



Hanover Township Agreement for Onsite Support

Objectives

1. To provide a cost effective on-site technology support solution
2. To provide 24 x 7 emergency response
3. To provide remote off-site administration and troubleshooting capabilities
4. To provide guidance and recommendations with regard to technology strategic planning

Solutions

Current Technologies Corporation (CTC) has developed the following approach for providing Hanover Township with a comprehensive solution to meet the above outlined objectives:

1. To provide a cost effective on-site technology support solution

CTC will provide a primary and secondary consultant trained and familiar with the technologies in use at Hanover Township.

CTC will have a consultant report to Hanover Township (1/2) day per week, as agreed upon, from 8:30 A.M. to 12:30 P.M. every week (or similar hours upon mutual agreement).

CTC's on-site consultant will perform duties such as, but not necessarily limited to the following for Hanover Township:

- Provide technical support services
- Perform project based work such as network infrastructure or server hardware/software upgrades/migrations
- Provide support and technical specifications for upcoming projects
- Create network documentation and procedural documentation
- Perform in-depth systems analysis
- Analyze requirements and translate them into priorities and action plans
- Develop good working relationships with clients & team members
- Effectively communicate technical & business concepts to personnel on all levels
- Act in the capacity of a project coordinator; keeping the client informed of your current work status, coordinating with the client any downtime, and keeping the client informed of schedule and scope changes
- Remain up-to-date regarding relevant technology issues and advances

The on-site plan is flexible. If Hanover Township required the on-site consultant to work more than (1/2) day per week, accommodations can be made.

2. To provide 24 x 7 emergency response

For needs arising outside of normal business hours of Monday through Friday, 8:30A.M. to 5:00P.M. and holidays, CTC takes calls at our emergency support line: 630-268-2090.

An on-call engineer will respond and provide remote or onsite support. The hourly rate for emergency support is the same as the normal hourly rate.

3. To provide remote off-site administration and troubleshooting capabilities

CTC will setup and maintain remote access to the Hanover Township network to enable routine administration and troubleshooting tasks to be performed.

4. To provide guidance and recommendations with regard to technology strategic planning

CTC will engage with the client on a quarterly basis (or similar schedule based upon mutual agreement) to:

- Provide feedback on the current status of network, server, software, and desktop systems
- Provide recommendations on improvements and/or upgrades for network, server, software, and desktop systems
- Perform research to determine the costs/benefits related to an upgrade

Terms

CTC will reduce our standard government hourly labor rate from \$95.00/hour to \$91.00/hour for the Consultant provided Hanover Township commits to the following items:

1. A full one-year agreement with a penalty clause of \$1,000.00, the penalty will be prorated and calculated to the nearest month rounded up, if the agreement is broken by Hanover Township. Should Hanover Township choose to terminate this agreement in writing within the first 60 days the penalty clause of \$1,000.00 will be waived.
2. Hanover Township will set a firm schedule of days to be worked i.e., Tuesday or Thursday, so that, CTC can schedule consultants to work other locations on the off days.
3. Hanover Township commits to a minimum of (8) billable hours each month (annualized to 96 hours for the year). Upon mutual agreement days or hours may be added, deleted, or shifted in accordance with Hanover Township and CTC requirements. CTC anticipates that Hanover Township may utilize between 8 to 16 hours per month depending on departmental needs.

4. The terms and conditions of the Computer Network Labor Agreement dated September 12, 2006 between the parties hereto, a copy of which is attached hereto and incorporated herein, are hereby incorporated into and made a part of this Agreement as though fully set forth herein, except for the following provisions thereof:
- a) The first sentence of Section 1.
 - b) The first paragraph of Section 9.
 - c) Sections 12, 24, 37, and 43 in their entireties.

Please sign below as acceptance of pricing, terms and conditions. The previously agreed upon standard terms and conditions agreement including non-competition and non-disclosure clauses will remain in full effect.

Tom Blum
Current Technologies Corporation
9-18-06
Date

[Signature]
Hanover Township
9-12-06
Date

Contract Start Date: _____ *T.B.D m.e.*
Contract Expiration Date: _____