



AGENDA – Administration Committee

Thursday, January 19, 2023 6:15 P.M.

Committee Members

J. Broda
J. Healy – Chair
K. Rush
D. Van Vooren
J. Zay

- I. Roll Call
- II. Approval of the November 17, 2022 Administration Committee Minutes
- III. Resolution No. R-3-23: A Resolution Suspending the Purchasing Procedures and Authorizing the Execution of a Consulting Agreement with ITSavvy, LLC for IT Network Managed Services at an annual cost of \$54,298.80.
- IV. Old Business
- V. New Business
- VI. Other
 - HR Assessment & Recommendations- SIKICH
- VII. Adjournment

**Minutes of a Meeting
of the**

ADMINISTRATION COMMITTEE

DuPage Water Commission
600 E. Butterfield Road, Elmhurst, Illinois

November 17, 2022

Commissioner Broda called the meeting to order at 6:18 PM.

Commissioners in attendance: J. Broda, K. Rush, J. Zay

Commissioners absent: P. Gustin, J. Healy

Also in attendance: P. May, D. Mundall

Commissioner Broda moved to approve the Minutes of the October 20, 2022 Administration Committee Meeting, seconded by Commissioner Rush, unanimously approved by a voice vote. All aye, motion carried.

Chairman Zay made a motion to approve Ordinance O-4-22, an Ordinance approving and authorizing the execution of a Water Purchase and Sale Agreement between the DuPage Water Commission and Aqua Illinois for the Aqua Illinois-Oak Brook Unit System and an interim water supply agreement between the DuPage Water Commission and the Village of Oak Brook and Aqua Illinois.

General Manager Paul May gave an overview of the Ordinance. Contracts, agreements, and buy in fees are established. A brief discussion took place with General Manager May addressing all questions and concerns raised by the Commissioners. Commissioner Rush had questions regarding the ICC signoff, as well as water rates. General Manager May assured the committee that the ICC and the IDNR approvals are addressed in the contract between Aqua and Oakbrook, which the DWC is not a direct party to – nonetheless DWC has been engaged in the review of the document. Chairman Zay thanked General Manager May and staff for their guidance and hard work on this project to date. The motion was seconded by Commissioner Rush, unanimously approved by a voice vote. All aye, motion carried.

Commissioner Rush made a motion to approve Resolution R-68-22, a Resolution approving employee insurance benefits for the plan year 2023 beginning January 1, 2023 and ending December 31, 2023. Chairman Zay seconded the motion, unanimously approved by a voice vote. All aye, motion carried.

Chairman Zay made a motion to approve Resolution R-74-22, a Resolution authorizing and ratifying the disposal of certain personal property owned by the DuPage Water Commission. Seconded by Commissioner Rush, unanimously approved by a voice vote. All aye, motion carried.

Chairman Zay made a motion to approve the Request for Board Action to suspend the purchasing procedures of the Commissioner's By-Laws and authorize the General Manager to approve Requisition No. 74964 in the amount of approximately \$51,000.00 to Hexagon (formerly INFOR). The motion was seconded by Commissioner Rush, unanimously approved by a voice vote. All aye, motion carried.

Commissioner Rush made a motion to approve the Request for Board Action to approve the 2023 schedule of meetings. Chairman Zay seconded the motion, unanimously approved by a voice vote. All aye, motion carried.

No Old Business was offered.

No New Business was offered.

General Manager May began discussion on the COVID/infection disease sick leave policy. Effective, Monday, November 21, 2022, the Commission's normal attendance and leave policies will resume. Any employee who believes they may have an infectious disease or tests positive for an infectious disease (including COVID) will utilize the Commission's Paid Sick Leave policy and any available sick or vacation accrued balance for any absence resulting from an infectious disease.

Review of document procedures discussion began with General Manager May updating the Committee on changes to the ongoing procedures. The current contract for scanning documents cost to the Commission is nearly \$200,000.00, is being put on hold. The State Archivist was brought in to consult with our Document Management Specialist to provide a path forward, and he suggested reviewing the procedures before continuing.

The purchase of a new vehicle was discussed, and the scarcity of vehicles was brought forward. General Manager May noted that the cost for a previously approved Ford Explorer purchase had increased \$1,700 since the time of approval, but that he recommended proceeding with the purchase. Chairman Zay instructed General Manager May to move forward quickly with the Explorer, as well as with any other planned vehicle purchases to limit the impact of cost increases.

Commissioner Broda made a motion to adjourn the meeting, seconded by Commissioner Rush. Unanimously approved by a voice vote.

Meeting was adjourned at 6:32 PM.



Resolution #: R-3-23

Account: 01-60-629000, \$54,298.80

Approvals: *Author / Manager / Finance / Admin*

DC PDM CAP PDM

REQUEST FOR BOARD ACTION

Date: 1/6/2023

Description: A Resolution Suspending the Purchasing Procedures and Authorizing the Execution of a Consulting Agreement with ITSavvy LLC for IT Network Managed Services

Agenda Section: Administration Committee

Originating Department: Administration

Resolution No. R-3-23 would approve a Consulting and Network Management Service Agreement with ITSavvy LLC for Information Technology (IT) Managed and Consulting Services in connection with the Commission Servers, Firewall, Switches, SAN, Backup System & Cloud Storage, Wireless Network, Cyber Security, and other IT projects that may arise.

The Commission relies heavily on technology to operate in the most efficient manner. The Commission's Information Technology needs continue to grow, and with current cyber security concerns, it is imperative to have subject matter experts available to assist staff. The Commission has utilized IT consulting services to provide both remote monitoring and on-call service to allow the Commission to continue operating at the highest level of efficiency and security.

The Commission has maintained a consulting agreement with IT Savvy LLC for the past six years. Commission staff periodically meet with other vendors that offer similar support and feel that ITSavvy LLC is providing a valuable service that matches or exceeds other vendors in the market. ITSavvy has performed well in supporting our IT Department in the maintenance and advancement of the network environment.

Commission staff recommends the renewal of ITSavvy's managed services for an additional year and the execution of a one-year agreement with IT Savvy LLC in the amount of \$4,524.90 per month or \$54,298.80 annually for Consulting and Network Management Services.

Recommended Motion:

To Adopt Resolution R-3-23

DUPAGE WATER COMMISSION

RESOLUTION NO. R-3-23

A RESOLUTION SUSPENDING THE PURCHASING PROCEDURES
AND AUTHORIZING THE EXECUTION OF A CONSULTING AGREEMENT
WITH ITSAVVY, LLC. FOR CONSULTING SERVICES

WHEREAS, the Commission was formed and exists pursuant to the Water Commission Act of 1985, 70 ILCS 3720/0.01 et seq., and Division 135 of Article 11 of the Illinois Municipal Code, 65 ILCS 5/11-135-1 et seq., for the purpose of securing an adequate source and supply of water for its customers; and

WHEREAS, the Commission desires to obtain monthly management services and from time to time additional IT project work, and ITSavvy, LLC, an Illinois limited Liability Corporation (“Consultant”), desires to provide monthly IT management services and from time to time additional IT project work in connection with the Commission’s information technology systems; and

WHEREAS, for ease of administration, the Commission and Consultant desire to enter into a consulting agreement setting forth the terms and conditions pursuant to which the Commission will obtain monthly management services and from time to time additional IT project work, and the Consultant will provide monthly management services and from time to time additional IT project work to be approved by the Commission and Consultant; and

WHEREAS, the Commission further desires to obtain under the consulting agreement, and Consultant further desires to provide under the consulting agreement, consulting services in connection with information technology systems;

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the DuPage Water Commission as follows:

SECTION ONE: The foregoing recitals are hereby incorporated herein and made a part hereof as findings of the Board of Commissioners of the DuPage Water Commission.

SECTION TWO: A Consulting Agreement between the DuPage Water Commission and ITSavvy, LLC. for Consulting Services, in substantially the form attached hereto and by this reference incorporated herein and made a part hereof as Exhibit 1, with such modifications as may be required or approved by the General Manager of the Commission, shall be and it hereby is approved. The General Manager shall be and hereby is authorized and directed to execute the Consulting agreement in substantially the form attached hereto as Exhibit 1 with such modifications as may be required or approved by the General Manager; provided, however, that the Consulting Agreement shall not be so executed on behalf of the Commission unless and until the General Manager shall have been presented with copies of the Consulting Agreement by ITSavvy, LLC.

SECTION THREE: This Resolution shall be in full force and effect from and after its adoption.

	Aye	Nay	Absent	Abstain
Bouckaert, D.				
Broda, J.				
Fennell, J.				
Gans, R.				
Healy, J.				
Novotny, D.				
Pruyn, J.				
Rush, K.				
Russo, D.				
Saverino, F.				
Suess, P.				
Van Vooren, D.				
Zay, J.				

ADOPTED THIS ___ DAY OF _____, 2023.

James Zay, Chairman

ATTEST:

Danna Mundall, Clerk

EXHIBIT 1

DELETE PAGE IF NO ATTACHMENT



savvyGuard Renewal Contract

Managed Services Renewal – 12 month Contract

Presented to

DuPage Water Commission
Sanghyo Kim
Network Administrator
kim@dpwc.org
630.834.0100

Presented by

ITsavvy
Jim Mundall
Senior Client Executive
jmundall@ITSavvy.com
630.396.6311

Date

January 6, 2023

Proposal #

98819

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Confidentiality Statement

The information contained in this document is for the exclusive use of the client specified above and may contain confidential, privileged and non-disclosable information. If the recipient of this report is not the client or addressee, such recipient is strictly prohibited from reading, photocopying, distributing or otherwise using this report or its contents in any way.

Executive Summary

Information Technology is a crucial part of any business. DuPage Water Commission understands the challenges of monitoring and maintaining important IT infrastructure equipment. Keeping this infrastructure online, up to date and secure is critical to a continuous and efficient flow of processes.

ITsavvy is proposing renewing DuPage Water Commission savvyGuard contract, a flexible Managed Services offering to address the operational, and technological challenges of keeping its end users supported and updated. Moving these challenges to ITsavvy will ensure efficient device management and 100% availability. Partnering with ITsavvy significantly reduces the amount of time it takes from initial investigation of a problem to a resolution.

ITsavvy is a highly reliable Managed Services Provider that puts your infrastructure under expert care. ITsavvy's team of certified engineers monitor your network 24/7/365. Our Network Operations Center (NOC) leverages industry leading technology and expertise and provides several valuable benefits:

- Elimination of mundane support tasks freeing up resources to focus on higher-valued tasks
- Enhanced end user experience through reliable and comprehensive Help Desk Services
- Scalability and flexibility to meet future demands
- 24/7/365 availability
- Predictable monthly costs

Solution Overview

ITSavvy recommends the following solution to provide the desired level of services:

- savvyGuard NOC Managing and Monitoring Services

Monitored Devices

This proposal is based on information obtained from present contract with two changes that client requested below:

1. Removal of the Internet Link Monitoring Plus ISP Vendor Escalation line item
2. Reduce the quantity of Server monitoring from 18 to 12

savvyGuard NOC Services providing Network Monitoring & Remediation for the following:

- 1 x savvyGuard NOC Act Remote Monitor/Manage - Backup Application - Up to 5 Targets
- 35 x savvyGuard NOC Act Remote Monitor/Manage – Desktop
- 1 x savvyGuard NOC Act Remote Monitor/Manage - Closet Based Router
- 4 x savvyGuard NOC Act Remote Monitor/Manage - Storage - Each Controller
- 12 x savvyGuard NOC Act Remote Monitor/Manage – Server
- 5 x savvyGuard NOC Act Remote Monitor/Manage - Closet Based Switch
- 3 x savvyGuard NOC Act Remote/Manage - Virtual Host
- 18 x savvyGuard NOC Act Remote Monitor/Manage - Wireless Access Point
- 1 x savvyGuard NOC Act Remote Monitor/Manage – Firewall
- 34 x 3rd Party Application Updates Per Desktop
- 1 x Administrative Fee

savvyGuard Managed NOC Services

For monitoring, management and support of your organization’s most critical assets, ITSavvy proposes to implement savvyGuard NOC Act 24x7 managed services for a term of 36 months.

savvyGuard NOC services provide continuous infrastructure monitoring using the most powerful Professional Services and Automation (PSA) and Remote Monitoring and Management (RMM) tools in the industry. savvyGuard’s NOC Act provides full off-site managed services for round-the-clock monitoring and



management of a client’s infrastructure. Our in-house, New York-based, vendor-certified technical support team will troubleshoot, remediate and report all issues and events, 24x7x365. savvyGuard’s NOC personnel review incoming alerts and log files to quickly identify an issue and remediate a problem. If resolution is not possible, the problem will automatically be deployed to the Tier 3 support or ISP vendor for resolution. No action will be required on the client’s part.

Solution Benefits

- Predictable Low Cost
- Scalability
- 24/7 Support
- Preventative, proactive approach to prevent common issues
- Proven Experts acting as partners for in-house IT team
- Minimized downtime with reduced impact from service interruptions

Business Value Gained

- Reduced Costs
- Reliable Budget
- Scalable and Flexible Platform
- Peace of Mind

Integration Dependencies

The following assumptions are to ensure optimal supportability of the IT environment

- All IT infrastructure to be under manufacturer support
- End-of-Life devices not part of the coverage and fall under “Best Effort” support only
- Windows Desktops are running the latest Operating Systems(currently Windows 10)
- ITsavvy will provide a phone number unique to Water Lilies Food, LLC for Help Desk services
- Onsite support is NOT part of this proposal and subject to further discussion about potential staff augmentation services

Additional Considerations

- Backup Management is based on existing N-able platform; Does not include restore testing
- Mobile Device assistance is not included in proposal.

Client Engagement Team



Client Executive (CE) – Manages the overall business relationship with the client, guides and manages the sales process of recommended solutions or product purchases to close and acts as the primary liaison between the client and ITsavvy. Works closely with the account’s Client Technology Manager and Operations Management to ensure that technology management program is being followed, support engagements are being performed properly and on time and that client satisfaction is being met or exceeded. Attends Quarterly Business Reviews with the Client Technology Manager to facilitate client communications and strengthen business relationships.

vCIO – Serves as the client’s virtual IT Director. Responsible for the supervision, management, and advisement of all technology at the client account. Matches business requirements to proper technologies, ensures that the client’s network is continually supportable, secure, properly sized and designed. Works closely with the Client Executive to ensure proper client communications, executes Monthly Systems Assessments and Quarterly Business Reviews. Assigned as the primary technical resource to the managed services account. Serves as subject matter expert on client’s networking, client/server and application environments. Performs or oversees required network administration. Serves as lead engineer on all implementation projects at assigned accounts. Works closely with the CE to ensure that the client’s annual technology plan is executed and solutions are properly assessed, designed and implemented.

Project Management Plan

In addition to the proposed technical solutions, ITsavvy provides detailed project management services with all client engagement activities. Project management activities will include a pro-active communications plan, a dedicated Project Manager to manage and monitor the schedule and resources, and a single point of contact for all project related activities.

Project Initiation and Planning

Prior to the project execution, the Project Manager will work with the client to determine and document the following:

- Requirements and activities related to project execution. These will be documented and reviewed with the client to validate the scope and assign tasks to the client and vendor resources.
- Risks related to the project and resources. A risk action plan will be developed which will include probability, potential impact to project activities, and a mitigation strategy to address all risks that come to fruition during project execution.
- Project Work Breakdown Schedule of activities based on the client's requirements and resource availability.

Project Execution

- Project execution will commence according to the project schedule and when all prerequisite activities and/or resources are identified and in place.
- System testing will occur as part of the project execution activities and will serve as a baseline for determining additional project activities and/or project closure.

Project Monitoring and Control

Project monitoring will occur throughout the duration of the project, and the Project Manager will take the required action on the following items when/if they occur:

- Project delays – will be addressed with the client and assigned resources to determine the best course of action (i.e., schedule re-evaluation, resource additions, and critical path evaluation)
- Project scope control – project scope creep will be addressed with the project sponsor and a resolution will be determined to avoid schedule delays and cost overages.

Project Closure

- Project closure will occur when all tasks and activities have been completed to the satisfaction of the client.
- Documented client acceptance of the project will be required in the form of a signed Project Acceptance and Closure document to be delivered to the client by the Project Manager upon completion.

Investment Summary

Quote # 3679493

savvyGuard Renewal Contract (12 months)

1. Recurring Investment (see attached quote)

- 1 x savvyGuard NOC Act Remote Monitor/Manage - Backup Application - Up to 5 Targets
- 35 x savvyGuard NOC Act Remote Monitor/Manage – Desktop
- 1 x savvyGuard NOC Act Remote Monitor/Manage - Closet Based Router
- 4 x savvyGuard NOC Act Remote Monitor/Manage - Storage - Each Controller
- 12 x savvyGuard NOC Act Remote Monitor/Manage – Server
- 5 x savvyGuard NOC Act Remote Monitor/Manage - Closet Based Switch
- 3 x savvyGuard NOC Act Remote/Manage - Virtual Host
- 18 x savvyGuard NOC Act Remote Monitor/Manage - Wireless Access Point
- 1 x savvyGuard NOC Act Remote Monitor/Manage - Firewall
- 34 x 3rd Party Application Updates Per Desktop
- 1 x Administrative Fee – this fee is being waived since a savvyGuard client before this fee was implemented and client is grandfathered.

Total Recurring Investment	\$ 4,524.90
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2. Onboarding Services Investment

Existing Client

Total Services Investment	\$0.00
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Notes:

- *Contract term is for 12 months.
- *3rd party updates are included AS LONG AS IT'S A KNOWN APPLICATION.
- *This proposal along with the ITsavvy Master Services Agreement and Statement of Managed Services constitute an agreement between the parties.

Proposal Acceptance

This proposal and all of its content has been agreed to by the following representatives:

DuPage Water Commission

ITSavvy

Signature

Signature

Print Name

Print Name

Title

Title

Date

Date

Thank you

1.855.ITsavvy | ITsavvy.com | info@ITsavvy.com



Appendices

savvyGuard Client Testimonials

"When I have an IT problem, it means someone in my company can't work, and I'm losing money. ITsavvy makes my problems a priority. ITsavvy understands my needs and has been a long standing partner"

IT Manager, Wine Manufacturing Company

"Knowing that you are on the end of the phone makes my job a lot easier. Having I.T. support and assistance with ITsavvy gives me not just one person, but a whole technical department without the cost. The advice you have given to us on new equipment, servers and technology to help make our office run smoothly has always been exemplary."

IT Director, Healthcare Company

"ITsavvy addresses all our needs for hardware purchasing, installation, and support. They've gone above and beyond with help desk support, and they maintain engagement—taking on special projects and making informed recommendations."

Chief Operating Office & Vice-President, Entertainment Company

savvyGuard Client References

Available by request.

ITsavvy General Managed Helpdesk SLA

SUPPORT/SERVICE REQUESTS.

To submit a service request, the Client can contact ITsavvy support via email at servicedesk@ITsavvy.com, by calling the Helpdesk using their assigned phone number if provided or using the installed desktop icon.

Each service request will be assigned a ticket number for tracking (T20XX.XXXX.XXXX). ITsavvy shall respond to each ticket, according to such procedures it may establish from time to time and according to the response periods set forth below and will provide the support as described in the Signed Proposal.

If during the ITsavvy escalation efforts, a third-party involvement is required, ITsavvy’s escalation matrix, no longer applies to that ticket. If a vendor/third party provides support services in addition to those provided by ITsavvy, ITsavvy will adhere to that third parties’ escalation matrix. All covered support services provided by ITsavvy and/or third party, shall be “Support Services.” All Support Services provided by ITsavvy and/or third party, during ITsavvy’s published regular service hours are included in the listed monthly charges. Support Services provided outside the regular service hours (or on weekend or public holidays), or outside listed monthly charges, constitute Additional Services. If Client requests on-site Support Services, Client must provide ITsavvy access to Client’s facility and equipment and ensure that a representative of the Client is always available during which the Support Services are being provided. In the event Client requests on-site Support Services during normal business hours and no problem is found or reproduced, such Support Services also shall be deemed Additional Services, and Client shall pay ITsavvy for such Additional Services.

ITsavvy – Support and Response Times (subject to change)

Priority	DESCRIPTION	Response time (in business hours)
CRITICAL	COMPANY, BRANCH, VIP USER IS UNABLE TO PERFORM ANY FUNCTION (Internet outage, terminations, firewall failure, server failure)	Within 1 hours
HIGH	LOSS OF FUNCTIONALITY FOR CORE BUSINESS SYSTEMS/APPLICATION, NO WORK AROUND AVAILABLE (Multiple user outage)	Within 4 hours
MEDIUM	DEGRADATION OF SERVICE FOR BUSINESS APPLICATIONS WITH NO WORK AROUND AVAILABLE (Single user outage, password resets)	Within 8 hours
LOW	NON-CRITICAL SERVICE REQUESTS (Change order, new user creation, software updates)	Within 16 hours
EXTENDED	UPDATES, NEW DEVICE SETUPS, SECURITY AUDIT NON-VENDOR SUPPORTED CONFIGURATIONS. END OF LIFE, END OF SUPPORT DEVICES AND SOFTWARE	TBD



Support Tier for Helpdesk	Description
Onboarding Phase	Once a support contract has begun, an onboarding activity will need to be scheduled as needed for the services being provided, full support services might not be available until this has been completed and documented. During this phase we will provide support based on the information available to us.
First response	All support incidents begin with an initial response, where a trouble ticket is created, and the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated. Communication with user begins at this time.
First escalation	All support incidents that cannot be resolved with First Response are escalated to an escalation team. This team will determine next steps including vendor support, senior engineering.
Final escalation	Team based, peer review of the escalation. Engaging leadership team and/or partners where necessary.

VIP users: List those users which will be considered VIP

VIP User	Contact Information/Title

Support Information for Solution Providers (if any)

Solution Provider	Contact Information



IT PRODUCTS TECHNOLOGY SOLUTIONS PEACE OF MIND®

ITsavvy LLC
 313 South Rohlwing Road
 Addison, IL 60101
 www.ITsavvy.com

Quote Details	
Quote #:	3679493
Date:	01/06/2023
Payment Method:	Net 30 Days
Client PO#:	
Cost Center:	
Shipping Method:	Ground

Quote

Bill To:
 ACCT #: 550938
 DuPage Water Commission
 Accounts Payable
 600 East Butterfield Road
 Elmhurst, IL 60126
 United States
 630-516-1918

Ship To:
 DuPage Water Commission
 Sanghyo Kim
 600 E Butterfield Rd
 Elmhurst, IL 60126-4642
 United States
 630-834-0100

Client Contact:
 Sanghyo Kim
 (P) 630-834-0100
 kim@dpwc.org

Client Executive:
 Jim Mundall
 (P) 630.396.6311
 (F) 630.396.6322
 jmundall@ITsavvy.com

Description: savvyGuard Renewal Contract - 12 months

Item Description	Part #	Tax	Qty	Unit Price	Total
Monthly Charges					
1 savvyGuard NOC Act Remote Monitor/Manage Backup Application - Up to 5 Targets	NOC-ACT-BU	Y	1	\$75.00	\$75.00
2 savvyGuard NOC Act Remote Monitor/Manage Desktop	NOC-ACT-DT	Y	35	\$25.00	\$875.00
3 savvyGuard NOC Act Remote Monitor/Manage Closet Based Router	NOC-ACT-RTR	Y	1	\$80.65	\$80.65
4 savvyGuard NOC Act Remote Monitor/Manage Storage - Each Controller	NOC-ACT-SAN	Y	4	\$269.00	\$1,076.00
5 savvyGuard NOC Act Remote Monitor/Manage Server	NOC-ACT-SVR	Y	12	\$115.00	\$1,380.00
6 savvyGuard NOC Act Remote Monitor/Manage Closet Based Switch	NOC-ACT-SW	Y	5	\$65.15	\$325.75
7 savvyGuard NOC Act Remote/Manage Virtual Host	NOC-ACT-VHOST	Y	3	\$150.00	\$450.00
8 savvyGuard NOC Act Remote Monitor/Manage Wireless Access Point	NOC-ACT-WAP	Y	18	\$10.00	\$180.00
9 savvyGuard Administrative Fee.	HD-TKT-DSTR	Y	1	\$0.00	\$0.00
Program Management Fee, ticket reports, QBR, etc. This Administrative Fee. being waived since a savvyGuard client before this fee was implemented and client is grandfathered.					
10 savvyGuard NOC Act Remote Monitor/Manage Closet Based Firewall	NOC-ACT-FW	Y	1	\$82.50	\$82.50
11 savvyGuard NOC Act Remote Monitor/Manage 3rd Party Application Updates Per Desktop	NOC-ACT-APDT	Y	34	\$0.00	\$0.00
Subtotal Monthly Charges					\$4,524.90

Tax: Exempt

Notes From Your Client Executive

- a. Client requested the following changes on the renewal contract:
 1. Removal of the Internet Link Monitoring Plus ISP Vendor Escalation line item. 2. Reduce the quantity of Server monitoring from 18 to 12. b. 3rd party updates are included AS LONG AS IT'S A KNOWN APPLICATION.

ITsavvy is always looking to deliver the lowest cost possible to our clients. This results in fluctuating prices that you will find are lower more often than not. However, prices are subject to increases without notice in the event of a manufacturer or distributor price increase. Available inventory is subject to change without notice. This document is a quotation only and is not an order or offer to sell.

We do accept credit cards for payment. However, if the credit card is provided after the order has been invoiced there will be a charge of 3% of the total purchase.

Unless specifically listed above, these prices do NOT include applicable taxes, insurance, shipping, delivery, setup fees, or any cables or cabling services or material.

All non-recurring services are 50% due upon signing of contract, 40% due upon delivery of equipment, balance due upon install.

ITsavvy's General Terms and Conditions of Sale, which can be found at www.ITsavvy.com/termsandconditions, shall apply to and are incorporated into all agreements with Client, including all Orders.

Printed Name: _____

Title: _____

Authorized Signature: _____

Date: _____