



We exist to provide outstanding opportunities through recreation for children and adults with disabilities.

**December 11, 2025**  
**10:30 a.m. Regular Meeting**  
Park Central Board Room  
3000 W. Central Road  
Rolling Meadows, IL

## AGENDA

- I. Call to Order
  - A. Roll Call
- II. Approval of Agenda
- III. Introduction of Guests
  - None
- IV. Public Comment
- V. **Approval of Consent Agenda:** Pages 3-8
  - A. Approval of Minutes, November 19, 2025
    - Motion to approve November 19, 2025, minutes.*
  - B. NWSRA Financial Reports
    - 1. November 2025
      - a. Income Statement
      - b. Monthly Account Snapshot
      - c. Warrant
- VI. Correspondence
  - A. Written
  - B. Oral
- VII. Staff Reports
  - None
- VIII. Old Business
  - A. Day Program Presentation Follow Up

An extension of the local park districts serving

Arlington Heights • Bartlett • Buffalo Grove • Elk Grove • Hanover Park • Hoffman Estates • Inverness • Mount Prospect  
Palatine • Prospect Heights • River Trails • Rolling Meadows • Salt Creek • Schaumburg • South Barrington • Streamwood • Wheeling

IX. New Business

None

X. **Informational/Action Items:** Pages 9-18

- A. Accident/Incident Summary 3-Year Comparison Memo
- B. IT Service Provider Contract Memo

*Motion to approve Sterling Network Integration's contract as NWSRA's IT Service Provider starting January 1, 2026, through December 31, 2026.*

- a. Contract

XI. Adjournment

**MINUTES OF THE REGULAR MEETING OF THE BOARD OF DIRECTORS OF  
NORTHWEST SPECIAL RECREATION ASSOCIATION  
HELD AT PARK CENTRAL;  
3000 CENTRAL ROAD, ROLLING MEADOWS, IL  
ON THE 19th OF NOVEMBER, 2025, at 10:00 am**

Chairman Talsma called the meeting to order at 10:00 a.m.

Superintendent of Recreation Hubsch took roll call. The following members of the Board were present: Carrie Fullerton, Arlington Heights Park District; Kevin Romejko, Bartlett Park District; Erika Strojinc, Buffalo Grove Park District; Ben Curcio, Elk Grove Park District; Steve Bessett, Hanover Park Park District; Craig Talsma, Hoffman Estates Park District; Jim Jarog, Mount Prospect Park District; Ben Rea, Palatine Park District; Christina Ferraro, Prospect Heights Park District; Nick Troy, Rolling Meadows Park District; Diane Hilgers, Salt Creek Park District; Tony LaFrenere, Schaumburg Park District; Jay Morgan, South Barrington Park District; Jeff Janda, Streamwood Park District; and Jan Buchs, Wheeling Park District

Absent: Bret Fahnstrom and Robert Dowling

Also present: Andrea Griffin, Executive Director; Rachel Hubsch, Superintendent of Recreation; Anne Kiwala, Superintendent of Development; Sara Carey, Manager of Human Resources; Nick Eckelberry, Manager of Finance; Danielle Olson and Kaila Robinson, Managers of Collaborative Services; Diane Dawson, 4D Advising and Michelle Bins, PFM Asset Management

Introduction of Guests

Rachel Hubsch introduced Danielle Olson and Kaila Robinson. Andrea Griffin introduced Diane Dawson and Michelle Bins.

Public Comment

Chairman Talsma asked for public comments. Director Troy asked staff and board members for a moment of silence to honor Rita Fletcher.

Approval of Agenda

Chairman Talsma informed board members that Diane Dawson and Michelle Bins would move on the agenda from New Business to after Correspondence. Chairman Talsma asked for a motion to approve the agenda. Director Janda made the motion and Director LaFrenere seconded the motion to approve the agenda. Upon voice vote, the motion was carried.

Approval of Consent Agenda

Chairman Talsma called for a motion to approve the Consent Agenda as amended for November 19, 2025. Director Fullerton made the motion and Director Curcio seconded the motion to approve the Consent Agenda. Upon roll being called the vote was as follows:

AYA: Carrie Fullerton, Kevin Romejko, Erika Strojinc, Ben Curcio, Steve Bessett, Craig Talsma, Jim Jarog, Ben Rea, Christina Ferraro, Nick Troy, Diane Hilgers, Tony LaFrenere, Jay Morgan, Jeff Janda and Jan Buchs

NAY: None

The motion carried.

Correspondence

None

Presentation from Diane Dawson, 4D Advising

Director Griffin introduced Diane Dawson, sharing that she was the owner of 4D Advising and whom the staff were moving forward with for the agency's strategic plan. Ms. Dawson shared her background, information on 4D Advising, and informed board members of the strategic planning process, that the agency will go through beginning in 2026.

Presentation from Michelle Bins, PFM Asset Management

Manager Eckelberry introduced Michelle Bins, sharing that she would be giving an update on NWSRA investments. Ms. Bins shared that NWSRA's Investment Account portfolio is well positioned with CDs maturing through Spring 2026. All principal and interest on these CDs are FDIC insured. The Capital Reserve Account is invested in the liquid Illinois Portfolio, IPDLAF+ Class and is available for use anytime NWSRA needs. Manager Eckelberry stated that typically, staff and PFM would present balances as of the most recent month-end in this presentation. Since NWSRA had some CD maturities and purchases in October in the Investment Account, and withdrew \$195,000 in the Capital Reserve Account, staff and PFM wanted to present the most up to date information available and dated the data as of October 22, 2025. In September, the Fed delivered its first rate cut of 2025, lowering the federal funds target range to 4.00% - 4.25%. Fed Chair Jerome Powell described it as a "risk management cut" reflecting growing concerns over the labor market. The median forecast from the Fed's September "dot plot" showed an additional 50 basis points (bps) of rate cuts this year, 25 bps more than its June projections. As the Fed cuts rates, short-term investment rates will likely move lower as well which will affect NWSRA's interest income moving forward.

Staff Reports

Recreation

Superintendent Hubsch shared that third quarter program statistics are on the NWSRA website.

Marketing and Communications

Director Griffin reported that online registration will take place when registering for winter programs in December. SLSF will transition from their own website to a landing page on the new NWSRA website.

Finance

Manager Eckelberry reported on third quarter Budget Variance explanations and the third quarter Income Statement.

SLSF

Superintendent Kiwala recapped the Celebrate Ability Gala and reminded board members to RSVP for the upcoming Holiday Luncheon on December 10, 2025.

## Director Report

Director Griffin reviewed the third quarter agency goals.

## Old Business

### Ratification of Minivan Purchase via Sourcewell

Director Griffin asked for a motion to ratify the minivan purchase approved in the September 2025 board meeting. Director Janda made the motion and Director Rea seconded the motion for ratification of the minivan purchase via Sourcewell. Upon roll being called the vote was as follows:

AYA: Carrie Fullerton, Kevin Romejko, Erika Strojinc, Ben Curcio, Steve Bessett, Craig Talsma, Jim Jarog, Ben Rea, Christina Ferraro, Nick Troy, Diane Hilgers, Tony LaFrenere, Jay Morgan, Jeff Janda and Jan Buchs

NAY: None

The motion carried.

## New Business

### Board Admin Manual

Chairman Talsma asked for a motion to approve proposed updates to the Board and Admin Manual as presented. Director LaFrenere made the motion and Director Fullerton seconded the motion to approve the proposed updates to the Board and Admin Manual as presented. Conversations occurred regarding the guidelines that are outlined in the Admin and Board Manual for staff Purchasing Authority. Director Griffin will change Purchasing Authority to Check Signing. Under Purchasing Card Accounts (P-Cards) Director Griffin will list out limits by all staff positions. Director Romejko suggested on page 77 of the board packet, under Board Governance Responsibility, to change "Check co-signing requirements" to "Legal Bid Limit" and above \$30,000 for an additional signature of the NWSRA Organizational Treasurer. Director Talsma suggested that under Executive Committee, the ability for the committee to act on behalf of the full board be removed. Upon voice vote, the motion was carried.

### 2026 Member Park District Recreation Benefits

Superintendent Hubsch shared the discounts on programs and services that NWSRA offers to Member Park District staff. While reviewing the benefits that each Member Park District offers NWSRA full-time staff.

## Information/Action Items

### 2026 Day Camp Transportation

Superintendent Hubsch requested a motion to reject Day Camp Transportation Bids due to being outside of targeted budget. Director Romejko made the motion and Director Janda seconded the motion to reject Day Camp Transportation Bids due to being outside of targeted budget. Director Fullerton asked if we would go out to bid again, Superintendent Hubsch updated board members that we will be going back out to bid. Upon voice vote, the motion was carried.

### Personal Committee

Chairman Talsma asked for a motion to approve the Personal Committee minutes from October 8, 2025. Director Romejko made the motion and Director Curcio seconded the motion to approve the Personal Committee minutes from October 8, 2025. Upon voice vote, the motion was carried.

### Personal Committee Information Items

#### Strategic Plan

Director Griffin reviewed the Strategic Plan with 4D Advising, sharing the cost of \$17,000. Director Fullerton asked what the term of the plan was, Director Griffin shared that the plan itself was 3 years. Director Fullerton asked that we focus on our financial information.

#### IMRF Contribution

Manager Carey shared the IMRF contribution with the board members.

#### Full-Time Salary Ranges

Director Griffin informed board members that staff will be using HR Source for a salary survey at the beginning of 2026. Director Griffin also shared that current salary ranges were used for the 2026 budget.

### Personal Committee Action Items

#### Organizational Chart

Chairman Talsma asked for a motion to approve the 2026 Organizational Chart as presented from the updated email and board packet. Director LaFrenere made the motion and Director Curcio seconded the motion to approve the 2026 Organizational Chart as presented from the updated email and board packet. Upon voice vote, the motion was carried.

#### Part-Time Pay Scale

Chairman Talsma asked for a motion to approve the proposed 2026 part-time staff pay scale. Director LaFrenere made the motion and Director Rea seconded the motion to approve the proposed 2026 part-time staff pay scale. Upon voice vote, the motion was carried.

#### 2026 Health Benefits

Chairman Talsma asked for a motion to approve the proposed 2026 health benefits as proposed through the budget process. Director Rea made the motion and Director LaFrenere seconded the motion to approve the proposed 2026 health benefits as proposed through the budget process. Upon voice vote, the motion was carried.

#### Full-Time Merit Pool

Chairman Talsma asked for a motion to approve the proposed 2026 full-time staff merit pool through the budget process. Director Fullerton made the motion and Director Rea seconded the motion to approve the proposed 2026 full-time staff merit pool through the budget process. Upon voice vote, the motion was carried.

#### Employee Manual

Chairman Talsma asked for a motion to approve the proposed changes to the Employee Manual. Director Janda made the motion, and Director Troy seconded the motion to approve the proposed changes to the Employee Manual. Upon voice vote, the motion was carried.

### Finance Committee

Chairman Talsma asked for a motion to approve the Finance Committee minutes from October 31, 2025. Director Rea made the motion, and Director Troy seconded the motion to approve the Finance Committee minutes from October 31, 2025. Upon voice vote, the motion was carried.

### 2026 Proposed Budget

Chairman Talsma asked for a motion to approve the tentative form of the 2026 Budget and 2025 Budget Variance. Director Rea made the motion and Director LaFrenere seconded the motion to approve the tentative form of the 2026 Budget and 2025 Budget Variance. Upon roll being called the vote was as follows:

AYA: Carrie Fullerton, Kevin Romejko, Erika Strojinc, Ben Curcio, Steve Bessett, Craig Talsma, Jim Jarog, Ben Rea, Christina Ferraro, Nick Troy, Diane Hilgers, Tony LaFrenere, Jay Morgan, Jeff Janda and Jan Buchs

NAY: None

The motion carried.

### Finance Software

Chairman Talsma asked for a motion to approve the BS&A as the new financial software vendor for NWSRA with a 2026 budget impact of \$42,750. Director Janda made the motion and Director LaFrenere seconded the motion to approve the BS&A as the new financial software vendor for NWSRA with a 2026 budget impact of \$42,750. Upon roll being called the vote was as follows:

AYA: Carrie Fullerton, Kevin Romejko, Erika Strojinc, Ben Curcio, Steve Bessett, Craig Talsma, Jim Jarog, Ben Rea, Christina Ferraro, Nick Troy, Diane Hilgers, Tony LaFrenere, Jay Morgan, Jeff Janda and Jan Buchs

NAY: None

The motion carried.

### Audit Contract

Chairman Talsma asked for a motion to approve Sikich LLP as auditor for NWSRA for fiscal years ending December 31, 2025, December 31, 2026, and December 31, 2027. Director LaFrenere made the motion and Director Rea seconded the motion to approve Sikich LLP as auditor for NWSRA for fiscal years ending December 31, 2025, December 31, 2026, and December 31, 2027. Upon roll being called the vote was as follows:

AYA: Carrie Fullerton, Kevin Romejko, Erika Strojinc, Ben Curcio, Steve Bessett, Craig Talsma, Jim Jarog, Ben Rea, Christina Ferraro, Nick Troy, Diane Hilgers, Tony LaFrenere, Jay Morgan, Jeff Janda and Jan Buchs

NAY: None

The motion carried.

Part-Time Paid Leave

Chairman Talsma asked for a motion to approve the changes to the NWSRA Part-Time Paid Leave for All Policy as presented. Director Rea made the motion and Director Fullerton seconded the motion to approve the changes to the NWSRA Part-Time Paid Leave for All Policy as presented. Upon voice vote, the motion was carried.

NWSRA Board Schedule

Chairman Talsma asked for a motion to approve the 2026 NWSRA Board of Directors meeting schedule. Director Janda made the motion and Director Rea seconded the motion to approve the 2026 NWSRA Board of Directors meeting schedule. Upon voice vote, the motion was carried.

2026 Member Park District Event Sponsorship

Superintendent Hubsch shared the Member Park Districts that were sponsored by SLSF and NWSRA for community events that took place throughout 2025. Superintendent Hubsch also shared the Member Park Districts that will be sponsored in 2026.

Day Program Presentation

Superintendent Hubsch and Manager Robinson presented to the board members on adult day programming.

Election of Board Officers

Chairman Talsma opened the floor for nominations for the NWSRA Board Chair beginning January 1, 2026 through December 31, 2027. Director Ferraro nominated Director Janda for Board Chair. Upon voice vote, Director Janda was named Chair for the NWSRA Board of Directors January 1, 2026 through December 31, 2027. Chairman Talsma opened the floor for nominations for the NWSRA Board Vice-Chair beginning January 1, 2026 through December 31, 2027. Director Jarog nominated Director Curcio for Board Vice-Chair. Upon voice vote, Director Curcio was named Vice-Chair for the NWSRA Board of Directors January 1, 2026 through December 31, 2027.

Adjournment

After no further business, Chairman Talsma called for a motion to adjourn. Director LaFrenere made the motion and Director Troy seconded the motion to adjourn the November 19, 2025 NWSRA Board of Directors meeting at 12:19 p.m. Upon voice vote the meeting was adjourned.

---

Secretary

---

Date



Date: 12/11/2025

To: NWSRA Board of Directors

From: Sara Carey, Manager of Human Resources

Andrea Griffin, Executive Director

Re: Accident/Incident Summary 3-year Comparison

---

### **Background/Information:**

As part of our end-of-year reporting, staff have provided a summary of accidents, incidents, and vehicle accidents over the past three years. This comparison is intended to give the Board insight into trends, areas of improvement, and any focus needed for staff training or policy adjustments.

### **Vehicle Accidents:**

- Total vehicle accidents have remained relatively stable over the three years.
- Backing/Parking/Turning accidents decreased significantly in 2025 (from 5 in 2024 to 1 in 2025), which may reflect improved training or awareness.
- “Miscellaneous” vehicle incidents increased in 2025 (from 0 in 2024 to 5), indicating a category to monitor further.
- No accidents were reported under “Not Paying Attention” or “Rear End,” suggesting safe driving habits in those areas.

### **Employee Injuries:**

- Employee injuries have gradually increased over the three years.
- Slip/Trip/Fall injuries are the highest category and have doubled from 3 years ago (2 in 2023 to 6 in 2025), indicating an area for continued safety focus.
- Other categories remain relatively low, with no injuries reported from Lifting/Transferring/Back or Confined Spaces/Awareness of Environment.

### **Participant-Related Incidents:**

- Participant-related incidents have decreased each year, reflecting improvement in participant management and safety protocols.
- Participant bites have shown the largest decrease, suggesting effective behavioral interventions or supervision.
- Incidents involving hitting, scratching, pushing, or kicking fluctuated slightly but remain lower than 2023 levels.

<b>VEHICLES</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Backing/Parking/Turning	3	5	1
Not Paying Attention	0	0	0
Rear End	0	0	0
Driving to Close	2	0	0
Miscellaneous	2	0	5
<b>Total</b>	<b>7</b>	<b>5</b>	<b>6</b>

<b>Employee Injury</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Slip/Trip/Fall	2	4	6
Lifting/Transferring/Back	0	0	0
Equipment Usage	0	1	0
Confined Spaces/Awareness of Environment	0	0	0
Vehicle Usage	1	0	0
Miscellaneous	1	2	3
<b>Total</b>	<b>4</b>	<b>7</b>	<b>9</b>

<b>Employee Injury</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Participant Bite	45	40	21
Participant Hit/Scratch/Push/Kick	34	21	27
Participant Safety Rules	2	0	0
<b>Total</b>	<b>81</b>	<b>61</b>	<b>48</b>

This memo is for informational purposes only; no Board action is required at this time.



Date: 12/11/2025

To: NWSRA Board of Directors

From: Tom Draper, Superintendent of Communication & Technology

Andrea Griffin, Executive Director

Re: IT Service Provider Contract

---

**Requested Motion:** A motion is requested for approval of the Sterling Network Integration's contract as NWSRA's IT Service Provider starting January 1, 2026, through December 31, 2026.

**Background/Information:**

For the past three years, NWSRA has partnered with Sterling Network Integration (SNI) as its IT Service Provider. Since the start of their contract on November 1, 2022, SNI has supported NWSRA as they have worked to strengthen and modernize its IT infrastructure to meet both current and future operational needs of staff.

NWSRA requires an IT partner capable of functioning as an extension of internal staff—supporting the resolution of complex technical issues and assisting with the deployment of network equipment. Throughout the partnership, SNI has demonstrated the expertise to handle all issues that have arose and the ability to partner in a capacity to support staff.

Based on this performance, the NWSRA IT staff recommends continuing the partnership with SNI under the proposed 2026 contract. The hourly rate for services will remain unchanged at \$172 per hour. Contract language remains consistent with the prior agreement, with the only variations relating to fluctuating monthly costs for software licenses purchased through SNI and a minor update to endpoint protection services.



## Managed Service Agreement

This Consulting Agreement ("Agreement") is made and entered into by and between Sterling Network Integration; d.b.a. SNI Consulting, Inc. ("Support Vendor") and Northwest Special Recreation Association. ("Customer") whose authorized signature appears below.

### 1. ENGAGEMENT

Customer retains the network support and consulting services of Support Vendor and the Support Vendor hereby agrees to provide the Customer with consulting services until the term on this contract is concluded. This contract will begin on January 1, 2026 and conclude on December 31, 2026.

### 2. SCOPE OF SERVICES

During the Term of the Agreement, Support Vendor shall render the following services in support of the Customer's Hardware and Software.

- a) Scheduled Projects. Planned service requested by the Customer are considered a "Project". All work requests should be submitted via our online ticketing system at: <http://support.sterlingnetworks.com>
- b) Network Documentation. Support Vendor will maintain network documentation: on-going documentation of hardware, software, network settings, IP addresses, firewall settings and related network information.
- c) Third-Party Support Contracts. Customer agrees that all third-party licensing and software support contracts purchased through Vendor will be a minimum of 1 year in duration.
- d) Failures and Incidents. For purposes of this Agreement, a "Failure" in the Customer's equipment is one that prevents the Covered Hardware from operating substantially in accordance with normal operating procedures.
  - i. An "Emergency Incident" shall mean a Failure in the Covered Hardware that is subsequently verified by Support Vendor as causing an immediate and significant disruption in mission critical business operations effecting a majority of Customers employees, and which could not reasonably be avoided through minor operational adjustments.
  - ii. An "Urgent Incident" shall mean a Failure in the Covered Hardware that is subsequently verified by Support Vendor as causing an immediate and significant disruption in mission critical business operations effecting a minor amount of Customers employees, and which could not reasonably be avoided through minor operational adjustments.
  - iii. A "Standard Incident" is any Failure in the Covered Hardware other than an Emergency or Urgent Incident

Managed Service Offerings.

#### *Preventative Maintenance and Updates*

- a) Support Vendor shall maintain the current system hardware and software performing any required updates to the system as well as any preventative maintenance the Support Vendor deems necessary.
- b) The Support Vendor shall maintain the ability to remotely connect to Customer's network to diagnose the operation of Customer's network.
- c) If Support Vendor is unable to adequately assist Customer remotely, Support Vendor will be available to travel to Customer's location to support the network onsite.
- d) Support Vendor shall be responsible for using reasonable diligence in determining and correcting errors that Customer experiences with Network Administration based upon Customer's particular use, installation, and implementation of normal business procedures on its hardware network, unless such errors are due to bugs that are inherent in the Manufacturer's Hardware itself.

---

Technology changes. Our standards don't.



#### *Service Hours and Proactive Monitoring*

- a) This contract includes 2 hours of service per month to be used at the Customers discretion. Hours above this allotted time will be charged at our current Discounted Park District rate per hour.
- b) Proactive network monitoring includes monitoring the current system for performance issues and identifying potential areas of risk

#### *Add-On Network Services*

- a) SentinelOne Endpoint Security - Control Suite
- b) Huntress MDR for PC's and Servers
- c) Huntress SIEM for Servers and Firewalls
- d) Mimecast Email Security, Remediation, Continuity & Archiving (M3RA)
- e) Mimecast Secure Send Messaging
- f) PC Monitoring and Remote Access (TeamViewer)
- g) SNI Cloud Storage (TB/Month; 10TB minimum)
- h) Cisco Duo
- i) TeamViewer Access for NWSRA IT staff
- j) Custom SLA - priority response for critical PC issues
- k) Veeam Backup

#### *Priority SLA – PCs / Laptops*

The Customer shall supply Support Vendor with verifiable and reproducible evidence of failures. Upon receipt and acknowledgement of a Trouble Report, Support Vendor shall respond:

- a) Emergency Incidents. Within 1 - 2 hours the Support Vendor shall with the cooperation of Customer (including installation of remote connection) commence diagnosis of the Failure. Once the cause of the Failure is known, Support Vendor shall provide a temporary fix or workaround to the Failure at the earliest opportunity. Support Vendor shall thereafter provide a permanent correction as soon as practical.
- b) Urgent Incidents. Within 4 - 8 hours. The Support Vendor shall with the cooperation of Customer (including installation of remote connection) commence diagnosis of the Failure. Once the cause of the Failure is known, Support Vendor shall provide a temporary fix or workaround to the Failure. Support Vendor shall thereafter provide a permanent correction as soon as practical.
- c) Standard Incidents. Within 3 business days, the Support Vendor shall initiate diagnosis and failure correction efforts. Standard Incidents shall be corrected by Support Vendor through telephone support, email support or through the issuance of periodic updates.
- d) Scheduled Projects. Scheduled projects are defined as additional hardware, software, peripherals, equipment, or licenses purchased after consultation with Support Vendor, upgrades to the systems hardware or software as well as preventative maintenance. Scheduled projects are typically scheduled two weeks in advance.

#### *Service Availability*

Telephone and email support are available Monday – Friday, 9:00am to 5:00pm. CST. Calls and emails received outside of this time will be answered the next business day. Emergency and Urgent Incident support is available 24 x 7 by calling our Emergency Support line or submitting an Emergency Ticket at <http://support.sterlingnetworks.com>

### **3. COVERED HARDWARE/SOFTWARE**

---

**Technology changes. Our standards don't.**



Support Vendor will provide support to Customer's current hardware and software. Any hardware, software, peripherals, equipment, or licenses purchased after the signing of this agreement, will be supported if, and only if, purchased from, recommended by, or bought after consultation with Support Vendor.

#### 4. CONSULTING FEES AND CHARGES

The Customer agrees to pay the Support Vendor for services rendered in accordance to the Discounted Park District Hourly Rate Schedule. The Support Vendor will provide an estimated quote for all service hours. Service hours are estimates only, actual hours will be billed at the completion of the project; unforeseen circumstances may cause hours to be more than the provided estimate. The Support Vendor will notify the Customer via email or phone of any overages.

If the Customer's environment is substantially changed due to a Force Majeure, Support Vendor will evaluate the need for change to IT services to Customer and related change of managed service fees. Recognizing there are ongoing expenses to Support Vendor of maintaining backups, remote monitoring, other vendor support software/licensing and availability of technicians to service on going needs, Support Vendor will review with Customer the need for change of fees if any.

### NETWORK SUPPORT OUTLINE

#### MONTLY RECURRING COSTS

##### Network Monitoring and Management

Includes Preventative Maintenance, Monthly Updates and Proactive Monitoring

Description	Qty*	Price	Subtotal
Servers includes Huntress MDR and SIEM	6	\$57.90	\$347.40
Firewalls includes Huntress SIEM	7	\$42.25	\$295.75
Network Devices (i.e. switches, NAS, etc.)	14	\$14.00	\$196.00
Network engineering prepaid discounted hours	2	\$168.00	\$336.00

##### Desktop Support Services

Includes Desktop Monitoring, Anti-Virus (SentinelOne-Control), Huntress MDR, Automated Maintenance and Updates

Description	Qty*	Price	Subtotal
Endpoints	98	\$15.65	\$1,533.70

##### Software License/Cloud services

Description	Qty*	Price	Subtotal
Mimecast Email Security, Remediation, Continuity & Archiving	80	\$7.50	\$600.00
Mimecast Secure Messaging	10	\$1.35	\$13.50
SNI Cloud Storage (TB/Month; 10TB minimum)	10	\$16.00	\$160.00
Cisco Duo	50	\$6.00	\$300.00
TeamViewer Access for NWSRA IT staff	1	\$20.00	\$20.00
Veeam - Backup for Microsoft 365	97	\$1.80	\$174.60
Veeam - Backup for on-prem servers	4	\$12.85	\$51.40
Microsoft 365 Business Premium (Non-Profit Staff Pricing)	10	\$5.77	\$57.70
Microsoft 365 Business Standard (Non-Profit Pricing)	60	3.15	\$189.00
Microsoft 365 Business Basic (Non-Profit Pricing) Donation	27	\$0.00	\$0.00

**Total Monthly Cost:  
\$4,275.05**

\* Quantities will be adjusted as necessary; Customer will receive prior notification

**Technology changes. Our standards don't.**



---

The Customer agrees to pay the Support Vendor the Total Monthly rate for the Services rendered in the Scope of Services section of this contract. Current network environment consists of 6 servers, 7 firewalls and 14 network devices. As more servers/devices are added or removed, the monthly rate will be adjusted to reflect this. Prior notification will be provided if a change occurs. The Customer will be charged the current Discounted Park District rate for all hourly work performed that exceeds the monthly 2 hours of service provided in the contact.

*Discounted Park District Hourly Rate Schedule:*

The current Discounted Park District Hourly Rate is billed at \$172.00 per hour for all services performed. All fees included within the confines of this contact are for services rendered only. Any additional parts, licenses or equipment purchased by Customer will be billed separately, as per an agreed upon estimate at the time of the occurrence.

Above rates apply Monday thru Friday 9:00 a.m. to 5:00 p.m. CST. Projects scheduled at other times and approved by Customer will be billed at 1.5 times our regular rates. Our fees are based upon the time devoted to the work that we do and are subject to our standard hourly billing rates. Time is charged in 30-minute increments with a 30-minute minimum charge for all services rendered. Billing rates are subject to adjustment by us from time to time upon sixty (60) days advance written/mailed notice to Customer (typically at year-end) and fees will be charged at the rates in effect when the services are performed. Rate of \$172.00 per hour is valid until December 31, 2026.

## 5. CONFIDENTIAL INFORMATION

The Support Vendor acknowledges and agrees that it shall not, during the term of this Agreement, or at any time thereafter, directly or indirectly, disclose or grant access to Customer's confidential information. Confidential Information for the purposes of this Agreement shall include each party's proprietary and confidential information such as, but not limited to, customer lists, business plans, marketing plans, financial information, designs, drawing, specifications, models, software, source codes, and object codes. Confidential Information shall not include any information that Customer makes publicly available or information which becomes publicly available through no act of Support Vendor or Customer or is rightfully received by either party from a third party

- a) Through its performance of the Consulting Services, Support Vendor and its directors, officers, employees, or other representatives may have access to certain confidential and proprietary information concerning Customer's organization, employees, members, and otherwise, including but not limited to, information concerning Customer's organization and structure, business and marketing plans, financial data, the identity of present and prospective members Customer, Customer's current and prospective contracts, and policies, standards, procedures, and practices of Customer (hereinafter referred to collectively as "Confidential Information"). The use of Confidential Information for the benefit of any person or entity other than Customer and the disclosure of such information to any person outside of Customer would cause severe competitive and financial damage to Customer.
- b) Unless expressly authorized by Customer, both during and after the Term of this Agreement, neither Support Vendor nor its directors, officers, employees or other representatives shall use Confidential Information for their own benefit or for the benefit of anyone other than Customer, or disclose such information to anyone outside of Customer, except in the proper course of Customer's business. Support Vendor shall use all reasonable efforts to keep this information confidential.
- c) Upon the termination of this Agreement, or at any time upon the request of Customer, Support Vendor shall return to Customer all printed, audio-visual and electronic documents, data and other materials, including all originals, copies and extracts thereof, containing or referencing any Confidential Information or otherwise relating to Customer's organization or operations, and all other property of Customer then in its possession or in the possession of its directors, officers, employees, or other representatives.

## 6. DATA PROTECTION AND SECURITY

a) Ownership and Treatment of Customer Data

Customer data will be and remain, as between the Parties, the property of Customer. Support Vendor will not possess or assert any lien or other right against or to Customer data. No Customer data, or any part thereof, will

---

Technology changes. Our standards don't.



be commercially exploited by or on behalf of Support Vendor. Customer shall own and retain all right, title and interest, including all intellectual property rights, in and to all Customer data and any information submitted to the applications by its users that is not otherwise Support Vendor's Confidential Information. Support Vendor acknowledges and agrees that notwithstanding any reformatting, modification, reorganization or adaptation of the Customer data (in whole or in part) during its incorporation, storage or processing, or the creation of derivative works from the Customer data, the Customer data will remain as such and will be subject to the terms and conditions of this Agreement. This Agreement does not grant to Support Vendor any license or other rights, express or implied, in the Customer data, except that Customer grants to Support Vendor a limited, non-transferable, nonexclusive, non-sub-licensable license to Customer data for the sole purpose of performing the Services and Support Vendor obligations under this Agreement.

b) Security of Data

Support Vendor will physically secure and maintain control over all paper and electronic media (e.g., computers, electronic media, paper receipts, paper reports, and faxes) that contain Customer data or Personal Information. Without limiting any prohibitions or obligations regarding the treatment of Personal Information, at all times during and after the Term of this Agreement, Support Vendor shall use, handle, collect, maintain, and safeguard all Personal Information in accordance with a Privacy Policy reasonably acceptable to Customer and consistent with the requirements articulated in this Agreement, or any Privacy Laws which may be in effect during the Term of this Agreement as it concerns the subject matter of this Agreement. Support Vendor further acknowledges that it alone is responsible for understanding and complying with its obligations under the Privacy Laws.

c) Leaks

Support Vendor will promptly notify Customer of any actual or potential exposure or misappropriation of Customer Data or Personal Information (any "Leak") that comes to Support Vendor's attention. Support Vendor will cooperate with Customer and with law enforcement authorities in investigating any such Leak.

d) Direct and Remote Access to Computer Systems

If Support Vendor will have access to any part of Customer's computer systems or networks in the course of performing under this Agreement, the provisions of this Section shall apply. Support Vendor agrees that each individual having such access: (a) will be assigned a separate log-in ID by Customer and will use only that ID when logging on to Customer's system; (b) will log-off Customer's system immediately upon completion of each session of service; (c) will not allow other individuals to access Customer's computer system; and (d) will keep strictly confidential the log-in ID and all other information that enables such access. Support Vendor will promptly notify Customer upon termination of employment or reassignment of personnel with access to Customer's computer system so that log-in IDs may be changed, and other necessary preventive measures may be taken by Customer to prevent unauthorized access. If Customer revises the requirements for access to its computer system, Support Vendor shall be notified of the changed or additional requirements and shall comply with them as a prerequisite to further access

## 7. CUSTOMER'S RESPONSIBILITY

Customer shall be responsible for informing Support Vendor of any problems. The relationship between the Customer and the Support Vendor shall always be open. The Customer shall also allow the Support Vendor access to the necessary company resources required to perform the services called for in this Agreement, such as logins, hard drive image files, and remote access where security is not a concern.

## 8. INSURANCE

Customer agrees to carry liability insurance and property insurance covering any damage to its network as well as to any clients of the Customer adversely affected by Customer's network functioning or transmissions from its network. Support Vendor shall maintain professional liability insurance, commercial liability insurance, and Worker's Compensation Insurance, in the minimum amounts as follows and shall provide Customer with Certificates of Insurance evidencing the same.

a) General Liability at minimum of \$1,000,000 each occurrence and \$2,000,000 Aggregate, and name

Technology changes. Our standards don't.



Customer as Additional Insured.

- b) Workers Comp at the minimum applicable state requirement.
- c) Professional liability of at least \$1,000,000 each occurrence, and name Customer as Additional Insured.

## 9. INDEMNIFICATION

Support Vendor agrees to indemnify and hold Customer harmless against any and all liabilities, claims, causes of action, damages, judgments, costs, expenses, and fees, including attorneys' fees, that Customer incurs arising out of or occurring in connection with Support Vendor's negligent, reckless, or intentional misconduct in performing the Services pursuant to this Agreement.

Customer agrees to indemnify, defend, and hold harmless Support Vendor, and its officers, directors, principals, members, managers, employees, subcontractors, agents, representatives, successors and assigns from and against any damage, claim, loss, expense, occurring as a result of (i) Customer's handling, storage, transmission or possession of information, data, messages or other content or assets on Support Vendor systems or network, on Customer systems or network that are installed, managed or otherwise serviced by Support Vendor, or on third party systems and networks that Support Vendor uses to provide its services, including but not limited to, claims: (A) for libel, slander, invasion of privacy, identity theft, infringement of copyright, and invasion or alteration of private records or data; (B) for infringement of patents; (C) for security breaches of any kind; or (D) based on handling, storage, transmission or possession of information that contains viruses, malware or other destructive code, media, or any unlawful content; (ii) Customer's or third parties' reliance on Support Vendor services or on information obtained therefrom; (iii) Customer's breach of any software licensing requirements of third parties; (iv) Customer's failure to comply with any provision of this Agreement or Support Vendor Professional Services Agreement; or, (v) Customer's failure to obtain permits, licenses, or consents that Client may be required to obtain to enable Support Vendor to provide its products or services (e.g., landlord permissions, wiring permits, etc.)

## 10. TERM AND TERMINATION

This Agreement shall become effective on January 1, 2026 and conclude on December 31, 2026. This agreement may be terminated as follows:

- a) By either party upon the expiration of the then current term of this Agreement.
- b) By either party upon sixty (60) day's written notice to the other.

## 11. FORCE MAJEURE

Neither party to this Agreement shall have liability or responsibility to the other party for any delay, failure to perform, service interruption, outage, damage, malfunction, or any consequence thereof or damage resulting therefrom, due to any circumstance beyond the party's reasonable control including, but not limited to, inclement weather, climate change, resource shortages, all acts of nature and acts of God, strikes, pandemics, civil disturbances, riots, terrorist acts, unavailability of or delays in goods or services needed from third parties including but not limited to third party hardware, software, data center, collocation, and cloud service providers, interruption or outage of or delay in telecommunications including the public Internet, voice lines, data lines, or any telecommunications equipment or service, transportation, delivery, power outages, electrical or other utility services, failure of third party hardware, software or services, or any acts or omissions of any third parties. Each party shall use reasonable efforts to minimize the duration and consequences of any failure of or delay in performance resulting from a Force Majeure event.

## 12. MISCELLANEOUS

Each party acknowledges that it has read the Agreement, understands it, and agrees to be bound by its terms. The parties further agree that this is the complete and exclusive statement of agreement of the parties with respect to the subject matter hereof and that it supersedes and merges all prior proposals, understandings, and agreements, whether oral or written, between the parties with respect to the subject matter hereof. This Agreement may not be modified except by written instrument duly executed by the parties hereto. This Agreement and the party's obligations hereunder shall be governed, construed, and enforced in accordance with the laws of the State of Illinois. In the event that any

Technology changes. Our standards don't.



---

provision of this Agreement is held invalid, illegal, or unenforceable, the remaining provisions shall be enforced to the maximum extent permitted by applicable law. Neither party may assign its rights or duties under this Agreement without the prior written consent of the other party, except to a successor of all or substantially all of the business and properties. The waiver by either party of any term or condition of this Agreement shall not be deemed to constitute a waiver of any further or additional right that such party may hold under this Agreement. The parties hereto indicate their acceptance and agreement to the terms and conditions set forth herein by their signatures below.

Signatures Required:

---

Customer Signature, Date

---

Printed Name and Job Title

A handwritten signature in black ink, appearing to read 'Carolyn Ellison'.

12/02/2025

SNI Consulting, Date

Carolyn Ellison, Director of Operations & Finance  
Printed Name and Job Title