

SERVICE AGREEMENT

revcon
TECHNOLOGY GROUP, INC.

featuring TIBA Parking Systems

Issued to:

**Village of Oak Park
Holley Court Self Park**

Date: November 10, 2020
Customer: Village of Oak Park
Location: Holley Court Self Park Garage
1125 Ontario Avenue
Oak Park, Illinois 60302
Site Contact: Tammie Grossman

SERVICE LEVEL

- Silver
- Gold
- Platinum

We are pleased to submit this agreement for the extension of service and maintenance for the listed equipment and components for this parking facility. The following pages of this agreement contain a list of the equipment covered, monthly contract amount and the terms governing this service agreement.

The extended service agreement is like an insurance policy for continued reliability of your installed systems and equipment. Individual components of the systems are very costly if they were to fail or need repair. This service agreement is meant to buffer huge replacement costs, provide scheduled preventative maintenance visits as well as provide the information needed for your operational budgets and forecasts.

The cost of this extended service agreement has been determined by a complex formula consisting of statistical data based on service history, age of the covered equipment, cost of spare support parts and prevailing labor rates. Our years of experience enhanced by our inventory of replacement parts give you the responsive, courteous and reliable service you have come to expect from RevCon.

This service agreement is consistent with all other locally owned and/or operated parking facilities comparable in size and kind within the market place.

Lighting, Access and Revenue Control Specialists Serving the Parking Industry's Future

1364 Hamilton Parkway • Itasca, Illinois 60143 USA • www.revcon.net



HOLLEY COURT SELF PARK

1125 Ontario Avenue, Oak Park, Illinois 60302

Yearly Agreement from January 1, 2021 through December 31, 2021

Listing of Covered Equipment:

Qty.	Model No.	Description
4	MP-30	TIBA Entry Terminals
4	SW-30	TIBA Exit Terminals
8	LSR	TIBA 2D Scanners
4	APS-30	TIBA Full Function Automated Payment Terminal (no cassettes)
2	CPS-30	TIBA Credit Card Only Payment Terminal
4	LFS	Lot Full Signs
5	DV-30-SA	TIBA Remote Merchant Validators with power supplies
5	IND	Indala Proximity Card Readers
8	HTS	License Plate Recognition Cameras with controllers
100	TKIS	Stentofon Intercom Sub-Stations
1	TMS	Management Systems Servers, software and related devices
2	SNOM	Stentofon IP Desktop Intercom Consoles
8	MTMH	Magnetic Barrier Gates and boom arms
6	OCS	Occupancy Count Signs

Service Level Platinum
TOTAL MONTHLY AMOUNT \$3,825.00



Village of Oak Park, Illinois
 TIBA PARC System Service Agreement
 November 10, 2020: Page 3 of 4

The **monthly** contract price for coverage on the listed equipment on page two is **\$3,825.00** and reflects a discounted price schedule for all listed equipment for the term of this agreement.

Inclusions:

This **Platinum Level Agreement** with RevCon Technology Group, Inc. (RevCon) will provide:

- Monthly scheduled preventive maintenance inspections for the term of this agreement
- Equipment Inspection Program; Equipment Enclosure Cleaning; Equipment Enclosure Straightening; Equipment Enclosure Surface Grouting; Vehicle Detection Loop Inspection and Testing
- Device Repair/Replacement
- Software Updates (Operating System and TIBA Management System). Does not include any hardware or software for any new future compliancy initiatives (chip & pin).
- Unlimited Rate or Parameter Changes
- All Technical Labor
- After Hours On-Call Technician Available 24/7/365 at no additional cost
- Loop Replacement as needed
- TMS Monitor, Keyboard, Mouse Replacement
- System Back-up Services
- Barrier Gate Boom Arms Replaced as needed
- Boom Arm Parts Replaced as needed
- Boom Arm Bumper Foam Replacement as needed
- Touch-up Painting of Equipment Enclosures as needed
- Graphic Panel Replacement as needed
- Server Clone
- **All repair work and replacement parts provided for by this agreement would be as a result of normal use or wear. Coverage does not include damage caused by moisture or other acts of nature, vandalism or paper consumables.**

Effective Hours and Rates:

The hours and labor rates affecting this agreement will be as follows:

- Monday through Friday 7:00 a.m. to 4:00 p.m. Central Time, with RevCon observed holidays excluded.
- After hours, and weekend service is available upon your request. You will be billed separately a minimum 2 hour minimum labor charge at the normal hourly rate of \$195.00 per hour if such service is requested. (see *schedule below*)
- Holiday service is available at 3 times the normal hourly labor rate or \$375.00 per hour. The 2 hour minimum labor charge will also apply. (see *schedule below*)
- Wait times for Management or authorized personnel to show up with keys to equipment, equipment rooms or closets, offices, locks, alarms, etc., will be billed in even hour increments rounded up to the nearest hour at the applicable rate structure below.

Labor Rates:

Support Type	Normal Rate	After Hours / Weekend Rate	Holiday Rate
Regular Onsite Maintenance	\$ 135.00* per hour 1 hour minimum	\$ 202.50* per hour 2 hour minimum	\$ 207.00* per hour 2 hour minimum
Remote Software Engineering Support	\$ 75.00 per ½ hr. 1/2 hour minimum	\$ 112.50 per ½ hr. 1/2 hour minimum	\$ 150.00 per ½ hr. 1/2 hour minimum
Onsite Software Engineering Support	\$ 180.00 per hour 1 hour minimum	\$ 270.00 per hour 2 hour minimum	\$ 360.00 per hour 2 hour minimum

* Rate subject to change as effected by current fuel, parts and labor costs after year one.

Normal Hours: Weekdays, 7am to 4 pm - **After Hours:** Mon, 4 pm to Fri, 6 am - **Weekend Hours:** Fri, 4 pm to Mon, 7 am
Holidays Observed: New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.



Village of Oak Park, Illinois
 TIBA PARC System Service Agreement
 November 10, 2020: Page 4 of 4

Terms and Conditions:

Upon acceptance of this Platinum Extended Service Agreement, RevCon Technology Group, Inc. will provide for all maintenance and repair of the previously listed equipment for a period of twelve (12) months beginning on **January 1, 2021** and ending **December 31, 2021**.

The Village of Oak Park agrees to make payments monthly in the amount of **\$3,825.00** with the initial payment due on or before the **December 15, 2020** or upon complete execution of this agreement. **All subsequent payments are to be made by the 15th of the month preceding the month in which services/coverage are to be performed.**

This agreement is not assignable by the Village of Oak Park in whole or in part without the prior written consent of RevCon Technology Group, Inc. Any notice given hereunder must be in writing and delivered or mailed to RevCon at the address below via certified/registered mail.

Cancellation:

Either party reserves the right to cancel this agreement in whole or in part with a 30 day written notice via certified/registered mail.

Continuation:

Unless cancelled by written notice above, this service agreement shall automatically renew and continue in force for the next five (5) years based on the following schedule:

	2021	2022	2023	2024	2025	2026
Yearly Contract Amount	\$45,900.00	\$45,900.00	\$48,900.00	\$48,900.00	\$53,400.00	\$53,400.00
Monthly Contract Amount	\$3,825.00	\$3,825.00	\$4,075.00	\$4,075.00	\$4,450.00	\$4,450.00

Issued By:

RevCon Technology Group, Inc.
 1364 Hamilton Parkway
 Itasca, Illinois 60143

Scott Fisher
 Service Contract Administrator

Accepted By:

Village of Oak Park- Holley Court
 1125 Ontario Avenue
 Oak Park, Illinois 60302

Signed Name

Printed Name/Title

Date _____

SERVICE AGREEMENT

revcon
TECHNOLOGY GROUP, INC.

featuring TIBA Parking Systems

Issued to:

**Village of Oak Park
Avenue Self Park**

Date: November 12, 2020
Customer: Village of Oak Park
Location: The Avenue Self Park Garage
720 N. Boulevard
Oak Park, Illinois 60302
Site Contact: Tammie Grossman

SERVICE LEVEL

- Silver
- Gold
- Platinum

We are pleased to submit this agreement for the extension of service and maintenance for the listed equipment and components for this parking facility. The following pages of this agreement contain a list of the equipment covered, monthly contract amount and the terms governing this service agreement.

The extended service agreement is like an insurance policy for continued reliability of your installed systems and equipment. Individual components of the systems are very costly if they were to fail or need repair. This service agreement is meant to buffer huge replacement costs, provide scheduled preventative maintenance visits as well as provide the information needed for your operational budgets and forecasts.

The cost of this extended service agreement has been determined by a complex formula consisting of statistical data based on service history, age of the covered equipment, cost of spare support parts and prevailing labor rates. Our years of experience enhanced by our inventory of replacement parts give you the responsive, courteous and reliable service you have come to expect from RevCon.

This service agreement is consistent with all other locally owned and/or operated parking facilities comparable in size and kind within the market place.

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THE AVENUE SELF PARK

720 N. Boulevard, Oak Park, Illinois 60302

Yearly Agreement from January 1, 2021 through December 31, 2021

Listing of Covered Equipment:

Qty.	Model No.	Description
2	MP-30	TIBA Entry Terminals
2	SW-30	TIBA Exit Terminals
4	LSR	TIBA 2D Scanners
2	APS-30	TIBA Full Function Automated Payment Terminal (no cassettes)
2	CR-30-M	TIBA Custom Rooftop Nested Readers
2	LFS	Lot Full Signs
5	DV-30-SA	TIBA Remote Merchant Validators with power supplies
4	IND	Indala Proximity Card Readers
4	HTS	License Plate Recognition Cameras with controllers
64	TKIS	Stentofon Intercom Sub-Stations
1	TMS	Management Systems Servers, software and related devices
2	SNOM	Stentofon IP Desktop Intercom Consoles
6	MTMH	Magnetic Barrier Gates and boom arms
5	OCS	Occupancy Count Signs

Service Level Platinum
TOTAL MONTHLY AMOUNT \$2,950.00



Village of Oak Park, Illinois
 TIBA PARC System Service Agreement
 November 12, 2020: Page 3 of 4

The **monthly** contract price for coverage on the listed equipment on page two is **\$2,950.00** and reflects a discounted price schedule for all listed equipment for the term of this agreement.

Inclusions:

This **Platinum Level Agreement** with RevCon Technology Group, Inc. (RevCon) will provide:

- Monthly scheduled preventive maintenance inspections for the term of this agreement
- Equipment Inspection Program; Equipment Enclosure Cleaning; Equipment Enclosure Straightening; Equipment Enclosure Surface Grouting; Vehicle Detection Loop Inspection and Testing
- Device Repair/Replacement
- Software Updates (Operating System and TIBA Management System). Does not include any hardware or software for any new future compliancy initiatives (chip & pin).
- Unlimited Rate or Parameter Changes
- All Technical Labor
- After Hours On-Call Technician Available 24/7/365 at no additional cost
- Loop Replacement as needed
- TMS Monitor, Keyboard, Mouse Replacement
- System Back-up Services
- Barrier Gate Boom Arms Replaced as needed
- Boom Arm Parts Replaced as needed
- Boom Arm Bumper Foam Replacement as needed
- Touch-up Painting of Equipment Enclosures as needed
- Graphic Panel Replacement as needed
- Server Clone
- **All repair work and replacement parts provided for by this agreement would be as a result of normal use or wear. Coverage does not include damage caused by moisture or other acts of nature, vandalism or paper consumables.**

Effective Hours and Rates:

The hours and labor rates affecting this agreement will be as follows:

- Monday through Friday 7:00 a.m. to 4:00 p.m. Central Time, with RevCon observed holidays excluded.
- After hours, and weekend service is available upon your request. You will be billed separately a minimum 2 hour minimum labor charge at the normal hourly rate of \$195.00 per hour if such service is requested. (see *schedule below*)
- Holiday service is available at 3 times the normal hourly labor rate or \$375.00 per hour. The 2 hour minimum labor charge will also apply. (see *schedule below*)
- Wait times for Management or authorized personnel to show up with keys to equipment, equipment rooms or closets, offices, locks, alarms, etc., will be billed in even hour increments rounded up to the nearest hour at the applicable rate structure below.

Labor Rates:

Support Type	Normal Rate	After Hours / Weekend Rate	Holiday Rate
Regular Onsite Maintenance	\$ 135.00* per hour 1 hour minimum	\$ 202.50* per hour 2 hour minimum	\$ 207.00* per hour 2 hour minimum
Remote Software Engineering Support	\$ 75.00 per ½ hr. 1/2 hour minimum	\$ 112.50 per ½ hr. 1/2 hour minimum	\$ 150.00 per ½ hr. 1/2 hour minimum
Onsite Software Engineering Support	\$ 180.00 per hour 1 hour minimum	\$ 270.00 per hour 2 hour minimum	\$ 360.00 per hour 2 hour minimum

* Rate subject to change as effected by current fuel, parts and labor costs after year one.

Normal Hours: Weekdays, 7am to 4 pm - **After Hours:** Mon, 4 pm to Fri, 6 am - **Weekend Hours:** Fri, 4 pm to Mon, 7 am
Holidays Observed: New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.



Village of Oak Park, Illinois
 TIBA PARC System Service Agreement
 November 12, 2020: Page 4 of 4

Terms and Conditions:

Upon acceptance of this Platinum Extended Service Agreement, RevCon Technology Group, Inc. will provide for all maintenance and repair of the previously listed equipment for a period of three (3) months beginning on **January 1, 2021** and ending **December 31, 2021**.

The Village of Oak Park agrees to make payments monthly in the amount of **\$2,950.00** with the initial payment due on or before the **December 15, 2020** or upon complete execution of this agreement. **All subsequent payments are to be made by the 15th of the month preceding the month in which services/coverage are to be performed.**

This agreement is not assignable by the Village of Oak Park in whole or in part without the prior written consent of RevCon Technology Group, Inc. Any notice given hereunder must be in writing and delivered or mailed to RevCon at the address below via certified/registered mail.

Cancellation:

Either party reserves the right to cancel this agreement in whole or in part with a 30 day written notice via certified/registered mail.

Continuation:

Unless cancelled by written notice above, this service agreement shall automatically renew and continue in force for the next five (5) years based on the following schedule:

	2021	2022	2023	2024	2025	2026
Yearly Contract Amount	\$35,400.00	\$35,400.00	\$37,800.00	\$37,800.00	\$41,400.00	\$41,400.00
Monthly Contract Amount	\$2,950.00	\$2,950.00	\$3,150.00	\$3,150.00	\$3,450.00	\$3,450.00

Issued By:

RevCon Technology Group, Inc.
 1364 Hamilton Parkway
 Itasca, Illinois 60143

Scott Fisher
 Service Contract Administrator

Accepted By:

Village of Oak Park- The Avenue
 720 Boulevard
 Oak Park, Illinois 60302

Signed Name

Printed Name/Title

Date _____