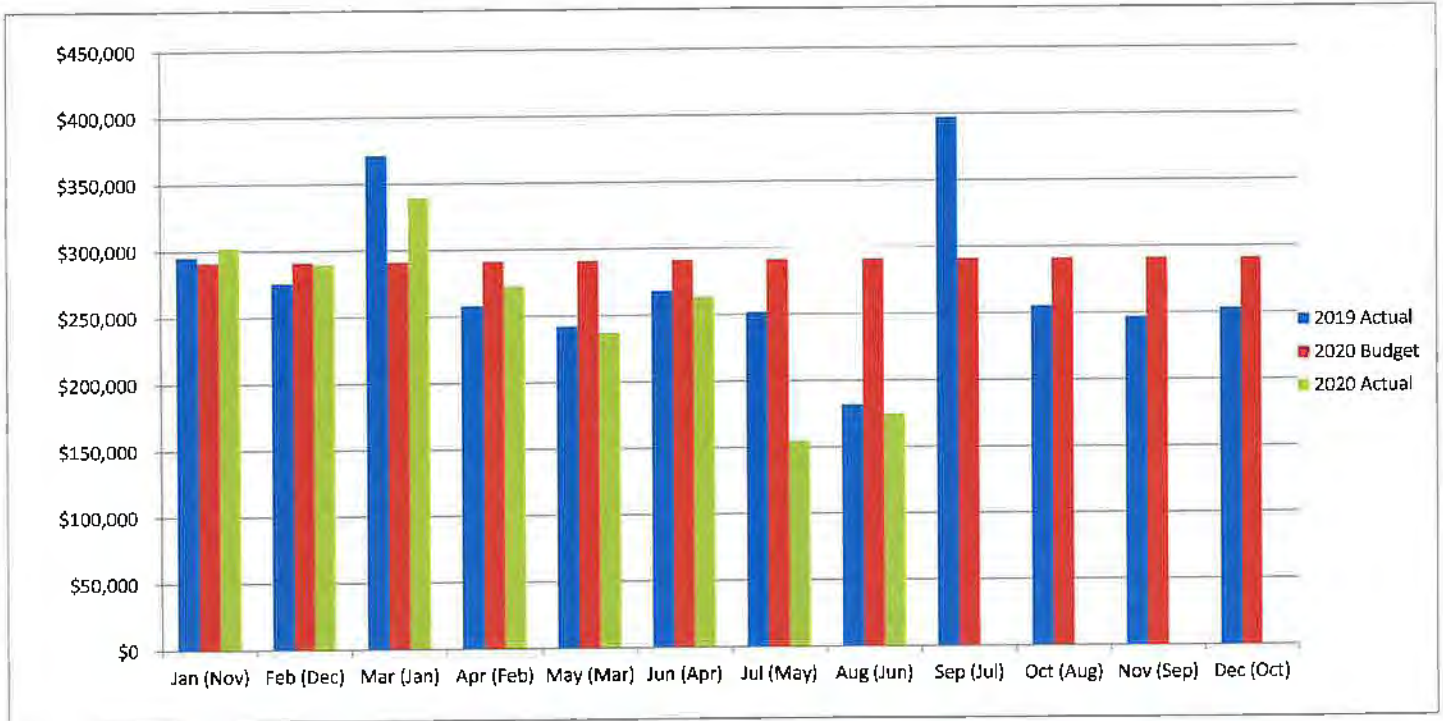
<u>Month Received</u>	<u>2019 Actual</u>	<u>2020 Budget</u>	<u>2020 Actual</u>	<u>Cumulative Variance 2020 Actual vs. Budget</u>
Jan	\$ 73,861	\$ 110,417	\$ 82,223	\$ (28,194)
Feb	71,935	110,417	74,298	(64,312)
Mar	78,416	110,417	79,749	(94,980)
Apr	108,026	110,417	27,149	(178,248)
May	120,207	110,417	37,036	(251,628)
Jun	110,051	110,417	20,225	(341,820)
Jul	157,865	110,417	30,572	(421,665)
Aug	158,661	110,417	35,212	(496,869)
Sep	146,721	110,417		
Oct	107,205	110,417		
Nov	122,463	110,417		
Dec	89,727	110,417		
YTD Totals	<u>\$ 1,345,138</u>	<u>\$ 1,325,000</u>	<u>\$ 386,464</u>	

Real Estate Transfer Tax



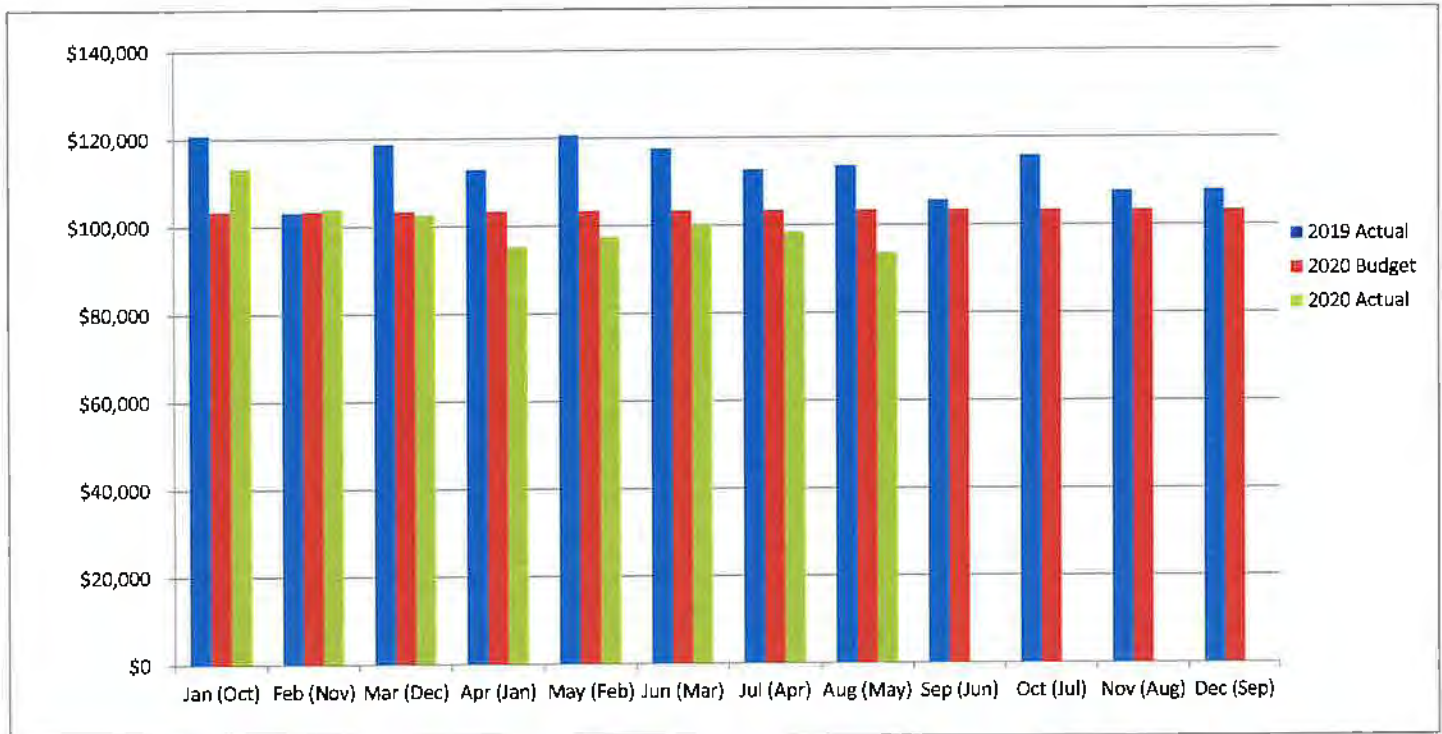
<u>Month Received</u>	<u>2019 Actual</u>	<u>2020 Budget</u>	<u>2020 Actual</u>	<u>Cumulative Variance 2020 Actual vs. Budget</u>
Jan	\$ 42,133	\$ 81,250	\$ 120,255	\$ 39,005
Feb	43,229	81,250	32,846	(9,399)
Mar	585,748	81,250	78,510	(12,139)
Apr	244,290	81,250	51,799	(41,590)
May	192,702	81,250	62,570	(60,270)
Jun	104,977	81,250	178,754	37,234
Jul	137,205	81,250	97,057	53,041
Aug	70,674	81,250	116,011	87,802
Sep	183,226	81,250		
Oct	49,838	81,250		
Nov	165,212	81,250		
Dec	118,029	81,250		
YTD Totals	<u>\$ 1,937,263</u>	<u>\$ 975,000</u>	<u>\$ 737,802</u>	

Home Rule Sales Tax



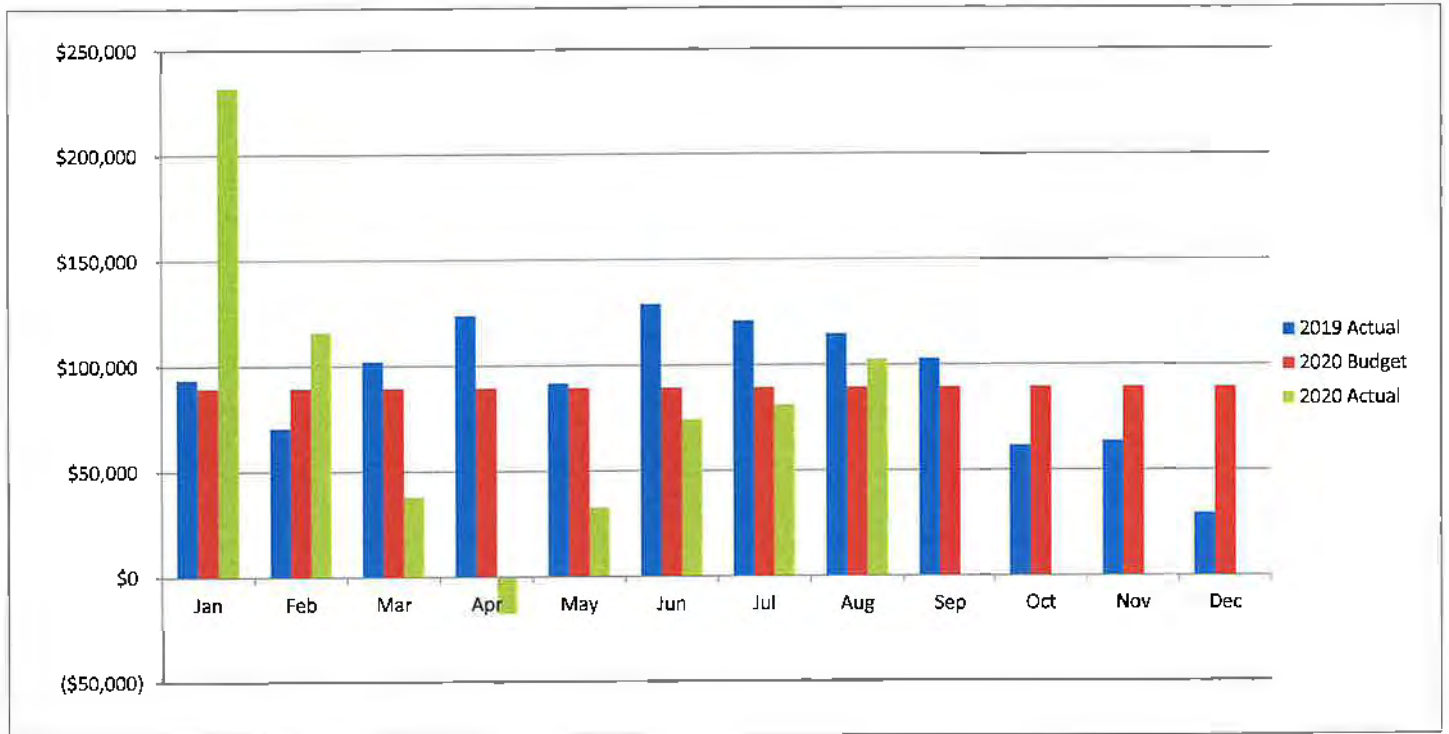
<u>Month Received (Liability Period)</u>	<u>2019 Actual</u>	<u>2020 Budget</u>	<u>2020 Actual</u>	<u>Cumulative Variance 2020 Actual vs. Budget</u>
Jan (Nov)	\$ 295,761	\$ 291,667	\$ 302,599	\$ 10,932
Feb (Dec)	275,771	291,667	290,185	9,451
Mar (Jan)	371,809	291,667	339,755	57,539
Apr (Feb)	258,175	291,667	273,057	38,929
May (Mar)	242,128	291,667	237,508	(15,229)
Jun (Apr)	268,309	291,667	263,959	(42,937)
Jul (May)	251,842	291,667	155,042	(179,562)
Aug (Jun)	181,980	291,667	174,818	(296,410)
Sep (Jul)	397,447	291,667		
Oct (Aug)	255,542	291,667		
Nov (Sep)	247,095	291,667		
Dec (Oct)	253,550	291,667		
YTD Totals	\$ 3,299,408	\$ 3,500,000	\$ 2,036,923	

Telecommunications Tax



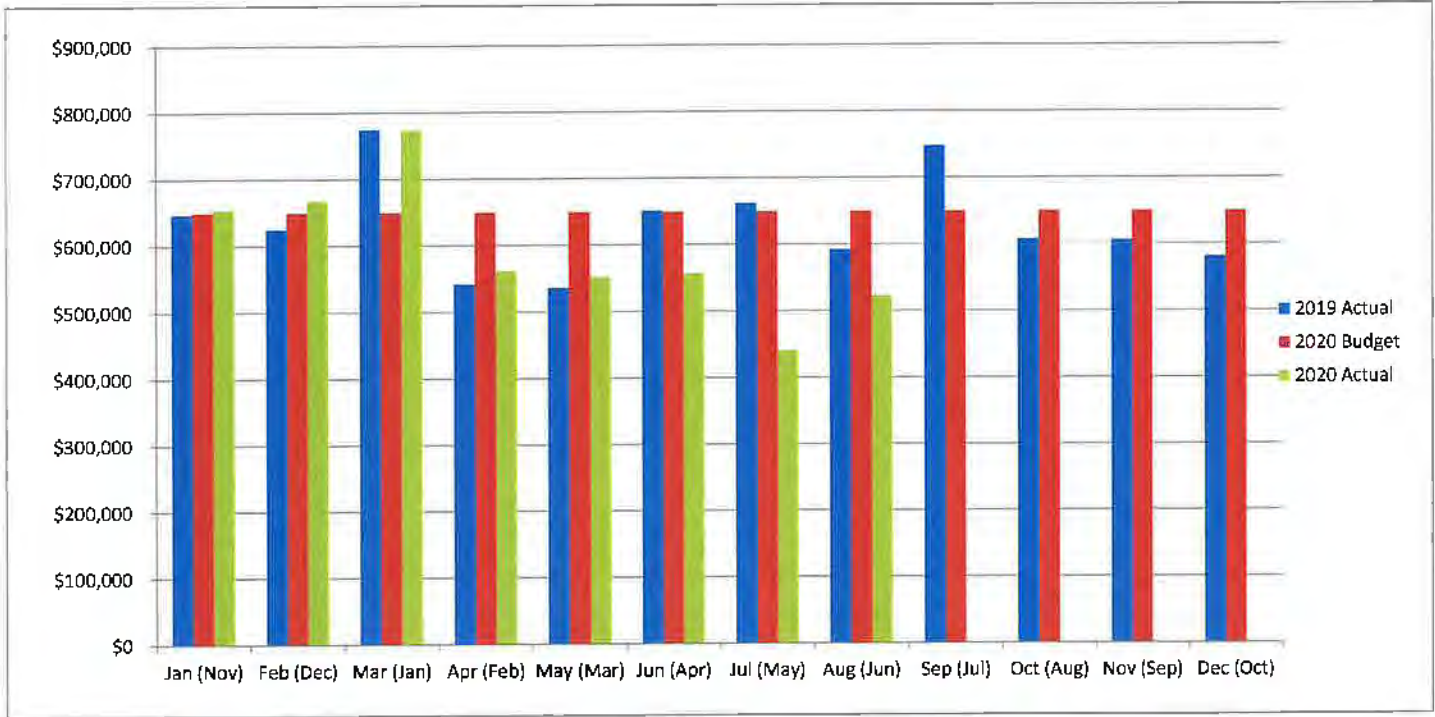
Month Received (Liability Period)	<u>2019 Actual</u>	<u>2020 Budget</u>	<u>2020 Actual</u>	Cumulative Variance 2020 Actual vs. Budget
Jan (Oct)	\$ 120,844	\$ 103,500	\$ 113,378	\$ 9,878
Feb (Nov)	103,168	103,500	104,057	10,435
Mar (Dec)	118,778	103,500	102,651	9,586
Apr (Jan)	113,000	103,500	95,539	1,625
May (Feb)	120,765	103,500	97,540	(4,335)
Jun (Mar)	117,606	103,500	100,389	(7,446)
Jul (Apr)	112,703	103,500	98,467	(12,479)
Aug (May)	113,530	103,500	93,701	(22,278)
Sep (Jun)	105,673	103,500		
Oct (Jul)	115,884	103,500		
Nov (Aug)	107,793	103,500		
Dec (Sep)	107,979	103,500		
YTD Totals	<u>\$ 1,357,722</u>	<u>\$ 1,242,000</u>	<u>\$ 805,722</u>	

Building Permits



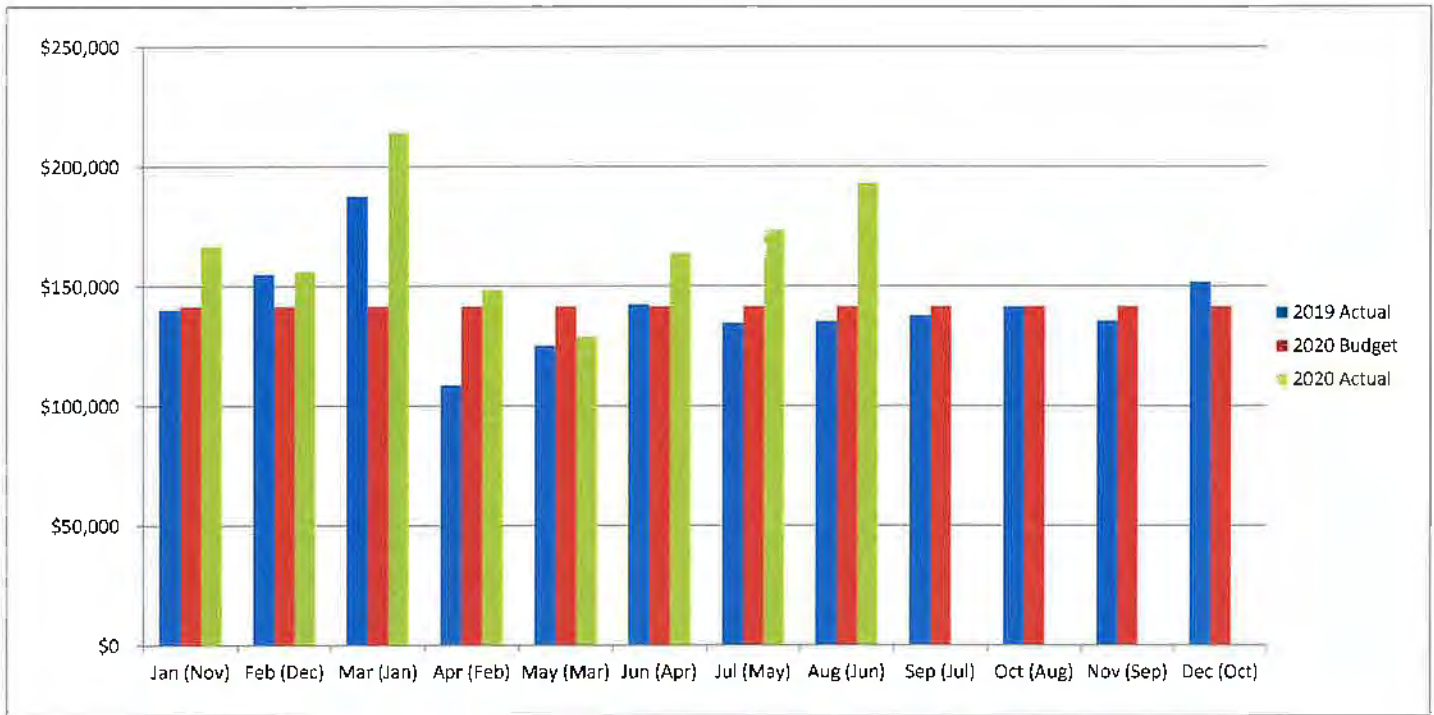
<u>Month Received</u>	<u>2019 Actual</u>	<u>2020 Budget</u>	<u>2020 Actual</u>	<u>Cumulative Variance 2020 Actual vs. Budget</u>
Jan	\$ 93,549	\$ 89,583	\$ 231,652	\$ 142,069
Feb	70,614	89,583	116,033	168,518
Mar	102,100	89,583	37,924	116,859
Apr	123,746	89,583	(17,384)	9,892
May	91,619	89,583	32,716	(46,976)
Jun	128,955	89,583	74,446	(62,113)
Jul	120,998	89,583	81,259	(70,437)
Aug	114,734	89,583	102,554	(57,467)
Sep	102,934	89,583		
Oct	61,625	89,583		
Nov	63,667	89,583		
Dec	29,644	89,583		
YTD Totals	\$ 1,104,186	\$ 1,075,000	\$ 659,200	

State Sales Tax



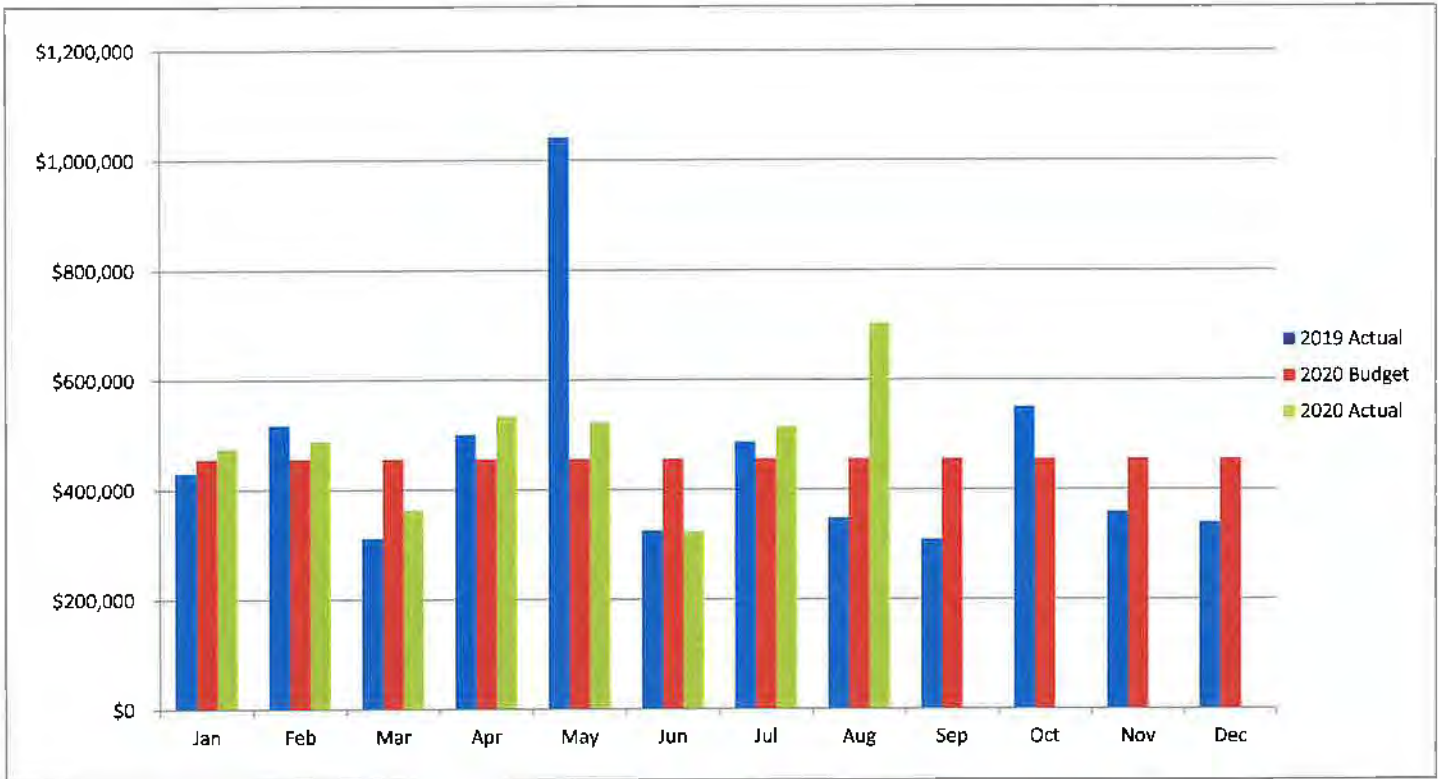
Month Received (Liability Period)	2019 Actual	2020 Budget	2020 Actual	Cumulative Variance 2020 Actual vs. Budget
Jan (Nov)	\$ 647,708	\$ 650,000	\$ 654,701	\$ 4,701
Feb (Dec)	624,801	650,000	668,077	22,778
Mar (Jan)	774,929	650,000	774,498	147,276
Apr (Feb)	542,297	650,000	561,888	59,164
May (Mar)	536,850	650,000	552,432	(38,404)
Jun (Apr)	651,634	650,000	557,618	(130,786)
Jul (May)	662,407	650,000	441,480	(339,306)
Aug (Jun)	592,425	650,000	523,019	(466,287)
Sep (Jul)	748,503	650,000		
Oct (Aug)	607,826	650,000		
Nov (Sep)	606,345	650,000		
Dec (Oct)	581,818	650,000		
YTD Totals	<u>\$ 7,577,540</u>	<u>\$ 7,800,000</u>	<u>\$ 4,733,713</u>	

Local Use Tax



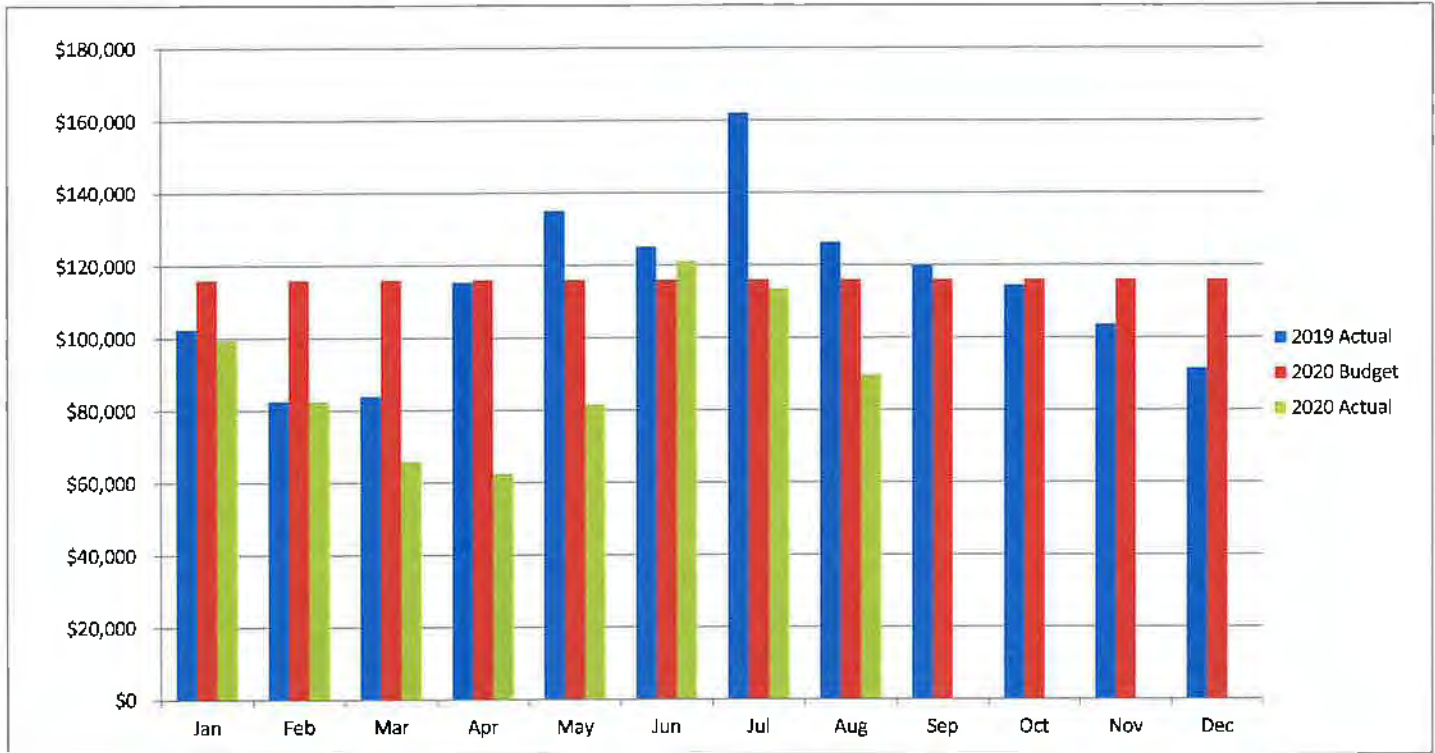
Month Received (Liability Period)	2019 Actual	2020 Budget	2020 Actual	Cumulative Variance 2020 Actual vs. Budget
Jan (Nov)	\$ 140,169	\$ 141,667	\$ 166,765	\$ 25,098
Feb (Dec)	155,093	141,667	156,234	39,666
Mar (Jan)	187,546	141,667	214,375	112,374
Apr (Feb)	108,793	141,667	148,444	119,151
May (Mar)	125,331	141,667	129,000	106,485
Jun (Apr)	142,480	141,667	164,096	128,914
Jul (May)	134,859	141,667	173,719	160,966
Aug (Jun)	135,442	141,667	193,198	212,498
Sep (Jul)	137,690	141,667		
Oct (Aug)	141,552	141,667		
Nov (Sep)	135,615	141,667		
Dec (Oct)	151,887	141,667		
YTD Totals	\$ 1,696,454	\$ 1,700,000	\$ 1,345,831	

Income Tax



2018-2019			2019-2020				Cumulative Variance 2020 Actual vs. Budget
Month Received	Liab Pd	2019 Actual	Month Received	2020 Budget	Liab Pd	2020 Actual	
Jan	Dec-18	\$ 430,566	Jan	\$ 456,250	Dec-18	\$ 474,910	\$ 18,660
Feb	Jan-19	518,005	Feb	456,250	Jan-19	489,288	51,698
Mar	Jan-19	311,906	Mar	456,250	Jan-19	363,834	(40,718)
Apr	Jan-19	500,986	Apr	456,250	Jan-19	534,381	37,413
May	Feb-19	1,042,123	May	456,250	Feb-19	523,208	104,371
Jun	Feb-19	325,451	Jun	456,250	Feb-19	324,080	(27,799)
Jul	Mar-19	486,704	Jul	456,250	Mar-19	514,626	30,577
Aug	Mar-19	348,884	Aug	456,250	Mar-19	703,605	277,932
Sep	Mar-19	308,780	Sep	456,250	Mar-19		
Oct	Apr-19	550,920	Oct	456,250	Apr-19		
Nov	Apr-19	359,560	Nov	456,250	Apr-19		
Dec	May-19	339,769	Dec	456,250	May-19		
YTD Totals		<u>\$ 5,523,654</u>		<u>\$ 5,475,000</u>		<u>\$ 3,927,932</u>	

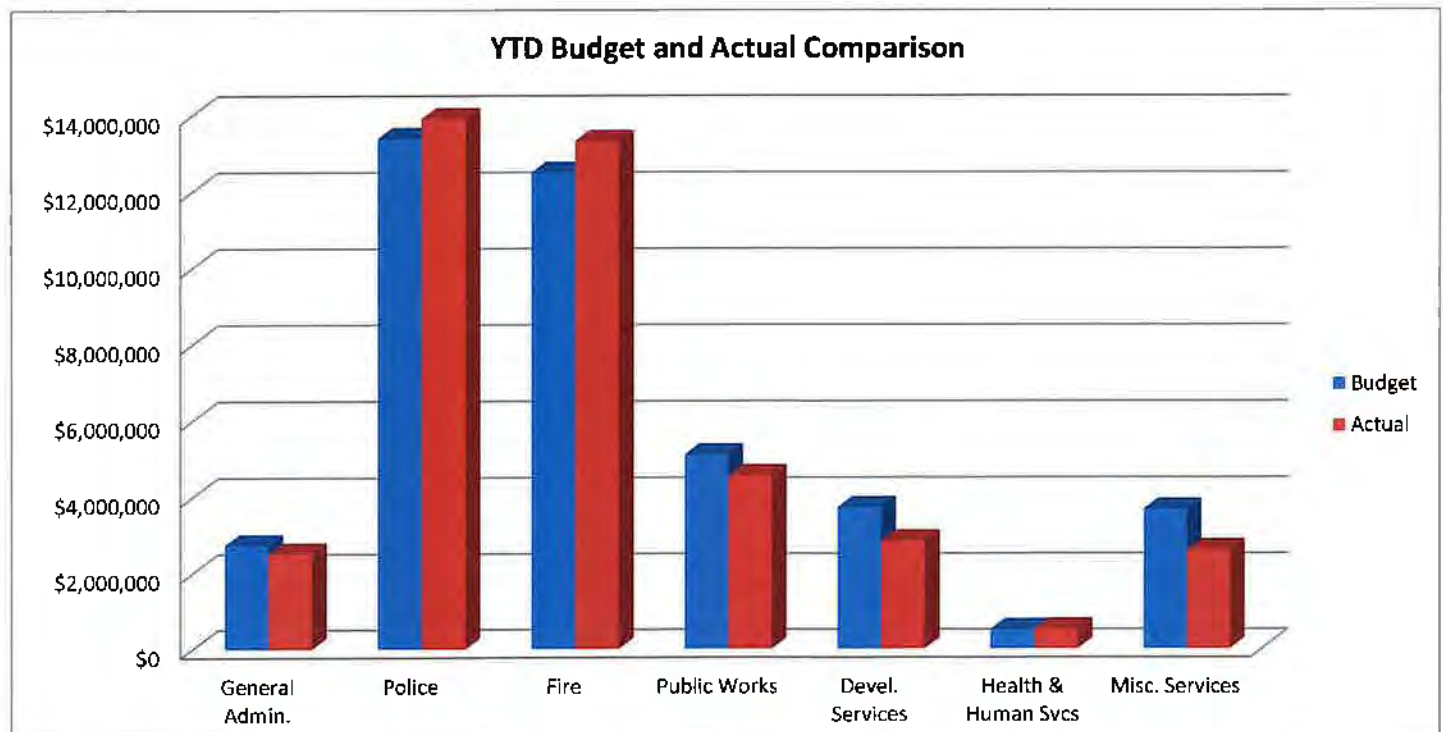
Fines



<u>Month Received</u>	<u>2019 Actual</u>	<u>2020 Budget</u>	<u>2020 Actual</u>	<u>Cumulative Variance 2020 Actual vs. Budget</u>
Jan	\$ 102,529	\$ 116,017	\$ 99,709	\$ (16,308)
Feb	82,643	116,017	82,607	(49,717)
Mar	84,003	116,017	65,923	(99,811)
Apr	115,421	116,017	62,529	(153,299)
May	135,100	116,017	81,608	(187,707)
Jun	125,188	116,017	121,149	(182,575)
Jul	162,077	116,017	113,602	(184,990)
Aug	126,391	116,017	89,786	(211,220)
Sep	120,110	116,017		
Oct	114,448	116,017		
Nov	103,679	116,017		
Dec	91,469	116,017		
YTD Totals	\$ 1,363,058	\$ 1,392,200	\$ 716,913	

Expenditures: General Fund expenditures in August were \$448,575 above the budgeted figure of \$5,209,307. The summary of year-to-date actuals versus budgeted expenditures shown below reflect mostly positive variances for the Village departments for the year. Emergency Operations is over budget due to the annual Joint Emergency Management Membership Assessment payment, which happens at the beginning of every year. Police and Fire are over budget due to their pension contribution expenses, which are directly tied to the Village's receipt of property taxes. When property taxes are received, the pension contribution expense (transfer of property tax revenue to the Pension Funds) occurs.

EXPENDITURES	YEAR-TO-DATE		VARIANCE
	BUDGET	ACTUAL	
Legislative	\$ 257,833	\$ 246,151	4.5%
Administration	456,687	438,714	3.9%
Legal	370,273	215,259	41.9%
Finance	769,640	779,580	-1.3%
Village Clerk	149,600	147,493	1.4%
HRM	377,920	352,252	6.8%
Communications	172,100	176,485	-2.5%
Cable TV	133,193	101,655	23.7%
Emergency Operations	57,340	65,385	-14.0%
Police	13,397,233	13,919,704	-3.9%
Fire	12,501,593	13,328,778	-6.6%
Public Works	5,112,360	4,562,176	10.8%
Development Services	3,728,620	2,856,556	23.4%
H&HS	512,327	522,699	-2.0%
Miscellaneous	3,678,459	2,615,436	28.9%
TOTAL	\$ 41,675,179	\$ 40,328,322	3.2%



Department News

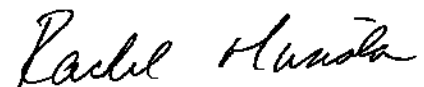
During the month of August, the following training sessions were attended by Finance staff:

- Attended multiple webinars relating to COVID-19 and the financial aspect of our emergency response (Finance Director and Assistant Director).

Also during the month, Finance staff participated in the following events and planning meetings:

- The Budget Team (Deputy Village Manager, Finance Director, Assistant Finance Director and the Accountant II) started their initial budget review meetings with Departments for the FY2021 operating and capital budgets.
- Attended several IGFOA Professional Education Committee planning meetings (Finance Director).

Respectfully Submitted,



Rachel Musiala

MONTHLY REPORT STATISTICS

August-20

	Aug-20	YTD Aug-20	Aug-19	YTD Aug-19	% Inc / Dec	
					Month	Year
<u>Credit Card Transactions</u>						
Finance and Code Front Counter						
Number	289	1,982	520	3,846	-44.4%	-48.5%
Amount	\$ 55,061	293,952	\$ 64,700	509,550	-14.9%	-42.3%
Internet Sales						
Number	891	15,133	2,100	17,074	-57.6%	-11.4%
Amount	\$ 104,449	2,018,328	\$ 238,549	1,918,273	-56.2%	5.2%
Total						
Number	1,180	17,115	2,620	20,920	-55.0%	-18.2%
Amount	\$ 159,510	2,312,279	\$ 303,250	\$ 2,427,823	-47.4%	-4.8%
Credit Card Company Fees						
General Fund	\$ 37	1,018	\$ 37	309	0.0%	229.9%
Water Fund	4,203	27,516	3,047	20,345	37.9%	35.2%
Total Fees	\$ 4,240	\$ 28,534	\$ 3,084	\$ 20,654	37.5%	38.2%
<u>Accounts Receivable</u>						
Invoices Mailed						
Number	36	498	65	1,287	-44.6%	-61.3%
Amount	\$ 245,401	817,507	\$ 164,666	1,796,806	49.0%	-54.5%
Invoices Paid						
Number	74	528	88	458	-15.9%	15.3%
Amount	\$ 1,015,367	1,665,526	\$ 87,353	900,305	1062.4%	85.0%
Reminders Sent						
Number	10	116	17	75	-41.2%	54.7%
Amount	\$ 2,082	45,488	\$ 4,200	33,021	-50.4%	37.8%
<u>Accounts Payable</u>						
Checks Issued						
Number	280	2,399	351	2,921	-20.2%	-17.9%
Amount	\$ 3,022,795	17,106,660	\$ 1,939,542	20,316,877	55.9%	-15.8%
Manual Checks Issued						
Number	18	156	19	245	-5.3%	-36.3%
As % of Total Checks	6.43%	6.50%	5.41%	8.39%	18.8%	-22.5%
Amount	\$ 248,252	473,545	\$ 158,071	8,934,057	57.1%	-94.7%
As % of Total Checks	8.21%	2.77%	8.15%	43.97%	0.8%	-93.7%
<u>Utility Billing</u>						
New Utility Accounts	181	1,002	164	1,142	10.4%	-12.3%
Bills Mailed / Active Accounts	15,730	125,926	15,713	125,480	0.1%	0.4%
Final Bills Mailed	181	1,002	164	1,142	10.4%	-12.3%
Shut-Off Notices	-	2,790	1,299	11,484	-100.0%	-75.7%
Actual Shut-Offs	-	188	77	850	-100.0%	-77.9%
Total Billings	\$ 2,268,846	15,345,682	\$ 2,258,697	14,768,244	0.4%	3.9%
Direct Debit (ACH) Program						
New Accounts	31	524	12	350	158.3%	49.7%
Total Accounts	4,634	36,091	4,064	30,481	14.0%	18.4%
As % of Active Accounts	29.46%	28.66%	25.86%	24.29%	3.6%	18.0%
Water Payments Received in Current Month						
Total Bills Mailed	15,730	125,926	15,713	125,480	0.1%	0.4%
ACH Payments	4,634	36,091	4,064	30,481	14.0%	18.4%
ACH Payments-% of Total Bills	29.46%	28.66%	25.86%	24.29%	13.9%	18.0%
On-line Payments (Internet Sales)	1,798	13,806	1,753	14,112	2.6%	-2.2%
On-line Payments-% of Total Bills	11.43%	10.96%	11.16%	11.25%	2.5%	-2.5%
Over-the-phone Payments	391	4,314	531	4,453	-26.4%	-3.1%
Over-the-phone Payments-% of Total Bills	2.49%	3.43%	3.38%	3.55%	-26.4%	-3.5%
Mail-in Payments	8,252	68,274	9,120	74,433	-9.5%	-8.3%
Mail-in Payments-% of Total Bills	52.46%	54.22%	58.04%	59.32%	-9.6%	-8.6%

WATER BILLING ANALYSIS
August 31, 2020

Residential Billings
Average Monthly Consumption/Customer

<u>Month Billed</u>	<u>2017-2018</u>	<u>2018-2019</u>	<u>2019-2020</u>
August	4,965	5,439	5,438
September	4,951	4,782	4,952
October	5,003	4,379	4,157
November	4,375	4,147	4,087
December	4,198	4,170	4,096
January	4,538	4,403	4,342
February	4,486	4,480	4,234
March	3,845	3,916	4,020
April	4,206	4,227	4,423
May	4,213	4,051	4,504
June	4,633	4,326	5,114
July	4,505	4,395	5,545
August	5,439	5,438	5,718
13 Month Average -	4,566	4,473	4,664
% Change -	-0.7%	-2.0%	4.3%

Total Water Customers

Average Bill

<u>Customer Type</u>				<u>Customer Type</u>			
	<u>Aug-19</u>	<u>Aug-20</u>	<u>% Change</u>		<u>Aug-19</u>	<u>Aug-20</u>	<u>% Change</u>
Residential	14,783	14,799	0.1%	Residential	\$ 72.45	\$ 78.23	8.0%
Commercial	930	931	0.1%				
Total	15,713	15,730	0.1%				

Total Consumption - All Customers (000,000's)

	<u>Month-To-Date</u>				<u>Year-To-Date</u>		
	<u>Aug-19</u>	<u>Aug-20</u>	<u>% Change</u>		<u>Aug-19</u>	<u>Aug-20</u>	<u>% Change</u>
Residential	80	85	5.9%	Residential	520	563	8.3%
Commercial	61	53	-15.1%	Commercial	345	318	-7.8%
	141	138	-2.1%		865	881	1.8%

STATEMENT OF INVESTMENTS-VILLAGE
As of August 31, 2020

Fund	Investment Date	Maturity Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>General Fund</u>						
Illinois Funds - General	09/30/86		5,950,791.08			0.161
Illinois Funds - Veterans Memorial	05/01/92		313.82			0.161
IMET Convenience Fund	10/20/05		2,862.73			-
Citibank SDA	11/07/08		5,419,115.45			1.500
Chase Money Market	03/06/18		4,146,626.89			1.490
CD with PMA	08/22/13		10,100,000.00	10,100,000.00	10,200,541.91	0.375
			<u>25,619,709.97</u>			
<u>Motor Fuel Tax</u>						
Illinois Funds	09/30/86		277,278.32			0.161
Chase Money Market			1,140,034.88			
			<u>1,417,313.20</u>			
<u>Asset Seizure - Federal</u>						
Illinois Funds	06/09/99		4,369.87			0.161
<u>Asset Seizure - State</u>						
Illinois Funds	11/30/98		55,959.69			0.161
<u>Asset Seizure - BATTLE</u>						
Illinois Funds	07/10/08		845.21			0.161
<u>Municipal Waste System</u>						
Illinois Funds	08/31/98		7,971.75			0.161
<u>2005A G.O. Debt Serv.</u>						
Illinois Funds	11/30/04		309,762.56			0.161
<u>Central Road Corridor Improv.</u>						
Illinois Funds	12/15/88		9,800.48			0.161
Citibank SDA	11/07/08		3,779.65			1.500
			<u>13,580.13</u>			
<u>Hoffman Blvd Bridge Maintenance</u>						
Illinois Funds	07/01/98		11,251.74			0.161
Citibank SDA	02/10/11		259,461.92			1.500
			<u>270,713.66</u>			

STATEMENT OF INVESTMENTS-VILLAGE
As of August 31, 2020

Fund	Investment Date	Maturity Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>Western Corridor</u>						
Illinois Funds	06/30/01		38,566.75			0.161
CD with PMA	08/22/13		750,000.00	750,000.00	762,566.43	
Citibank SDA	01/07/09		2,702,053.17			1.500
			<u>3,490,619.92</u>			
<u>Prairie Stone Capital</u>						
Illinois Funds	08/22/91		774,189.21			0.161
Chase Money Market			200,126.65			-
Citibank SDA	02/10/11		241,533.02			-
			<u>1,215,848.88</u>			
<u>Road Improvement</u>						
Illinois Funds	01/01/15		2,462,040.41			
Chase Money Market	03/06/18		500,103.98			1.490
Citibank SDA			907,541.77			1.500
			<u>3,869,686.16</u>			
<u>Capital Improvements</u>						
Illinois Funds	12/31/96		1,254.58			0.161
Citibank SDA	01/07/09		248,490.50			1.500
			<u>249,745.08</u>			
<u>Capital Vehicle & Equipment</u>						
Illinois Funds	12/31/96		23,452.05			0.161
Citibank SDA	01/07/09		71,261.72			1.500
			<u>94,713.77</u>			
<u>Capital Replacement</u>						
Illinois Funds	02/01/98		3,314.10			0.161
Citibank SDA	11/07/08		328,463.43			1.500
			<u>331,777.53</u>			
<u>Water and Sewer</u>						
Illinois Funds	09/30/86		10,249.84			0.161
Citibank SDA	11/07/08		245,147.10			1.500
Chase Money Market	03/06/18		6,244,995.13			1.490
CD with PMA			500,000.00	500,000.00	507,941.37	
			<u>7,000,392.07</u>			
<u>Water and Sewer-2017 Bond Projects</u>						
Citibank SDA	09/13/17		3,604,943.53			1.500
<u>Water and Sewer-2019 Bond Projects</u>						
Citibank SDA	09/13/17		3,802,453.46			1.500

STATEMENT OF INVESTMENTS-VILLAGE
As of August 31, 2020

Fund	Investment Date	Maturity Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>Sears Operating</u>						
Illinois Funds			2,568.29			
Citibank SDA			396,412.55	0.00	0.00	
			398,980.84			
<u>Sears Centre</u>						
H.E. Community Bank-MaxSafe			778.19			
<u>Insurance</u>						
Illinois Funds	11/10/87		16,442.34			0.161
Citibank SDA	11/07/08		1,668,376.16			1.500
CD with PMA	08/22/13		500,000.00	500,000.00	507,941.37	0.375
			2,184,818.50			
<u>Information Systems</u>						
Illinois Funds	02/01/98		81,111.24			0.161
Citibank SDA	11/07/08		611,105.15			
			692,216.39			
<u>EDA Special Tax Alloc.</u>						
Citibank SDA	11/07/08		5,476,436.20			
Chase Money Market	03/14/19		2,800,786.62			
			8,277,222.82			
<u>Roselle Road TIF</u>						
Illinois Funds	09/30/03		7,615.80			0.161
Chase Money Market			1,000,207.97			
Citibank SDA	11/07/08		114,979.63			1.500
			1,122,803.40			
<u>Barr./Higgins TIF</u>						
Illinois Funds	08/26/91		119,055.33			0.161
Chase Money Market			200,041.60			
			319,096.93			
<u>2019 Captial Project Fund</u>						
Citibank SDA	09/13/17		870,496.02			1.500
<u>Hig/Hassell TIF</u>						
Chase Money Market			200,041.60			
<u>2016 G.O. Debt Serv.</u>						
Chase Money Market			40,025.74			

STATEMENT OF INVESTMENTS-VILLAGE
As of August 31, 2020

Fund	Investment Date	Maturity Date	Book Value	Market Value	Maturity Value	Rate of Interest
2018G.O. Debt Serv.						
Chase Money Market			275,125.26			
Total Investments			<u>\$ 65,742,012.13</u>			
Total Invested Per Institution				Percent Invested		
Illinois Funds			10,168,204.46	15.47		
IMET			0.00	-		
IMET Convenience Fund			2,862.73	0.00		
Chase Money Market			16,748,116.32	25.48		
CD with PMA			11,850,000.00	18.03		
HE Community Bank-MaxSafe			778.19	0.00		
Bank of New York Money Market			0.00	-		
Citibank at PMA			<u>26,972,050.43</u>	<u>41.03</u>		
			<u>\$65,742,012.13</u>	<u>100.00</u>		
Total Invested Per Institution Excluding all Trust and EDA Funds				Percent Invested		
Illinois Funds			9,394,015.25	16.70		
IMET			2,862.73	0.01		
HE Community Bank-MaxSafe			778.19	0.00		
Chase Money Market			13,747,203.05	24.44		
CD with PMA			11,850,000.00	21.07		
Citibank at PMA			<u>21,254,081.21</u>	<u>37.79</u>		
			<u>\$58,248,940.43</u>	<u>100.00</u>		
Total Invested Per Fund						
Total Investments - Operating Funds				\$47,302,520.43		
Total Investments - Debt Service Funds				\$624,913.56		
Total Investments - Trust Funds				\$0.00		
Total Investments - Capital Projects Funds				\$17,814,578.14		
Total Investments - All Funds				<u>\$65,742,012.13</u>		

PMA CERTIFICATE OF DEPOSITS

August 31, 2020

	Settlement	Maturity	Cost	Interest Rate
GENERAL FUND				
Bank of China, NY	10/03/19	10/01/20	1,750,000.00	1.860%
Bank of China, NY	12/05/19	12/03/20	3,500,000.00	1.597%
Bank of China, NY	07/23/20	07/22/21	2,350,000.00	0.260%
Bank of China, NY	07/30/20	07/29/21	2,500,000.00	0.260%
GENERAL FUND TOTALS:			\$ 10,100,000.00	
WESTERN CORRIDOR FUND				
Bank of China, NY	10/03/19	10/01/20	250,000.00	1.860%
Bank of China, NY	12/05/19	12/03/20	500,000.00	1.597%
WESTERN CORRIDOR TOTALS:			\$ 750,000.00	
WATER & SEWER FUND				
Bank of China, NY	12/05/19	12/03/20	500,000.00	1.597%
WATER & SEWER TOTALS:			\$ 500,000.00	
INSURANCE FUND				
Bank of China, NY	12/05/19	12/03/20	500,000.00	1.597%
INSURANCE TOTALS			\$ 500,000.00	
		TOTAL:	\$ 11,850,000.00	

**OPERATING REPORT SUMMARY
REVENUES**

August 31, 2020

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>% ACTUAL TO BUDGET</u>	<u>BENCH- MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
General Fund							
Property Taxes	3,000,000	3,088,741	16,114,510	15,237,326	16,314,510	93.4%	
Hotel Tax	110,417	35,212	883,333	386,464	1,325,000	29.2%	
Real Estate Transfer Tax	81,250	116,011	650,000	737,801	975,000	75.7%	
Home Rule Sales Tax	291,667	174,818	2,333,333	2,036,922	3,500,000	58.2%	
Telecommunications Tax	103,500	93,701	828,000	805,722	1,242,000	64.9%	
Property Tax - Fire	309,658	940,165	2,477,260	3,365,859	3,715,890	90.6%	
Property Tax - Police	362,825	1,102,240	2,902,600	3,947,284	4,353,900	90.7%	
Other Taxes	86,715	51,184	693,720	439,815	1,040,580	42.3%	
Total Taxes	4,346,031	5,602,071	26,882,757	26,957,193	32,466,880	83.0%	
Business Licenses	50,000	37,063	350,000	361,723	370,000	97.8%	
Liquor Licenses	-	60	283,000	263,471	283,000	93.1%	
Building Permits	89,583	102,554	716,667	659,201	1,075,000	61.3%	
Other Licenses & Permits	1,125	51	9,000	936	13,500	6.9%	
Total Licenses & Permits	140,708	139,727	1,358,667	1,285,331	1,741,500	73.8%	
Sales Tax	650,000	523,019	5,200,000	4,733,714	7,800,000	60.7%	
Local Use Tax	141,667	193,198	1,133,333	1,345,831	1,700,000	79.2%	
State Income Tax	456,250	703,605	3,650,000	3,927,932	5,475,000	71.7%	
Replacement Tax	17,825	33,004	142,600	235,496	213,900	110.1%	
Other Intergovernmental	41,426	97,063	331,407	452,973	497,110	91.1%	
Total Intergovernmental	1,307,168	1,549,889	10,457,340	10,695,946	15,686,010	68.2%	
Engineering Fees	25,000	-	200,000	57,872	300,000	19.3%	
Ambulance Fees	141,667	120,090	1,133,333	1,060,878	1,700,000	62.4%	
Police Hireback	35,417	-	283,333	129,326	425,000	30.4%	
Lease Payments	62,850	74,100	502,800	542,790	754,200	72.0%	
Cable TV Fees	160,000	135,845	610,000	549,059	800,000	68.6%	
4th of July Proceeds	-	-	-	-	87,750	0.0%	
Employee Payments	108,333	119,871	866,667	1,054,867	1,300,000	81.1%	
Hireback - Arena	15,479	618	123,833	75,804	185,750	40.8%	
Rental Inspection Fees	-	2,175	150,000	262,394	300,000	87.5%	
Other Charges for Services	75,292	78,650	602,333	631,974	903,500	69.9%	
Total Charges for Services	624,038	531,349	4,472,300	4,364,964	6,756,200	64.6%	
Court Fines-County	15,000	-	120,000	46,703	180,000	25.9%	
Ticket Fines-Village	31,350	15,012	250,800	199,163	376,200	52.9%	
Overweight Truck Fines	500	450	4,000	2,810	6,000	46.8%	
Red Light Camera Revenue	56,667	71,639	453,333	392,810	680,000	57.8%	
Local Debt Recovery	12,500	2,686	100,000	75,428	150,000	50.3%	
Total Fines & Forfeits	116,017	89,786	928,133	716,913	1,392,200	51.5%	
Total Investment Earnings	41,667	9,597	333,333	160,513	500,000	32.1%	
Reimburse/Recoveries	22,500	(4,275)	180,000	76,424	270,000	28.3%	
S.Barrington Fuel Reimbursement	2,500	2,063	20,000	16,745	30,000	55.8%	
Shaumburg Twn Fuel Reimbursement	2,500	2,271	20,000	16,296	30,000	54.3%	
Tollway Payments	833	800	6,667	6,200	10,000	62.0%	
Other Miscellaneous	22,308	3,525	178,467	116,648	267,700	43.6%	
Total Miscellaneous	50,642	4,383	405,133	232,313	607,700	38.2%	
Total Operating Transfers In	25,000	40,036	200,000	324,739	300,000	108.2%	
Total General Fund	6,651,269	7,966,839	45,037,863	44,737,911	59,450,490	75.3%	66.7%

**OPERATING REPORT SUMMARY
REVENUES**

August 31, 2020

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>% ACTUAL TO BUDGET</u>	<u>BENCH- MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
Water & Sewer Fund							
Water Sales	1,604,333	1,946,086	12,834,667	12,747,228	19,252,000	66.2%	
Connection Fees	4,167	-	33,333	13,028	50,000	26.1%	
Cross Connection Fees	3,167	3,224	25,333	25,711	38,000	67.7%	
Penalties	8,333	-	66,667	31,708	100,000	31.7%	
Investment Earnings	5,000	728	40,000	20,061	60,000	33.4%	
Other Revenue Sources	8,833	1,107	70,667	39,443	106,000	37.2%	
Capital Projects	-	370,286	-	410,246	4,138,000	9.9%	
Total Water Fund	1,633,833	2,321,430	13,070,667	13,287,426	23,744,000	56.0%	66.7%
Motor Fuel Tax Fund	185,667	153,468	1,485,333	2,437,683	2,228,000	109.4%	
Community Dev. Block Grant Fund	24,792	-	198,333	9,997	297,500	3.4%	
Asset Seizure Fund	333	22,630	2,667	132,468	4,000	3311.7%	
Municipal Waste System Fund	250,646	235,031	2,005,167	1,977,007	3,007,750	65.7%	
Sears Centre Operating Fund	317,798	361,021	2,542,387	1,875,786	3,813,580	49.2%	
Sears Centre Activity Fund	925,773	221,344	7,406,187	1,996,920	11,109,280	18.0%	
Stormwater Management	90,583	45,705	724,667	362,597	1,087,000	33.4%	
Insurance Fund	135,656	124,194	1,085,247	1,128,262	1,627,870	69.3%	
Roselle Road TIF	25,417	173,993	203,333	358,030	305,000	117.4%	
Barrington/Higgins TIF	50,728	253,644	405,827	570,329	608,740	93.7%	
Lakewood Center TIF	22,475	1,000	179,800	4,850	269,700	1.8%	
Higgins-Old Sutton TIF	-	-	-	6,338	-		
Higgins/Hassell TIF	25,042	48,866	200,333	348,926	300,500	116.1%	
Information Systems	146,457	144,216	1,171,653	1,162,436	1,757,480	66.1%	
Total Spec Rev. & Int. Svc. Fund	2,201,367	1,785,113	17,610,933	12,371,626	26,416,400	46.8%	
TOTAL OPERATING FUNDS	10,486,469	12,073,382	75,719,263	70,396,963	109,610,890	64.2%	66.7%
2015A & C G.O. Debt Service	42	42	1,546,394	1,546,394	3,504,740	44.1%	
2015B G.O. Debt Service	475	475	16,025	16,025	121,600	0.0%	
2016 G.O. Debt Service	111,490	111,490	410,819	410,819	438,800	0.0%	
2017A & B G.O. Debt Service	-	-	54,175	54,175	179,350	0.0%	
2018 G.O. Debt Service	437,724	437,724	1,588,150	1,588,150	2,750,200	0.0%	
2019 G.O. Debt Service	-	-	-	21,259	136,700	15.6%	
TOTAL DEBT SERV. FUNDS	549,731	549,731	3,615,563	3,636,821	7,131,390	51.0%	66.7%
Central Rd. Corridor Fund	50	1	400	107	600	17.8%	
Hoffman Blvd Bridge Maintenance	417	12	3,333	828	5,000	16.6%	
Western Corridor Fund	4,167	1,192	33,333	37,845	50,000	75.7%	
Prairie Stone Capital Fund	833	116	6,667	544,332	10,000	5443.3%	
Central Area Rd. Impr. Imp. Fee	-	-	-	82	-	0.0%	
Western Area Traffic Impr.	-	-	-	17	-	N/A	
Western Area Traffic Impr. Impact Fee	-	-	-	43	-	0.0%	
Capital Improvements Fund	177,300	77,985	1,418,400	1,299,133	2,127,600	61.1%	
Capital Vehicle & Equipment Fund	133,243	90,120	1,065,940	729,259	1,598,910	45.6%	
Capital Replacement Fund	58,750	58,347	470,000	467,729	705,000	66.3%	
2015 Project Fund	-	41	-	5,505	-	N/A	
Road Improvement Fund	691,759	283,083	5,534,073	4,214,523	8,301,110	50.8%	
TOTAL CAP. PROJECT FUNDS	1,066,518	510,899	8,532,147	7,299,403	12,798,220	57.0%	66.7%
Police Pension Fund	506,025	3,197,388	4,048,200	(542,079)	6,072,300	-8.9%	
Fire Pension Fund	490,649	4,556,903	3,925,193	6,813,666	5,887,790	115.7%	
TOTAL TRUST FUNDS	996,674	7,754,291	7,973,393	6,271,587	11,960,090	52.4%	66.7%
TOTAL ALL FUNDS	13,099,393	20,888,304	95,840,366	87,604,775	141,500,590	61.9%	66.7%

OPERATING REPORT SUMMARY
EXPENDITURES
August 31, 2020

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>%</u>	<u>BENCH-MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
General Fund							
General Admin.							
Legislative	32,229	25,293	257,833	246,151	386,750	63.6%	
Administration	57,086	45,521	456,687	438,714	685,030	64.0%	
Legal	46,284	17,595	370,273	215,259	555,410	38.8%	
Finance	96,205	83,033	769,640	779,580	1,154,460	67.5%	
Village Clerk	18,700	17,165	149,600	147,493	224,400	65.7%	
Human Resource Mgmt.	47,240	41,128	377,920	352,252	566,880	62.1%	
Communications	21,513	17,581	172,100	176,485	258,150	68.4%	
Cable TV	16,649	12,516	133,193	101,655	199,790	50.9%	
Emergency Operations	7,168	3,260	57,340	65,385	86,010	76.0%	
Total General Admin.	343,073	263,093	2,744,587	2,522,973	4,116,880	61.3%	66.7%
Police Department							
Administration	134,009	160,473	1,072,073	1,110,353	1,608,110	69.0%	
Juvenile Investigations	47,516	67,894	380,127	432,954	570,190	75.9%	
Tactical	89,213	132,768	713,700	756,544	1,070,550	70.7%	
Patrol and Response	968,991	1,442,409	7,751,927	8,569,077	11,627,890	73.7%	
Traffic	105,236	86,429	841,887	640,962	1,262,830	50.8%	
Investigations	126,937	166,357	1,015,493	999,832	1,523,240	65.6%	
Community Relations	1,131	2	9,047	1,856	13,570	13.7%	
Communications	58,678	23,930	469,427	358,952	704,140	51.0%	
Canine	16,551	23,458	132,407	139,649	198,610	70.3%	
Special Services	16,628	-	133,020	54,279	199,530	27.2%	
Records	27,008	23,740	216,060	203,447	324,090	62.8%	
Administrative Services	82,758	74,240	662,067	651,800	993,100	65.6%	
Total Police	1,674,654	2,201,700	13,397,233	13,919,704	20,095,850	69.3%	66.7%
Fire Department							
Administration	92,874	94,058	742,993	750,614	1,114,490	67.4%	
Public Education	6,079	4,827	48,633	39,158	72,950	53.7%	
Suppression	742,311	1,074,787	5,938,487	6,417,009	8,907,730	72.0%	
Emer. Med. Serv.	667,320	928,171	5,338,560	5,754,471	8,007,840	71.9%	
Prevention	50,415	22,815	403,320	342,406	604,960	56.6%	
Fire Stations	3,700	3,839	29,600	25,118	44,400	56.6%	
Total Fire	1,562,699	2,128,496	12,501,593	13,328,778	18,752,390	71.1%	66.7%
Public Works Department							
Administration	32,779	31,116	262,233	277,138	393,350	70.5%	
Snow/Ice Control	154,966	78,931	1,239,727	1,322,210	1,859,590	71.1%	
Pavement Maintenance	45,396	50,166	363,167	324,799	544,750	59.6%	
Forestry	97,147	82,746	777,173	596,140	1,165,760	51.1%	
Facilities	105,836	52,489	846,687	667,254	1,270,030	52.5%	
Fleet Services	108,274	80,993	866,193	715,255	1,299,290	55.0%	
F.A.S.T.	15,598	15,823	124,780	89,525	187,170	47.8%	
Storm Sewers	12,623	18,639	100,980	102,727	151,470	67.8%	
Traffic Control	66,428	61,290	531,420	467,128	797,130	58.6%	
Total Public Works	639,045	472,194	5,112,360	4,562,176	7,668,540	59.5%	66.7%

OPERATING REPORT SUMMARY
EXPENDITURES
August 31, 2020

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>%</u>	<u>BENCH-MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
Development Services							
Administration	33,518	32,240	268,140	263,093	402,210	65.4%	
Planning	51,599	36,952	412,793	270,790	619,190	43.7%	
Code Enforcement	134,757	120,616	1,078,053	1,052,792	1,617,080	65.1%	
Transportation & Engineering	114,843	110,052	918,740	910,201	1,378,110	66.0%	
Economic Development	131,362	21,165	1,050,893	359,681	1,576,340	22.8%	
Total Development Services	466,078	321,025	3,728,620	2,856,556	5,592,930	51.1%	66.7%
Health & Human Services	64,041	65,805	512,327	522,699	768,490	68.0%	66.7%
Miscellaneous							
4th of July	-	-	726	726	155,070	0.5%	
Police & Fire Comm.	6,975	418	55,800	11,170	83,700	13.3%	
Misc. Boards & Comm.	20,178	6,663	161,420	67,125	242,130	27.7%	
Misc. Public Improvements	432,564	198,490	3,460,513	2,536,414	5,190,770	48.9%	
Total Miscellaneous	459,717	205,570	3,678,459	2,615,436	5,671,670	46.1%	66.7%
Total General Fund	5,209,307	5,657,882	41,675,179	40,328,322	62,666,750	64.4%	66.7%
Water & Sewer Fund							
Water Department	1,116,739	1,154,931	8,933,913	8,532,206	13,400,870	63.7%	
Sewer Department	186,904	180,116	1,495,233	1,425,440	2,242,850	63.6%	
Billing Division	72,843	73,028	582,747	577,096	874,120	66.0%	
Capital Projects Division	349,076	349,076	458,251	458,251	3,908,320	11.7%	
2015 Bond Capital Projects	(8,083)	(8,083)	65,625	65,625	421,250	15.6%	
2017 Bond Capital Projects	393,097	393,097	792,509	792,509	1,913,120	41.4%	
2018 Bond Capital Projects	-	-	123,819	123,819	247,640	50.0%	
2019 Bond Capital Projects	285,249	285,249	4,071,615	4,071,615	622,530	654.0%	
Total Water & Sewer	2,395,825	2,427,414	16,523,712	16,046,561	23,630,700	67.9%	66.7%
Motor Fuel Tax	(88,841)	(88,841)	1,482,763	1,482,763	2,710,000	54.7%	
Community Dev. Block Grant Fund	81	81	81	81	297,500	0.0%	
Asset Seizure Fund	26,779	40,224	214,233	301,425	321,350	93.8%	
Municipal Waste System	260,069	244,559	2,080,553	1,858,721	3,120,830	59.6%	
Sears Centre Operating Fund	329,174	384,295	2,633,393	1,842,443	3,950,090	46.6%	
Sears Centre Activity Fund	925,773	213,091	7,406,187	1,991,203	11,109,280	17.9%	
Stormwater Management	88,679	-	709,433	60,839	1,064,150	5.7%	
Insurance	148,459	34,297	1,187,673	1,101,215	1,781,510	61.8%	
Information Systems	183,957	86,536	1,471,653	1,181,305	2,207,480	53.5%	
Roselle Road TIF	76,250	-	610,000	7,382	915,000	0.8%	
Barrington/Higgins TIF	375	-	3,000	2,921	4,500	64.9%	
Lakewood Center TIF	22,425	1,000	179,400	4,850	269,100	1.8%	
Higgins-Old Sutton TIF	-	-	-	6,338	-	N/A	
Higgins/Hassell TIF	404	-	3,233	2,921	4,850	60.2%	
TOTAL OPERATING FUNDS	9,578,717	9,000,538	76,180,496	66,219,289	114,053,090	58.1%	66.7%
2015A G.O. Debt Service	475	475	794,840	794,840	3,504,740	22.7%	
2015 G.O. Debt Service	475	475	16,025	16,025	121,600	13.2%	
2016 G.O. Debt Service	-	-	167,375	167,375	439,300	38.1%	
2017A & B G.O. Debt Service	-	-	54,175	54,175	179,350	30.2%	
2018 G.O. Debt Service	-	-	654,850	654,850	2,750,200	23.8%	
2019 G.O. Debt Service	-	-	21,259	21,259	136,700	15.6%	
TOTAL DEBT SERV. FUNDS	950	950	1,708,524	1,708,524	7,131,890	24.0%	66.7%

OPERATING REPORT SUMMARY
EXPENDITURES
August 31, 2020

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>%</u>	<u>BENCH-MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
Western Corridor Fund	23,333	23,333	163,333	186,664	280,000	66.7%	
Hoffman Blvd Bridge Maintenance	4,333	-	34,667	-	52,000	0.0%	
Prairie Stone Capital Fund	123,125	3,992	985,000	883,637	1,477,500	59.8%	
Capital Improvements Fund	182,763	120,833	1,462,100	996,859	2,193,150	45.5%	
Capital Vehicle & Equipment Fund	133,076	40,384	1,064,607	1,049,516	1,596,910	65.7%	
Capital Replacement Fund	4,000	-	32,000	15,000	48,000	31.3%	
2015 Project Fund	-	687,933	-	859,917	-	N/A	
Road Improvement Fund	731,759	553,986	5,854,073	1,843,149	8,781,110	21.0%	
TOTAL CAP. PROJECT FUNDS	1,202,389	1,430,462	9,595,780	5,834,742	14,428,670	40.4%	66.7%
Police Pension Fund	571,451	605,929	4,571,607	4,717,621	6,857,410	68.8%	
Fire Pension Fund	517,438	563,329	4,139,507	4,236,792	6,209,260	68.2%	
TOTAL TRUST FUNDS	1,088,889	1,169,258	8,711,113	8,954,412	13,066,670	68.5%	66.7%
TOTAL ALL FUNDS	11,870,946	11,601,208	96,195,913	82,716,966	148,680,320	55.6%	66.7%



Village of Hoffman Estates Information Systems Department

2020 AUGUST MONTHLY REPORT

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CentralSquare Technologies/GovQA Monthly Review

August Synopsis

- We spent the majority of time this month working on the Community Development implementation project. Multiple web sessions with CentralSquare staff and internal staff were held and testing plan was put into place and testing began.
- Began discussions about Open Enrollment timeline and changes needed in Covid-19 environment.
- Worked on adding Locations and cleaning up Owner records in preparation for import into GIS.

CentralSquare/GovQA Support Cases

- Worked with CST Support to attempt to resolve issue connecting to Framework Manager for Cognos Analytics. Was escalated to Cloud Team.
- Submitted request to remove retired/terminated employees.
- Requested new user accounts for several new staff members.
- Requested Support correct issue with missing data on the Earnings by Pay Code reports in Human Resources. They found this issue is affecting all customers and may be related to updates needed for changes in W4s for 2020.
- Opened and close case to add new Development Services employee.
- Open and close case to refresh both CommunityPLUS and FinancePLUS training database.
- Open and close case related to issue of Requisitions Approval emails being sent from the STAGE environment.
- Created SQL script to update RRL License Deadline date.

Project Activities

- Participated in CRM Workbook introduction with CST staff.
- Attended Spatial Advisor Consultation with CST GIS specialist and Village staff.
- Met with DS staff to discuss the Spatial Rules they want to implement. Began entry into workbook.
- Participated in initial System Admin Training for Community Development.
- Continued testing Community Development and opening up Fresh Desk Tickets. Retested and closed those Fresh Desk Tickets that were fixed.
- Attended a meeting discussing the ownership and entity data with the Data Conversion Specialist at CentralSquare.
- Attended Bi-Weekly meetings with Project Manager.

- Tested the Cognos Analytics environment set up to work with Community Development tables. Ultimately, both of us were able to gain access and write reports.
- Cleaned up several ownership records where they were set as primary owners which contained an end date.
- Fixed a handful of PINs that were incorrect in CommunityPLUS Locations.
- Attended meeting regarding using eTRACKIT as part of our implementation instead of CZP.

Work Orders

- Assisted staff with GovQA shortcuts to remove obsolete urls causing slowness in application.
- Continued to research issue regarding Business License payments on FirstBilling's website.
- Assisted two staff members with password/login issues for EAC.
- Corrected/entered data on several commercial locations in CommunityPLUS.
- Created SQL script to update RRL License Deadline date.
- Applied RRL Penalties.
- Applied BL, LQ and HB Penalties.
- Assisted a HHS employee with approving an Employee Leave Request, they were not using IE.
- Assisted a DS employee with approving an Employee Leave Request from home.
- Assisted a DS employee with understanding how Time Entry and Employee Leave Request should match in terms of hours requested and how notes can be used.
- Updates several pins per GIS Administrator.
- Created a Cognos Report for Development Services to identify Moon Lake Rental Properties.
- Created a Cognos Report for Development Services to identify open Business Licenses and General Premises Licenses email addresses.
- Adjusted a credit on Business License because fee was adjusted instead of changing Exempt Code to Z – Zero Fee.
- Added Job Class 6651 – Maintenance III FAC and assigned correct benefits for Open Enrollment.
- Resolved issue as to why Cognos Report in Development Services was not printing, the defaults was set to HTML, changed it to PDF.
- Added location per Front Counter.
- Researched issue as to why old Requisitions Approval emails were being sent from STAGE environment.
- Assigned appropriate user access in CommunityPLUS for new Development Services employee.
- Purged old batches.

- Assisted Fire Department with reviewing process of checking in and checking out Plan Reviews in CommunityPLUS.
- Worked with Payroll Coordinator to troubleshoot an issue with the Illinois State Unemployment Report. Found that it was caused by work being done on the new Illinois Schedule P Report, and Support rolled back the changes.
- Researched missing data in the Earnings by Pay Code function in Human Resources and found that it was not working as described in the software manual. Called into Support and provided them with research screenshots.

Administration

- Completed Sexual Harassment Training required by HRM.
- Prepared monthly report.
- Processed Payroll for department employees on 8/10/2020 and 8/24/2020.

Training

- Attended System Administration Training for Community Development.
- Completed the Harassment Training assigned by the HR Department.

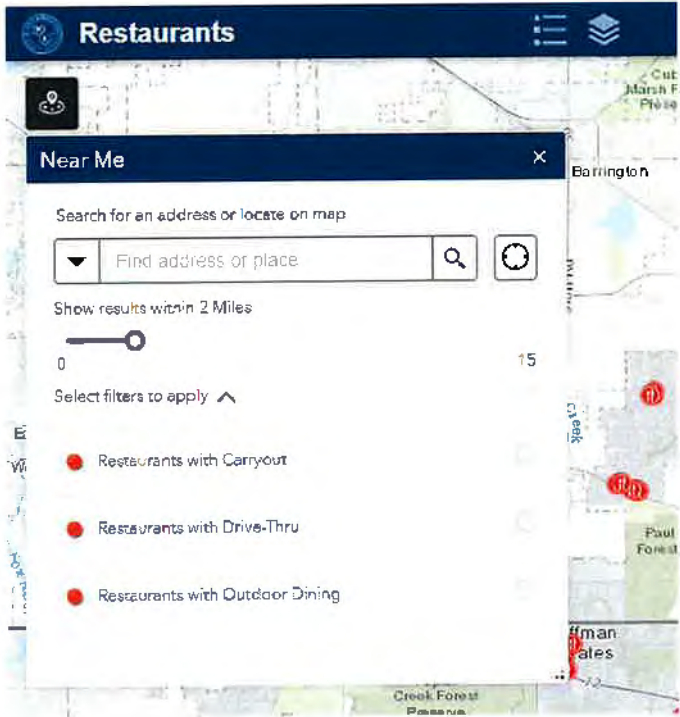
Meetings

- Biweekly meeting with IS Director on August 17 and 31, 2020.
- Four webinars attended related to Community Development implementation.
- Met with Development Services staff to begin entering details into the Spatial Rules Workbook.

Geographic Information System Review

August Synopsis

- A number of priorities arose in August that put plat digitization on hold. First, Development Services loaned us their retired Sidwell map pages, which were marked up and used to update our parcel data. From here forward, as map pages are retired, DS staff will notify us. This will provide us another opportunity to keep our parcels as up-to-date as possible. – The Fire Department needed edits for a number of areas covering 16 pages of the mapbook. Over a two week period these edits were completed and the mapbook was re-printed. (The Fire department no longer emails with 1 or 2 edits, but instead have contacted me twice in 2020, March and August, with a list of updates.) In addition to the mapbook, the fire department is looking to replace their existing wall maps. This will likely occur in September, though it's dependent on Tim Stoub's schedule. – Re-digitizing buildings continued using the plat of survey as a source. 171 residential homes were updated in August at Hunter's Ridge. – I've begun building the spatial rules service for Community Development. The first rule covers non-Village properties. A map was drafted and provided to Development Services to highlight the neighboring parcels they want included. – Lastly, the restaurant map was completed and is live on the Economic Development page of our website. The map utilizes a tool that allows the user to filter the restaurant by several attributes, as well as within a specified distance of a specified point.



Work Orders

- Webmap Request: restaurants outdoor dining added (DS-ED)
- Map Request: Fire mapbook edits (FD)
- Map Request: preliminary street reconstruction maps (DS-TE)
- Map Request: utilities at 75 & 85 Golf Rd for Arc Design (DS-TE)
- Map Request: storm sewer at Roselle and Golf Rd (FOIA)
- Data Request: Bystronic storm sewer (PW)
- Data Request: updated PINs and boundaries related to new Sidwell pages (DS-P)
- Data Request: updated PINs and boundaries at 5C3B subdivision (DS-P)
- GPS Request: Fire Station 22 electrical line (FD)
- GPS Request: Holiday Inn Express hydrants (FD)

Administration

- Monthly report & bi-weekly update
- Sidwell map pages inquiry w/ K. Redelmann
- Clerk & Planning plat inquiries
- Spaceco CAD requests for Eagle Way and Huntington 90 plats
- NWCDS aerial update inquiry; next update will be 2021

Training

- N/A

Meetings

- Bi-weekly update w/F. Besenhoffer (8/31)
- CentralSquare ComDev Spatial Analysis Workbook (8/4)
- Spatial Analysis Workbook review w/ Development Services (8/10)

Project Activities

Project – Motorola P1

- During the month of August, I.S. staff along with representatives from Motorola and NWCD IT team setup up a one directional Active Directory Trust between Hoffman Estates and NWCD CAD system. This will allow our users for seamless logon between our domain and Motorola's RMS system located at the NWCD.

Project – Phone System

- I.S. Staff continued to work on Phone System Support RFP. During the month of August, we were able to hold a pre-proposal meeting to discuss details and potential difficulties with supporting our organization. Two companies were present during the meeting and we were able to discuss design, complexity and expectations for the proposal. Ultimately only one company submitted the proposal with satisfactory results.

Project – Sears Centre Domain Name

- I.S. Staff worked with administrative staff from Sears Centre on changing the domain names associated with the building. One of the major systems affected by the name change is the email system. During the month of August, I.S. staff worked and prepared plan to change the domain name on Office 365. The update took place during normal business hours and posed not downtime or loss of productivity. Now the name has been changed to NowArena and emails from the old domain name are still allowed to be delivered to user's mailboxes.

Project – DACRA Printers

- During the month of August, I.S. Staff along with staff from our Police Department continued installations and configurations of the Zebra printers. Those printers will be used for ticket printing in conjunction with the upcoming Motorola P1 as well as DACRA systems.

Security and Other Updates

- I.S. Staff continues monitor and update Windows Servers with patches, updates and other security installations.
- I.S. Staff continues to update and monitor anti-virus system to ensure at most reliability and safety.
- I.S. Staff continues to monitor and adjust if necessary all of our backup jobs.
- I.S. Staff updated and reorganized our network documentation in order to reflect new changes.
- I.S. Staff continues to deploy KnowBe4 email campaign.
- I.S Staff continues reconfigured our SAN to allow more storage be available to users.
- I.S. Staff made requested changes to the Access Points located at the Beer Garden area.
- I.S. Staff worked with support team from JP Morgan Chase to rectify connectivity issues our users experienced.
- I.S. Department received and conducted official bid opening for the purchase of the Cisco Switches.

Meetings

- I.S. Staff meet and discussed Phone System RFP.

Training

- I.S. Staff conducted two new user orientation meetings for our new employees.

Technical Support, Hardware & Software Activities

- Applied necessary software updates as needed.
- 144 Help desk requests were opened during the month of August.
- 137 Help desk requests were closed during the month of August.

- Self Service Password Resets or Account Unlocks: 4
- Email passwords reset: 1
- SunGard passwords reset: 2
- Voicemail passwords reset: 1
- User accounts unlocked: 3
- Active Directory Password Resets: 2

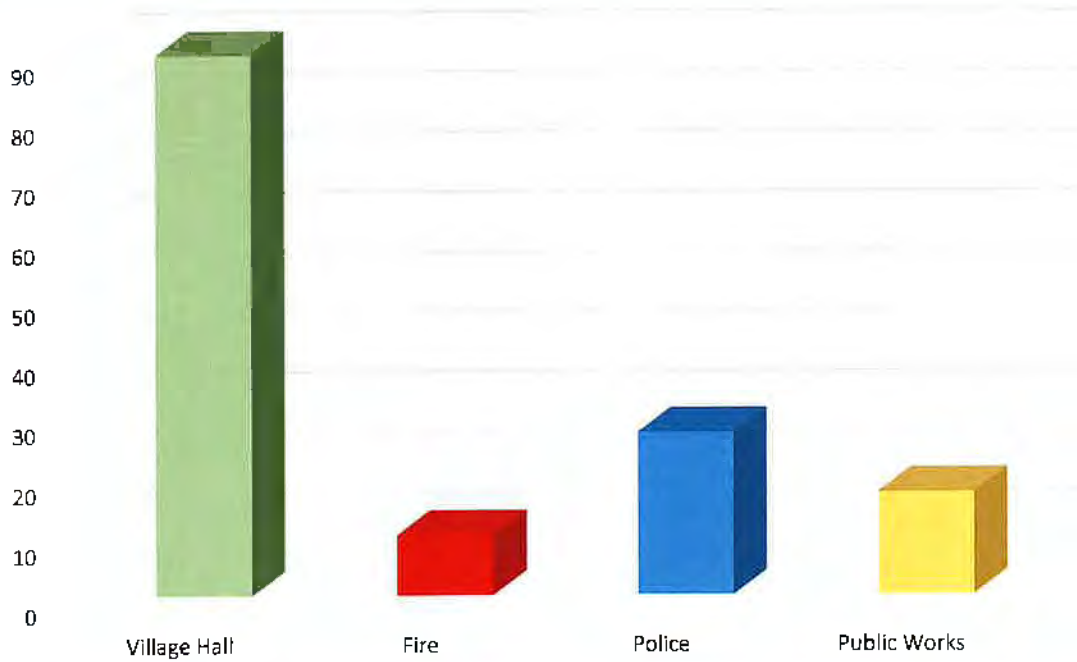
Director Summary

- Covid – 19 conference calls with the EOC team were scaled back to T and F
- SCA Wireless RFP review
- All department personnel completed the Sexual Harassment Training
- Name change for the Sears Center Arena to the NOWArena
- Completed an RFP for telephone system support
- Project status with CentralSquare
 - Portal replacement
- CallOne vendor meeting
- Switch bid opening
- 2021 budget meeting with Finance
- Monthly department status meeting with the Village Manager
- Monthly agenda meeting with the Village Manager
- Management team meeting
- Bi Weekly department division meetings
 - Project progress
 - Division Goals Review
- Monthly MS-ISAC/EI-ISAC conference call.

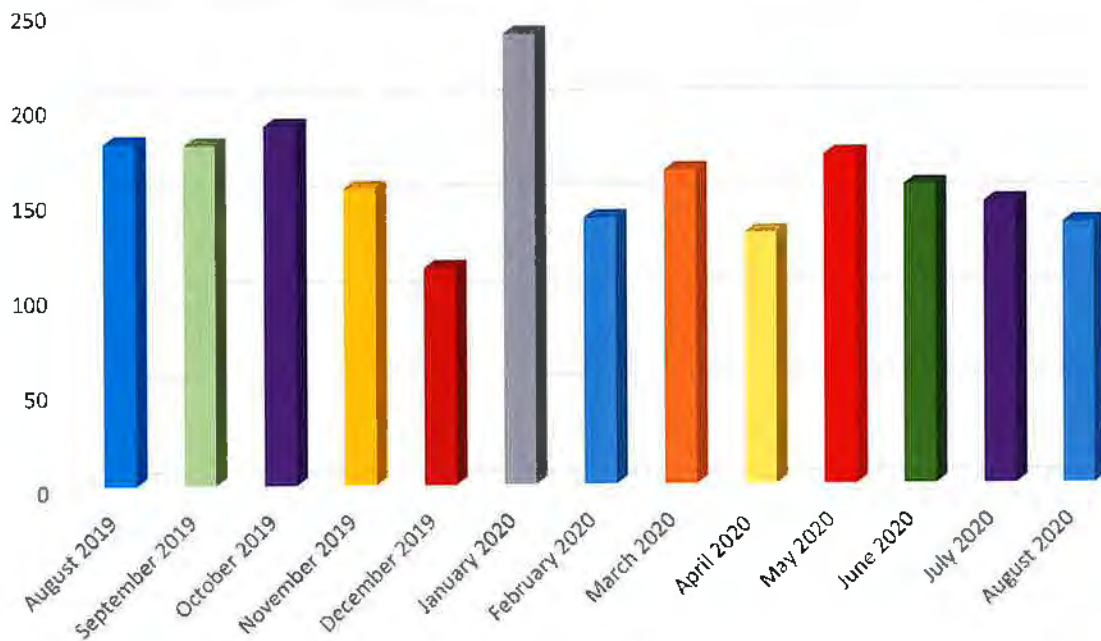
Total Work Orders by Priority by Month

Month	August
1 - Normal	147
2 - High	9
3 - Urgent	0
Project	1
Scheduled Event	22
Vendor intervention required	4
Total for Month	183

Completed Work Orders by Location



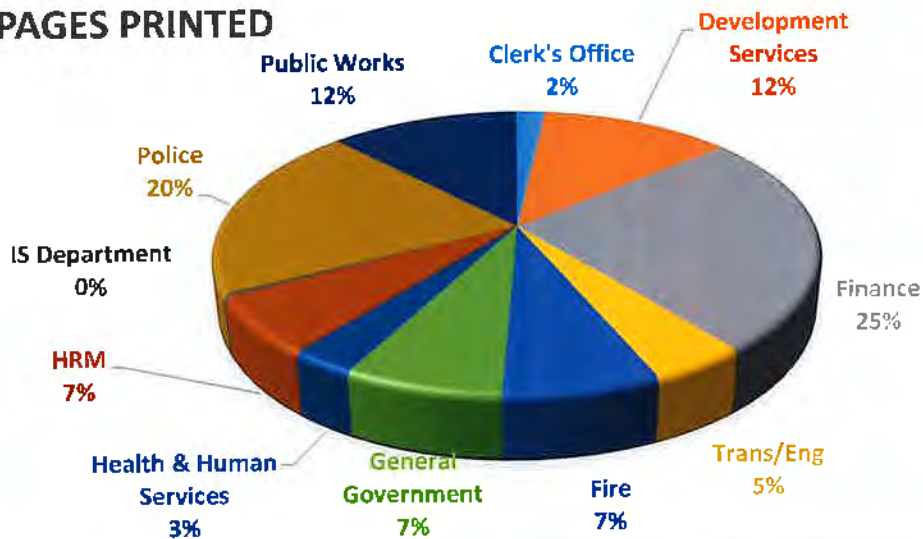
Completed Work Orders by Month



Printer Usage Report

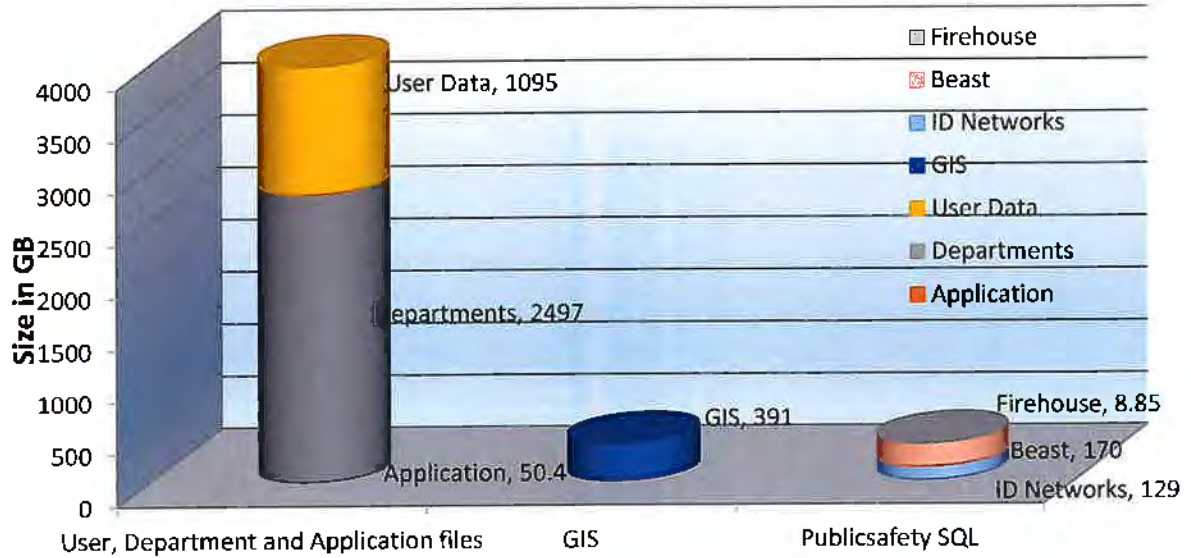
In the month of January there were 55548 pages printed across the village. The following graph breaks down printer usage by department.

PAGES PRINTED



System and Data Functions

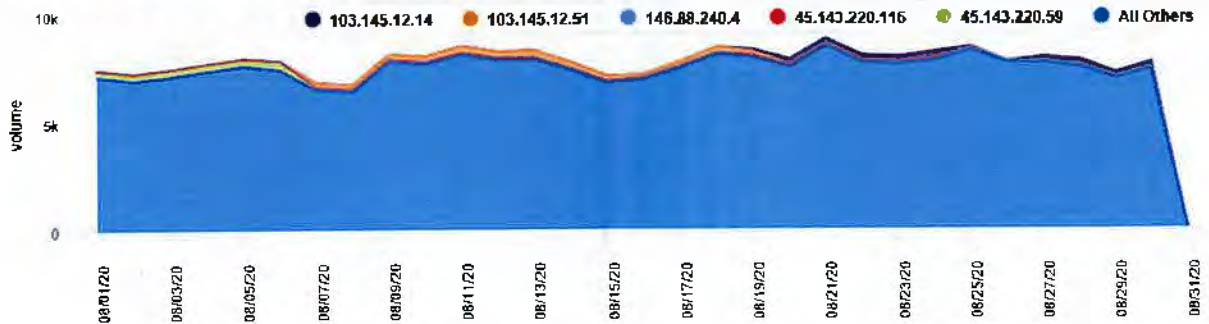
Disk Usage



Sentinel IPS Attack Report

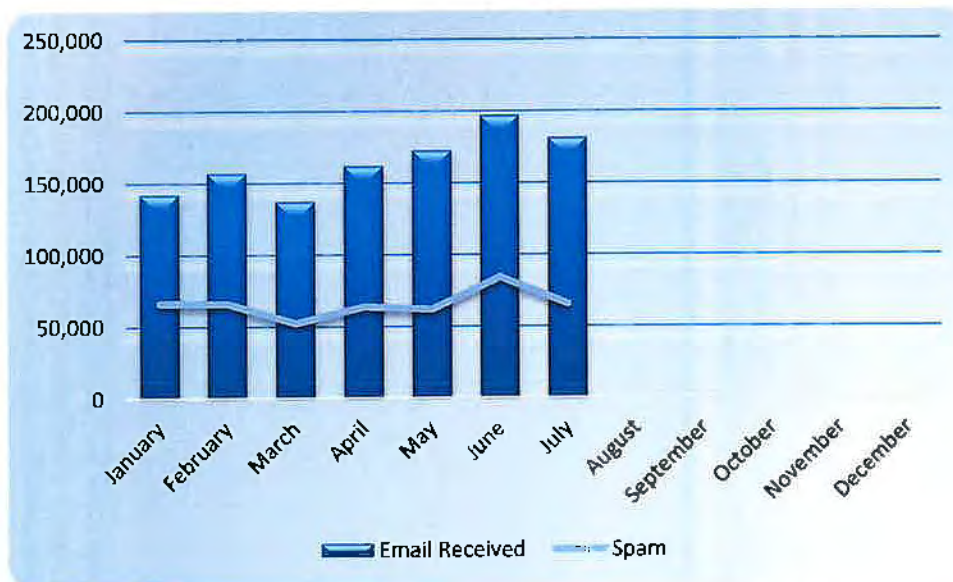
External parties attacked the Village network **235070** times during the month of August

Attack Volume with 5 Most Active IP Addresses



Email Spam Report

Month	Email Received	Spam	Percent Spam
January	142,032	66,118	47%
February	156,829	65,958	42%
March	136,810	52,307	38%
April	161,711	63,774	39%
May	172,442	61,874	36%
June	196,785	84,216	43%
July	181,115	65,548	36%
August	154,227	57,718	37%
September			0%
October			0%
November			0%
December			0%
Total	1,301,951	517,513	40%



Phishing Security Test Report

08/01/2020 - 09/08/2020

Campaign: Monthly Test

Monthly Security Training and Phishing Simulation - IT Department - Online Services - Training - Introduction

Groups: All users

Statistics

See report at <https://training.knowbe4.com>

2.7%

Phish-prone Percentage

348

Recipients

336

Deliveries

8

Clicks

1

Attachment Opened

0

Data Entered

0

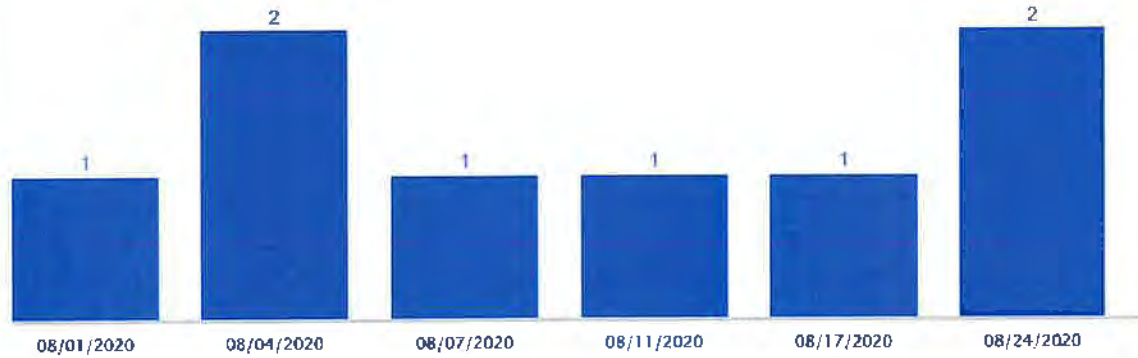
Other Failures

12

Bounces

Phish-prone Percentage is calculated from the total number of phishing test failures divided by the number of emails delivered

Clicks by day



Phishing Email Sent

See report at <https://training.knowbe4.com>

Phishing email was sent to **348** recipients. Each recipient received a different email. Go to this Phishing Security Test's [users](#) page to see which user received which email.

Fred Besenhover, Director of Information Systems


VILLAGE OF HOFFMAN ESTATES

Memo

TO: Finance Committee
FROM: Mark Koplin, Owner's Representative-NOW Arena
RE: **OWNER'S REPRESENTATIVE MONTHLY REPORT
SEPTEMBER 2020**
DATE: September 21, 2020

1. Working with Ben Gibbs on the response plan to the COVID-19, including staffing levels, measures for reopening, event postponements and rescheduling, and cash flow.
2. Working with Assistant Corporation Counsel and NOW staff regarding the applicability of the new State Parking Excise Tax. Submitted a White Paper to the Village's lobbyist to support efforts in Springfield to clarify that the tax should not apply to municipal owned parking facilities.
3. Working with NOW and Levy staff on the 2020 Beer Garden. The Beer Garden continues to draw well with strong revenue. Poor weather kept attendance/sales down for the Prost weekend overall, but Sunday was good.
4. Due to cash flow, several capital projects are on hold for the foreseeable future and potentially into 2021.
5. New Naming Rights Agreement with NOW Foods approved on June 22. Working with NOW and Mike Czopek on implementing the new signage that was approved by the Village Board on August 3. Building and site signage should be installed by early to mid-November. The highway signs have been changed over to NOW Arena.
6. Submitted Capital Improvement Plan project sheets for consideration in the 2021-28 CIP. Follow-up meetings with the budget team.
7. Conducted bi-weekly meetings with Public Works Facilities and NOW staff regarding building items.
8. Conducted weekly phone calls with Ben Gibbs to discuss bookings, holds, operational items, and event coordination.
9. Working with Ben Gibbs and a promoter to hold a parking lot comedy shows in October.

10. Working with Ben Gibbs and the Illinois Recreational Cheer Association on multiple cheer competitions with full safety precautions, including social distancing and no parents/guests in the seats, in compliance with State requirements for such an event.
11. Coordinating with Development Services, Spectra, and Levy on the Phase I Village Green improvements scheduled to begin the week of September 14.



Mark Koplin
Owner's Representative, NOW Arena

Attachment

MAK/kr

cc: R. Musiala
Dan O'Malley
Ben Gibbs (Spectra)

NOW Arena
General Manager Update
 September 2020

Event Highlights	Notes
Nightly - Outdoor Movies (West Parking Lot) Sept 3,4, 5, 6 - Hideaway Brew Garden Sept 11, 12, 13 - Hideaway Brew Garden (PROST! Weekend) Sept 17, 18, 19 - Hideaway Brew Garden Sept 24, 25, 26 - Hideaway Brew Garden	
Finance Department	
General	Arena finished July financials.
Monthly Financial Statement	Building Event Revenue YTD: \$547,370
	Building Sponsor/Other Revenue YTD: \$210,971
	Building Expenses YTD: \$1,482,625
	Building Income YTD: (\$724,284) vs. YTD Budget (\$294,049)
Operations Department	
General	Sears Center to NOW Arena rebranding including all interior, exterior and highway signage.
Positions to Fill	N/A
Third Party Providers	Working with Omega Signs on naming rights signage installation
Village Support	New storage facility is complete
Events Department	
General	Working on beer garden events and West Parking Lot events
Positions to Fill	Event Coordinator position will remain open.
Marketing Department	
General	Working marketing for two comedy shows in West Parking Lot
Positions to Fill	N/A
Group Sales Department	
General	Group sales will be handled by a third party company.
Box Office Department	
General	Successful on sales for two comedy shows in West Parking Lot. One show already sold out.
Food & Beverage Department	
General	Operating at Hideaway Brew Garden
Premium Seating Department	
General	Working on Naming Rights partnership transition items.
Positions to Fill	N/A
Sponsorship Department	
General	Concentrating on unsold categories including insurance and liquor
Monthly Financial Statement	Corporate Sales: \$87,764
	Suites Sales: \$82,732
General	
Capital Improvements/Repairs	Capital projects on hold.