



# Concepts of Illinois, Inc

2300 West Main Street  
P.O. Box 485  
Marion, Illinois 62959

www.ceillinois.com  
(618) 438-5005 Main  
(618) 438-5205 Fax

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AGREEMENT No. 2021-14

## Service & Support Contract

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Franklin County States Attorney  
411 E. Main St. - Benton, IL 62812

Contract No. 9-SASWP09211-3

Start Date: September 1, 2021 - August 31, 2024



# Articles of Agreement

## 1. NAME CONVENTIONS

- a. **CONTRACTOR:**  
Concepte of Illinois, Inc. (COI, Concepte), 2300 W. Main Street, Suite# A, PO BOX 485,  
Marion, IL 62959  
Main Phone - 618-438-5005 / 618-997-5050 Fax 618-438-5205  
Accounts Receivables email - ar@ceillinois.com  
Accounts Payable - ap@ceillinois.com  
Email - info@ceillinois.com  
Website - www.ceillinois.com
- b. **CLIENT:** Franklin County States Attorney
- c. **CONTRACT:** This Agreement

## 2. COMPENSATION, PENALTIES, TERMINATION AND TAXES

### a. Services

**CONTRACTOR** will provide services to the intent of this **CONTRACT**.

### b. Compensation

- i. In consideration for the performance of such services as set forth in this **CONTRACT**, the **CONTRACTOR** will receive fees from the **CLIENT** Franklin County in the amounts set forth within the terms of this **CONTRACT**.
- ii. Invoices will be submitted to the **CLIENT** normally by the first day of the month that the invoice becomes due and in advance of services rendered for the period of the invoice, or by the terms specified on any/all Schedules and Acceptance Page. Failure of the **CLIENT** to make payment when due, providing there is no dispute with regard to the amount of billing, will entitle **CONTRACTOR** to enact the collection and/or termination procedures. Failure to make timely payments, **CONTRACTOR** may suspend service and support; in addition to its other rights and remedies, to suspend further performance of its services under this **CONTRACT** without liability to **CONTRACTOR**. If **CONTRACTOR** suspends this **CONTRACT** for failure of payment.
- iii. Articles/Schedules/Clauses will be implemented. Cost will continue to mount during the time period of suspension until actual termination occurs or 60 Days, whichever is greater.
- iv. All legal fees and collection costs, time to collect fees, notification fees and whatever other cost to collect monies due with regards to this **CONTRACT** owed to **CONTRACTOR** will be paid by **CLIENT** in consideration for the performance of such services as set forth in this **CONTRACT**.

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**c. Payment**

Mail payments to:

**Concepte of Illinois - A/R  
PO Box 485  
Marion, IL 62959**

**i. Price Changes during the period of the CONTRACT:**

1. **CONTRACTOR** shall be entitled to change the **CONTRACT** price for service and support provided upon written notice to the **CLIENT** under this **CONTRACT**. Increases will be due to cost of inflation or unforeseen business or service costs associated with providing service and support coverage or if additions of hardware or services or expansion of needs by the **CLIENT** or by increased cost of maintaining the **CONTRACT**.
2. Increased **CLIENT** requirements will increase cost for additional requested support items not covered under the original **CONTRACT** and will be added automatically to this **CONTRACT** as an **AMENDMENT** and will not constitute an increase under this Article. (If Schedules or Amendments are in conflict with any Articles; then the Schedules will override Articles.)
3. Some increased cost that may not be long term will be added as a fee and not to the main body of the invoice. IE... fuel charges increase then decrease due to fuel cost rising above \$3.25 / gallon local average, to be determined by Concepte of Illinois, Inc.

**ii. Fees:**

1. Electronic payment is available via bank-to-bank transfer (wire transfer) or credit cards. Prevailing fees will be charged. If paid via credit card then a 3% charge will be accessed on the amount of payment.
2. A \$25.00 late fee will be access with a 18% per annum charge for all outstanding invoice amounts including late fees and previous interest fee/s for any account overdue by 21 days of the invoice due date. If slow payment is expected - contact us to work out a plan.
3. Penalties - Suspension of **CONTRACT** for failure to pay any amounts invoiced will occur at the 60-day point from the date of the oldest unpaid invoice.
  - a. Suspension reinstatement of **CONTRACT** can only occur after all invoices, both overdue and current, are paid in full.
  - b. Suspension reinstatement penalty is \$200.00 for each month of suspension.
  - c. Suspension reinstatement will not occur after six (6) months and collection proceedings will begin.

**d. Collection of Fees**

- i. **CONTRACTOR** has the right to charge said fees for collection of unpaid invoices or overdue fees.
- ii. **CONTRACTOR** has the right to collect any fees associated with the collection of amounts due **CONTRACTOR**. The fees, may but not necessarily be all inclusive, including all legal fees, serving fees, lost labor fees, interest, penalties and late fees

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**e. Termination**

**i. During CONTRACT Period:**

1. Termination can occur with 'JUST CAUSE' with 60 days' notice by a written notice stating the reason for request and the date of termination.
2. **CONTRACTOR** will be given reasonable amount of time to rectify cause.
3. Requests will be approved by the **CONTRACTOR** if all accounts are paid in full; payments due will continue under the contract until accounts are paid in full.
4. If **CONTRACT** is canceled by **CLIENT** prior to the end of the **CONTRACT** period; any discount that was allowed will be immediately due as calculated by **CONTRACTOR** and invoiced to the **CLIENT**.

**ii. Material Breach (violation) by CLIENT of the provisions and intent of the CONTRACT, then the CONTRACTOR can and has the right to terminate this CONTRACT. The CONTRACTOR will notify the CLIENT in writing within 10 days of the termination action.**

1. Furthermore, if **CLIENT** becomes insolvent, makes a general assignment for benefit of creditors, has a petition or any proceedings under the bankruptcy laws filed by or against it or under any other law relating to debtor's relief, or if a receiver is appointed to take control of the **CLIENT**'s business, the **CONTRACTOR** shall receive first benefit of payment/settlement/relief under these conditions.
2. Termination of the business, bankruptcy, sale of company (in any form) or release of control of company does not release the original company/individual/s from its liabilities under this **CONTRACT**.
3. If a **CLIENT** requests termination with 'JUST CAUSE', then **CLIENT** must first provide **CONTRACTOR** with written cause and afford **CONTRACTOR** a reasonable time period to fix reasons for the termination request. If **CONTRACTOR** fails to comply within a reasonable amount of time after being notified in writing, then the **CLIENT** may terminate the **CONTRACT** without penalties.
4. **CONTRACTOR** has immediate rights to terminate this **CONTRACT** for any/all illegal activities with regards to this **CONTRACT** or other unknown illegal activities of the **CLIENT**.

**f. Payment of Taxes**

- i. The **CLIENT** agrees to pay all applicable taxes of every description, federal, state, and municipal, that arises as a result of this **CONTRACT**, where taxes apply. I.E. Sales Tax, Use Tax etc.... (This does not apply to **CONTRACTOR**'s income taxes)
- ii. Taxes may be collected by the **CONTRACTOR** or by **CLIENT** via USE TAX with the state revenue office.

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### 3. WARRANTIES

**CONTRACTOR** warrants to **CLIENT** that the service, support and provided hardware will comply with the industry standards for the equipment and service provided by the **CONTRACTOR**. Third party and proprietary software is not covered and the **CLIENT** must have software support from the third-party software company. Non-**CONTRACTOR** supplied equipment is not warranted by the **CONTRACTOR** unless accepted by **CONTRACTOR** and is added to the accepted **INVENTORY**. Data loss is not covered by this **CONTRACT**.

- A. The above are the only warranties of any kind **CONTRACTOR** makes no other such warranties, including but not limited to, the expressed or implied warranties of merchantability and fitness for a particular purpose, which are hereby disclaimed. No oral or written representations, information or advice given by **CONTRACTOR**, its agents or its employees shall create a warranty or in any way increase the scope of the above warranties. Customer may not rely on any such information or advice for that purpose unless provided in writing and attached to this **CONTRACT**. The service warranty is the services provided hereunder to the client are on an "as is" basis without warranty. The company makes no warranties with respect to the services, expressed or implied, included but not limited to, the implied warranties of merchantability and fitness for a particular use.

### 4. DISPUTE RESOLUTION

- a. In the event, any dispute or controversy arises out of or relating to this **CONTRACT**, the parties agree to exercise their best efforts to resolve the dispute as soon as possible. The parties shall, without delay, continue to perform their respective obligations under this **CONTRACT**, which are not affected by the dispute. To invoke the dispute resolution process set forth in this paragraph, the invoking party shall give to the other party written notice including a description of the issues subject to the dispute and a proposed resolution thereof. Designated representatives of both parties shall attempt to resolve the dispute within five (5) working days after such notice. If those designated representatives cannot resolve the dispute, the parties shall meet at a mutually agreeable location and describe the dispute and their respective proposals for resolution to the **CLIENT** and the representative of the **CONTRACTOR**, who shall act in good faith to resolve the dispute. If the dispute is not resolved within five (5) calendar days after such meeting, the dispute shall be submitted to binding arbitration in accordance with the Arbitration provision of this **CONTRACT**.

### 5. ARBITRATION:

- a. Any controversies or disputes arising out of or relating to this **CONTRACT** shall be resolved by binding arbitration in accordance with the then current Commercial Arbitration Rules of the American Arbitration Association. The parties shall endeavor to select a mutually acceptable arbitrator knowledgeable about issues relating to the subject matter of this

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**CONTRACT.** In the event the parties are unable to agree to such a selection; each party will select an arbitrator and the arbitrators in turn shall select a third arbitrator. The arbitration shall take place at a location that is reasonably centrally located between the parties, or otherwise mutually agreed upon by the parties. No Fines will be given to **CLIENT** or **CONTRACTOR**.

- b. All documents, materials, and information in the possession of each party that are in any way relevant to the claim(s) or dispute(s) shall be made available to the other party for review and copying no later than 15 days after the notice of arbitration is served. The arbitrator(s) shall not have the authority, power, or right to alter, change, amend, modify, add, or subtract from any provision of this **CONTRACT** or to award punitive damages. The arbitrator shall have the power to issue mandatory orders and restrain orders in connection with the arbitration. The decision rendered by the arbitrator shall be final and binding on the parties, and judgment may be entered thereon in any court having jurisdiction. The agreement to arbitration shall be specifically enforceable under the prevailing arbitration law. During the continuance of any arbitration proceeding, both parties shall continue to perform their respective obligations under this **CONTRACT**.

## 6. CONFIDENTIALITY

- a. Both parties acknowledge that during the course of this **CONTRACT**, each may obtain confidential or proprietary information regarding the other parties' business. Both parties agree to treat all such information and the terms of this **CONTRACT** as confidential and to take all reasonable precautions against disclosure of such information to unauthorized third parties prior to, during and after the term of this **CONTRACT**. Upon request by an information owner, all documents relating to the confidential information will be returned to such owner. No non-legal penalty applies. Release of information does not constitute a Breach of Contract.

## 6. ASSIGNMENT

- a. It is agreed that the **CLIENT** will not make an assignment or transfer this **CONTRACT**, nor any interest in this **CONTRACT**. Action by a party in violation of this provision will dismiss the other party from any further obligations arising from this **CONTRACT** and can cause the Termination Article/s to be enforced.

## 6. AMENDMENT

- a. This **CONTRACT** may be modified or amended if the amendment is made in writing and is provided to the **CLIENT** prior to implementing the amendment or change. A copy of the amendment will be attached to the master copy of this **CONTRACT**, which is held by the **CONTRACTOR**. Notification will be by Certified Letter or hand delivered and signed for by **CLIENT**. Failure of **CLIENT** to sign does not release the **CLIENT** from being required to meet the Amendment/Change.

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## 7. SEVERABILITY

- a. If any provision of this **CONTRACT** shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of this **CONTRACT** is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

## 8. WAIVER OF CONTRACTUAL RIGHT

- a. The failure of either party to enforce any provision of this **CONTRACT** shall not be construed as a waiver or limitation of that parties' right to subsequently enforce and compel strict compliance with every provision of this **CONTRACT**.

## 9. LIABILITY

- a. **CLIENT** shall indemnify and hold harmless **CONTRACTOR** against any and all liability or loss, and against all claims or actions based on or arising out of this **CONTRACT** caused by neglect of **CLIENT** or **CLIENT**'s failure to follow appropriate procedures or as a result of unintentional mistakes or errors of **CONTRACTOR** or related to a program's or computer's and/or software's inability to properly adjust to the "calendar year 2000" type problem/s, loss of data or any new hardware problems that are unknown. **CONTRACTOR** will continue to work to resolve problems arising out of errors caused by **CONTRACTOR** normally at no additional cost to **CLIENT**.
- b. **CONTRACTOR** shall indemnify and hold harmless **CLIENT** against any and all liability or loss, and against all claims or actions based on or arising out of this **CONTRACT** caused by neglect of **CONTRACTOR** or **CONTRACTOR**'s failure to follow appropriate procedures.
- c. **CLIENT** shall immediately notify **CONTRACTOR** if any hazardous conditions arise under the responsibility of the **CLIENT** in the fulfillment of this **CONTRACT**.

## 10. GOVERNING LAW

- a. This **CONTRACT** will be interpreted under the laws of the **CONTRACTOR**'s legal state of operation as of the effective date of this **CONTRACT**. (Illinois)

## 11. EQUIPMENT LOSS

- a. **CONTRACTOR** is not obligated under the terms of this **CONTRACT** to pay for repair damage to equipment caused either directly or indirectly by (a) nuclear radiation or radioactive contamination arising out of the use by **CLIENT** or radioactive material, (b) accident, negligence or abuse of or by **CLIENT** or third parties, (c) failure of **CLIENT** to maintain required environmental conditions of temperatures no greater than 85°F or less than 35°F and relative humidity of no greater than 49% and no less than 25%, (d) causes external to the system such as electric power fluctuation or failures (e) acts of terrorism, civil unrest or

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war. **CLIENT** shall maintain power surge protection and servers will have uninterruptible power supplies (e) In addition fire, windstorm, lighting, the elements, or acts of God or (f) attachment of non-**CONTRACTOR**'s recommended equipment or features to the equipment by **CLIENT** or third parties not recommended by **CONTRACTOR** will not be covered by **CONTRACTOR**. **CLIENT** will receive an estimated charge/s and thereof will render such repair/s only upon specific order by **CLIENT** and after approval by the **CLIENT** for payment of such repair/s.

- b. Parts (if parts are part of this **CONTRACT**) coverage does not include the furnishing of consumables supplies (such as ribbons, paper, forms, media, print heads, rollers, toner or laser drums, printer/scanner maintenance kits, developers or any time change-wear component or consumable items. **CLIENT** shall use only supplies that meet manufacturer's specifications. Remanufactured toner or ribbons are normally not recommended and normally shorten the life of a printer.
- c. **CONTRACTOR** will automatically activate an escalation plan to involve the necessary technical resources should some extraordinary problem cause repairs to extend beyond reasonable time limits and/or when complete system outages occur within the guidelines of this **CONTRACT**. If **CONTRACTOR** is required to seek third party or manufacturer support to resolve a problem, then the cost charged by the third party or manufacturer will be chargeable to the **CLIENT**.
- d. If Parts Coverage is accepted - Existing equipment is eligible for parts cost inclusion provided it is in good operating condition and meets **CONTRACTOR**'s serviceability requirements and site environmental conditions. Any equipment repairs and/or adjustments **CONTRACTOR** determines are necessary in order to meet this eligibility will be made at the prevailing time and material rates. Existing equipment will be added to this **CONTRACT** only by covered equipment inventory list and attached to each of the original **CONTRACT**. The **CONTRACTOR** will perform a full inventory and service inspection of all items covered under a parts inclusion and an inventory of accepted items will be provided for inclusion in this **CONTRACT**. Existing equipment parts cost to the **CONTRACTOR** during the initial 45 days or until equipment is accepted (whichever is greater) will be reimbursed by the **CLIENT**. **CONTRACTOR** will request authorization for any costs to the **CLIENT** prior to repairs. If parts costs are rejected by the **CLIENT**, then the equipment will not be covered for Parts coverage until equipment is replaced or repaired. This Article is only in effect if **CLIENT** accepts Parts Coverage.

## 12. CLIENT'S RESPONSIBILITIES

- a. **CONTRACTOR** will be allowed access to the **CLIENT**'s facility/ies in a timely manner to be able to facilitate repairs and the use of the **CLIENT**'s office space, office equipment, computers and other equipment or records that may be required to perform the tasks described herein, including access after normal working hours (if required) and on weekends. The **CLIENT** will provide personnel as necessary to maintain security of the facility as deemed appropriate by the **CLIENT**. The **CLIENT** will provide personnel at all times when securities and valuables or money is in the open/accessible in the repair area. This is to prevent any misunderstandings if valuables become missing.

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### 13. FUTURE CAPABILITY OF EQUIPMENT

- a. **CONTRACTOR** makes no representations in this **CONTRACT** that hardware and/or software products identified in any Schedule/Clause/Article/Page of this agreement will be functional for the **CLIENT** indefinitely. Future resource changes may be necessary, which include, but are not limited to additional disk storage, memory or system and/or third-party software upgrades. Hardware and software resources needed are dependent on several factors.

### 14. UPGRADEABILITY

- a. **CONTRACTOR** cannot guarantee that any upgrades of resources will not be needed in the future. As a result, any such upgrades and related costs are the **CLIENT**'s responsibility. IE...Memory, Servers, Wiring, Monitors, Printers etc....

### 15. CONTRACTOR'S RESPONSIBILITIES

- a. **CONTRACTOR** will perform its service under this **CONTRACT** in a professional and timely manner for the **CLIENT**.
- b. This **CONTRACT** does not cover any software produced by **CONTRACTOR**.
- c. This **CONTRACT** does not cover any third-party or proprietary software.
- d. **CONTRACTOR** is not responsible for any corrupted or lost data associated with any operation of the network or storage system.
- e. This **CONTRACT** does not cover any loss in any form due to virus infections, Trojans, spyware, hacks, spam, denial of service or any such type of any items.

### 16. INDEPENDENT CONTRACTOR

- a. The relationship of **CONTRACTOR** to the **CLIENT** will be that of an **INDEPENDENT CONTRACTOR**. No principal-agent or employer-employee relationship is created by this **CONTRACT**.

### 17. SUBCONTRACTS

- a. **CONTRACTOR** reserves the right to subcontract work, as it deems necessary, to perform the services under this **CONTRACT**. **CLIENT** understands that if **CONTRACTOR** uses a subcontractor/s, the subcontractor will be directly supervised by the **CONTRACTOR** and is for the sole purpose to support capabilities of **CONTRACTOR** in being able to complete a required task.
- b. **CLIENT** will be notified on use of subcontractors and has the right to refuse the use of the subcontractor of the **CONTRACTOR**. Refusal may incur additional cost if other subcontractors have to be used.

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**SERVICE  
SCHEDULE 'A'  
DESCRIPTION OF SERVICES PROVIDED**

**Description: In accordance with the Signature Page - We will:**

- Respond using a priority system to assist in the resolution of a system problem.
- Provide service labor and expertise to resolve computer hardware and software of Microsoft network systems.
- Repair failed computer equipment as per the initial inventory and/or the Amendments additions. Additional equipment not included with the original inventory will be chargeable at prevailing rates or an increase to the **CONTRACT** charges due to increased man-hours and/or parts requirements.
- Provide telephone technical support to answer **CLIENT's** questions on How to (on common software).
- Provide both onsite/remote and telecom support to resolve problems with the computers or associated equipment covered under this **CONTRACT**.
- Remote support via telecom or Internet when allowed or provided or installed at the **CLIENT's** site/s.
- Provide service and support during Concepte's normal business hours 8:30 A.M – 5:00 P.M, Monday through Friday. Holiday Schedule is provided each December to you to indicate what days Concepte is closed.
- After hours work or callouts are chargeable at **CONTRACTOR's** prevailing after-hour rates. Weekend or Holiday requests are chargeable at **CONTRACTOR's** prevailing Weekend/Holiday rates.
- Provide preventive maintenance on the systems covered by the **CONTRACT**.
- Provide a reasonable liaison between hardware and software vendors as needed. Long distance telecom charges and support charges by the hardware and/or software vendors are considered to be reimbursable expenses.
- Evaluate your system for capability and usefulness to the operation and software requirements.
- Evaluate your system for anti-virus protection needs.
- Evaluate your system for power surge protection needs.
- Install new (non-proprietary) software or updates, to recommend common software the business's needs.
- Assist in recurring software subscriptions through training of your people to install the update subscription. Subscriptions install services are provided on a monthly, quarterly or annual basis at prevailing rates.
- Provide a tech support toll free number and access to company website.
- Remote diagnosis capability, which provides more responsive problem identification and resolution. **CONTRACTOR** highly recommends remote communication capability availability.

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## EXPECTATIONS

### CLIENT's EXPECTATIONS:

The **CLIENT** can expect that if a problem arises within the guidelines of this **CONTRACT**, then the **CONTRACTOR** will respond to the level of need. The users can call with problems anytime during the normal business day for technical support on their covered system. We will respond and service or repair in a timely manner to minimize **CLIENT**'s downtime. To receive Main, FAX phone numbers as well as emergency contact numbers and email addresses for correspondence and/or trouble reporting. We will provide the service in good faith and maintain a professional attitude at all times and maintain confidentiality of information found. The **CLIENT** and its employees are afforded the respect provided in a professional manner.

### CONTRACTOR's EXPECTATIONS:

The **CONTRACTOR** expectations are that our service technicians be afforded the same respect that we afford you. That you ensure the priority system is used and Emergency callouts are not abused. That we have timely access to affected equipment and normal and routine requests are combined to keep costs down.

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## SERVICE SCHEDULE 'B' COVERAGE EXEPTIONS

### 1. Some of the items not covered in this Service and Support Agreement:

- Detailed Training is not part of this **CONTRACT**. (Questions are)
- Virus Management Services. (Updates/Monitoring/Massive removals/recoveries. Repeated or continuous virus infections cleanings are chargeable.
- Database or SQL Administration Services. (Optional)
- Programming Services. (Optional)
- Program (Ours) Support Services.
- Telecommunication Management Services. (Optional)
- Equipment Management Services. (End of Life) (Optional)
- Data Storage or Retrieval Services. (Server Tape Retrieval is covered, but not drive failure recovery)
- Computer or Network Forensic Services. (Optional)
- Staging, Delivery and Setup of new equipment Services unless prior arrangements are made are at no charge if Concepte provides equipment. If equipment is provided by other vendor/s then Concepte will charge for staging and setup.
- External Movement of Equipment Services. Assistance with setup at final location is covered one time per **CONTRACT** period in the local area of the **CONTRACT**. (Optional)
- Reasonable amount of consulting assistance is provided on major expansion projects dealing with the systems covered. Fully involved consulting will be charged at agreed prices.
- Added sites or location change sites to the original **CONTRACT**, unless amendments are added to the original **CONTRACT**.
- Consumables, wear items, time change items, printer/scanner maintenance kits -(if use or time changes specified by manufacturer), damaged item through neglect, abuse, misuse, criminal activity, war (declared or non-declared), insurrections, terrorisms, weather, fire, lightening, acts of God or the like. If damage is attributed to the above items, it is expected that the **CLIENT**'s insurance or **CLIENT** is responsible for the cost of the labor and parts to execute the repairs or replacements.

### 2. Exceptions, Exemptions to this **CONTRACT**

- Laptops or portable type computers/PDAs, Cameras, if service covered or parts covered: We provide diagnostics and shipping to/from manufacturer depot repair center. Parts and labor charged by the depot repair center is not covered under **CONTRACT** Parts Coverage. **CONTRACTOR** will pick up and ship and coordinate repair with a repair facility as required and with approval of **CLIENT**.
- Exemptions of Coverage (Failures): If failures are due to weather, earth movement, fire or water damages or war, terrorisms or if damage action is covered with an insurance policy. Labor and parts will be charged at prevailing rates.
- Loss of Data: Concepte of Illinois, Inc. will not be held responsible for any loss of data due to failures of hardware or software regardless of the cause.
- Parts coverage is not part of this **CONTRACT** unless listed on the Acceptance Page.

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**TERMS SCHEDULE**

**Terms are Net 30 from the date of the Invoice.  
(See Article 2 for additional terms)**

**Annual Total First Year Only ..... \$10,015.00**

**Annual Total Year 2 & 3 ..... \$11,010.00**

*(All amounts shown are per year)*

**Mail payments to:           Accounts Receivables  
                                  Concepte of Illinois  
                                  PO Box 485  
                                  Marion, IL 62959**

*Two ORIGINAL copies will be made. One for CLIENT and ONE for CONTRACTOR and all others are not considered ORIGINAL and not legal documents. All Amendments will be provided for attachment to both ORIGINAL CONTRACTS.*

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**SERVICE SCHEDULE 'D'  
ACCEPTANCE**

Contract No. 9-SASWP09211-3

Contract Start Date: September 1, 2021 Contract End Date: August 31, 2024

I, J. Larry Miller, and my official position is, Chairman and  
I am the authorized authority to accept and sign this contract agreement on 9/20/2021.  
(DATE)

Services, the repair of system items as listed on Inventory Attachment and any Amendments

Accepted by CLIENT J. Larry Miller  
(Print Name & Sign)

J. Larry Miller

Support, provide of help and assistance to users

Accepted by CLIENT J. Larry Miller  
(Print Name & Sign)

J. Larry Miller

Parts Coverage, replace parts and cost coverage by Contractor.

Accepted by CLIENT J. Larry Miller  
(Print Name & Sign)

J. Larry Miller

Accepted by Concepte of Illinois Ed Christy  
Erick S. Christy

Date of Acceptance: Sept 1 2021

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**ATTACHMENT 'A'**  
**Point of Contacts and Priority System**

**Normal hours of operation:** 8:30 AM through 5:00 PM  
Monday through Friday

Toll Free Number: 800-267-4052  
Main Number: 618-438-5005 / 618-997-5050  
Fax Number: 618-438-5205  
E-mail: info@ceillinois.com  
Website: www.ceillinois.com

Address: Concepte of Illinois  
PO Box 485  
2300 West Main Street, Suite# A  
Marion, IL 62959

Pont of Contact: Erick Christy

**Emergency:** After hours, weekends, holidays  
Erick Christy's Cell Phone 618-927-2866  
**(Please do not release this numbers or use it for non-emergency calls!)**

**CONCEPTE'S PRIORITY SYSTEM**

Priority	Title	Response	Reaction
6	Telephone	≤ 1 H	Routine calls with common questions
5	ROUTINE:	36 H	Change or install an item that does not affect the operation. (Normally Scheduled)
4	Medium:	24 H	Items that do affect the operation, but can be held to the next day.
3	High	8 H	Several users cannot access the system or equipment is not accessing the System or cannot process a vital operation
2	Critical	4 H	Many users cannot access the system. A Major outage of the system
1	Emergency	≤ 2 H	Server Outages: Nobody can access the servers

**Special Rates:**

- Coverage not covered under the **CONTRACT** - Special Rate Call-OUTS apply.
- After normal business hours, Weekend and Holidays are consider special rate days.
- Priority Fee: If higher priority is requested – at Prevailing Priority Fee rate.

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**ATTACHMENT 'B'**  
**Concepte of Illinois' 2021 Holiday Schedule**

EFFECTIVE DATE: January 1, 2021

TO: All Employees and Other Interested Parties

SUBJECT: Concepte of Illinois' 2021 Holiday Schedule

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January 1, 2021	-----New Year's Day	-----Friday
May 31	-----Memorial Day	-----Monday
July 5 (Observed)	-----Independence Day	-----Monday
September 6	-----Labor Day	-----Monday
October 11	-----Columbus Day	-----Monday
November 25	-----Thanksgiving Day	-----Thursday
November 26	-----Day after Thanksgiving Day	-----Friday
December 24 (Observed)	---Christmas Day	-----Friday
December 31 (Observed)	---New Year's Day	-----Friday

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**Emergency Outages Call-outs are available.**  
**Emergency Call-outs: 1<sup>st</sup> 618-927-2866**

***Please do not release the above numbers; they are for emergency Call-outs only.***

**Authorized for Release November 1, 2020**  
**Erick Christy President/CEO**

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**ATTACHMENT 'C'**  
**Equipment Inventory**

**Detailed inventory list of equipment covered under this  
contract to follow, when it has been completed**

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