

**Finance Committee Notes:**

The Board Office released an RFP for IT Services for the period of July 1 2025 through June 30, 2026, with the option of three additional periods. The RFP was advertised in four local newspapers in our area, and received only one response. The response was from our current IT service provider.

Since the IT provider is closely related to our Administrative Assistant, I evaluated the response and am submitting it to the committee for review. Jessica has disclosed the potential conflict and has prepared and signed acknowledging that she had no involvement in the selection or awarding of this contract.

I recommend that B-All Technology be awarded the contract for IT services.

# REQUEST FOR PROPOSAL FOR INFORMATION TECHNOLOGY

For the Period of  
July 1, 2025 thru June 30, 2026  
Evaluation Form

Company B-All Technology Solutions  
Date Received February 24, 2025

Factors	Point Range	Points Awarded	Evaluator's Notes
<i>Prior experience providing information technology services</i>			
Services to Not-For-Profits	0-3	3	Proposal included a spreadsheet of clients that included several not-for-profits.
Services to Organizations with Grant Connection to State or Federal Government	0-3	3	Company is our current IT provider, but also provides support to several other organizations - Health Departments, Cities & Counties
<i>Total Prior Experience</i>	<i>6 Max.</i>	<u>6</u>	
<i>Organization, size, and structure of the Offerors firm.</i>			
Adequate size of the firm	0-2	2	
Minority/small business	0-2	1	Not a minority, but a small business
<i>Total Organization Size &amp; Structure</i>	<i>4 Max.</i>	<u>3</u>	
<i>Offeror's understanding of work to be performed.</i>			
Adequate size of organization to provide coverage	0-10	10	
Estimated Response Time	0-10	10	Response time has been excellent
Conducted On-Site Review Prior to Proposal	0-20	20	Current IT provider well acquainted with our system.
Description of Method of Response On-site or Remotely	0-20	20	
Detailed Description Services to Provide	0-20	20	
<i>Total Offeror's Understanding</i>	<i>80 Max</i>	<u>80</u>	
<i>Price</i>			
Monthly or Annual Fixed Price	0-5	5	Monthly fixed price, comparable to last RFP - slight increase.
Quote of Initial Hardware and Software Required for Contract	0-5	5	Recommendation to upgrade computers included w/quote
<i>Total Price</i>	<i>10 Max</i>	<u>10</u>	
<i>Evaluation Total</i>	<i>100 Max</i>	<u><u>99</u></u>	

I recommend that we accept this proposal and award the contract to B-All Technology. They have been our IT provider for several years and continue to be very responsive.



Pamela Barbee, Executive Director

### Statement

In accordance with Local Policy #1, I disclose that I have a financial or other interest in B-All Technology, who submitted a proposal for IT services, which could result in a conflict of interest. I attest that I was not involved in the preparation of the submission, the evaluation of the proposal or the awarding of the contract. I further attest that I had no influence on the decisions surrounding the award.

A handwritten signature in black ink that reads "Jessica Barbre". The script is cursive and fluid.

Jessica Barbre



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B-All Technology Solutions, LLC Managed Services Agreement

Southern 14 Workforce Investment Board

304 East Robinson

Carmi, IL 62821

07/01/2025

Name: Pamela Barbee  
Title: Executive Coordinator / Chief Financial Officer  
Entity: Southern 14 Workforce Investment Board  
Address: P. O. Box 186  
Carmi, Illinois 62821

#### Specification Schedule

1. **Delivery Schedule:** Maintenance and repair will be provided as needed with work performed during regular business hours in a way that avoids disruption of day-to-day operations. Services may be performed either on-site or remotely. It is expected that the B-All Technology Solutions will respond to service requests, by some means, within three hours of the request. B-All Technology Solutions will provide an onsite/remote assessment for equipment needs.
2. **Price:** See MS Agreement
3. **Payment:** It is expected that this will be a fixed month contract for maintenance and repair with an invoice submitted to Southern 14 by the 15th day of the month.
4. **Confidentiality:** B-All Technology Solutions agrees to keep the information related to all data in strict confidence. Other than the reports submitted to the Southern 14 Workforce Investment Board, B-All Technology Solutions agrees not to publish, reproduce, or otherwise divulge such information in whole or in part, in any manner or form or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information, while in B-All Technology Solution's possession, to these employees on B-All Technology Solution's staff who must have the information on a "need to know" basis. B-All Technology Solutions agrees to immediately notify, in writing, the Southern 14 Workforce Investment Board's authorized representative in the event B-All Technology Solutions determines or has reason to suspect a breach of this requirement.
5. **Budget:** The budget of this contract will not exceed \$20,000.

#### Offeror's Technical Qualifications

1. **Prior Experience:** With over 15 years of IT experience, owner and operator, Chad Barbre has served in many capacities. His focus in IT has always been on his customers and their needs. He serves many local businesses in our area and creates solutions for those small businesses, city governments, and municipalities that need access to IT solutions! He currently holds contracts with White County Government, City of Fairfield, Edwards County, Taylor Eye Care, Roark Trucking, Precision Eye Care, Carter Trucking, Vaughan Equipment, and Southern 14 to just name a few. Name and numbers of all associated contacts can be seen at Attachment B. As you can see I provide services to non profits and organizations with grant connections to state or federal governments.

2. Organization, Size, and Structure: B-All Technology solutions is owned and operated by myself, Chad Barbre. The size of my organization is a small business as I provide all services, equipment sales, and monitoring of equipment.

This Service Agreement ("Agreement") is made this 1st Day of July 2025 by and between Southern 14 Workforce Investment Board located at 304 East Robinson Carmi, IL 62821 and B-All Technology Solutions, LLC, located at 1410 County Road 2075 East Carmi, IL 62821.

WHEREAS, B-All Technology Solutions, LLC is a provider of Managed Network Services.

WHEREAS Southern 14 Workforce Investment Board desires to contract with B-All Technology Solutions, LLC for the provision of the B-All Technology Solutions, LLC Monitoring Services Solutions.

NOW THEREFORE, for and in consideration of the premises contained herein and good and valuable consideration, receipt of which is hereby acknowledged, the parties agree as follows:

### **Service Period**

This Agreement shall be effective as of the date of this Agreement, execution by Southern 14 Workforce Investment Board unless sooner terminated in accordance with the terms hereof and shall be for an initial term of twelve (12) months. Southern 14 Workforce Investment Board and B-All Technology Solutions, LLC reserve the right to review this agreement quarterly.

### **Continuance / Automatic Renewal**

This Agreement shall renew automatically at the end of the prior Agreement term for a period of twelve (12) months unless B-All Technology Solutions, LLC or Southern 14 Workforce Investment Board affirmatively terminates it in accordance with the conditions set forth in this Agreement.

### **Purchase Price**

Southern 14 Workforce Investment Board is purchasing B-All Technology Solutions, LLC Program Services under this Agreement for the purchase price outlined in Appendix A.4. Said purchase price shall be paid in monthly installments with the first installment due upon execution of this agreement. Each payment thereafter shall be due on the first day of each calendar month. Services provided hereunder shall be assessed against this Account as provided herein.

### **Charges for Service Delivery**

Services shall be charged against the Account in accordance with the terms and conditions as outlined in Appendix A.4.

Any supplemental services provided by B-All Technology Solutions, LLC which are outside the terms of this Agreement, including but not limited to, any maintenance provided beyond normal business hours and services in excess of the Account purchased herein, shall be charged to Southern 14 Workforce Investment Board as an additional charge in accordance with the terms and conditions as outlined in Appendix A.1. Any additional billing charges will be invoiced at the end of each month, with payment expected within thirty (30) days, unless otherwise specified by B-All Technology Solutions, LLC

Southern 14 Workforce Investment Board shall, in addition to the other amounts payable under this Agreement, pay all sales and other taxes, federal, state, or otherwise, however designated, which are levied or imposed by reason of the services provided pursuant to this Agreement. Without limiting the foregoing,

Southern 14 Workforce Investment Board shall promptly pay to B-All Technology Solutions, LLC an amount equal to any such taxes actually paid or required to be collected or paid by B-All Technology Solutions, LLC

B-All Technology Solutions, LLC reserves the right to refuse or suspend service under this Agreement in the event Southern 14 Workforce Investment Board has failed to pay any invoice within thirty (30) days of said invoice date, whether it be an invoice for services provided under this Agreement or any other agreement between the parties.

### **Devices Covered**

B-All Technology Solutions, LLC reserves the right to renegotiate rates based on additions of locations, hardware, software, hardware support requirements, and/or services as well as modify this Agreement (or any portion thereof) with a 30-day notice.

For purposes of this Agreement, the Network shall include all locations as outlined in Appendix A.1. In addition, this agreement is based on services provided to those devices listed in Appendix A.2. Any additional devices added to the network without the consent or acknowledgement of B-All Technology Solutions, LLC will not be honored or supported by B-All Technology Solutions, LLC under this agreement. Please review this agreement from time to time so that you will be apprised of any changes.

### **Conditions of Service**

The client network is eligible for monitoring and support under this Agreement provided it is in good condition and B-All Technology Solutions, LLC serviceability requirements/standards and site environmental conditions are met. B-All Technology Solutions, LLC reserves the right to inspect the Network upon the commencement of the term of this agreement for the purpose of creating a diagram of the Network and/or conducting a diagnostic test of the Network. Unless stated otherwise, said inspection shall be charged against the Account using our standard hourly billing rates.

B-All Technology Solutions, LLC shall not be responsible to Southern 14 Workforce Investment Board for loss of use of the Network or for any other liabilities arising from alterations, additions, adjustments or repairs which have been made to the Network other than by authorized representatives of B-All Technology Solutions, LLC

B-All Technology Solutions, LLC reserves the right to suspend or terminate this Agreement if in its sole discretion, conditions at the service site pose a health or safety threat to any B-All Technology Solutions, LLC representative.

It is the responsibility of the Southern 14 Workforce Investment Board to promptly notify B-All Technology Solutions, LLC of any events/incidents that could impact the services defined within this agreement and/or any supplemental service needs, and for B-All Technology Solutions, LLC to respond in a timely manner via phone, email, remote access, and/or on-site services.

a) If services are requested by the Southern 14 Workforce Investment Board outside of normal business hours, B-All Technology Solutions, LLC shall provide such service subject to the availability of its representatives, according to the terms and conditions set forth in this Agreement.



b) B-All Technology Solutions, LLC shall monitor, advise, and provide supplemental services as defined in this agreement during business hours, and in accordance with B-All Technology Solutions, LLC's Network policies then in effect. B-All Technology Solutions, LLC shall provide scheduled remote and onsite support services in accordance with this agreement. B-All Technology Solutions, LLC's representatives shall have, and the Southern 14 Workforce Investment Board shall provide full access to the Network in order to affect the necessary monitoring and/or supplemental services. All services defined in this Agreement shall be provided during regular business hours.

c) B-All Technology Solutions, LLC shall be obligated to provide service only at the Service Site(s) defined in this agreement as outlined in Appendix A.1. If the Southern 14 Workforce Investment Board desires to relocate, add or remove locations, the CLIENT shall give appropriate notice to B-All Technology Solutions, LLC of its intention to relocate sixty (60) days in advance. B-All Technology Solutions, LLC reserves the right to renegotiate service terms with respect to any relocation and/or addition of locations by the Southern 14 Workforce Investment Board. Such right includes the right to refuse service to Network at the relocation and/or new site.

d) B-All Technology Solutions, LLC is obligated to provide Southern 14 Workforce Investment Board with Service Agreements higher-priority response for emergency as well as non-emergency service requests.

## **How to Contact Service Desk**

Text to Ticket: (618) 912-0101

Web: [www.b-alltech.com](http://www.b-alltech.com)

Email: [cbarbre@b-alltech.com](mailto:cbarbre@b-alltech.com)

Preferred Contact Method: Text to Ticket

## **Things to Do Before Contacting Support**

When you call or send a message, please ensure that you have the following detailed and complete information:

- Your name and location and where and how to contact you in case of a problem
- A description of the problem and its severity
- Any error messages and what was processing at the time the problem occurred
- The applications and versions you are working with
- Any changes made recently
- In case of a request or question, a description of request or question and relevant details

## **Client Responsibilities**

1. Southern 14 Workforce Investment Board shall provide adequate workspace, heat, light, ventilation, electric current and outlets, internet, remote access, and long-distance telephone access for use by B-All Technology Solutions, LLC's representatives.

2. Southern 14 Workforce Investment Board agrees that it will inform B-All Technology Solutions, LLC of any modification, installation, or service performed on the Network by individuals not employed by B-All Technology Solutions, LLC in order to assist B-All Technology Solutions, LLC in providing an efficient and effective Network support response time.

3. Southern 14 Workforce Investment Board will designate a managerial level representative to authorize all Network Support Services. Whenever possible, said representative shall be present whenever a B-All Technology Solutions, LLC service representative is on-site. This contact information shall be outlined in Appendix A.1, and it is Southern 14 Workforce Investment Board's responsibility to inform B-All Technology Solutions, LLC of any changes made to this representation thirty (30) days in advance.

4. Southern 14 Workforce Investment Board agrees that a maintenance window must be established and honored to allow for proper system maintenance, patching and reboots.

## **Scope of Managed Service Agreement**

This Agreement is designed to provide the Account with centralized, proactive monitoring supplemental services for certain Networking System. This Agreement includes:

**LOCATION(S):** Specific location(s) to be covered by this agreement can be found in Appendix A.1.

## **Service Limitations**

In addition to other limitations and conditions set forth in this Agreement, the following service and support limitations are expressed:

- a) Cost of consumables, replacement parts, hardware, software, network upgrades and associated services are outside the scope of this agreement. B-All Technology Solutions, LLC will provide consultative specification, sourcing guidance and/or Time and Material/Project offerings.
- b) Except as otherwise stated in Appendix A.2 of this agreement all Server, Network Device and Software upgrades are outside the scope of this agreement.
- c) Manufacturer warranty parts and labor/services are outside the scope of this agreement.
- d) Periodic reboots for such devices as firewalls, routers, and servers are required to apply/activate critical update patches and configuration changes. B-All Technology Solutions, LLC's support services within this agreement are predicated upon Southern 14 Workforce Investment Board's support and commitment to providing time/scheduling for network device reboots with its staff and/or users support.
- e) Application software support is limited to the manufacturer's products listed in Appendix A.2: Printer maintenance support is limited to non-warranty servicing of printer products listed in Appendix A.2.
- f) Support services required or requested outside the scope of this agreement may not be exchanged for days or services within this agreement. Outside of scope support services are available and will be provided on either a Time and Material, or Project basis.

## **Warranties and Disclaimers**

B-All Technology Solutions, LLC makes, and Southern 14 Workforce Investment Board receives no warranty, express or implied, and all warranties of merchantability and fitness for a particular purpose are expressly excluded. In no event shall B-All Technology Solutions, LLC or any of its Directors, Employees or Other Representatives be for any special, incidental, indirect, or consequential damages of any kind including, without limitations, those resulting from loss of data, income, profit, and on any theory of liability, arising out of or in connection with the services or use thereof even if it has been advised or has knowledge of the possibility of such damages.

Southern 14 Workforce Investment Board shall assume full responsibility for the overall effectiveness and efficiency of the operating environment in which the Network is to function.

## **Indemnification**

Southern 14 Workforce Investment Board hereby agrees to indemnify and defend at its sole expense: B-All Technology Solutions, LLC, its employees, agents, representatives, directors and shareholders, from and against any and all claims arising out of or based upon Southern 14 Workforce Investment Board's use of all services, software or hardware acquired from sources other than B-All Technology Solutions, LLC, including,

but not limited to, claims based on software licensing violations, copyright infringement, trademark infringement and patent infringement. In addition, Southern 14 Workforce Investment Board agrees to pay any judgment and costs associated with such a claim.

### **Opt-Out/Termination**

B-All Technology Solutions, LLC and/or Southern 14 Workforce Investment Board shall have the right to terminate this Agreement under any of the following conditions:

- If one of the parties shall be declared insolvent or bankrupt.
- If a petition is filed in any court and not dismissed in ninety days to declare one of the parties bankrupt and/or for a reorganization under the Bankruptcy Law or any similar statute.
- If a Trustee in Bankruptcy or a Receiver or similar entity is appointed for one of the parties.
- If the client does not pay B-All Technology Solutions, LLC within sixty (60) days from receipt of B-All Technology Solutions, LLC's invoice and/or otherwise materially breaches this Agreement.
- If B-All Technology Solutions, LLC fails to perform its obligations under this Agreement and such failure continues for a period of thirty days after written notice of the default, the Southern 14 Workforce Investment Board shall have the right to terminate this Agreement.
- Either party may terminate this Agreement upon thirty days (30) written notice.

Upon termination, all hardware and software installed by B-All Technology Solutions, LLC that was required to conduct network support services are the property of B-All Technology Solutions, LLC and will be surrendered and returned to B-All Technology Solutions, LLC at end of the agreement.

### **Non-Hire/Non-Disclosure**

Because employees are one of our most valuable assets, policy and professional ethics require that our employees not seek employment with or be offered employment by any Southern 14 Workforce Investment Board during the course of engagement and for period of one (1) year thereafter. Your signature on this document confirms your organization's agreement to adhere to this professional standard of conduct.

Southern 14 Workforce Investment Board acknowledges that B-All Technology Solutions, LLC is involved in a highly strategic and competitive business. Southern 14 Workforce Investment Board further acknowledges that Southern 14 Workforce Investment Board would gain substantial benefit and that B-All Technology Solutions, LLC would be deprived of such benefit, if Southern 14 Workforce Investment Board were to directly hire any personnel employed by B-All Technology Solutions, LLC Except as otherwise provided by law, Southern 14 Workforce Investment Board shall not, without the prior written consent of B-All Technology Solutions, LLC, solicit the employment of B-All Technology Solutions, LLC personnel during the term of this Agreement and for a period of one (1) year following expiration of this Agreement.

Southern 14 Workforce Investment Board agrees that B-All Technology Solutions, LLC damages resulting from breach by Southern 14 Workforce Investment Board of this provision would be impracticable and that it would be extremely difficult to ascertain the actual amount of damages. Therefore, in the event Southern 14 Workforce Investment Board violates this provision, Southern 14 Workforce Investment Board shall immediately pay B-All Technology Solutions, LLC an amount equal to 60% of employee's total annual compensation, as liquidated damages and B-All Technology Solutions, LLC shall have the option to terminate this Agreement without further notice or liability to Southern 14 Workforce Investment Board The amount of

the liquidated damages reflected herein is not intended as a penalty and is reasonably calculated based upon the projected costs B-All Technology Solutions, LLC would incur to identify, recruit, hire and train suitable replacements for such personnel.

This Confidentiality, Privacy and Compliance portion of this Agreement is in addition to other terms and conditions set forth in any and all contracts currently existing or hereafter created between Southern 14 Workforce Investment Board and B-All Technology Solutions, LLC This agreement shall under no circumstances be deemed to alter any such contract except as specifically provided below.

B-All Technology Solutions, LLC acknowledges that in the course of providing services to Southern 14 Workforce Investment Board, B-All Technology Solutions, LLC may learn from Southern 14 Workforce Investment Board certain non-public personal and otherwise confidential information relating to Southern 14 Workforce Investment Board , including its customers, consumers or employees. B-All Technology Solutions, LLC shall regard any and all information it receives which in any way relates or pertains to said Southern 14 Workforce Investment Board, including its customers, consumers or employees, as confidential.

B-All Technology Solutions, LLC shall take commercially reasonable steps to not disclose, reveal, copy, sell, transfer, assign, or distribute any part or parts of such information in any form, to any person or entity, or permit any of its employees, agents, or representatives to do so for any purpose other than purposes which serve Southern 14 Workforce Investment Board or as expressly and specifically permitted in writing by said Southern 14 Workforce Investment Board or as required by applicable law.

Southern 14 Workforce Investment Board acknowledges that it also has a responsibility to keep records and information of its business, customers, consumers, and employees confidential.

Southern 14 Workforce Investment Board also acknowledges that all information and services, consulting techniques, proposals, and documents disclosed by B-All Technology Solutions, LLC or which comes to its attention during the course of business and provided under this agreement constitute valuable assets of, and confidential and/or proprietary to B-All Technology Solutions, LLC

This provision shall survive termination of this Agreement and any other agreements between Southern 14 Workforce Investment Board & B-All Technology Solutions, LLC

### **General Provisions**

a) **Sole Agreement:** This Agreement constitutes the entire and only understanding and agreement between the parties hereto with respect to the subject matter hereof and, except as expressly set forth herein, maybe amended only by a writing signed by each of the parties hereto.

b) **Severability:** If a court of competent jurisdiction determines that any terms or provision of this Agreement is invalid or unenforceable; such determination shall not affect the validity or enforceability of the remaining terms and provisions of this Agreement, which shall continue to be given full force and effect.

c) **Captions:** The captions of the paragraphs of this Agreement are for convenience only and shall not affect in any way the meaning or interpretation of this Agreement or any of the provisions hereof.

d) **Binding Effect:** This Agreement shall be binding upon, and shall inure to the benefit of, the parties hereto and their heirs, legal representatives, personal representatives, administrators, successors, and permitted assigns, as the case may be.

e) **Waiver:** Any failure of either party to comply with any obligation, covenant, agreement, or condition herein may be expressly waived, but only if such waiver is in writing and signed by the other parties. Any such waiver or failure to insist upon strict compliance with such obligation, covenant, agreement, or conditions shall not operate as a waiver of and/or set precedence with respect to any subsequent and/or other failure.

f) **Governing Law:** Notwithstanding the place where this Agreement may be executed by any party, this Agreement, the rights and obligations of the parties, and any claims and disputes relating hereto shall be subject to and governed by the laws of the State of Illinois as applied to agreements among Illinois residents to be entered into and performed entirely within the State of Illinois, and such laws shall govern all aspects of this Agreement. The parties agree to submit to the personal jurisdiction and venue of the state and federal courts in the State of Illinois, in the Judicial Circuit where B-All Technology Solutions, LLC has its principal office, for resolution of all disputes and causes of action arising out of this Agreement, and the parties hereby waive all questions of personal jurisdiction and venue of such courts, including, without limitation, the claim or defense therein that such courts constitute an inconvenient forum.

g) **Assignment:** This Agreement and the rights and duties hereunder shall not be assignable by either party hereto except upon written consent of the other.

h) **Force Majeure:** B-All Technology Solutions, LLC shall not be liable for any problems due to external causes beyond its control including, but not limited to, terrorist acts, natural catastrophe, fire, flood, or other act of God, and/or power failure, virus propagation, improper shut down of the Network and related Network Systems/Services.

i) **Attorneys' Fees.** In any action between the parties to enforce any of the terms of this Agreement, the prevailing party shall be entitled to recover all expenses, including reasonable attorneys' fees.

j) **IN WITNESS WHEREOF,** the parties have executed this Agreement as of the day and year first below written.

## **Remedies**

In the event that Southern 14 Workforce Investment Board terminates this Agreement for any reason other than a breach of the terms herein, Southern 14 Workforce Investment Board shall be entitled to a refund of any monies extended in advance of the month or part thereof for which services by B-All Technology Solutions, LLC were last performed.

## **Managed Service Offering**

### **Description**

B-All Technology Solutions, LLC offers a comprehensive and fully configurable service offering that provides reactive and proactive support for your IT applications for both Commercial Off-The-Shelf (COTS) configurations and custom (in-house) applications. By applying regular monthly maintenance tasks to the network backbone, we will be able to reduce the likelihood and frequency of network failures and issues,

thus saving the customer money (and time) in unforeseen downtime. The monitoring solution we put in place also assures we have all the information we need to make meaningful suggestions and also helps to ensure we know of issues as early as the customer. In this we will be in a position that allows us to service and solve unforeseen issues with great speed, so that each issue takes less time to resolve. By combining these two activities, we can reduce the overall cost of our customer's network while at the same time creating a more stable and optimized network environment. This will be backed up regularly with scheduled Health reviews with the customer in which we will be reviewing reports with the customer and therefore providing them with a level of transparency they have not been able to achieve to this point.

### Benefits

**Reduced overheads.** Managed IT services are a cost-effective method for managing your business' IT requirements as you do not need to hire IT staff in house. Having an IT department in-house can be costly especially if you do not require the services of IT experts on a daily basis. By outsourcing your IT department, you are able to only pay for IT support when you need it and as you need it.

**Increased efficiency.** Outsourcing IT support also allows you to increase business productivity and efficiency as you are able to focus on what you do best, rather than having to solve complex IT problems.

**Accountability.** Your IT services provider is accountable for the functionality and performance of their services.

Running complex IT infrastructure can be quite expensive and involving. Managed services give you the assurance that someone else is accountable for the delivery of the services that you require. It also means that you can direct your resources to your core business.

### Services Included

Our Managed Service program is designed to provide:

Core Elements	Description	Yes	No
Backup Monitoring	Monitoring the success of the customer's backup solution to ensure that their data is always protected.	x	
Network Monitoring	Monitoring the customer's routers and switches to ensure that network traffic is always moving.	x	
Workstation Monitoring	Monitoring the customer's workstations for any issues that may arise to ensure optimum performance	x	
Automated Maintenance	Basic automated maintenance and self-healing solutions applied to customers' servers, workstations.	x	
Patch Management	Monitoring and management of patch levels; ensuring desktops, servers are kept up to date.	x	
Endpoint Security (ESM)	Apply a complete security management system to customers' environment, including anti-virus, anti-spyware, and anti-malware management.	x	
Performance Reporting	Annual meetings to review customized reports, overall network health, and strategic IT planning with customer.	x	

## Appendix A.1 – Contact Information

### Account Representative

Your B-All Technology Solutions, LLC Account Representative / Primary Contact is Chad Barbre. Please contact him if you wish to make any changes to or ask questions about your service agreement with us.

You can contact your account representative in the following ways:

- Telephone: (618) 919-0429
- Email: cbarbre@b-alltech.com

### Client Information

The primary Southern 14 Workforce Investment Board contact is: \_\_\_\_\_ Pam Barbee \_\_\_\_\_

Changes to this agreement may only be requested by the persons named above. It is the responsibility of Southern 14 Workforce Investment Board to notify B-All Technology Solutions, LLC of changes to the contact person.

This agreement covers the following CLIENT locations:

Site Name	Address	Phone	Contact
Southern 14 Workforce Investment Board	304 East Robinson Fairfield, IL 62387	618-382-5024	Pam Barbee

This agreement allows for the following CLIENT Maintenance Windows:

Site Name	Task	Day	Time
All Offices	Workstation Patching	Everyday	3 AM-5AM
All Offices	Workstation Reboots	Everyday	3 AM-6 AM
All Offices	Routing Maintenance Items	Everyday	12 AM-3AM





Should this contract be terminated by either party, client agrees to return the property listed above, or after acquired, to B-All Technology Solutions, LLC within 10 days after the final cancellation date.

Client further acknowledges and gives permission to B-All Technology Solutions, LLC to take possession of equipment listed above from location listed in event of contract termination after 10-day grace period, and agrees to compensate B-All Technology Solutions, LLC for expenses accrued during the recovery in addition to all amount owing under the balance of the agreement.

Client agrees and understands that B-All Technology Solutions, LLC Equipment is to be maintained completely by B-All Technology Solutions, LLC. Any tampering, repair attempt or service completed by another party on the equipment listed above could result in the immediate cancellation of this agreement.

Client agrees to make all logical and earnest attempts to keep equipment safe, secure and protected while in their possession. Client agrees to keep current insurance on B-All Technology Solutions, LLC supplied equipment while in their possession and list B-All Technology Solutions, LLC as an additional loss payee. Client will provide proof thereof to B-All Technology Solutions, LLC that it (B-All Technology Solutions, LLC) is listed as an additional loss payee, providing a current copy of its insurance declaration sheet showing B-All Technology Solutions, LLC as a loss payee specifically for mobile equipment coverage. Client further agrees to be responsible for any and all costs for the repair or replacement of B-All Technology Solutions, LLC supplied equipment while in their possession should it be damaged or repaired by an unauthorized third party.

Should B-All Technology Solutions, LLC's Client default, permission is granted to enter their premises at any time, with or without permission, and remove all of B-All Technology Solutions, LLC's hardware, and all efforts to recover such property will be deemed consensual and not a trespass. Client agrees to fully cooperate and will not interfere in any way, including but not limited to involving law enforcement. Client acknowledges that the hardware provided under this agreement belongs to B-All Technology Solutions, LLC, which retains a 100% Security Interest, and B-All Technology Solutions, LLC may repossess without notice, upon breach of this agreement by Client.

Under this agreement, Southern 14 Workforce Investment Board is entitled to a quantity of supported devices as defined in the Program Description. Any additional devices added to program will have an incremental cost. B-All Technology Solutions, LLC support and maintenance is limited to items, services, hardware and applications found on the following lists:

**Applications:** \_\_\_\_\_

**Firewalls:** \_\_\_\_\_ Sophos XGS Firewall \_\_\_\_\_

**Other Devices:** \_\_\_\_\_

## Preventative Maintenance Checklist

### *General*

Description	Frequency	Included
Test backups with restores	As needed	x

### *Servers*

Manage Servers	Ongoing	x
Keep Service Packs, Patches and Hot fixes current as per company policy	Monthly	x
Check event log of every server and identify any potential issues	As things appear	x
Monitor hard drive free space on server	Ongoing	x
Reboot servers if needed	As needed	x
Scheduled off time server maintenance	As needed	x
Install supported software upgrades	As needed	x
Check status of backups	Daily	x
Alert Client to dangerous conditions -Memory running low -Hard drive showing sign of failure -Hard drive running out of disk space -Controllers losing interrupts -Network Cards report unusual collision activity	As needed	x

Educate and correct user errors (deleted files, corrupted files, etc.)	As needed	x
Clean and prune directory structure, keep efficient and active	As needed	

***Devices***

Manage Desktops	Ongoing	x
Manage Network Printers	Ongoing	x
Manage Other Networked Devices	Ongoing	x

***Networks***

Performance Monitoring/Capacity Planning	Ongoing	x
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***Security***

Check firewall logs	As needed	x
Confirm that antivirus virus definition auto updates have occurred	As needed	x
Confirm that antispyware updates have occurred	As needed	x
Set up new users including login restrictions, passwords, security, applications	As needed	x
Set up and change security for users and applications	Ongoing	x

***Applications***

Ensure Microsoft Office Applications are functioning as designed	As needed	x
Ensure Intuit QuickBooks/Quicken Applications are functioning as designed	As needed	x

***Vendor Management***

Manage the following vendor relationships: Phone, Telco & Internet	As needed	x
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***Professional Services***

Technology Solution Design & Development	As needed	x
Onsite Implementation	As needed	x

## Appendix A.3 – Service Desk

### B-All Technology Solutions, LLC Service Desk Services

The B-All Technology Solutions, LLC Service Desk provides a point of contact for your company when they have an issue or question. B-All Technology Solutions, LLC’s staff are available during business hours to log issues and support your team. You can contact the IT Service Desk via email or phone. We commit to responding to your question promptly.

## Appendix A.4 – Monthly Pricing Structure

### Monthly Maintenance Monitoring and Support

The service program includes pre-scheduled onsite and/or remote support and maintenance. Based on the number of users and devices within your organization, B-All Technology Solutions, LLC will commit to having a technician onsite or working remotely from our Network Operation Center on a scheduled basis to assist you with any IT related issues or questions.

**Based on this information, the monthly program price for Southern 14 Workforce Investment Board is summarized in the table below. This monthly program price reflects 12 months of service and is determined by date of service agreement.**

Program Components	Component Cost
Monthly Program Fee	\$875.00

### Acceptance

B-All Technology Solutions, LLC	Southern 14 Workforce Investment Board
Signature:	Signature:

Printed Name:	Printed Name:
Title:	Title:
Date:	Date:

# ESTIMATE

B-All Technology Solutions, LLC  
1410 County Road 2075  
Fairfield, IL 62837

cbarbre@b-alltech.com



## Bill to

Southern 14 Workforce Investment Board  
304 East Robinson, Suite 210  
PO Box 186  
Carmi, IL 62821

## Ship to

Southern 14 Workforce Investment Board  
304 East Robinson, Suite 210  
PO Box 186  
Carmi, IL 62821

## Estimate details

Estimate no.: 1053  
Estimate date: 02/22/2025  
Expiration date: 03/31/2025

#	Date	Product or service	Description	Qty	Rate	Amount
1.	02/24/2025	Services	Monthly Managed Services from 07/01/2025-06/30/2026- 12 PCs w/ Antivirus and EDR, Corporate Screen Sharing for remote support and monitored updates. Managed appliance based firewall for zero day vulnerabilities, SSL VPN capabilities, and general policy implementation. Onsite, and remote support included as needed.	12	\$875.00	\$10,500.00

**Total** **\$10,500.00**

Expiry date 03/31/2025

Accepted date

Accepted by